

# **FUJITSU Storage ETERNUS SF**

## **Express V16.4 / Storage Cruiser V16.4 / AdvancedCopy Manager V16.4**

# Messages

# Preface

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## Purpose

This manual explains the messages output by the following products:

- FUJITSU Storage ETERNUS SF Express (hereafter abbreviated as "Express")
- FUJITSU Storage ETERNUS SF Storage Cruiser (hereafter abbreviated as "Storage Cruiser")
- FUJITSU Storage ETERNUS SF AdvancedCopy Manager (hereafter abbreviated as "AdvancedCopy Manager")

## Intended 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 Acmr Prefix](#)

This chapter explains the messages that begin with "acmr" 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 Esfadm Prefix](#)

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

### [Chapter 7 Messages of Esflm Prefix](#)

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

### [Chapter 8 Messages of Esgui Prefix](#)

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

### [Chapter 9 Messages of Espmt Prefix](#)

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

### [Chapter 10 Messages of Esqos Prefix](#)

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

### [Chapter 11 Messages of Esrpt Prefix](#)

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

### [Chapter 12 Messages of Essch Prefix](#)

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

### [Chapter 13 Messages of FJSVrcx Prefix](#)

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

#### [Chapter 14 Messages of FJSVssast Prefix](#)

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

#### [Chapter 15 Messages of Ssage Prefix](#)

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

#### [Chapter 16 Messages of Ssmgr Prefix](#)

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

#### [Chapter 17 Messages of Stgxfws Prefix](#)

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

#### [Chapter 18 Messages of Swprv Prefix](#)

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

#### [Chapter 19 Messages of Swsag Prefix](#)

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

#### [Chapter 20 Messages of Swsrp Prefix](#)

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

#### [Chapter 21 Messages of Swst Prefix](#)

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

#### [Chapter 22 Messages of Swstf Prefix](#)

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

#### [Chapter 23 Messages of Vmlink Prefix](#)

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

#### [Chapter 24 Messages That Begin with Number](#)

This chapter explains the messages that begin with a number.

#### [Chapter 25 Messages That Begin with ERROR](#)

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

#### [Chapter 26 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 27 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) 2008 Standard (32-bit) (64-bit)	Windows Server 2008	Windows
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)		

Product Name	Notation	
(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)		
Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Datacenter	Windows Server 2008 R2	
Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Datacenter	Windows Server 2012	
Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Datacenter	Windows Server 2012 R2	
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	
Windows(R) 8.1 Windows(R) 8.1 Pro	Windows 8.1	
Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Mobile	Windows 10	
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) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64)	RHEL5	Linux
Red Hat(R) Enterprise Linux(R) 6 (for x86) Red Hat(R) Enterprise Linux(R) 6 (for Intel64)	RHEL6	
Red Hat(R) Enterprise Linux(R) 7 (for Intel64)	RHEL7	
SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T	SUSE Linux Enterprise Server 11	
HP-UX 11i v3	HP-UX	
AIX(R) V6.1 AIX(R) V7.1	AIX	
VMware vSphere(R) 5	VMware vSphere 5	VMware
VMware vSphere(R) 6	VMware vSphere 6	

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

FUJITSU Storage ETERNUS

Formal Name	Abbreviation		
FUJITSU Storage ETERNUS DX60	-	-	ETERNUS DX series or ETERNUS Disk storage system
FUJITSU Storage ETERNUS DX410 FUJITSU Storage ETERNUS DX440	ETERNUS DX400 series		
FUJITSU Storage ETERNUS DX8100 FUJITSU Storage ETERNUS DX8400 FUJITSU Storage ETERNUS DX8700	ETERNUS DX8000 series		
FUJITSU Storage ETERNUS DX60 S2 FUJITSU Storage ETERNUS DX80 S2 FUJITSU Storage ETERNUS DX90 S2	-	ETERNUS DX S2 series	
FUJITSU Storage ETERNUS DX410 S2 FUJITSU Storage ETERNUS DX440 S2	ETERNUS DX400 S2 series		
FUJITSU Storage ETERNUS DX8100 S2 FUJITSU Storage ETERNUS DX8700 S2	ETERNUS DX8000 S2 series		
FUJITSU Storage ETERNUS DX60 S3 FUJITSU Storage ETERNUS DX100 S3 FUJITSU Storage ETERNUS DX200 S3	-	ETERNUS DX S3 series	
FUJITSU Storage ETERNUS DX500 S3 FUJITSU Storage ETERNUS DX600 S3	-		
FUJITSU Storage ETERNUS DX8700 S3 FUJITSU Storage ETERNUS DX8900 S3	ETERNUS DX8000 S3 series		
FUJITSU Storage ETERNUS AF250 FUJITSU Storage ETERNUS AF650	ETERNUS AF series		ETERNUS All-Flash Arrays
FUJITSU Storage ETERNUS DX200F	-		

Each individual device name in this document is listed with "FUJITSU Storage" omitted from it.

NetApp FAS Series and V-Series are abbreviated as follows.

Firmware Version	String Included in Firmware Name	Abbreviation
Data ONTAP 6.x Data ONTAP 7.x	(Any string)	NetApp FAS Series NetApp V-Series
Data ONTAP 8 - 8.2.x	7-Mode	
Data ONTAP 8 - 8.2.x	Cluster-Mode	NetApp FAS Series (with clustered Data ONTAP) NetApp V-Series (with clustered Data ONTAP)
Data ONTAP 8.3 or later	(Any string)	

Software Products

Formal name	Abbreviation
Microsoft(R) Windows Server(R) Failover Clustering	WSFC
Microsoft(R) Exchange Server	Exchange Server
Microsoft(R) SQL Server(R)	SQL Server
VMware(R) ESX(R)	VMware ESX
VMware(R) ESXi(TM)	VMware ESXi
VMware(R) vCenter(TM) Server	VMware vCenter Server or vCenter Server

Formal name	Abbreviation
FUJITSU Software PRIMECLUSTER Global Disk Services	GDS
FUJITSU Software Symfoware Server Enterprise Extended Edition FUJITSU Software Symfoware Server Enterprise Edition	Symfoware

#### Manuals

Formal name	Abbreviation
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Quick Reference	ETERNUS SF Quick Reference
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Release Notes	ETERNUS SF Release Notes
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Installation and Setup Guide	ETERNUS SF Installation and Setup Guide
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Migration Guide	ETERNUS SF Migration Guide
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Web Console Guide	ETERNUS SF Web Console Guide
FUJITSU Storage ETERNUS SF Storage Cruiser / AdvancedCopy Manager Cluster Environment Setup Guide	ETERNUS SF Cluster Environment Setup Guide
FUJITSU Storage ETERNUS SF Storage Cruiser / AdvancedCopy Manager Operation Guide for VMware vSphere Virtual Volumes	ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Messages	ETERNUS SF Messages
FUJITSU Storage ETERNUS SF Express / Storage Cruiser Event Guide	ETERNUS SF Event Guide
FUJITSU Storage ETERNUS SF Express / Storage Cruiser / AdvancedCopy Manager Glossary	ETERNUS SF Glossary

Besides the above-mentioned, each individual manual name in this document is listed with "FUJITSU Storage" omitted from it.

#### Others

- ETERNUS SF Web Console is abbreviated as "Web Console".
- Quality of Service is abbreviated as "QoS".
- 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
  - Windows Server 2012 R2
- In this manual, the following products are collectively described as "Windows Server 2012 or later".
  - Windows Server 2012
  - Windows Server 2012 R2
- In this manual, the following products are collectively described as "Exchange Server 2010 or later".
  - Exchange Server 2010
  - Exchange Server 2013
  - Exchange Server 2016

- In this manual, the following products are collectively described as "Exchange Server 2013 or later".
    - Exchange Server 2013
    - Exchange Server 2016
  - In this manual, unless there is a special explanatory note, ETERNUS Disk storage system includes ETERNUS All-Flash Arrays. However, the following functions are not supported in ETERNUS All-Flash Arrays:
    - Energy saving operation for storage device
    - NAS operation for storage device
- The following function is not supported in ETERNUS DX200F All-Flash Arrays:
- Automated Storage Tiering operation at multiple tiers (two or more)

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## Shipment Date and Revision History

Shipment Date	Revision	Document Part Number	
		PDF	HTML
December 2013	1	B1FW-6003-01ENZ0(00)	B1FW-6003-01ENZ2(00)
March 2014	1.1	B1FW-6003-01ENZ0(01)	B1FW-6003-01ENZ2(01)
May 2014	1.2	B1FW-6003-01ENZ0(02)	B1FW-6003-01ENZ2(02)
June 2014	2	B1FW-6003-02ENZ0(00)	B1FW-6003-02ENZ2(00)
July 2014	2.1	B1FW-6003-02ENZ0(01)	B1FW-6003-02ENZ2(01)
January 2015	3	B1FW-6003-03ENZ0(00)	B1FW-6003-03ENZ2(00)
March 2015	3.1	B1FW-6003-03ENZ0(01)	B1FW-6003-03ENZ2(01)
July 2015	3.2	B1FW-6003-03ENZ0(02)	B1FW-6003-03ENZ2(02)
October 2015	4	B1FW-6003-04ENZ0(00)	B1FW-6003-04ENZ2(00)
December 2015	4.1	B1FW-6003-04ENZ0(01)	B1FW-6003-04ENZ2(01)

Shipment Date	Revision	Document Part Number	
		PDF	HTML
April 2016	4.2	B1FW-6003-04ENZ0(02)	B1FW-6003-04ENZ2(02)
June 2016	4.3	B1FW-6003-04ENZ0(03)	B1FW-6003-04ENZ2(03)
October 2016	5	B1FW-6003-05ENZ0(00)	B1FW-6003-05ENZ2(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, 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
SE0X7F11F	SE0X7F11X
SE0X7F12F	SE0X7F12X
SE0X7F21F	SE0X7F21X
SE0X7F22F	SE0X7F22X
XSEFC401AF	XSEFC401AU, XSEFC401AX
XSEFC402AF	XSEFC402AU, XSEFC402AX

This product model is not the same in all regions. 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, take it as referring to the product name of the other countries.

Japan	Other Countries
SafeDisk	SynfinityDisk
SafeCluster	SynfinityCluster



Japan	Other Countries
SafeFile	SynfinityFile

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## Update History

Content of Update	Updated Section	Revision
The explanation for some messages is modified.	Chapter 13 (ssmgr3402, ssmgr3489, ssmgr3610)	1.1
The information related to ETERNUS DX200F is described.	"Others" in Preface	1.2
Some messages are added.	Chapter 8, 9, 15, 19, and 20	2
The explanation for some messages is modified.	Chapter 3 (ccm3008), Chapter 4 (esast0140, esast1202, esast2001 to esast2005, esast2008 - esast2013, esast2999, esast3001 - esast3007, esast3012, esast3015, esast3017, esast3018, esast3020, esast3100 - esast3102, esast4900 - esast4903, esast4905, esast4907, esast4999 - esast5004, esast5050 - esast5054, esast5100 - esast5102, esast5950, esast5951), Chapter 5 (escs02271), Chapter 8 (esgui00001, esgui00005, esgui01006, esgui01011, esgui02011, esgui04005, esgui04007, esgui04020 - esgui04023, esgui04027, esgui04029, esgui04050, esgui04070, esgui04073), Chapter 15 (ssmgr3353, ssmgr3354, ssmgr3367, ssmgr3401, ssmgr3427, ssmgr3483, ssmgr3489, ssmgr3490, ssmgr3506, ssmgr3511, ssmgr3527, ssmgr3578, ssmgr3603, ssmgr3604), Chapter 18 (swsag0184, swsag0185, swsag0277, swsag0310 - swsag0313, swsag0592, swsag0593), Chapter 19 (swsrp0645, swsrp0687, swsrp0690, swsrp0697, swsrp0778, swsrp0790 - swsrp0793, swsrp0798, swsrp2605, swsrp2624, swsrp2663, swsrp2670, swsrp2672, swsrp2685, swsrp4619, swsrp4629, swsrp4672, swsrp4680), Chapter 20 (swst0690, swst0697), Chapter 21 (swstf2004, swstf2005, swstf2007, swstf2008, swstf2102 - swstf2104, swstf2110, swstf2111, swstf2117, swstf2118, swstf2121, swstf2432, swstf2433, swstf5011, swstf5013 - swstf5015, swstf5031 - swstf5035, swstf5040, swstf5171, swstf5410, swstf8511, swstf8514), Chapter 22 (1032), A.1 (STXC1002, STXC1902), A.8, A.9	
Some messages are deleted.	Chapter 15 and 21	2.1
Some messages are added.	Chapter 5, A.9	
The explanation for some messages is modified.	Chapter 15 (ssmgr3489, ssmgr3504, ssmgr3514, ssmgr3577, ssmgr3579, ssmgr3610, ssmgr3620), A.9	

Content of Update	Updated Section	Revision
Information related to the ETERNUS DX200F is modified or added.	"Others" in Preface, Chapter 15 (ssmgr3021, ssmgr3445, ssmgr3450, ssmgr3483)	3
Information related to the ETERNUS DX60 S3 is added.	"Notation" in Preface, Chapter 15 (ssmgr3021, ssmgr3445, ssmgr3450)	
Some messages are added.	Chapter 3 - 5, 10, 14, 15, 18, and 19	
The explanation for some messages is modified.	Chapter 3 (ccm3004), Chapter 4 (esast2008, esast2011), Chapter 8 (esgui04005, esgui04023), Chapter 15 (ssmgr1054, ssmgr1055, ssmgr3213, ssmgr3214, ssmgr3228, ssmgr3411, ssmgr3416, ssmgr3417, ssmgr3421, ssmgr3441, ssmgr3450, ssmgr3458, ssmgr3487, ssmgr3489, ssmgr3490, ssmgr3504, ssmgr3527, ssmgr3533, ssmgr3552, ssmgr3559, ssmgr3561, ssmgr3750, ssmgr3967), Chapter 18 (swsag0420), Chapter 19 (swsrp0645), Chapter 20 (swst0603), Chapter 21 (swstf2110, swstf2118, swstf2121), A.1 (STXC1002, STXC1034, STXC1100, STXC3013)	
The term "VMware Virtual Volumes" is changed to "VMware vSphere Virtual Volumes" according to the terms used by VMware, Inc.	Throughout this manual	3.1
Information related to VMware vSphere(R) 6 is added.	"Notation" in Preface	
Some messages are added.	Chapter 5, 15, and A.1	
The explanation for some messages is modified.	Chapter 5 (escs02704, escs11002), Chapter 15 (ssmgr3417, ssmgr3489, ssmgr3750), Chapter 18 (swsag9230), Chapter 22 (vmlink00004, vmlink00019 - vmlink00024, vmlink00046, vmlink00047, vmlink00049, vmlink00052, vmlink00057, vmlink90001)	
Some messages are deleted.	Chapter 5	
Information related to the ETERNUS DX8700 S3/DX8900 S3 is added.	"Notation" in Preface, Chapter 15 (ssmgr3483, ssmgr3489, ssmgr3561)	3.2
Information related to NetApp FAS Series and V-Series is added.	"Notation" in Preface,	
Some messages are added.	Chapter 7	
The explanation for some messages is modified.	Chapter 4 (esast5050), Chapter 15 (ssmgr3414, ssmgr7000), Chapter 18 (swsag0652), Chapter 22 (vmlink00004, vmlink00052)	
Information related to Windows Server 2003 is deleted.	"Notation" in Preface	4
Information related to Windows 10 is added.	"Notation" in Preface	
Some messages are added.	Chapter 5, 6, 14 - 16, and B.2	
The explanation for some messages is modified.	Chapter 3 (ccm9004), Chapter 5 (escs10100), Chapter 8 (esgui00001, esgui01005, esgui01013), Chapter 11 (esrpt00217),	

Content of Update	Updated Section	Revision
	Chapter 16 (ssmgr3417, ssmgr3489, ssmgr3463, ssmgr3616, ssmgr3619, ssmgr5006, ssmgr5007, ssmgr5013), Chapter 19 (swsag0018, swsag0135, swsag0183 - swsag0186, swsag0206, swsag0208, swsag0209, swsag0211, swsag0277, swsag0400 - swsag0404), Chapter 20 (swsrp3607, swsrp3691, swsrp3692, swsrp4619, swsrp4648, swsrp4672, swsrp4674, swsrp4724, swsrp8901), Chapter 21 (swst3691, swst3692, swst8901), Chapter 22 (swstf5016, swstf8110, swstf8502, swstf8503, swstf8517, swstf8901), Chapter 23 (vmlink00004), A.1 (STXC1904, STXC1905, STXC2010), A.2 (STXS2001, STXS2002, STXS2008, STXS2009, STXS2012, STXS2013), A.4, A.8	
Some messages are deleted.	Chapter 22	
Some messages are added.	Chapter 5 and 16	4.1
The explanation for some messages is modified.	Chapter 16 (ssmgr3483, ssmgr3489, ssmgr3531, ssmgr3533, ssmgr3578, ssmgr3620), A.9	
Some messages are added.	Chapter 23	4.2
The explanation for some messages is modified.	Chapter 8 (esgui02011), Chapter 20 (swsrp0687), Chapter 23 (vmlink00004, vmlink00052), Chapter 25 (ERROR:1032)	
Some messages are added.	Chapter 16, A.9	4.3
The explanation for some messages is modified.	Chapter 16 (ssmgr3483, ssmgr3506, ssmgr3531, ssmgr3623)	
Information related to HP-UX 11i v1/v2 is deleted.	"Notation" in Preface	5
Information related to VMware vSphere 4 is deleted.	"Notation" in Preface	
Information related to the ETERNUS DX80/DX90 is deleted.	"Notation" in Preface, Chapter 16 (ssmgr3414, ssmgr3444, ssmgr3445, ssmgr3483)	
Information related to the ETERNUS AF250/AF650 is added.	"Notation" and "Others" in Preface, Chapter 16 (ssmgr3021, ssmgr3414, ssmgr3445, ssmgr3450, ssmgr3483, ssmgr3561)	
Some messages are added.	Chapter 3, 4, and 16	
The explanation for some messages is modified.	Chapter 3 (ccm3004), Chapter 4 (esast4905, esast5050), Chapter 5 (escs02087, escs02088), Chapter 8 (esgui04060 - esgui04063), Chapter 14 (FJSVssast:ERROR:1021), Chapter 16 (ssmgr3016, ssmgr3228, ssmgr3489, ssmgr3490, ssmgr3514, ssmgr3527, ssmgr3531, ssmgr3533, ssmgr3979), Chapter 19 (swsag9202), Chapter 20 (swsrp0603, swsrp3607, swsrp4680), Chapter 21 (swst0603),	

Content of Update	Updated Section	Revision
	Chapter 22 (swstf2111), Chapter 23 (vmlink00004), A.1, A.4	
Some messages are deleted.	Chapter 5, 16, 20, and 22	

## 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	This manual is common for all products.
	Release Notes	Yes	Yes	Yes	This manual is common for all products.
	Overview	-	-	Yes	This manual is unique for the 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 Function</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 Operation Guide for Copy Control Module</li> <li>- Storage Cruiser / AdvancedCopy Manager Operation Guide for VMware vSphere Virtual Volumes</li> </ul>
	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

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

Purpose	Manual	Main Contents	How to Read
Acquiring a product overview and basic operation knowledge	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>	Read if you want to acquire a fundamental knowledge of the product and its operation in order to decide to install it or not.
	AdvancedCopy Manager Overview	<ul style="list-style-type: none"> <li>- Main functions</li> <li>- Linkable applications</li> <li>- Procedure overview for Advanced Copy of ETERNUS Disk storage system</li> </ul>	
Confirming the updated contents	Release Notes	<ul style="list-style-type: none"> <li>- New function overview</li> <li>- Incompatibilities with previous version</li> <li>- Fixed bugs</li> </ul>	Read if you want to know the updated contents from a previous version and if you perform the upgrade.
Deciding if an upgrade is required	Migration Guide	<ul style="list-style-type: none"> <li>- Notes and cautions about the upgrade</li> <li>- Upgrade procedure</li> </ul>	Read if you want to upgrade from a previous version.
Installing and correctly operating the product  Setting up operating environment depending on purpose	Installation and Setup Guide	<ul style="list-style-type: none"> <li>- Operating environment</li> <li>- Installation procedure</li> <li>- Setup procedure</li> <li>- Uninstallation procedure</li> </ul>	Read if you want to install and setup the product.
	Cluster Environment Setup Guide	<ul style="list-style-type: none"> <li>- Supported cluster software</li> <li>- Installation procedure for a clustered system</li> <li>- Setup procedure for a clustered system</li> <li>- Uninstallation procedure for a clustered system</li> </ul>	Read if you want to install and setup the product on a clustered system.
Administration and operation of the installed system	Express Operation Guide	<ul style="list-style-type: none"> <li>- Starting and stopping the software</li> <li>- Device monitoring</li> <li>- Data copy inside the storage system</li> <li>- Necessary tasks after an architectural modification of the system as well as product maintenance</li> </ul>	Read if you want to start or shutdown the system, monitor the operation status, do backup/restore operations, etc.

Purpose	Manual	Main Contents	How to Read
	Storage Cruiser Operation Guide	<ul style="list-style-type: none"> <li>- Starting and stopping the software</li> <li>- Device monitoring</li> <li>- Necessary tasks after an architectural modification of the system as well as product maintenance</li> <li>- Command reference</li> </ul>	
	Storage Cruiser Operation Guide for Optimization Function	<ul style="list-style-type: none"> <li>- Operating environment construction</li> <li>- Operating status monitoring</li> <li>- Necessary tasks after an architectural modification of the system as well as product maintenance</li> <li>- Command reference</li> </ul>	
	AdvancedCopy Manager Operation Guide (for Windows)	<ul style="list-style-type: none"> <li>- Starting and stopping the software</li> </ul>	
	AdvancedCopy Manager Operation Guide (for Solaris)	<ul style="list-style-type: none"> <li>- Data backup/restore inside the storage system</li> </ul>	
	AdvancedCopy Manager Operation Guide (for Linux)	<ul style="list-style-type: none"> <li>- Necessary tasks after an architectural modification of the system as well as product maintenance</li> </ul>	
	AdvancedCopy Manager Operation Guide (for HP-UX)	<ul style="list-style-type: none"> <li>- Command reference</li> </ul>	
AdvancedCopy Manager Operation Guide (for AIX)			
AdvancedCopy Manager Operation Guide for Copy Control Module			
Storage Cruiser / AdvancedCopy Manager Operation Guide for VMware vSphere Virtual Volumes	<ul style="list-style-type: none"> <li>- Operating environment construction</li> <li>- Virtual machine operation using a virtual volume</li> <li>- Backup/restore of the virtual machine</li> <li>- Necessary tasks after an architectural modification of the system as well as product maintenance</li> </ul>		
Web Console Guide	<ul style="list-style-type: none"> <li>- Operating environment</li> <li>- Screen layout description</li> </ul>	Read if you want to understand the ETERNUS SF Web Console.	
Dealing with messages issued by the software	Messages	<ul style="list-style-type: none"> <li>- Messages and their explanations</li> <li>- Parameter (variable information) description</li> </ul>	Read if you want a practical way of investigating and dealing with messages issued by the software.

Purpose	Manual	Main Contents	How to Read
		<ul style="list-style-type: none"> <li>- System action</li> <li>- Countermeasures</li> </ul>	
Dealing with events issued by the software	Event Guide	<ul style="list-style-type: none"> <li>- Phenomenon of event</li> <li>- Countermeasures</li> </ul>	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	Glossary	<ul style="list-style-type: none"> <li>- Product specific terminology explanation</li> <li>- Explanation of important terminology appearing in the manual</li> <li>- Synonyms and related terms</li> <li>- Proper form of abbreviated terms</li> </ul>	Read if you want to learn the meaning of important terms, product specific terms or abbreviations used in the manuals.

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# Chapter 1 Overview

This manual explains the messages that following products output:

- Express
- Storage Cruiser
- AdvancedCopy Manager

## 1.1 Message Type

The type of output messages are shown below:

- Messages output to the event log (for Windows environment)
- Messages output to the system log (for 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 Response	Explains how the system acts when a message is displayed.
Operator Corrective Action	Explains action to be taken by the operator in response to this message being output.
System Administrator Corrective Action	Explains action to be taken by the system administrator in response to this message being output.

## Chapter 2 Messages of Acrror 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 Response

The system completes processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Contact Fujitsu Technical Support.

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 Response

The system terminates processing.

## System Administrator Corrective Action

Contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Review the ROR cooperative information setting file according to the information that was displayed in *keyName*.

If the error reoccurs despite of correct configuration, contact Fujitsu Technical Support.

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Fujitsu Technical Support.

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**

Creating/updating of the host information setting file and guest information setting file for the target KVM guest failed.

**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 Response**

The system terminates processing.

**System Administrator Corrective Action**

According to the detailed message that was displayed in *detailMessage*, perform the following actions.

Detailed Message	Action Plan
Invalid parameter number.	Contact Fujitsu Technical Support.
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.	Perform the following actions to the target KVM guest. If everything is valid, contact Fujitsu Technical Support. <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></ul>

Detailed Message	Action Plan
	<ul style="list-style-type: none"> <li>- If the error occurred when starting the operating system, configure so that AdvancedCopy Manager's agent can start automatically.</li> <li>- Check that "GUEST_PORT" of the ROR cooperative information setting file is valid.</li> <li>- Check that the communication path 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 Fujitsu Technical Support.
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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the valid values for the argument, and re-execute the command.

---

### ccm1002

An invalid option was specified. *option=option*

#### Explanation

An invalid option has been specified.

#### Parameters

*option* : Specified option

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the valid values for the option, and re-execute the command.

---

### 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 that is displayed in *option* is incorrect.
- The *parameter* of the option that is displayed in *option* and the parameter of other option are inconsistent.

#### Parameters

*option* : Specified option

*parameter* : Specified parameter

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Perform one of the following actions:

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

---

**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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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

---

**ccm2001**

This command requires operating system's administrative privileges.

**Explanation**

This command can only be executed with Administrator privileges.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Execute the command as a user with Administrator privileges.

---

**ccm2002**

The license is not registered.

**Explanation**

The license has not been registered yet.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Register the license, and re-execute the command.

---

**ccm2003**

The command is not run by operating system administrator privileges.

**Explanation**

The command is not executed with operating system administrator privileges.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Execute the command with operating system administrator privileges.



---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Re-execute the command, 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Re-execute the command, 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 one of the following strings.

Strings Displayed in <i>detail</i>	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. Or when the Storage Cluster Continuous Copy function is used, the ETERNUS Disk storage system that is to be automatically acquired as a pair is not configured in the copy group.
same disk array	The same ETERNUS Disk storage system has been specified for both the copy source and the copy destination.
invalid copy direction	The copy direction is not the same as the other copy pairs that have already been added to the copy group.
old disk array info	The required ETERNUS Disk storage system re-registration needed by the upgrade procedure has not been performed.
not TFOV	The copy source volume or copy destination volume of the specified copy pair is not a TFOV.
invalid TFO group	The TFO group where the copy source and copy destination of the specified copy pair belongs to is different. Or the TFO group where the specified copy pair TFOV belongs to is different from the TFO group where the copy pair TFOV registered in the copy group belongs to.
invalid setting of storage cluster	The copy source TFOV or copy destination TFOV of the specified copy pair is not synchronized between the Primary Storage and the Secondary Storage.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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

Strings Displayed in <i>detail</i>	Action Plan
invalid format	Re-execute the command, specifying a correct format for the copy pair.
invalid disk array	Re-execute the command, specifying the ETERNUS Disk storage system that has been set up for the copy group. If the Storage Cluster Continuous Copy function is used, specify the copy pair on the Primary Storage or the Secondary Storage that is registered in the copy group, and re-execute the operation.
same disk array	Re-execute the command, specifying different ETERNUS Disk storage system for the copy source and the copy destination.
invalid copy direction	Re-execute the command, using the same copy direction as for the other copy pairs that have already been added to the copy group.
old disk array info	Refer to "Changing Information Other than ETERNUS Names and Access Volumes" in "Changing Registered Information for ETERNUS Disk Storage System" in the <i>ETERNUS SF</i>

Strings Displayed in <i>detail</i>	Action Plan
	<i>AdvancedCopy Manager Operation Guide for Copy Control Module</i> to re-register the ETERNUS Disk storage system. After that, re-execute the command.
not TFOV	If the Storage Cluster Continuous Copy function is used, specify TFOV for the copy pair and re-execute the operation.
invalid TFO group	Specify a copy pair that has a copy source volume and a copy destination volume belonging to the same TFO group and re-execute the operation. Or specify a copy pair with TFOVs in the TFO group where the copy pair TFOV registered in the copy group belongs to, and re-execute the operation.
invalid setting of storage cluster	Specify TFOVs that are synchronized between the Primary Storage and the Secondary Storage to the copy pair, and re-execute the operation.

### 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 one of the following strings.

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

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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, re-execute the command, 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

Re-execute the command, 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 one of the following strings.

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

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

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

Strings Displayed in <i>detail</i>	Action Plan
invalid access volume	Set the access volume by specifying the logical volume that can be used as an access volume.

---

**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 Response**

The system terminates processing.

## System Administrator Corrective Action

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

- Appropriate action using the command

Execute the `acarray list` command with the `-remote` option to display the list of remote ETERNUS Disk storage system. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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.

---

### ccm3011

An invalid copy group was specified for NAS volume. `copy group=copyGroup`

#### Explanation

An incorrect copy group for NAS volume was specified. Or, the configuration of the specified copy group is incorrect.

#### Parameters

`copyGroup` : Copy group name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the copy group name of the NAS backup setting for the copy group for the NAS volume. The copy group name of the NAS backup setting can be confirmed with the Web Console.

---

### ccm3012

An invalid TFOV was specified. `pair=copyPair, status=status`

#### Explanation

An invalid TFOV was specified.

#### Parameters

`copyPair` : Copy pair name

`status` : Error code

The `status` is one of the following codes.

Code Displayed in <i>status</i>	Error Cause
2	<p>There is an error in definition of the specified copy pair.</p> <p>If the operation does not use the Storage Cluster Continuous Copy function, both the copy source/ destination volumes of the specified copy pair are TFOV.</p> <p>If the operation uses the Storage Cluster Continuous Copy function, one of the following causes is possible:</p> <ul style="list-style-type: none"><li>- When a copy group was created with the <code>acgroup create</code> command, the <code>-tfoa</code> option was not specified.</li></ul>

Code Displayed in <i>status</i>	Error Cause
	<ul style="list-style-type: none"> <li>- When a copy group was created with the Web Console, the Storage Cluster Continuous Copy function was not enabled.</li> <li>- Either one or both of the copy source/destination volumes of the specified copy pair is not TFOV.</li> </ul>
3	The logical volume of the copy pair of either the Primary Storage or the Secondary Storage that is registered in the copy group has been changed.
4	During the operation of the Copy command via LAN, the communication path between the CCM Server and the storage device where the TFO status is "Active" has been disconnected.

### System Response

The system terminates processing.

### System Administrator Corrective Action

The action required depends on the *status* string, as described below.

Code Displayed in <i>status</i>	Action Plan
2	<p>When dealing with the command, after reviewing the copy group configuration with the <i>acgroup detail</i> command, reconfigure the copy group or copy pair. Refer to "Command References" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module</i> for information on the command.</p> <p>When dealing with the Web Console, refer to "Add/Display/Delete Copy Pair" in the <i>ETERNUS SF Web Console Guide</i> to review the configuration.</p> <p>Refer to the following sections in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module</i> for information on the configuration procedure.</p> <ul style="list-style-type: none"> <li>- When not using the Storage Cluster Continuous Copy function The chapter "Setup"</li> <li>- When using the Storage Cluster Continuous Copy function "Setup" in "Storage Cluster Continuous Copy Function"</li> </ul>
3	Refer to "When Changing Storage Cluster Target Volume" in "Storage Cluster Continuous Copy Function" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module</i> to reconfigure the copy pair.
4	<p>If the command was executed during a failover or a failback, upon completion of the failover or the failback, re-execute the command.</p> <p>Otherwise, check the communication path between the CCM Server and the storage device where the TFO status is "Active", remove the cause of the communication path disconnections, then re-execute the command.</p>

### ccm3013

An invalid disk array is specified. *disk array=arrayName, detail=detail*

### Explanation

An invalid disk storage system has been specified.

### Parameters

*arrayName* : ETERNUS name

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

The *detail* is one of the following strings.

Strings Displayed in <i>detail</i>	Error Cause
invalid access route	When using the Storage Cluster Continuous Copy function, ETERNUS Disk storage systems with different communication methods cannot be specified simultaneously.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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

Strings Displayed in <i>detail</i>	Action Plan
invalid access route	<p>When using the Storage Cluster Continuous Copy function, the Copy command via SAN and the Copy command via LAN cannot be used simultaneously. Use the following procedure to take action:</p> <ul style="list-style-type: none"> <li>- When dealing with the command <ol style="list-style-type: none"> <li>1. Specify and execute the <code>-route</code> option for the <code>acarray</code> detail command, and check the communication method of the Primary Storage and the Secondary Storage. Refer to "Command References" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module</i> for information on the command.</li> <li>2. Follow the procedure for "Changing Information Other than ETERNUS Names and Access Volumes" in "Changing Registered Information for ETERNUS Disk Storage System" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module</i> to re-register the ETERNUS Disk storage system so that the communication method of the Primary Storage matches that of the Secondary Storage. After this, re-execute the operation.</li> </ol> </li> <li>- When dealing with the Web Console <ol style="list-style-type: none"> <li>1. Perform the following procedure to check the communication methods of the Primary Storage and the Secondary Storage. <ol style="list-style-type: none"> <li>a. On the global navigation tab, click <b>Storage</b>. The registered ETERNUS Disk storage systems are displayed on the Main pane.</li> <li>b. On the Main pane, click the target ETERNUS Disk Storage System.</li> <li>c. On the Category pane, click <b>Advanced Copy</b>. The items of the Category pane change into the items concerning Advanced Copy.</li> <li>d. On the Category pane, click <b>Overview</b>. Check the connection type.</li> </ol> </li> <li>2. Refer to "Configure Connection Type for ETERNUS Disk Storage System" in the <i>ETERNUS SF Web Console Operation Guide</i> to change the communication method so that the communication method of the Primary Storage corresponds to that of the Secondary Storage. After this, re-execute the operation.</li> </ol> </li> </ul>

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

- Appropriate action using the command

Execute the `acarray list` command to check whether the specified ETERNUS name is correct. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Re-register the same Box ID information for the specified ETERNUS Disk storage system, and re-execute the command.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

- Appropriate action using the command

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

- Appropriate action using the Web Console

1. Refer to "Create/Display/Delete Copy Group" in the *ETERNUS SF Web Console Guide* to display copy groups.



2. 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Re-execute the command, 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the command, 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

- Appropriate action using the command

Execute the `acarray list` command with the `-remote` option to display the list of remote ETERNUS Disk storage system. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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 Response

The system terminates processing.

##### System Administrator Corrective Action

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 Response

The system terminates processing.

##### System Administrator Corrective Action

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

---

#### ccm4012

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

##### Explanation

The session does not exist.

##### Parameters

`function` : Function name

`status` : Advanced Copy status information

##### System Response

The system terminates processing.

##### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the operation 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the status of the synchronization operation, and re-execute the operation.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

- Appropriate action using the command

Execute the `acarray detail` command with the `-route` option to confirm the detail information of ETERNUS Disk storage system. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 ( <i>line=line,number=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 ( <i>line=line,column=column,value=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. Re-execute the operation.

---

**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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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)  
After waiting for the conflicting AdvancedCopy Manager Copy Control Module command to finish, re-execute the command.

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

If you are using the Web Console, after waiting the processing of an operation which output this message for a while, re-execute the operation.

---

### ccm5002

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

#### Explanation

The process has failed.

#### Parameters

*function* : Process name

*message* : Message

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Take 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

---

### ccm5004

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

#### Explanation

The process has failed.

## Parameters

*function* : Process name  
*message* : Message

## System Response

The system terminates processing.

## System Administrator Corrective Action

Take appropriate action indicated by "[Appendix A Detailed Messages](#)" section that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the mount point or drive letter by executing the `acgetvolinfo` command, and re-execute the command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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 Response

The system terminates processing.

## System Administrator Corrective Action

Devices must be specified using the following format: "PhysicalDrive [*deviceNumber*]". Re-execute the command, 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 Response

The system terminates processing.



## System Administrator Corrective Action

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

---

### ccm5008

Error Occurred. Command=*commandName* CM=*number* Message=*message* [CM=*number* Message=*message*]

#### Explanation

An error occurred in the backup/restore processing of NAS.

#### Parameters

*commandName* : Name of the command which an error occurred

*number* : CM number where an error occurred

*message* : Error message

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

- If the *message* starts with "STXS"

Take appropriate action indicated by [System Administrator Corrective Action] in "[A.2 Messages of STXS Prefix](#)".

- If the *message* is "E 0060"

Another session may be using the device. After waiting for a few minutes, re-execute the command.

- If the *message* is "E 0070" or "E 0080"

Another session may be using the device or temporary resource shortage may occur in the device. After waiting for a few minutes, re-execute the command.

- If the *message* is "E 0158"

The controller firmware is currently being registered. After the completion of the controller firmware registration, re-execute the command.

- If the *message* is "E D1C1"

The command cannot be executed because the CM in the device is abnormal state. After removing the cause of abnormal state, re-execute the command.

- In cases other than those listed above

Take appropriate action indicated by "[A.9 Error Messages of NAS](#)" section that is displayed in *message*.

---

### ccm5009

Error Occurred. Command=*commandLine* Message=*message*

#### Explanation

An error occurred in the CCM internal command.

#### Parameters

*commandLine* : CCM command line that an error occurred

*message* : Error message

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Take appropriate action for an error message that is displayed in *message*.

---

**ccm5010**

An error occurred while executing the operation. *detail=detail*

**Explanation**

An error occurred while executing the command.

**Parameters**

*detail* : Detail message

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Execute the command on the Management Server.

If the command is executed on the Management Server, after taking appropriate action for the error that is displayed in *detail*, re-execute the operation.

---

**ccm5011**

The capacity is insufficient. *function=function*, *required capacity=capacity*.

**Explanation**

Because the physical space in the copy destination volume is insufficient, the specified operation cannot be performed.

**Parameters**

*function* : Function name

*capacity* : Capacity

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

After allocating physical free space with more than *capacity* in the copy destination volume, re-execute the operation.

---

**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 Response**

The system continues processing.

**System Administrator Corrective Action**

No action is required.

---

**ccm7002**

Standby-Side Continuous Copy Session could not synchronize with Active-Side Continuous Copy Session. *pair=copyPair*

## Explanation

The Standby-side Continuous Copy session could not synchronize with the Active-side Continuous Copy session.

## Parameters

*copyPair* : Copy pair name

## System Response

The system continues processing.

## System Administrator Corrective Action

When the status of TFO group is "Normal" and the phase is "Maintenance", or when the status of TFO group is "Halt", the command was executed.

As this is a warning message, no action is required until the status of the TFO group becomes "Normal".

After the status of TFO group has become "Normal" and the phase has become other than "Maintenance", refer to "When Recovering Storage Cluster Continuous Copy Function" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to take appropriate action.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ccm8002

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

## Explanation

Opening a registry has failed.

## Parameters

*keyName* : Registry key name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ccm8003

Could not open the file. file=*fileName*

#### Explanation

Opening a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the status of the file system.

If the file system is normal, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ccm8004

Could not write the file. file=*fileName*

#### Explanation

Writing to a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the status of the file system.

If the file system is normal, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ccm8005

Could not delete the file. file=*fileName*

#### Explanation

Deleting a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the status of the file system.

If the file system is normal, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ccm8006

Could not start Java VM.

#### Explanation

Starting the Java VM has failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ccm8007

A memory allocation failed.

#### Explanation

Allocating a memory area has failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the memory usage status.

If there is not enough memory, increase it.

If there is enough memory, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ccm8008

Could not read the file. file=*fileName*

#### Explanation

Reading a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the status of the file system.

If the file system is normal, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ccm9003

An unexpected error occurred.

#### Explanation

A system error has occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

If the node on which the command was executed is not an operational node, re-execute the command on the operational node. If the directory does not exist, refer to the following chapters in the *ETERNUS SF Cluster Environment Setup Guide* to make sure that the procedure is correct and then re-execute the command.

- When using the AdvancedCopy Manager CCM included in ETERNUS SF Manager  
"Customization for Management Server Transaction"
- When using the AdvancedCopy Manager CCM installed as a standalone  
"Customization for CCM Server Transactions"

When none of the above items apply, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### 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 Response

The system terminates processing.



## System Administrator Corrective Action

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0104

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

#### Explanation

Communicating with the Manager failed.

#### Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

#### System Response

The system terminates processing.

## System Administrator Corrective Action

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0105

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

#### Explanation

An unexpected error occurred in the Manager, such as an internal process error in a program.

#### Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the Manager is running normally.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function Option* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0107

Invalid 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0111

Invalid 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0112

Invalid 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0113

Invalid internal processing has been detected: {0}

## Explanation

Invalid internal processing was detected.

## Parameters

{0} : Detected error

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0115

Unexpected error has been detected: {0}

## Explanation

Unexpected error has been detected.

## Parameters

{0} : Detected error

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0140

The command is not run by operating system administrator privileges.

## Explanation

The command is not executed by operating system administrator privileges.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Execute the command with the operating system administrator privileges.

---

**esast0993**

Writing the xml document is failed.

**Explanation**

Writing of the xml document failed.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast0994**

Reading the xml document is failed.

**Explanation**

Reading of the xml document failed.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast0995**

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

**Explanation**

Obtaining of the file list failed.

**Parameters**

{0} : Directory path for retrieval of file list

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0997

Encoding string for ({0}) failed.

## Explanation

The encoding failed.

## Parameters

{0} : Encode

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0998

Creating the new Document object is failed.

## Explanation

Creating the new Document object failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast0999

Unexpected error has occurred.

## Explanation

Unexpected error has occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast1100

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

## Explanation

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

## Parameters

{0} : Detail information of license management function

## System Response

The system terminates processing.

## System Administrator Corrective Action

Respond to the detail information with reference to "[Chapter 25 Messages That Begin with ERROR](#)".

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast1101

Internal error occurred in license information settings.

## Explanation

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

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast1102

The license ({0}) is not registered.

## Explanation

The license required to perform this function is not registered.

## Parameters

{0} : License key

## System Response

The system terminates processing.

## System Administrator Corrective Action

Using the license management function, register a license.

If "eternus.sf.storage.cruiser.optimization.option" is output, register the license "ETERNUS SF Storage Cruiser V16 Optimization Option".

And then execute the processing again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast1103

Required license ({0}) to enable this function is expired.

## Explanation

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



## Parameters

{0} : License name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast1200

Internal error occurred by ETERNUS SF Storage Cruiser command.

## Explanation

An internal error has occurred in the processing with Storage Cruiser.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast1201

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

## Explanation

Unexpected error has occurred in Storage Cruiser.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast1202

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

## Explanation

An error has occurred in Storage Cruiser.

## Parameters

{0} : Error message output by Storage Cruiser

## System Response

The system terminates processing.

## System Administrator Corrective Action

When the license required to activate this feature is not registered, after registering the required license by referring to "Operating Environment" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function*, re-execute the operation.

When the required license has been registered, based on the error message information output from Storage Cruiser, refer to "[Chapter 16 Messages of Ssmgr Prefix](#)" or "[Chapter 19 Messages of Swsag Prefix](#)".

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast1999

Unexpected error has occurred.

#### Explanation

Unexpected error has occurred.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2001

Loading Tiering policy data file failed.

#### Explanation

Reading of the Tiering policy file failed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2002

Making backup of Tiering policy data file failed.

#### Explanation

The Tiering policy file failed to back up.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2003

Tiering policy ({0}) was not able to be added to Tiering policy data file.

#### Explanation

Adding the Tiering policy data in the file failed.

## Parameters

{0} : Tiering policy name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2004

Tiering policy ({0}) was not able to be updated to Tiering policy data file.

## Explanation

Updating of the Tiering policy data to the file failed.

## Parameters

{0} : Tiering policy name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2005

Tiering policy ({0}) was not able to be removed from Tiering policy data file.

## Explanation

Deleting of the Tiering policy data from the file failed.

## Parameters

{0} : Tiering policy name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2006

Tiering policy ({0}) exists.

## Explanation

The specified Tiering policy is already existed.

## Parameters

{0} : Tiering policy name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tiering policy name.

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2007

Tiering policy ({0}) does not exist.

## Explanation

The specified Tiering policy does not exist.

## Parameters

{0} : Tiering policy name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tiering policy name.

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2008

Automated Storage Tiering ({0}) has already been started. Policy Name={1}

## Explanation

The operation cannot be executed, because Automated Storage Tiering has been started.

## Parameters

{0} : Tier pool name

{1} : Tiering policy name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tiering policy name to perform the following actions:

- If the Tiering policy name is correct, after stopping Automated Storage Tiering, re-execute the operation.
- If the Tiering policy name is not correct, specify the correct Tiering policy name and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2009

The number of Tiering policies has reached maximum.

## Explanation

The number of Tiering policy registrations has reached the maximum.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Delete any Tiering policies that are no longer needed.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2010

There is error in Data Range of Layer in Tiering policy ({0}). Data Range of Layer={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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the following, remove the cause of the error, and re-execute the command.

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2011

Tier pool ({0}) using Tiering policy ({1}) exists.

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tiering policy name to perform the following actions:

- 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 that are starting Automated Storage Tiering.

Then, specifying all confirmed Tier pool names, stop Automated Storage Tiering.

After stopping Automated Storage Tiering, re-execute the operation.

- If the Tiering policy name is not correct

Specify the correct Tiering policy name and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast2012

There is error in specified Automated Storage Tiering Time Limit in Tiering policy ({0}). Evaluation Period(type)={1} Automated Storage Tiering Time Limit={2}

### Explanation

The value that is set to **Automated Storage Tiering Time Limit** of the Tiering policy is incorrect.

### Parameters

{0} : Tiering policy name

{1} : Evaluation type

{2} : Reallocation terminated time

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the value that is set to **Automated Storage Tiering Time Limit** of the Tiering policy.

If wrong, specify the correct value by referring to the following information and re-execute the operation.

- When the unit of **Evaluation Period** is "Hour", a value from 00 up to the value specified with the Evaluation Period can be specified.
- When the unit of **Evaluation Period** is "Day" or "Week", a value from 00 through 24 can be specified.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast2013

There is error in specified Evaluation Period in Tiering policy ({0}). Evaluation Period(type)={1} Evaluation Period(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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the value that is set to **Evaluation Period** of the Tiering policy.

If wrong, specify the correct value by referring to the following information and re-execute the operation.

- When the unit of **Evaluation Period** is "Hour", 2, 4, 6, 8, or 12 can be specified.
- When the unit of **Evaluation Period** is "Day", a value within the range of 1 through 31 can be specified.
- When the unit of **Evaluation Period** is "Week", 1 can be specified.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast2999

Internal error occurred in PolicyFileService.

#### Explanation

An unexpected error occurred in a Tiering policy service.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3001

Loading Tier pool data file ({0}) failed.

#### Explanation

Reading of the Tier pool file failed.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3002

Making backup of Tier pool data file ({0}) failed.

#### Explanation

The Tier pool file failed to back up.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast3003**

Tier pool ({0}) was not able to be added to Tier pool data file.

**Explanation**

The Tier pool file could not be added.

**Parameters**

{0} : Tier pool name

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast3004**

Tier pool ({0}) was not able to be updated to Tier pool data file.

**Explanation**

Updating of the target Tier pool file failed.

**Parameters**

{0} : Tier pool name

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast3005**

Tier pool ({0}) was not able to be removed from Tier pool data file.

**Explanation**

Deleting of the target Tier pool file failed.

**Parameters**

{0} : Tier pool name

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast3006**

Tier pool ({0}) already exists.

**Explanation**

The specified Tier pool already exists.



## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tier pool name to perform the following actions:

- If the Tier pool name is correct

The same Tier pool name may have been registered on the managed device used in the past. Refer to "esfast tierpool delete (Tier Pool Deletion Command)" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to delete only the target Tier pool information.

Or, the managed device may have been re-registered after it was deleted and its IP address was changed. Refer to "Change IP Address of Target Device" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to change the IP address of the device storing the Tier pool information.

- If the Tier pool name is not correct

Specify the correct Tier pool name and execute again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3007

Tier pool ({0}) does not exist.

## Explanation

The specified Tier pool does not exist.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tier pool name.

If it is not correct, specify the correct Tier pool name and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3012

Tiering policy ({1}) is not applicable to the number of sub-pools set to Tier pool ({0}).

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3013

FTSP Number ({1}) does not exist in Tier pool ({0}).

#### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3014

FTV Quota Share setting ({0}) is wrong.

#### Explanation

The quota setting of FTV is incorrect.

#### Parameters

{0} : Specified quota ratio

#### System Response

The system terminates processing.

## System Administrator Corrective Action

After reconfiguring so that the quota ratio of each level set to FTV amounts to 100, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3015

FTV Quota Share setting ({0}) is not corresponding to 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 Response

The system terminates processing.

## System Administrator Corrective Action

After reconfiguring so that the quota ratio of each level set to FTV becomes the same as the sub-pool configuration of Tier pool, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3017

FTV Quota Share setting is not allowed in Tier pool ({0}).

## Explanation

This message is output when the following operation is executed:

- Setting quota ratio for the FTV in the single layer Tier pool

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Confirm that the Tier pool is two or more layers.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3018

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

## Explanation

No applicable level to Tier pool is set.

## Parameters

{0} : Tier pool name  
{1} : Target level

## System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast3019

Tier pool ({0}) cannot be managed. ({1})

## Explanation

Since something is wrong with the Tier pool configuration, it cannot be registered as a managed Tier pool.

## Parameters

{0} : Tier pool name  
{1} : Reason that Tier pool cannot be managed

## System Response

The system continues processing.

## System Administrator Corrective Action

Use the ETERNUS CLI to delete the Tier pool in question and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast3020

ETERNUS SF information for Tier pool ({0}) is different from storage device information for Tier pool ({1}).

## Explanation

There is a difference between the Tier pool information registered by the Web Console and the Tier pool information on the device.

## Parameters

{0} : Tier pool name  
{1} : Name of FTRP in the storage device

## System Response

The system continues processing.

## System Administrator Corrective Action

Refer to "Measures to Be Taken When Tier Pool Configuration Has Been Changed with Managed Devices" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to reload the Tier pool information in the storage device.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast3021

Tier pool ({0}) does not exist in the storage. (Pool Number={1})

#### Explanation

The Tier pool registered from the Web Console does not exist in the storage device.

#### Parameters

{0} : Tier pool name  
{1} : FTRP number

#### System Response

The Tier pool information is deleted automatically because the FTRP information does not exist in the storage device.

#### System Administrator Corrective Action

No action is required.

---

### esast3100

Import Tier pool terminated normally.

#### Explanation

The reloading of Tier pool information in the storage device has completed successfully.

#### System Response

The system continues processing.

#### System Administrator Corrective Action

No action is required.

---

### esast3101

Warning occurred in Import Tier pool. ({0}={1},{0}={1},...)

#### Explanation

Reloading Tier pools failed with respect to some of the Tier pools.

#### Parameters

{0} : Name of the FTRP in which a problem was occurred  
{1} : Error message code

#### System Response

The system continues processing.

#### System Administrator Corrective Action

Access the target device to see the error message code output to FTRP of the device where error occurred and remove the cause of the error for FTRP, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast3102

Error occurred with Import Tier pool. ({0}={1},{0}={1},...)

#### Explanation

The reloading of Tier pool information has terminated abnormally.

## Parameters

{0} : Name of the FTRP in which a problem was occurred  
{1} : Error message code

## System Response

The system continues processing.

## System Administrator Corrective Action

Access the target device to see the error message code output to FTRP of the device where error occurred and remove the cause of the error for FTRP, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast4900

Automated Storage Tiering of specified Tier Pool Name ({0}) has already been started.

## Explanation

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

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the specified Tier pool name.  
If wrong, specify the correct Tier pool name and re-execute the operation.

---

## esast4901

Tier pool whose Operating Status is not Start was specified. Start Automated Storage Tiering for the Tier pool ({0}).

## Explanation

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

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the specified Tier pool name.  
If wrong, specify the correct Tier pool name and re-execute the operation.  
If the Tier pool name is correct, possibly, an operation has been executed that becomes enabled only after starting Automated Storage Tiering. Start Automated Storage Tiering on the overview of Tier pool management, and re-execute the operation.

---

## esast4902

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast4903

Invalid Execution Mode ({0}) was specified.

## Explanation

The Illegal start mode was specified.

## Parameters

{0} : Execution mode

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tiering policy set to the Tier pool noting the following points:

- The esfast evaluate start command can be executed when the **Execution Mode** of the Tiering policy is "Manual".
- The esfast relocation start command can be executed when the **Execution Mode** of the Tiering policy is "Manual" or "Semi-Auto".

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast4904

Invalid start time ({0}) was specified.

## Explanation

Illegal start time was specified.

## Parameters

{0} : Start time

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast4905

Obtaining definition related to specified Tier Pool Name ({0}) failed. 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the Tier pool name to perform the following actions:

- If the Tier pool name is correct

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 both the Tiering policy definition and the Tier pool definition exist, the Tiering policy may not be configured due to the deletion of the RAID groups that constitute a Tier pool. After updating the status of Automated Storage Tiering, check again.

If you still have a problem, an inconsistency may be occurring in the definition. Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- If the Tier pool name is not correct

Specify the correct Tier pool name, and re-execute the operation.

- If the specified Tier pool is a one layer Tier pool

Inexecutable operation may have been performed for a one layer Tier pool. Specify a two or more layer Tier pool.

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

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast4906

Specified FTV Number does not exist in relocated volume list. Discontinue volume relocation. Tier Pool Name={0} FTV 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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

After checking the volume number against the evaluation results, the evaluation date, and the volume relocation status according to the Automated Storage Tiering overview, re-execute the operation.

---

## esast4907

Specified FTV Number does not exist in relocated volume list. Discontinue volume deletion. Tier Pool Name={0} FTV 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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

After checking the volume number against the evaluation results, the evaluation date, and the volume relocation status according to the Automated Storage Tiering overview, re-execute the operation.

---

## esast4910

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

## Explanation

An error occurred in operating a file.

## Parameters

{0} : Cause

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esast4911

Specified storage device ({0}) does not exist.

## Explanation

The storage device of the specified IP address does not exist.

## Parameters

{0} : IP address of the device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the specified IP address.

If wrong, specify the correct IP address and execute again.

If the IP address is correct, possibly, the volume which the relocation is in progress does not exist in the storage device.

After checking the relocation status according to the Automated Storage Tiering overview, re-execute the operation.

---

**esast4912**

Tier Pool Balancing of the specified Tier Pool Name ({0}) has already been started.

**Explanation**

Tier pool balancing for the specified Tier pool has already been started.

**Parameters**

{0} : Tier pool name

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

During a Tier pool balancing process, an illegal operation may have been performed.

Check the balancing status of the target Tier pool with the ETERNUS Web GUI, and either stop Tier pool balancing or wait for Tier pool balancing to be completed. After that, re-execute the operation.

---

**esast4913**

Deletion of RAID Groups of the specified Tier Pool Name ({0}) is in progress.

**Explanation**

RAID groups are being deleted in the specified Tier pool ({0}).

**Parameters**

{0} : Tier pool name

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

An operation that cannot be executed may have been performed while RAID groups were being deleted. Check the RAID group deletion status of the target Tier pool with the Web Console.

- When RAID groups are being deleted

After stopping the RAID group deletion process or waiting for the RAID group deletion process to finish, re-execute the operation.

- When a RAID group deletion operation is not performed

The reconfiguration of the Tier pool information that is stored in the Management Server may not be finished. After waiting for a while, re-execute the operation. Or, after updating the status of Automated Storage Tiering to reconfigure the Tier pool information, re-execute the operation.

---

**esast4999**

Automated Storage Tiering 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5000

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

## Explanation

Collecting the performance data of the device failed.

## Parameters

{0} : IP address of the device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5001

Extracting performance data for Tier pool ({0}) failed.

## Explanation

Extracting the performance data of Tier pool failed.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5002

Aggregating performance data for Tier pool ({0}) failed.

## Explanation

Aggregating the performance data of Tier pool failed.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5003

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

#### Explanation

There is no performance information file of Tier pool.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The performance data necessary for the evaluation is being gathered.

When "Hour" is specified in **Evaluation Period** of Tiering policy, after checking that one hour and more has elapsed since the beginning of Automated Storage Tiering, re-execute the operation.

When "Day" is specified in **Evaluation Period** of Tiering policy, after checking that one day and more has elapsed since the beginning of Automated Storage Tiering, re-execute the operation.

When "Week" is specified in **Evaluation Period** of Tiering policy, after checking that one week and more has elapsed since the beginning of Automated Storage Tiering, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5004

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

#### Explanation

Deleting all performance information of Tier pool failed.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5050

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

#### Explanation

Evaluating the performance data of Tier Pool failed.

#### Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

- The total number of used capacity of Tier pools that can be simultaneously evaluated by ETERNUS SF Manager may possibly be exceeded. After checking the specified Tier pool, perform the following actions:
  - In the case that any Tier pool exists for which access status data is being evaluated in the same period of time as the specified Tier pool
    - When **Execution Mode** of Tiering policy is "Manual"  
Take time to execute the operation again so that the evaluation period does not overlap with other Tier pools.
    - When **Execution Mode** of Tiering policy is "Auto" or "Semi-Auto"  
Check the Tiering policy of the specified Tier pool. Reconfigure **Evaluation Period** and **Automated Storage Tiering Execution Time** so that the evaluation period does not overlap with other Tier pools.
  - In cases other than those listed above  
Check the used capacity of the specified Tier pool so that the total number of used capacity of Tier pools that can be simultaneously evaluated by ETERNUS SF Manager may not be exceeded,

Refer to "Upper Limit of Automated Storage Tiering" in the *ETERNUS SF Installation and Setup Guide* for information on the total number of used capacity of Tier pools that can be simultaneously evaluated by ETERNUS SF Manager.

- Refer to "Customizing Automated Storage Tiering Configuration File" in the *ETERNUS SF Installation and Setup Guide* to check if there are any errors with the settings in the Automated Storage Tiering configuration file. If there are errors, after correcting the settings in the Automated Storage Tiering configuration file, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5051

Deleting all-tier performance information of Tier pool ({0}) failed.

## Explanation

Deleting all the performance information of Tier pool failed.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5052

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

## Explanation

Collecting the summary of evaluation of Tier pool failed.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5053

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

## Explanation

Collecting the details of evaluation of Tier pool failed.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5054

Failed to update relocation status of Tier pool ({0}).

## Explanation

Updating the reallocation status of Tier pool failed.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esast5055

Manager did not restart Automated Storage Tiering. Tier Pool Name={0}

## Explanation

Automated Storage Tiering failed to be started.

## Parameters

{0} : Tier pool name

## System Response

The system terminates processing.

### System Administrator Corrective Action

The Tiering policy may be left not configured due to the deletion of RAID groups constituting a Tier pool. Configure the Tiering policy to start Automated Storage Tiering.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### esast5100

Failed to create tier history of Tier pool ({0}).

#### Explanation

Creating the history of tiers of Tier pool failed.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### esast5101

Failed to delete tier history of Tier pool ({0}).

#### Explanation

Deleting the history of tiers of Tier pool failed.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### esast5102

Obtaining all-tier information history of Tier pool ({0}) failed.

#### Explanation

Collecting all the history of tiers of Tier pool failed.

#### Parameters

{0} : Tier pool name

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast5950**

Failed to initialize performance management process.

**Explanation**

Initializing performance management process failed.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast5951**

Definition inconsistency occurred at Tier pool ({0}).

**Explanation**

Inconsistency definition has occurred at Tier pool.

**Parameters**

{0} : Tier pool name

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast5999**

Unexpected error has occurred.

**Explanation**

Unexpected error has occurred.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**esast9000**

Command terminated normally.

**Explanation**

The command was successfully executed.

**System Response**

The command completes processing.



### System Administrator Corrective Action

No action is required.

---

#### esast9001

Command canceled.

#### Explanation

The command was cancelled.

#### System Response

The command terminates processing.

### System Administrator Corrective Action

No action is required.

---

#### esast9002

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

#### Explanation

The command could not be executed.

#### Parameters

{0} : Sub command name

{1} : Operand name

#### System Response

The command terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### esast9100

syntax error. detail=command is not specified.

#### Explanation

The command is not specified. The usage is displayed.

#### System Response

The command displays the usage and terminates processing.

### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

#### esast9101

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

#### Explanation

The incorrect command was specified. The usage is displayed.

#### Parameters

{0} : Specified command name

### System Response

The command displays the usage and terminates processing.

### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

#### **esast9102**

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

### Explanation

The operand is not specified. The usage is displayed.

### Parameters

{0} : Sub command name

### System Response

The command displays the usage and terminates processing.

### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

#### **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 Response

The command displays the usage and terminates processing.

### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

#### **esast9104**

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

### Explanation

The incorrect option was specified. The usage is displayed.

### Parameters

{0} : Specified option name

### System Response

The command displays the usage and terminates processing.

### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

**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 Response**

The command displays the usage and terminates processing.

**System Administrator Corrective Action**

After checking the command syntax, re-execute the operation.

---

**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 Response**

The command displays the usage and terminates processing.

**System Administrator Corrective Action**

After checking the command syntax, re-execute the operation.

---

**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 Response**

The command displays the usage and terminates processing.

**System Administrator Corrective Action**

After checking the command syntax, re-execute the operation.

---

**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 Response

The command displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### esast9109

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

## Explanation

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

## Parameters

{0} : Option name

## System Response

The command displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### 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 Response

The command displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### 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 Response

The system displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### 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 Response

The system displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### 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 Response

The system displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### 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 Response

The system displays the usage and terminates processing.

## System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### 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 Response

The system displays the usage and terminates processing.

### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

### esast9999

Unexpected error has occurred.

### Explanation

Unexpected error has occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 5 Messages of Esccs 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 Response

The system rejects the specified operation.

#### Operator Corrective Action

After clicking **Log** on the global navigation tab, click **Operation History** on the Category 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 Corrective Action

After clicking **Log** on the global navigation tab, click **Operation History** on the Category 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 Fujitsu Technical Support.

### 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 Response

The system rejects the specified operation.

#### Operator Corrective Action

After clicking **Log** on the global navigation tab, click **Operation History** on the Category 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 Corrective Action

After clicking **Log** on the global navigation tab, click **Operation History** on the Category 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 Fujitsu Technical Support.

---

#### escs00190

Cannot accept the operation because the system is not running.

#### Explanation

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

#### System Response

The system rejects the acceptance of operation.

#### Operator Corrective Action

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

#### System Administrator Corrective Action

No action 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 Response

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

#### Operator Corrective Action

Notify the system administrator that a system error has occurred.

#### System Administrator Corrective Action

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

If any error occurred in the system, remove the cause of the error, and 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 Fujitsu Technical Support.

---

#### escs00193

Cannot accept the operation because the system is unacceptable.

#### Explanation

The operation cannot be accepted because the system is unacceptable.

#### System Response

The system terminates processing.



#### Operator Corrective Action

Wait for about 15 minutes, and try again.

#### System Administrator Corrective Action

No action is required.

---

#### **escs02015**

An error occurred while executing the operation.

#### Explanation

An error occurred while executing the operation.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click **Reload Conf.** on the Action pane to reload the device information and re-execute the operation.  
If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

Check the device status using ETERNUS Web GUI. If any error occurs, take appropriate action and re-execute the operation.  
If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **escs02018**

Operation cannot be started because the system is busy.

#### Explanation

Operation cannot be started because the system is busy.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Re-execute the operation.  
If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **escs02020**

The specified storage is not registered.


#### Explanation

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

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

#### escs02021

The specified disk is not registered.

### Explanation

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

### System Response

The system terminates processing.

### Operator Corrective Action

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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

Check the specified disk status using ETERNUS Web GUI.

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

---

#### 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 Response

The system terminates processing.


### Operator Corrective Action

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 cases other than those listed above

Click  on the menu area 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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## escs02024

The specified tape library is not registered.


## Explanation

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

## System Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## escs02025

The specified port is not registered.

## Explanation

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

## System Response

The system terminates processing.

## Operator Corrective Action

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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

Check the port status using ETERNUS Web GUI.

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

---

## escs02026

The specified host is not registered.

### Explanation

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

### System Response

The system terminates processing.

### Operator Corrective Action

Perform the following procedure according to the performed operations:

- In the case of changing the access path operation

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

If the access path has not been changed, execute the access path changing operation again.

- In a case other than listed above

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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

Check the host settings using ETERNUS Web GUI.

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

---

## escs02040

The specified RAID group has not been created.


### Explanation

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

### System Response

The system terminates processing.

### Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## escs02041

The specified volume has not been created.


### Explanation

The specified volume has not been created.

### System Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area to display the latest information.  
If the specified volume has been created, execute again.  
If the specified volume has not been created or if this error repeats, contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### escs02042

The specified thin provisioning pool has not been created.


## Explanation

The specified Thin Provisioning Pool has not been created.

## System Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### escs02043

The specified host affinity has not been created.

## Explanation

The specified host affinity has not been created.

## System Response


The system terminates processing.

## Operator Corrective Action

Perform the following procedure according to the performed operations:

- In the case of changing the access path operation  
Click **Reload Conf.** on the Action pane to reload the device information.  
If the access path has not been changed, execute the access path changing operation again.

- In a case other than listed above

Click  on the menu area 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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## escs02050

The specified copy group has not been created.


### Explanation

The specified copy group has not been created.

### System Response

The system terminates processing.

### Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the IP addresses of the storage devices that are registered in the ETERNUS SF system.

- When the storage device that has the same IP address has already been registered

No action is required.

- When the specified storage device has already been registered with IP address of a different IP version

If you wish to register the storage device with the specified IP version, delete the registered storage device and then execute the registration operation again.

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

---

## escs02061

The specified server has already been registered.

### Explanation

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

### System Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the IP addresses of the servers that are registered in the 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 Fujitsu Technical Support.

---

### escs02063

The specified port has already been registered.

### Explanation

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

### System Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the devices and ports that are registered in the 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 Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### Operator Corrective Action

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 repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### escs02065

The specified HBA has already been registered.

## Explanation

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

## System Response

The system terminates processing.

## Operator Corrective Action

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 Corrective Action

Check the HBA using ETERNUS Web GUI.

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

---

### 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 Response

The system terminates processing.

## Operator Corrective Action

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 Corrective Action

Check the IP addresses of the Fibre Channel switches that are registered in the ETERNUS SF system.

- When the Fibre Channel switch that has the same IP address has already been registered

No action is required.

- When the specified Fibre Channel switch has already been registered with IP address of a different IP version

If you wish to register the Fibre Channel switch with the specified IP version, delete the registered Fibre Channel switch and then execute the registration operation again.

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

---

### escs02067

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

## Explanation

The unsupported tape library device is detected.

## Parameters

*deviceName* : Device name

## System Response

The system continues processing.



### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

Check the tape library configuration using ETERNUS Web GUI.

When the device that is displayed 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 Fujitsu Technical Support.

---

### escs02068

The specified tape library has already been registered.

### Explanation

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

### System Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the IP addresses of the tape library that are registered in the ETERNUS SF system.

- When the tape library that has the same IP address has already been registered

No action is required.

- When the specified tape library has already been registered with IP address of a different IP version

If you wish to register the tape library with the specified IP version, delete the registered tape library and then execute the registration operation again.

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

---

### 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 Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the name of the tape library device that is registered in the 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 Fujitsu Technical Support.

---

## esccs02070

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 Response

The system terminates processing.

### Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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

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

---

## esccs02072

The setting of specified port is wrong.

### Explanation

The setting of specified port is wrong.


### System Response

The system terminates processing.

### Operator Corrective Action

Perform the following procedure according to the operations:

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

Click  on the menu area 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 if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## esccs02080

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 Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 repeats, contact the system administrator.

## System Administrator Corrective Action

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

---

### 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 Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 repeats, contact the system administrator.

## System Administrator Corrective Action

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

---

### escs02085

Some of the specified volumes have already been deleted. Volume= *volumeNumber*, ...

#### Explanation

Some of the specified volumes have already been deleted.

#### Parameters

*volumeNumber* : Volume number that has already been deleted

#### System Response

The system continues processing.

#### Operator Corrective Action

No action is required.

#### System Administrator Corrective Action

No action is required.

---

### escs02086

The operation of Extreme Cache failed for the volume. Failed volume=*volumeNumber*, ...

#### Explanation

The Extreme Cache operation failed for the volume.

#### Parameters

*volumeNumber* : Volume number that the operation failed

#### System Response

The system continues processing.

#### Operator Corrective Action

Perform the following actions after reloading the configuration:

- When the target volume is an error state  
Recovery the target volume from an error and re-execute the operation.
- When the target volume exists in the RAID group of SSD or the TPP of SSD  
No action is required because the Extreme Cache for the volume is not supported.

#### System Administrator Corrective Action

No action is required.

---

### escs02087

Thin provisioning pool Deduplication/Compression could not be enabled. Thin provisioning pool No.=*thinProvisioningPoolNumber*,...

#### Explanation

Deduplication/Compression of the Thin Provisioning Pool could not be enabled.

## Parameters

*thinProvisioningPoolNumber* : Thin Provisioning Pool number that the operation failed

## System Response

The system continues processing.

## Operator Corrective Action

Perform the following actions after reloading the configuration:

- When reaching the upper limit of the Thin Provisioning Pools that can be enabled  
Review the Thin Provisioning Pools to be enabled, and then reconfigure the enabling/disabling of Deduplication/Compression.  
The number of Thin Provisioning Pools that can be enabled differs depending on the device model and firmware version. Refer to the ETERNUS Disk storage system manuals for details.
- When reaching the upper limit of the volumes  
Review the existing volumes, and re-execute the operation after deleting any unnecessary volumes.
- When volume creation fails due to insufficient capacity  
This may be due to insufficient physical capacity or logical capacity. Re-execute the operation after securing free space.
- In cases other than those listed above  
Contact the system administrator.

## System Administrator Corrective Action

An error may have occurred in the device or network. Check whether an error has occurred, remove the cause of the error, and re-execute the operation.

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

---

### escs02088

Thin provisioning pool Deduplication/Compression could not be disabled. Thin provisioning pool No.=*thinProvisioningPoolNumber*,...

## Explanation

Deduplication/Compression of the Thin Provisioning Pool could not be disabled.

## Parameters

*thinProvisioningPoolNumber* : Thin Provisioning Pool number that the operation failed

## System Response

The system continues processing.

## Operator Corrective Action

Perform the following actions after reloading the configuration:

- When the Dedup volume exists in the specified Thin Provisioning Pool  
Delete the Dedup volume and re-execute the operation.
- In cases other than those listed above  
Contact the system administrator.

## System Administrator Corrective Action

An error may have occurred in the device or network. Check whether an error has occurred, remove the cause of the error, and re-execute the operation.

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

---

## escs02100

The specified device is performing registration, reloading or deleting.

### Explanation

The specified device is performing registration, reloading or deleting.

### System Response

The system terminates processing.

### Operator Corrective Action

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

Refer the operation history displayed on the Main pane. After checking that the following operations are complete, try again.

- Registering the device
- Reloading of device information
- Deleting the device

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### Operator Corrective Action

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 repeats, contact the system administrator.

### System Administrator Corrective Action

Check the device status using ETERNUS Web GUI.

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

---

## 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 Response

The system continues processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## Operator Corrective Action

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 repeats, contact the system administrator.

## System Administrator Corrective Action

Check the device status using ETERNUS Web GUI.

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

---

## 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 Response

The system terminates processing.

## Operator Corrective Action

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 repeats, contact the system administrator.

#### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

#### esccs02180

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

#### Explanation

The device information cannot be displayed because obtaining of the device information failed.

#### Parameters

*detail* : Detail of problem

#### System Response

The system terminates processing.

#### Operator Corrective Action

After performing the appropriate action for an error that is displayed 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 Corrective Action

Take appropriate action for the error message that is displayed in *detail*.

---

#### esccs02181

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 acquiring of the information from the Storage Cruiser's agent failed.

#### System Response

The system continues processing.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### esccs02201

I/O error occurred while executing the operation.

#### Explanation

The I/O error occurred while executing the operation.

#### System Response

The system terminates processing.



### Operator Corrective Action

Notify the system administrator that a system error has occurred.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the IP addresses of the devices and servers that are registered in the 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 Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

Check the contact information (for example, IP address of the SMTP server) registered in the ETERNUS SF system.

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

---

### escs02250

The unused REC Buffer does not exist.

## Explanation

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

## System Response

The system terminates processing.

## Operator Corrective Action

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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

Check the status of the REC buffer in the connection destination storage device using ETERNUS Web GUI. If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## escs02260

Could not set the REC Path.

## Explanation

The REC path cannot be set.

## System Response

The system terminates processing.

## Operator Corrective Action

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 repeats, contact the system administrator.

## System Administrator Corrective Action

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 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 Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

Perform the following actions:

1. Check the target REC path status using 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 Fujitsu Technical Support.

---

#### escs02262

The REC Path does not exist.

#### Explanation

The line speed or bandwidth limit could not be changed because the REC path does not exist.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click **Reload Conf.** in the Action pane to reload the device information for the target device and the connection destination device. Check that the REC path between the target device and the connection destination device is displayed, and re-execute the operation.

If the REC path does not exist or if this error repeats, contact the system administrator.

#### System Administrator Corrective Action

Check whether the REC path between the target device and the connection destination device is set. If not, perform the following actions:

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

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

---

#### 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 Response

The system continues processing.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

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 Response

The system continues processing.

## Operator Corrective Action

- If *errCode* is 10, 20 or 30  
Contact the system administrator.
- If *errCode* is 40  
Perform the following actions:
  1. As for the storage device output in the message, perform the **Reload Conf.** operation.
  2. Click **Server** on the global navigation tab.
  3. Click **Access Path** on the Category 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 Corrective Action

- 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. 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 action 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 Response

The system continues processing.

## Operator Corrective Action

Perform the **Reload Conf.** operation for the storage device output in the message, and confirm the host.  
If no host is needed, delete the host and perform the **Delete HBA** operation for the HBA in "Changed" state.  
If there is any access path using the host, re-execute the operation.

## System Administrator Corrective Action

No action is required.

---

### esccs02273

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 Response

The system continues processing.

## Operator Corrective Action

Perform the **Reload Conf.** operation for 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 action is required.  
For unintentional configuration, review the port settings.

## System Administrator Corrective Action

No action is required.

---

### esccs02274

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 Response

The system continues processing.

### Operator Corrective Action

Check the zoning settings and if not needed, delete them.

### System Administrator Corrective Action

No action 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 Response

The system continues processing.

### Operator Corrective Action

Perform the **Reload Conf.** operation for the storage device output in the message.

### System Administrator Corrective Action

No action 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 Response

The system continues processing.

### Operator Corrective Action

When changing the host name, delete the configured host and reconfigure the host name.  
When not changing the host name, no action is required.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### Operator Corrective Action

The account information accessible to the ETERNUS Disk storage system after the Upgrade Installation may not possibly be set. Refer to "Set/Change Information of 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 Corrective Action

No action is required.

---

### escs02310

Performance monitoring is not started.

### Explanation

Performance monitoring is not started in the specified device.

### System Response

The system terminates processing.

### Operator Corrective Action

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 Corrective Action

No action is required.

---

### escs02320

Threshold monitoring is starting.

### Explanation

Threshold monitoring has been started in the specified device.

### System Response

The system terminates processing.

### Operator Corrective Action

Click **Threshold Monitoring** on the Category 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 Corrective Action

No action is required.

---

### escs02321

Threshold monitoring is stopping.

### Explanation

Threshold monitoring has been stopped in the specified device.

### System Response

The system terminates processing.

### Operator Corrective Action

Click **Threshold Monitoring** on the Category 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 Corrective Action

No action is required.

---

#### escs02322

Threshold monitoring is enabled.

### Explanation

Threshold monitoring has been enabled in the specified device.

### System Response

The system terminates processing.

### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane to check the monitoring status.

If the threshold monitoring changed to disable, click **Disable** under **Monitoring** on the Action pane.

### System Administrator Corrective Action

No action is required.

---

#### escs02323

Threshold monitoring is disabled.

### Explanation

Threshold monitoring has been disabled in the specified device.

### System Response

The system terminates processing.

### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane to check the monitoring status.

If the threshold monitoring changed to enable, click **Enable** under **Monitoring** on the Action pane.

### System Administrator Corrective Action

No action is required.

---

#### escs02330

Threshold monitoring could not be started.

### Explanation

Threshold monitoring could not be started in the specified device.

### System Response

The system terminates processing.

### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane. After check that the threshold monitoring status is as follows, execute again.

- Monitoring : Enable



- Monitoring status : Stop

If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

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

---

#### [escs02331](#)

Threshold monitoring could not be stopped.

#### Explanation

Threshold monitoring could not be stopped in the specified device.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane. After checking that the threshold monitoring status is as follows, execute again.

- Monitoring : Enable
- Monitoring status : Start

If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

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

---

#### [escs02332](#)

Threshold monitoring could not be enabled.

#### Explanation

Threshold monitoring could not be enabled in the specified device.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane. After checking that the "Disable" is displayed in **Monitoring** field, execute again.

If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

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

---

#### [escs02333](#)

Threshold monitoring could not be disabled.

#### Explanation

Threshold monitoring could not be disabled in the specified device.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane. After checking that the "Enable" is displayed in **Monitoring** field, execute again.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

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

---

#### escs02340

Threshold monitoring information could not be set.

#### Explanation

Threshold monitoring information could not be set.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click **Threshold Monitoring** on the Category pane. After checking the threshold monitoring status, execute again.  
If this error repeats, contact the system administrator.

### System Administrator Corrective Action

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

---

#### escs02341

Threshold monitoring information is not set.


#### Explanation

The specified threshold monitoring information is not set.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click  on the menu area 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 action is required.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

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

---

#### escs02342

Threshold monitoring information is already set.


#### Explanation

The specified threshold monitoring information is already set.

#### System Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area 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 repeats, contact the system administrator.

## System Administrator Corrective Action

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

---

### 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 Response

The system terminates processing.

## Operator Corrective Action

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 if this error repeats, contact the system administrator.

## System Administrator Corrective Action

Perform the following procedure.

1. After clicking **Log** on the global navigation tab, click **Operation History** on the Category 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 Fujitsu Technical Support.

---

### escs02410

The specified device has already been registered. Registered Device Information=(Device Type=*deviceType*, Item=*item*, Value=*value*), ...

#### Explanation

The operation cannot be performed because the specified value duplicates with the registered device.

#### Parameters

*deviceType* : Type of the device that has been registered

*item* : Duplicated item

*value* : Key that has been registered

#### System Response

The system terminates processing.

## Operator Corrective Action

Check the specified value. If wrong, specify the correct value. If correct, contact the system administrator.

## System Administrator Corrective Action

- In the case of selecting "Automatic" in Register Mode and registering the ACM server

Perform one of the following actions:

- Select "Manual" and then register is with a different name.
  - Modify the computer name (logical node name in the case of clustered system) and then try again.
  - Delete the duplicated device and then try again.
- In a case other than listed above

Check whether the registration status of the registered device displayed in the message is correct. If wrong, delete the registered device and then try again. If correct, review the system configuration because the item displayed in *item* is not unique and then try again.

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

---

### escs02411

Some VM guests have their IP addresses already registered. VM guest=(Name=*vmGuest*, IP address=*ipAddress*), ...

#### Explanation

The IP address was not registered because some VM guests have their IP addresses already registered.

#### Parameters

*vmGuest* : Name of VM guest that IP address was not registered

*ipAddress* : IP address that was not registered

#### System Response

The system continues processing.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

If the registration of IP address is necessary, set the IP address on the server changing screen.

If not necessary, no action is required.

---

### escs02500

The specified FTRP has not been created.


#### Explanation

The specified FTRP has not been created.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Click  on the menu area to display the latest information.

If the specified FTRP is created, execute again.

If the specified FTRP is not created or if this error repeats, contact the system administrator.

#### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## esccs02501

The specified FTRP has already been created.


### Explanation

The specified FTRP has already been created.

### System Response

The system terminates processing.

### Operator Corrective Action

Click  on the menu area 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 Corrective Action

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 Fujitsu Technical Support.

---

## esccs02502

The specified tier policy has already been created.


### Explanation

The specified Tiering policy has already been created.

### System Response

The system terminates processing.

### Operator Corrective Action

Click  on the menu area 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 Corrective Action

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 Fujitsu Technical Support.

---

## esccs02503

The specified tier policy has not been created.


### Explanation

The specified Tiering policy has not been created.

### System Response

The system terminates processing.

### Operator Corrective Action

Click  on the menu area to display the latest information.  
If the policy definition is created, execute again.  
If the policy definition is not created or if this error repeats, contact the system administrator.

### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### escs02504

Re-registration of tiering policy failed because some tier policies already exist.

### Explanation

Since some policies already exist, re-registration of the Tiering policy failed.

### System Response

The system terminates processing.

### Operator Corrective Action

If the Tiering policy has already been registered, delete all the policies and re-execute the Import Tiering Policy command.

If this error repeats when none of the policy definitions are registered, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02505

There was no policy in tiering policy definition.

### Explanation

No policy definition is registered in the Tiering policy definition file (tierpolicy.xml) located to the Tiering policy management directory.

### System Response

The system continues processing.

### Operator Corrective Action

Refer to "Reuse of Tiering Policy Definitions" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* 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 repeats, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02506

Update of Automated Storage Tiering information failed. Refresh the status of Automated Storage Tiering.

### Explanation

Update of Automated Storage Tiering information failed because an inconsistency has occurred in the Automated Storage Tiering database.

### System Response

The system terminates processing.

### Operator Corrective Action

Update the status of Automated Storage Tiering to try again.

If this error repeats, contact the system administrator.

## System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02510

Error occurred in policy related operation: *s1*

#### Explanation

An error occurred in the operation associated with the policy.

#### Parameters

*s1* : Detailed information about the error that occurred

#### System Response

The system terminates processing related to the policy.

#### Operator Corrective Action

According to the information that was displayed in *s1*, perform the following actions. After that, re-execute the operation. If the situation is not solved, contact the system administrator.

Strings Displayed in <i>s1</i>	Explanation	Action Plan
invalid policy definition: <i>policyItem</i>	There is a problem with the definition of the policy that is displayed in <i>policyItem</i> . The character strings that are displayed in <i>policyItem</i> and their meanings are as follows: <ul style="list-style-type: none"><li>- Priority Ffsp: Priority FTSP</li><li>- Number of Layers: Number of layers</li><li>- Execution Mode: Execution mode</li><li>- Quota Share: Low Quota Share, Middle Quota Share, High Quota Share</li></ul>	Correctly define the policy that is displayed in <i>policyItem</i> .
invalid license	The status of the registered license is not correct.	Register the ETERNUS SF Storage Cruiser Optimization Option license correctly.
device operation error: <i>detail</i>	A problem occurred in the operation of the device. Detailed information is displayed in <i>detail</i> .	Take appropriate action by referring to the message that is displayed in <i>detail</i> .
internal error: <i>detail</i>	An internal error occurred. Detailed information is displayed in <i>detail</i> .	Contact the system administrator.

## System Administrator Corrective Action

If you still have a problem even if you take appropriate action indicated by [Operator Corrective Action], collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02600

Primary TFO Group settings failed. Primary Storage=*storageName*, Primary IP Address=*ipAddress*, TFO Group Name=*groupName*, Message=*errMessage*

#### Explanation

The setting of TFO group in Primary Storage failed.

## Parameters

*storageName* : Device name of the Primary Storage  
*ipAddress* : IP address of the Primary Storage  
*groupName* : Name of the target TFO group  
*errMessage* : Error message

## System Response

The system continues processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

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

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

---

## escs02601

Secondary TFO Group settings failed. Secondary Storage=*storageName*, Secondary IP Address=*ipAddress*, TFO Group Name=*groupName*, Message=*errMessage*

## Explanation

The setting of TFO group in Secondary Storage failed. The setting of TFO group in Primary Storage has been completed normally.

## Parameters

*storageName* : Device name of the Secondary Storage  
*ipAddress* : IP address of the Secondary Storage  
*groupName* : Name of the target TFO group  
*errMessage* : Error message

## System Response

The system continues processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

Take action for the error message output in *errMessage*, and perform the following operation:

- When a CA port pair was added

Open the TFO group details screen to see if the added CA port pair is displayed.

If it is displayed, it is possible that the synchronization between volumes is not started. Delete the CA port pair once and add a CA port pair once again.

If it is not displayed, the CA port pair is not created. Add a CA port pair once again.

- Other than that above

Open the TFO group details screen to see if the set content is displayed.

If it is displayed, the settings are completed. No action is required.

If it is not displayed, the settings are not completed. Perform the settings once again.

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

---

## escs02602

The specified TFO Group has not been created.




## Explanation

The specified TFO group has not been created.

## System Response

The system terminates processing.

## Operator Corrective Action

Click  on the menu area to display the latest information.

If the TFO group has been created, execute again.

If the TFO group has not been created or if this error repeats, contact the system administrator.

## System Administrator Corrective Action

If the TFO group had been deleted incorrectly, register it again.

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

---

### escs02603

Failed to delete the TFO Group. Storage=*storageName*, IP Address=*ipAddress*, Message=*errMessage*

## Explanation

The TFO group has not been deleted.

## Parameters

*storageName* : Name of device that failed to delete the TFO group

*ipAddress* : IP address of device that failed to delete the TFO group

*errMessage* : Error message

## System Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

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

When deleting the TFO group by specifying the Secondary TFO group, there are cases where the Primary TFO group is not deleted. In such cases, in order to delete the Primary TFO group, select the appropriate TFO group from the screen of the device where the Primary TFO group is created and delete it.

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

---

### escs02604

No Primary TFO Group exists. TFO Pair=(Primary Storage=*primaryStorageName*, Primary IP Address=*primaryIpAddress*, Secondary Storage=*secondaryStorageName*, Secondary IP Address=*secondaryIpAddress*, TFO Group Name=*groupName*)

## Explanation

The setting of the TFO group failed because an attempt was made to change the setting for the Secondary TFO group where the Primary TFO group does not exist.

## Parameters

*primaryStorageName* : Device name of the Primary Storage

*primaryIpAddress* : IP address of the Primary Storage

*secondaryStorageName* : Device name of the Secondary Storage

*secondaryIpAddress* : IP address of the Secondary Storage  
*groupName* : Name of TFO group to be set

### System Response

The system terminates processing.

### Operator Corrective Action

Display the Primary Storage and click **Reload Conf.** on the Action pane to reload the device information.

If the Primary TFO group that is paired with the Secondary TFO group executing the operation does not exist in Primary Storage, delete the Secondary TFO group executing the operation and re-create the TFO group.

If the Primary TFO group that is paired with the Secondary TFO group executing the operation exists in Primary Storage, re-execute the operation.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

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

---

## escs02610

Manual-failover failed. TFO Pair=(Primary Storage=*primaryStorageName*, Primary IP Address=*primaryIpAddress*, Secondary Storage=*secondaryStorageName*, Secondary IP Address=*secondaryIpAddress*, TFO Group Name=*groupName*), Message=*errMessage*

### Explanation

The execution of Manual failover failed.

### Parameters

*primaryStorageName* : Device name of the Primary Storage  
*primaryIpAddress* : IP address of the Primary Storage  
*secondaryStorageName* : Device name of the Secondary Storage  
*secondaryIpAddress* : IP address of the Secondary Storage  
*groupName* : Name of TFO group for failover  
*errMessage* : Error message

### System Response

The system terminates processing.

### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

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

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

---

## escs02611

Manual-failback failed. TFO Pair=(Primary Storage=*primaryStorageName*, Primary IP Address=*primaryIpAddress*, Secondary Storage=*secondaryStorageName*, Secondary IP Address=*secondaryIpAddress*, TFO Group Name=*groupName*), Message=*errMessage*

### Explanation

The execution of Manual failback failed.

### Parameters

*primaryStorageName* : Device name of the Primary Storage  
*primaryIpAddress* : IP address of the Primary Storage

*secondaryStorageName* : Device name of the Secondary Storage  
*secondaryIpAddress* : IP address of the Secondary Storage  
*groupName* : Name of TFO group for failback  
*errorMessage* : Error message

#### System Response

The system terminates processing.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

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

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

---

### esccs02612

The secondary TFO Group is not registered. Pair Information=(Primary Storage=*storageName*, TFO Group Name=*groupName*)

#### Explanation

The Secondary TFO group that is paired with the Primary TFO group executing the operation is not registered in the repository database.

#### Parameters

*storageName* : Device name of the Primary Storage  
*groupName* : Name of the target TFO group

#### System Response

The system terminates processing.

#### Operator Corrective Action

Check that the TFO group of device with message generated and the device set with TFO pairing are registered, check that the TFO group set with TFO pairing is generated and re-execute the operation.

If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esccs02613

The primary TFO Group is not registered. Pair Information=(Secondary Storage=*storageName*, TFO Group Name=*groupName*)

#### Explanation

The Primary TFO group that is paired with the Secondary TFO group executing the operation is not registered in the repository database.

#### Parameters

*storageName* : Device name of the Secondary Storage  
*groupName* : Name of the target TFO group

#### System Response

The system terminates processing.

### Operator Corrective Action

Check that the TFO group of device with message generated and the device set with TFO pairing are registered, check that the TFO group set with TFO pairing is generated and re-execute the operation.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### escs02614

Force-failover failed. TFO Pair=(Primary Storage=*primaryStorageName*, Primary IP Address=*primaryIpAddress*, Secondary Storage=*secondaryStorageName*, Secondary IP Address=*secondaryIpAddress*, TFO Group Name=*groupName*), Message=*errMessage*

### Explanation

The execution of Force-failover failed.

### Parameters

*primaryStorageName* : Device name of the Primary Storage  
*primaryIpAddress* : IP address of the Primary Storage  
*secondaryStorageName* : Device name of the Secondary Storage  
*secondaryIpAddress* : IP address of the Secondary Storage  
*groupName* : Name of TFO group for failover  
*errMessage* : Error message

### System Response

The system terminates processing.

### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

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

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

---

#### escs02700

Cannot create a datastore because the number of datastores that can be created exceeds the upper bound.

### Explanation

The process was terminated because the number of datastores that can be created exceeds the upper limit.

### System Response

The system terminates processing.

### Operator Corrective Action

The maximum number of datastores that can be created is 1023. Check the number of datastores that have been created. If the number of datastores that have been created is 1023, recreate the datastore after deleting unnecessary datastores. If the number of datastores that have been created is not 1023, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### escs02701

Cannot set up the datastore because the number of pools that can be added to the datastore exceeds the upper bound.

### Explanation

The process was terminated because the number of pools that can be added to the datastore exceeds the upper limit.

### System Response

The system terminates processing.

### Operator Corrective Action

The maximum number of pools that can be added to a datastore is 16.

- When newly creating a datastore  
Configure the number of pools to be added to 16 or less, then recreate the datastore.
- When changing the pool configuration of the datastore  
Select pools so that the number of pools that are stored after changing the datastore does not exceed 16, then re-execute the operation.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02702

Cannot set up the datastore because the maximum number of pools that can be shared with two or more datastores is exceeded.  
Pool information=(Storage=*storageName*, Pool Type=*poolType*, Pool No.=*poolNumber*), Datastore Name=*datastoreName*,...

### Explanation

The process was terminated because the number of pools that can be shared with multiple datastores exceeds the upper limit.

### Parameters

*storageName* : Name of the storage device where the pool is created  
*poolType* : Pool type  
*poolNumber* : Pool number  
*datastoreName* : Name of datastore where the target pool is shared

### System Response

The system terminates processing.

### Operator Corrective Action

For a single pool, the maximum number that can be shared with multiple datastores is 16. Check the number of datastores that are storing the pool displayed in the message.

When shared with 16 datastores, after reducing the number of shares, re-execute the operation.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02703

The datastore of the specified name cannot be created. Datastore Name=*datastoreName*

### Explanation

The datastore could not be created because the datastore name that is unavailable was specified.

### Parameters

*datastoreName* : Datastore name

## System Response

The system terminates processing.

## Operator Corrective Action

The naming conventions of the datastore name are as follows:

- Alphanumeric character (1 - 16 characters), a hyphen (-), an underscore (\_), and a pound symbol (#) may be specified. The characters are not case sensitive.
- The following names cannot be used:
  - Names that are the same as already created datastores
  - Name starting with "POOLGROUP"

After reviewing the specified datastore names, re-execute the operation.

If this error repeats, contact the system administrator.

## System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02704

Cannot delete the pool from the datastore because it is being used. Pool information=(Storage=*storageName*, Pool Type=*poolType*, Pool No.=*poolNumber*)

## Explanation

The operation failed because a currently used pool is trying to be deleted from the datastore.

## Parameters

*storageName* : Name of the storage device where the pool is created

*poolType* : Pool type

*poolNumber* : Pool number

## System Response

The system terminates processing.

## Operator Corrective Action

Check the type of the datastore that contains the pool displayed in the message, and the already created volume in the pool.

- For VVOL datastores  
The pool of the already created Virtual Volume cannot be deleted from the VVOL datastore.  
When deleting the target pool, after deleting the Virtual Volume from the pool, re-execute the operation. Refer to "Delete Virtual Volume" in the *ETERNUS SF Web Console Guide* for information on how to delete a Virtual Volume.
- For Clone backup VVOL datastores  
The pool of the already created volume cannot be deleted from the Clone backup VVOL datastore.  
When deleting the target pool, after deleting the volume from the pool, re-execute the operation.

If this error repeats, contact the system administrator.

## System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02705

Cannot delete the Tier pool because it is being used in the datastore. Datastore Name=*datastoreName*,...

## Explanation

The operation failed because the Tier pool that is used as the datastore is trying to be deleted.

## Parameters

*datastoreName* : Name of the datastore that is using the target Tier pool

## System Response

The system terminates processing.

## Operator Corrective Action

After deleting the Tier pool from the datastore that is displayed in *datastoreName*, re-execute the operation.

If this error repeats, contact the system administrator.

## System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### escs02706

Failed to write the WOL metadata. Storage=*storageName*, Volume No.=*volumeNumber*, Code=*errCode*

## Explanation

Writing the WOL metadata to the storage device failed.

## Parameters

*storageName* : Storage device name

*volumeNumber* : Volume number

*errCode* : Internal error code

## System Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

After removing the cause of the error that is displayed in *errCode*, re-execute the operation.

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

---

### escs02707

Failed to write the datastore configuration information. Storage=*storageName*, Code=*errCode*

## Explanation

Writing the datastore configuration information to the storage device failed.

## Parameters

*storageName* : Storage device name

*errCode* : Internal error code

## System Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

After removing the cause of the error that is displayed in *errCode*, re-execute the operation.

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

---

### escs02708

Some WOL access paths were not inherited. WOL Access Path=(Storage Name=*storageName*, Port=*portName*, Host Response No.=*responseNumber*), ...

#### Explanation

Some of the WOL access paths were not inherited.

#### Parameters

*storageName* : Storage device name

*portName* : Name of the port used in the WOL access path

*responseNumber* : Host response number used in the WOL access path

#### System Response

The system continues processing.

#### Operator Corrective Action

After performing the **Reload Conf.** operation for the storage device that is displayed in the message, check that the port does not have the following settings:

- Mode is not "CA/CARA".
- Affinity mode is OFF.

If intentionally set, no action is required.

If not intentionally set, review the port settings.

#### System Administrator Corrective Action

No action is required.

---

### escs02800

Specified SNMPv3 MIB Access user does not exist.

#### Explanation

Because the specified SNMPv3 MIB access user does not exist, the process failed.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

Check whether the specified SNMPv3 MIB access user has been deleted.

If the specified SNMPv3 MIB access user was deleted by mistake, after recreating the user, re-execute the operation.

---

### escs02801

Cannot delete the SNMP user because it is being used. User IDs=*userId*,...

#### Explanation

Because the specified SNMP user is in use, the user cannot be deleted.

#### Parameters

*userId* : SNMP user ID



## System Response

The system continues processing.

## Operator Corrective Action

On the SNMP Configuration overview screen, check whether the SNMPv3 MIB access user that is displayed in *userId* is in use. If the user is in use, after performing either of the following actions, re-execute the operation:

- Change the SNMPv3 MIB access user of the target device to another user.
- Delete the target device.

## System Administrator Corrective Action

No action is required.

---

### escs02802

The Engine ID of the specified device has already been registered. Registered Device=*registeredDevice*, Engine ID=*engineld*

## Explanation

Because the Engine ID of the target device is already registered, the operation cannot be executed.

## Parameters

*registeredDevice* : IP address of a registered device. However, if it is a duplicate of the Engine ID of ETERNUS SF Manager, "ETERNUS SF Manager" is displayed.

*engineld* : Duplicated Engine ID

## System Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

Perform the following actions:

- When the operation for changing the Manager Engine ID was performed  
Check whether the entered Engine ID is correct.  
If it is incorrect, specify the correct Engine ID and re-execute the operation.  
If it is correct, check for a duplicate device on the SNMP Configuration overview screen and after eliminating the duplicate, re-execute the operation.
- When an operation other than the those listed above was performed  
Check whether the Engine ID set for the target device is correct.  
If it is incorrect, after changing the Engine ID of the target device to a correct value, re-execute the operation.  
If it is correct, check for a duplicate device on the SNMP Configuration overview screen and after eliminating the duplicate, re-execute the operation.

---

### escs02803

Failed to add SNMP user because the number of SNMP users had exceeded the upper bound.

## Explanation

Because the number of SNMPv3 users exceeds the upper limit, adding a new user failed.

## System Response

The system terminates processing.

#### Operator Corrective Action

Check the SNMPv3 User Configuration screen and after deleting any unnecessary users, re-execute the operation.

#### System Administrator Corrective Action

No action is required.

---

#### **esccs02804**

The specified SNMP Trap user has already been registered.

#### Explanation

The specified SNMP Trap user is already registered.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Specify another user name and re-execute the operation.

#### System Administrator Corrective Action

No action is required.

---

#### **esccs02805**

Failed to communicate by the specified SNMP user settings. IP Address=*ipAddress*, Detail=*errMessage*

#### Explanation

The SNMP user after the change failed to communicate with the device that is displayed in *ipAddress*.

#### Parameters

*ipAddress* : IP address of device  
*errMessage* : Error message

#### System Response

The system continues processing.

#### Operator Corrective Action

Take appropriate action for the error message that is displayed in *errMessage*. When you are performing the performance monitoring, after stopping the performance monitoring, restart it.

#### System Administrator Corrective Action

No action is required.

---

#### **esccs03000**

NAS backup configuration is not correct. (Detail=*detail*)

#### Explanation

The backup/restore operation cannot be performed because the settings of NAS backup are wrong.

#### Parameters

*detail* : Detail of problem

#### System Response

The system terminates processing.

### Operator Corrective Action

Delete the resource that is displayed in *detail*. After that, create a NAS backup volume and try again.

### System Administrator Corrective Action

No action is required.

---

### escs03001

Some of the specified shared folders have already been deleted. Shared Folder = *sharedFolderNumber*, ...

### Explanation

Some of the specified shared folders have already been deleted.

### Parameters

*sharedFolderNumber* : Shared folder number that has been deleted

### System Response

The system continues processing.

### Operator Corrective Action

No action is required.

### System Administrator Corrective Action

No action is required.

---

### escs03002

Some of the specified NAS interfaces have already been deleted. NAS Interface = *nasInterfaceNumber*, ...

### Explanation

Some of the specified NAS interfaces have already been deleted.

### Parameters

*nasInterfaceNumber* : NAS interface number that has been deleted

### System Response

The system continues processing.

### Operator Corrective Action

No action is required.

### System Administrator Corrective Action

No action is required.

---

### escs03003

Some of the specified quota settings have already been deleted. Quota Setting=(NAS Volume No.=*volumeNumber*, Type=*type*, Name=*name*), ...

### Explanation

Some of the specified quota settings have already been deleted.

### Parameters

*volumeNumber* : NAS volume number

*type* : Type of quota setting

*name* : User name or group name for quota target

### System Response

The system continues processing.

### Operator Corrective Action

No action is required.

### System Administrator Corrective Action

No action is required.

---

### escs03006

Unused port bonding was not deleted. Master Port=*portName*

### Explanation

Unused port bonding was not deleted.

### Parameters

*portName* : Specified NAS port name

### System Response

The system continues processing.

### Operator Corrective Action

Unused port bonding has been set in the ETERNUS Disk storage system.

If port bonding is not needed, delete it after creating the NAS interface using the NAS port name (*portName*).

### System Administrator Corrective Action

No action is required.

---

### escs03007

Failed to add some of the specified quota settings. Specified users or groups do not exist on the Authentication Server. Quota Target=(Type=*type*, Name=*name*),...

### Explanation

Some of the specified quota settings could not be added. Specified users or groups do not exist on the authentication server.

### Parameters

*type* : Type of quota setting

*name* : User name or group name for quota target

### System Response

The system continues processing.

### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

Check whether the user or group that is displayed in *name* is set to the authentication server. If not, set it and perform the operation again.

---

### escs03008

Failed to delete some of the specified quota settings. Users or groups of specified quota setting are already deleted on the Authentication Server. Quota Target=(Type=*type*, Name=*name*),...

## Explanation

Some of the specified quota settings could not be deleted. Users or groups of the specified quota setting are already deleted from the authentication server.

## Parameters

*type* : Type of quota setting  
*name* : User name or group name for quota target

## System Response

The system continues processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

Check whether the user or group that is displayed in *name* is set to the authentication server. If not set, set it and perform the operation again.

---

## escs03009

A part of NAS Snapshot History Information has not been updated. Please execute the Reload Conf. IP=*ipAddress*, NAS Volume=*volumeNumber*

## Explanation

Because large amounts of SNMP Traps were received at the same time, a part of NAS snapshot history was not updated.

## Parameters

*ipAddress* : IP address of storage device  
*volumeNumber* : Volume number

## System Response

The system continues processing.

## Operator Corrective Action

No action is required.

## System Administrator Corrective Action

Perform the **Reload Conf.** operation so that the information which was not updated is made up to date.

---

## escs03010

A part of NAS Information has not been updated. IP=*ipAddress*, Detail=*detail*

## Explanation

A part of the NAS information was not updated because of a device abnormality.

## Parameters

*ipAddress* : IP address of storage device that could not be updated  
*detail* : Detail of problem

## System Response

The system continues processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

Take appropriate action for the error message that is displayed in *detail*.

---

### escs03011

Target settings were reconfigured by the NAS volume restore process. Check the target to execute the operation again. NAS Volume=*volumeNumber*

#### Explanation

The settings of the operation target have been reconfigured by restoring a NAS volume. The operation target may have changed.

#### Parameters

*volumeNumber* : Volume number of the restored NAS volume

#### System Response

The system terminates processing.

#### Operator Corrective Action

After checking the operation target and configuration information after a reconfiguration, re-execute the operation.

#### System Administrator Corrective Action

No action is required.

---

### escs03012

Since the NAS backup volume is being physically copied, the specified operation cannot be executed.

#### Explanation

A physical copy from a NAS volume to a NAS backup volume is in progress.

Since the data within the NAS backup volume is inconsistent, the NAS backup settings cannot be deleted while a NAS backup volume remains.

#### System Response

The system terminates processing.

#### Operator Corrective Action

If you delete the NAS backup settings while a NAS backup volume remains, perform the following action according to the status of the copy session between the NAS volume and the NAS backup volume:

- When performing a physical copy

After the physical copy is complete, re-execute the operation.

- When in an error state

After removing the cause of the error, re-execute the backup operation.

Therefore, after the physical copy of the backup is complete, re-execute the operation.

Alternatively, after setting the NAS volume for deletion, re-execute the operation.

#### System Administrator Corrective Action

No action is required.

---

### escs03013

Since the NAS backup volume is mounted, the specified operation cannot be executed.

#### Explanation

Because the NAS backup volume is mounted, the specified operation cannot be executed.

### System Response

The system terminates processing.

### Operator Corrective Action

After unmounting the NAS backup volume, re-execute the operation.

### System Administrator Corrective Action

No action is required.

---

## esccs03014

Though the settings were reconfigured by the NAS volume restore process, information acquisition failed. Execute Reload Conf.  
IP=*ipAddress*, NAS Volume =*volumeNumber*

### Explanation

A restore to the NAS volume was successful, but acquiring the reconfigured information failed. Because it is necessary to acquire the setting information after a reconfiguration, reload the device information.

### Parameters

*ipAddress* : IP address of storage device

*volumeNumber* : Volume number of the restored NAS volume

### System Response

The system continues processing.

### Operator Corrective Action

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

If you perform operations for settings that are related to the NAS volume without reloading, a process may be performed for an operation target that is different from the one selected.

If an operation target that is different from the one selected is processed, a recovery is possible by re-executing a restore.

### System Administrator Corrective Action

No action is required.

---

## esccs03015

Some of the quota settings for the specified shared folder are already deleted.  
Shared Folder=*folder*, ...

### Explanation

Some of the quota settings for the specified shared folder are already deleted.

### Parameters

*folder* : Shared folder number

### System Response

The system continues processing.

### Operator Corrective Action

No action is required.

### System Administrator Corrective Action

No action is required.

---

## escs04000

The specified ETERNUS SF resource is currently being registered or has already been registered.

### Explanation

The specified ETERNUS SF resource is currently being registered or has already been registered.

### System Response

The system terminates processing.

### Operator Corrective Action

Check the information specified during the ETERNUS SF resource registration.  
If the specified information is incorrect, specify the correct information. Then, execute again.  
If the specified information is correct, contact the system administrator.

### System Administrator Corrective Action

Check the ETERNUS SF resources that are registered in the ETERNUS SF system, making sure that there are no duplicate ETERNUS SF resources to be registered.

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

---

## escs04001

The specified ETERNUS SF resource is currently being registered or deleted.

### Explanation

The specified ETERNUS SF resource is currently being registered or deleted.

### System Response

The system terminates processing.

### Operator Corrective Action

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

Perform the following action according to the state of the target ETERNUS SF resource when the operation was executed:

- In the case that the ETERNUS SF resource is currently being registered  
Refer the operation history displayed on the Main pane. Check that the ETERNUS SF resource registration has been completed and then try again.
- In the case that the ETERNUS SF resource is currently being deleted  
Contact the system administrator.

### System Administrator Corrective Action

Perform the following action according to the state of the target ETERNUS SF resource when the operation was executed:

- In the case that the ETERNUS SF resource is currently being registered  
No action is required.
- In the case that the ETERNUS SF resource is currently being deleted  
If the ETERNUS SF resource had been deleted incorrectly, register it again.

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

---

## escs06000

Login failed: unknown user name or bad password.



## Explanation

The specified user name or password is incorrect.

## System Response

The system goes back to the login window.

## Operator Corrective Action

- 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 Corrective Action

- For Windows

No action is required.

- For Solaris or Linux

The target account may be in following conditions. Take appropriate action after confirmation.

- The password is not set
- The login is not permitted (Solaris environment only)
- The account is locked.

---

## esccs06001

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 Response

The system goes back to the login window.

## Operator Corrective Action

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 Corrective Action

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.

---

## esccs06002

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 Response

The system goes back to the login window.

### Operator Corrective Action

Operate according to the account restrictions (security policy).

### System Administrator Corrective Action

No action is required.

---

## escs06004

Login failed: the specified account password has expired.

### Explanation

The password is no longer valid.

### System Response

The system goes back to the login window.

### Operator Corrective Action

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 Corrective Action

Reset the account with the new password provided by the operator.

---

## escs06005

Login failed: account currently disabled.

### Explanation

The account is disabled.

### System Response

The system goes back to the login window.

### Operator Corrective Action

The specified account cannot be used. Use other account.

### System Administrator Corrective Action

No action is required.

---

## escs06006

Login failed: account is currently locked out.

### Explanation

The account is locked out.

### System Response

The system goes back to the login window.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

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 Response

The system goes back to the login window.

#### Operator Corrective Action

Contact the system administrator.

#### System Administrator Corrective Action

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 the ETERNUS SF system.

#### System Response

The system goes back to the login window.

#### Operator Corrective Action

Check that the account is correctly set to be used for the ETERNUS SF system. If the account appears to be correctly set, contact the system administrator.

#### System Administrator Corrective Action

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 logon 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 Response

The system goes back to the login window.

#### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

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 the ETERNUS SF system must belong to one of the ETERNUS SF role groups.

### System Response

The system goes back to the login window.

### Operator Corrective Action

Check that the account is correctly set to be used for the ETERNUS SF system. If the account appears to be correctly set, contact the system administrator.

### System Administrator Corrective Action

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 the ETERNUS SF system must belong to one ETERNUS SF role group only.

### System Response

The system goes back to the login window.

### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

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 Response

The system goes back to the login window.

### Operator Corrective Action

Wait for a while and retry to login.

### System Administrator Corrective Action

No action is required.

---

#### escs06024

Force login failed because another client had previously forced login.

#### Explanation

Forced login has already been done from another client.

#### System Response

The system goes back to the login window.

#### Operator Corrective Action

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 Corrective Action

No action 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 the ETERNUS SF system (An existing web browser is opened and account has not been logged out).

#### System Response

The system goes back to the login window.

#### Operator Corrective Action

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 Corrective Action

No action 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 Response

The system continues processing.

#### Operator Corrective Action

No action is required.

### System Administrator Corrective Action

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

If any error occurred in the system, remove the cause of the error, and 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 action is required for this case.

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

---

### **escs10000**

ETERNUS SF service started.

### Explanation

The ETERNUS SF common control service has been started.

### System Response

None.

### Operator Corrective Action

No action is required.

### System Administrator Corrective Action

No action is required.

---

### **escs10001**

ETERNUS SF service could not be started.

### Explanation

The ETERNUS SF common control service could not be started.

### System Response

The system terminates processing.

### Operator Corrective Action

Notify the system administrator that a system error has occurred.

### System Administrator Corrective Action

The message describing the reason service could not start is displayed directly before this message. Act according to the described reason.

---

### **escs10100**

A system error occurred.

### Explanation

A system error occurred during the ETERNUS SF service processing.

### System Response

The system terminates processing.

## Operator Corrective Action

- When this error occurs in login to the Web Console

The error may occur when the Web Console is used by multiple tabs or windows.

After closing all the Web browsers and restarting the Web browser, log in to the Web Console.

If this error repeats, notify the system administrator that a system error has occurred.

- In cases other than listed above

Notify the system administrator that a system error has occurred.

## System Administrator Corrective Action

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

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

If no error occurred in the system, check the capacity of the file system where ETERNUS SF product 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 action is required for this case.

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

---

### escs11002

Applying the policy failed. *policy=policy, target=target, detail=detail*

#### Explanation

The policy failed to apply.

#### Parameters

*policy* : Application target policy name

*target* : Application target of the policy

*detail* : Detailed message regarding the reason of the failure

#### System Response

The system terminates processing.

## Operator Corrective Action

After taking action for the message that was displayed in *detail*, apply the policy again.

If this message is output again even after taking action, check whether the following services are active:

If the following services are not active, after starting them, apply the policy again.

- ETERNUS SF Storage Cruiser Optimization Option
- ETERNUS SF Manager Tomcat Service
- AdvancedCopy Manager COM Service
- ETERNUS Information Provider

## System Administrator Corrective Action

No action is required.

---

### escs11004

The compliance result was changed. *policy=policy, target=target*

#### Explanation

The policy application result was changed.

## Parameters

*policy* : Application target policy name  
*target* : Application target of the policy

## System Response

The system continues processing.

## Operator Corrective Action

No action is required.

## System Administrator Corrective Action

No action is required.

---

## escs11300

The process is busy now. Wait for a while and retry the operation.

## Explanation

The operation could not be executed because another operation was executing. After waiting for a while, re-execute the operation.

## System Response

The system terminates processing.

## Operator Corrective Action

After waiting for a while, re-execute the operation.  
If you still have a problem, contact the system administrator.

## System Administrator Corrective Action

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

---

## escs11301

*itemName* is not allowed to be reapplied. *current=currentValue*

## Explanation

The value could not be changed.

## Parameters

*itemName* : Item name  
*currentValue* : Current value

## System Response

The system terminates processing.

## Operator Corrective Action

The value cannot be changed to the specified setting. The value must be put back to the pre-changed setting. Specify the value that is displayed in *currentValue* and execute the setting operation.  
If the value is not put back to the pre-changed setting, the Compliance status becomes "Noncompliant".

## System Administrator Corrective Action

No action is required.

---

## escs11302

Application of *itemName* failed. *current=currentValue*, *expected=expectedValue*.



## Explanation

The policy failed to apply.

## Parameters

*itemName* : Item name

*currentValue* : Current value

*expectedValue* : Value to be set

## System Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

An error is occurring in the operation that was performed from VMware vCenter Server. This message is output on the screen of VMware vCenter Server, as well. Take corrective action according to the message output just before this message was output on the screen of VMware vCenter Server.

---

## escs90013

The command was executed without OS administrator authority.

## Explanation

The command was executed without OS administrator authority.

## System Response

The system terminates processing.

## Operator Corrective Action

Execute the command with OS administrator authority.

## System Administrator Corrective Action

No action is required.

---

## escs90014

No such directory. path=*pathName*

## Explanation

The specified directory path name is incorrect.

## Parameters

*pathName* : Specified directory path name

## System Response

The system terminates processing.

## Operator Corrective Action

Contact the system administrator.

## System Administrator Corrective Action

Perform the following action and re-execute the command.

- Check whether the directory that is displayed in *pathName* is created. If the directory is not created, create it.

- Check whether the directory that is displayed 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.

- esfadm devconf import command
- esfadm devconf importstatus command
- esfadm tierpolicy import command

### System Response

The system continues processing.

### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

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 by the esfsnap command and contact Fujitsu Technical Support.

If you do not use import commands, the urgent response is not required.

## Chapter 6 Messages of Esfadm Prefix

---

### esfadm00000

The command ended normally.

#### Explanation

The command is completed successfully.

#### System Response

The command completes processing.

#### System Administrator Corrective Action

No action is required.

---

### esfadm00001

An unexpected error occurred during processing.

#### Explanation

An unexpected error occurred during processing.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esfadm00011

An error occurred during processing. *detail=detail*

#### Explanation

An error occurred during the command processing.

#### Parameters

*detail* : Detail message

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After taking appropriate action for the error that is displayed in *detail*, re-execute the operation.

---

### esfadm00012

There is an error in command syntax.

#### Explanation

A command syntax error has occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the command syntax, re-execute the operation.

---

#### **esfadm00013**

The license required to run this command is not registered.

#### Explanation

The license required to execute this command is not registered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to the manual related to this command to register a required license.

---

#### **esfadm00014**

ETERNUS SF Manager is not started or is during start-up, and the executed command is not available.

#### Explanation

Because ETERNUS SF Manager is not started or is during start-up, the executed command cannot be used.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking that the escs10000 message to show that service is running is output to the system log (event log), re-execute the command.

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

---

#### **esfadm00015**

The command was successfully executed, but the command execution output failed to be displayed.

#### Explanation

The command was successfully executed, but the execution result failed to be displayed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to the operation history on the Web Console to check the command execution result. In addition, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **esfadm00017**

The command was canceled.

#### Explanation

The command was cancelled.

#### System Response

The command terminates processing.

## System Administrator Corrective Action

No action is required.

---

### esfadm00019

The command is not run by operating system administrator privileges.

#### Explanation

The command is not executed by operating system administrator privileges.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Execute the command with the operating system administrator privileges.

---

### esfadm00100

Failed to write the WVOL metadata. Storage=*storageName*, Code=*errCode*

#### Explanation

To write the WVOL metadata to the storage device failed.

#### Parameters

*storageName* : Storage device name

*errCode* : Internal error code

#### System Response

The system terminates processing.

## System Administrator Corrective Action

After removing the cause of the error that is displayed in *errCode*, re-execute the operation.

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

---

### esfadm00101

Failed to read the WVOL metadata. Storage=*storageName*, Code=*errCode*

#### Explanation

To read the WVOL metadata from the storage device failed.

#### Parameters

*storageName* : Storage device name

*errCode* : Internal error code

#### System Response

The system terminates processing.

## System Administrator Corrective Action

After removing the cause of the error that is displayed in *errCode*, re-execute the operation.

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

---

### esfadm00102

Failed to read the datastore configuration information. Storage=*storageName*, Code=*errCode*

## Explanation

To read the datastore configuration information from the storage device failed.

## Parameters

*storageName* : Storage device name

*errCode* : Internal error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

After removing the cause of the error that is displayed in *errCode*, re-execute the operation.

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

---

## esfadm00110

The storage with specified IP address(*ipAddress*) is not registered.

## Explanation

The storage device of the specified IP address is not registered in the ETERNUS SF system.

## Parameters

*ipAddress* : IP address of storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify the IP address of a storage device that is registered in the ETERNUS SF system, and re-execute the command.

---

## esfadm00111

The storage with IP address(*ipAddress*) has been locked.

## Explanation

The storage device that is displayed in *ipAddress* has been locked by another operation.

## Parameters

*ipAddress* : IP address of storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

If ETERNUS Web GUI is open, after logging out, re-execute the command.

If the settings of the storage device are in the process of being changed by using Storage Cruiser (such as access path configurations, or access paths being inherited), execute the command again after the operation has completed.

---

## esfadm01001

The specified copy group is not for NAS backup. The copy group name=*copyGroup*

## Explanation

The specified copy group is not for NAS backup. Or, the NAS backup setting is not performed.

## Parameters

*copyGroup* : Copy group name

## System Response

The system terminates processing.

## System Administrator Corrective Action

For the copy group for NAS volume, specify the copy group name of NAS backup setting. Its copy group name can be confirmed with the Web Console.

---

### esfadm01002

Cannot backup NAS volume because NAS backup volume is mounted.

## Explanation

Because the NAS backup volume is mounted, the NAS volume cannot be backed up.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After unmounting the NAS backup volume, re-execute the command.

---

### esfadm01003

Cannot restore NAS volume because NAS backup volume is mounted.

## Explanation

Because the NAS backup volume is mounted, the NAS volume cannot be restored.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After unmounting the NAS backup volume, re-execute the command.

---

### esfadm01004

Cannot restore NAS volume because NAS volume is not backed up.

## Explanation

Because the NAS volume is not backed up, the NAS volume cannot be restored.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After backing up the NAS volume, re-execute the command.

---

### esfadm03000

The virtual machine of specified VMID is not found. The VMID=*vmid*

## Explanation

The virtual machine of specified VMID is not found.

## Parameters

*vmid* : Specified VMID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the virtual machine of the specified VMID exists. If it does not exist, review the operation target.

The VMID can be confirmed with the `esfadm volvm info` command. Refer to "Command References" in the *ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes* for information on the command.

The virtual machines can be confirmed with the VVOL Backup Management screen of the Web Console.

---

## esfadm03001

The virtual machine which backup mode "Disable" has been set is specified by VMID. The VMID=*vmid*

## Explanation

"Disable" is set in [Operation Mode] in the virtual machine backup policy of the virtual machine for the specified VMID.

## Parameters

*vmid* : Specified VMID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check [Operation Mode] in the virtual machine backup policy of the virtual machine for the specified VMID. The [Operation Mode] can be confirmed with the VVOL Backup Management screen of the Web Console.

If the virtual machine backup policy is set as follows, "Disable" is set in [Operation Mode]:

- The number "0" is specified for [Number of Snapshot Generations], and
- "Disable" is specified for [Clone Backup].

When performing a virtual machine backup, after changing the policy with vCenter Server, re-execute the command.

Refer to "Change of Policy" in the *ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes* for information on how to change the policy.

---

## esfadm03002

The virtual machine is not registered to Management Server.

## Explanation

The virtual machine is not registered in the Management Server.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following actions:

- If the VM host is not displayed on the Server screen of the Web Console  
Refer to "Configuration and Registration of Managed Devices" in the *ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes* to register the VM host.
- If the virtual machine is not displayed on the VVOL Backup Management screen of the Web Console  
For the VM host, perform the **Reload Conf.** operation with the Web Console.



---

### esfadm90000

Operation is accepted.

#### Explanation

Operation is accepted.

#### System Response

The system starts processing.

#### Operator Corrective Action

No action is required.

#### System Administrator Corrective Action

No action is required.

---

### esfadm90010

Operation has already been accepted.

#### Explanation

Operation cannot be accepted because its operation has already been accepted.

#### System Response

The system terminates processing.

#### Operator Corrective Action

After confirming that "Complete" is displayed in **IMPORT STATUS** column in `esfadm devconf importstatus` command, re-execute the command.

If this error repeats though the **IMPORT STATUS** column is "Complete", contact the system administrator.

#### System Administrator Corrective Action

Collect the information required for troubleshooting by the `esfsnap` command and contact Fujitsu Technical Support.

---

### esfadm90011

Operation is not accepted.

#### Explanation

Operation cannot be accepted because the error is detected during requesting the operation.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Execute the operation again.

If this error repeats, contact the system administrator.

#### System Administrator Corrective Action

Check whether the following problems occur at the file system in which the ETERNUS SF product is installed.

- Insufficient free space
- Hardware error

If you still have a problem, collect the information required for troubleshooting by the `esfsnap` command and contact Fujitsu Technical Support.

---

## esfadm90012

Because the command to import configuration information is not executed, its import status cannot be displayed.

### Explanation

The configuration import status cannot be displayed because the request to import configuration information is not accepted.

### System Response

The system terminates processing.

### Operator Corrective Action

After executing the esfadm devconf import command, re-execute the operation.

If this error repeats after executing the esfadm devconf import command, contact the system administrator.

### System Administrator Corrective Action

If you still have a problem, collect the information required for troubleshooting by the esfsnap command and contact Fujitsu Technical Support.

## Chapter 7 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 Response

The system continues processing.

#### Operator Corrective Action

No action is required.

#### System Administrator Corrective Action

When continuing to use the ETERNUS SF system even after trial license expiration, purchase the regular license for the license name that is displayed 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 Response

The system makes the expired license function unavailable.

#### Operator Corrective Action

No action is required.

#### System Administrator Corrective Action

Purchase the regular license for the license name that is displayed 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.

### esflm10000

The number of CMs mounted on the storage device exceeds the number of CMs supported by the license. Storage Name=*storageName*, Serial No.=*serialNumber*, Mounted CMs=*mountedCMs*, License=*licenseName*, Supported CMs=*supportedCMs*.

#### Explanation

The number of CMs mounted on the storage device exceeds the number of CMs supported by the license.

## Parameters

*storageName* : Storage Name

*serialNumber* : Serial number of the device

*mountedCMs* : Number of mounted CMs

*licenseName* : Registered license name

*supportedCMs* : Number of license supported CMs

## System Response

The system continues processing.

## Operator Corrective Action

No action is required.

## System Administrator Corrective Action

Purchase and register on the system the CM expansion license supporting *mountedCMs* for the license name that is displayed in *licenseName*.

## Chapter 8 Messages of Esgui Prefix

---

### esgui00001

Internal error occurred.

#### Explanation

An internal error has occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The available disk capacity may be insufficient. If it is insufficient, after securing enough space, re-execute the operation.

If this message is output upon execution of the operation for displaying the Target Response Time graph or QoS target achievement rate graph, refer to "Troubleshooting" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to recover the environment.

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

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

As the system is currently preparing to be stopped, 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Perform the operation again.  
If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esgui00004

Internal error occurred. Detail = "detail"

#### Explanation

An internal error has occurred.

## Parameters

*detail* : Error information

## System Response

The system terminates processing.

## System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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 Fujitsu Technical Support.
- 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 Fujitsu Technical Support.

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

If this error is seen in any other circumstances, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esgui00005

A database reference error has occurred.

## Explanation

A database reference error has occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

Depending on the using wizard, perform the following appropriate action.

Using Wizard	Appropriate Action
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	Cancel the wizard, and check on the <b>Operation History</b> screen whether any Mailbox Server or Backup Server has been deleted. If you find the information that a server was deleted by another user on the <b>Operation History</b> screen, register the server and then re-execute the wizard.
Backup Wizard for SQL Server, Restore Wizard for SQL Server	<ul style="list-style-type: none"><li>- Check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)</i> to check that the procedure to change the configuration was correct.</li><li>- Cancel the wizard, and check on the <b>Operation History</b> screen whether any Database Server or Backup Server has been deleted. If you find the information</li></ul>

Using Wizard	Appropriate Action
	that a server was deleted by another user on the <b>Operation History</b> screen, register the server and then re-execute the wizard.

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

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

The selected resource may be deleted.

Click  on the menu area to check if the selected resource exists.

### esgui01000

Internal error occurred.

#### Explanation

An internal error has occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Perform the operation again.

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

### esgui01003

Specified device is already registered.

#### Explanation

The specified device is already registered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether the device to be detected is correctly specified.

If the device to be detected is incorrect, specify the correct device.

### esgui01005

Device is not found.

#### Explanation

The device is not found.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check that the IP address, subnet mask, and the SNMP settings for the specified device are correct.

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 the SNMP (Agent) environment settings.

If the SNMP (Agent) environment settings is not done, 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 Fujitsu Technical Support.

---

### 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

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the network environment to resolve any trouble with the communication path, and restart the processing. Or, start the following services and execute the operation again.

- AdvancedCopy Manager COM Service

---

### esgui01007

Failed to retrieve information from specified storage and port.

## Explanation

Information from the specified storage and port could not be retrieved.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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

A temporary file creation failed.

## Parameters

*errCode* : Error information

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 information has not been changed.

#### Explanation

The device is not found.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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. Or, the specified user role is not "Software".

#### Parameters

*userID* : User name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct user name and password. In addition, specify a user with the "Software" role.

---

#### **esgui01014**

Failed to connect the storage. IP Address = *ipAddress*

#### Explanation

Connecting with the specified device failed.

#### Parameters

*ipAddress* : IP address of storage device

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

## esgui01016

The processing failed. Detail = "*detail*"

### Explanation

The processing failed.

### Parameters

*detail* : Detailed error message

### System Response

The system terminates processing.

### System Administrator Corrective Action

Perform 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 that is displayed 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(*stgenvdisp*)."  
Since an internal error is occurring, collect the information required for troubleshooting on the Management Server and contact Fujitsu Technical Support. 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 option.
- In cases other than the above  
Check the [System Administrator Corrective Action] of the detailed error message, and take appropriate action.

---

## esgui01017

The device of different type from specified one was found. Discovered device type = *deviceType*

### Explanation

For the specified IP address, the device of different type from specified one was detected on the current opening screen. For example, this message may be displayed when an IP address of Fibre Channel switch is specified on the storage device registration screen.

### Parameters

*deviceType* : Type of the detected device

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check whether the device of the specified IP address is one of the device type that can be operated on the current opening screen, and then register the device again.

---

#### **esgui01018**

There is no Access Path for inheritance.

### Explanation

There is no access path that can be inherited.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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

A zip file creation failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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*

### Note

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 Fujitsu Technical Support.

---

#### **esgui02001**

Please enable cookie in your browser.

##### Explanation

Enable cookies in your browser.

##### System Response

The system terminates processing.

##### System Administrator Corrective Action

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 Response

The system terminates processing.

##### System Administrator Corrective Action

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 Response

The system terminates processing.

##### System Administrator Corrective Action

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 Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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. Remove prerequisite licenses before removing this license.

#### Parameters

*licenseName* : License name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

## Parameters

*licenseName* : License name

## System Response

The system terminates processing.

## System Administrator Corrective Action

When registering the remote copy license for the ETERNUS DX100 S3, check that the active firmware is V10L20 or later. If not, try again after applying V10L20 or later firmware.

If there is any failure in a target device, this message is output. Refer to the event screen to check whether any failure is occurring in the target device. If any, remove the cause of the failure, and re-execute the operation.

Even if there is no failure in the target device, this message is output when a license registration is executed while any user is logged in to the ETERNUS Web GUI. Register a license when no user is logged in to the ETERNUS Web GUI.

If this message is output in a case other than listed above, there may be a problem with network environments. After checking that the network is properly configured for the Management Server (for example, the configuration of default gateway or DNS server is proper), re-execute the operation.

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

---

### **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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

The account information accessible to the ETERNUS Disk storage system after the Upgrade Installation may not be set. Refer to "Set/Change Information of 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system displays the resource information.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the **Operation History** screen, remove the cause of the error, 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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the **Operation History** screen, remove the cause of the error, and try again.

---

#### **esgui03006**

Specified resource has been removed. Please refresh Overview.

### Explanation

The specified resource has been removed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system displays the resource information.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system displays the resource information.

### System Administrator Corrective Action

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 Response

The system displays the resource information.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 (VSSHPP) is not installed in the Backup Server (*serverName*). Please make sure the VSSHPP 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 Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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 server (*serviceName*).

#### Parameters

*serverName* : Server name

*serviceName* : Not started service name

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Cancel the wizard, and start the required service on the server (*serviceName*). 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 "SQL Server"

This is a service for SQL Server. Refer to the SQL Server documents and check whether all services required for operating SQL 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 and Restore Using Wizard for Exchange Server" 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 "AdvancedCopy COM"

Refer to "Starting Service" in "Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check whether all services required for operating of the replication using AdvancedCopy Manager have been started. If any service is disabled, start it.

- When the service name starts with anything other than the above cases

Depending on the using wizard, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to take appropriate action.

Using Wizard	Reference Section and Appropriate Action
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	Refer to "Prerequisites" in "Backup and Restore Using Wizard for Exchange Server" to check whether the required all services have been started. If any service is disabled, start it.
Backup Wizard for SQL Server, Restore Wizard for SQL Server	Refer to "Prerequisites" in "Backup and Restore Using Wizard for SQL Server" to 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.

If Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed. If the service has been switched to the standby server, resolve any problems and re-execute the wizard.

---

## 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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 and Restore Using 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 server (*serviceName*) 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 Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Cancel the wizard, and register the server (*serviceName*) 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

Retrieving of the database information from the Exchange Server on the Mailbox Server failed.

#### Parameters

*serverName* : Mailbox Server name

*detail* : Failed Exchange Server command name and error content

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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 documents 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 "Command References" 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

Retrieving of the Mailbox Server device information failed.

### Parameters

*serverName* : Mailbox Server name  
*msgID* : Error message of AdvancedCopy Manager (\*1)

\*1: Multiple message IDs may be displayed 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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 Corrective Action] 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 that is displayed 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 that is displayed 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 displayed 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 Corrective Action] 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 Fujitsu Technical Support. 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 "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command.  
Refer to "Command References" 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

Retrieving of the Mailbox Server database (backup source file) path failed.

#### Parameters

*serverName* : Mailbox Server name  
*dbName* : Database name

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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

Retrieving of the backup server device information failed.

#### Parameters

*serverName* : Backup server name  
*msgID* : Error message of AdvancedCopy Manager (\*1)

\*1: Multiple message IDs may be displayed 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Corrective Action] 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 that is displayed 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 that is displayed 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 Corrective Action] 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 Fujitsu Technical Support. 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 "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the `agentsnap` command.

Refer to "Command References" 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  
*deviceName* : Backup source device  
*size* : Selectable volume size for the backup destination volume

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check whether the backup destination volume that is displayed 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 that is displayed 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

Retrieving of the ETERNUS Disk storage system disk information failed. The ETERNUS VSS Hardware Provider (VSSHP) configuration is incorrect.

## Parameters

*serverName* : Backup server name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and change the ETERNUS VSS Hardware Provider configuration. Then, re-execute the wizard.

Refer to "Prerequisites" in "Backup and Restore Using Wizard for Exchange Server" 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

Configuring of AdvancedCopy Manager on the server failed.

## Parameters

*serverName* : Server name  
*msgID* : Error message of AdvancedCopy Manager

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] 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

A drive letter map file creation failed in the Backup server.

## Parameters

*serverName* : Backup server name

*filePath* : Path where the drive letter map file is located

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 (VSSH) of the Mailbox Server (*serverName*). Please check ETERNUS VSS Hardware Provider (VSSH) installed correctly.

### Explanation

ETERNUS VSS Hardware Provider is not correctly installed in the Mailbox Server.

### Parameters

*serverName* : Mailbox Server name

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Server Information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.
- If Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed.  
If the service has been switched to the standby server, resolve any problems 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Server Information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.
- If Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed.  
If the service has been switched to the standby server, resolve any problems 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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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.
- Depending on the using wizard, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check the Management Server environment and the Managed Server environment.



Using Wizard	Reference Section
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	"Operating Environments" and "Prerequisites" in "Backup and Restore Using Wizard for Exchange Server"
Backup Wizard for SQL Server, Restore Wizard for SQL Server	"Operating Environments" and "Prerequisites" in "Backup and Restore Using Wizard for SQL Server"

- If Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed. If the service has been switched to the standby server, resolve any problems and re-execute the wizard.

## 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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 "Checking Product Version in Windows Operating System" in the *ETERNUS SF Storage Cruiser Operation Guide*.

Depending on the using wizard, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to take appropriate action.

Using Wizard	Reference Section and Appropriate Action
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	Refer to "Required Software" in "Backup and Restore Using Wizard for Exchange Server" to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and Exchange Server being used.
Backup Wizard for SQL Server, Restore Wizard for SQL Server	Refer to "Required Software" in "Backup and Restore Using Wizard for SQL Server" to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and SQL Server being used.

- If the Managed 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 the following sections 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.

Using Wizard	Reference Section
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	"Notes on Utilizing Wizard for Exchange Server on Virtual Environment" in "Backup and Restore Using Wizard for Exchange Server"
Backup Wizard for SQL Server, Restore Wizard for SQL Server	"Notes on Utilizing Wizard for SQL Server on Virtual Environment" in "Backup and Restore Using Wizard for SQL Server"

- 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 the following sections 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.

Using Wizard	Reference Section
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	"Prerequisites" in "Backup and Restore Using Wizard for Exchange Server"
Backup Wizard for SQL Server, Restore Wizard for SQL Server	"Prerequisites" in "Backup and Restore Using Wizard for SQL Server"

- 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 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 and if the Backup Wizard for Exchange Server or the Restore Wizard for Exchange Server has been used, 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 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 Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed. If the service has been switched to the standby server, resolve any problems and re-execute the wizard.

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

- 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.

- According to the used Wizard, on each of the following servers, execute the agentsnap and acmcapture commands to collect the further detailed information:

- If the Backup Wizard for Exchange Server or the Restore Wizard for Exchange Server has been used
  - 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.)

- If the Backup Wizard for SQL Server or the Restore Wizard for SQL Server has been used
  - The server that was selected as the database server  
(However, if this error has occurred before "**Select of Database Server**" operation, there is no need to collect this data.)
  - The server that was selected as the backup server  
(However, if this error has occurred before "**Select of Backup Server**" operation, there is no need to collect this data.)

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command.  
Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the acmcapture command.

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#### **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 Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Cancel the wizard, and check whether the backup source database volume configuration is supported according to "Supported Configurations" in "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*.

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 Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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: *mailboxServerExchangeVers*

Backup Server: *backupServerExchangeVers*

#### Explanation

The Exchange Server version on the Mailbox Server and backup server is different.

## Parameters

*mailboxServerName* : Mailbox Server name  
*backupServerName* : Backup server name  
*mailboxServerExchangeVers* : Exchange Server version in the Mailbox Server  
*backupServerExchangeVers* : Exchange Server version in the Backup server

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Server Information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.
- If Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed.  
If the service has been switched to the standby server, resolve any problems 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)

*srcDeviceName* : Backup source device name (\*1)

*backupServerName* : Backup Server name (\*2)

*dstVolumeName* : Backup destination volume name (\*2)

*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.

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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

An internal error has occurred.

### System Response

The system terminates processing of the wizard.

## System Administrator Corrective Action

The processing may have timed out. Wait for a while to execute the wizard again.

If the same trouble still occurs, collect the information required for troubleshooting as described in the following and contact Fujitsu Technical Support.

- 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.
- According to the used Wizard, on each of the following servers, execute the agentsnap and acmcapture commands to collect the further detailed information:
  - If the Backup Wizard for Exchange Server or the Restore Wizard for Exchange Server has been used
    - 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.)
  - If the Backup Wizard for SQL Server or the Restore Wizard for SQL Server has been used
    - The server that was selected as the database server  
(However, if this error has occurred before "**Select of Database Server**" operation, there is no need to collect this data.)
    - The server that was selected as the backup server  
(However, if this error has occurred before "**Select of Backup Server**" operation, there is no need to collect this data.)

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command. Refer to "Command References" 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 Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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 documents 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Terminate the wizard, refer to "Fetching Device Information on 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 and Restore Using 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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's agent is not installed in the selected server.

## Parameters

*serverName* : Server name

*serviceName* : Required service name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 AdvancedCopy Manager's agent has been installed on the selected server.  
If it has not, cancel the wizard and install the AdvancedCopy Manager's agent. Then, re-execute the wizard.
- Check whether the Managed Server has been registered and the registration procedure is correct.  
Refer to "Registering Managed Server" in "Prerequisites" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on how to register the Managed Server.

---

## 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 Response

The system temporarily stops processing the wizard.



### System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 "Restoration Using Restore Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard or terminates processing of it.

## System Administrator Corrective Action

- In the case that "swsrpdevdisp\_exchange" is displayed in *commandLine*

Refer to "Restore Environment Check" in "Restoration Using Restore Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 Corrective Action] for the message ID that is displayed in *errCode*, and re-execute the wizard.

- In the case that character strings other than "swsrpdevdisp\_exchange" are displayed in *commandLine*

Cancel the wizard, and follow the [System Administrator Corrective Action] for the message ID that is displayed 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

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 Server 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and research the environment in response to the error code that is displayed 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Stop the wizard and investigate the following:

- Are backup settings for the Exchange Server database to be restored complete?
- Has a backup been successfully 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

The selected database failed to activate.

## Parameters

*dbName* : Name of database that failed to activate  
*serverName* : Server name  
*commandLine* : Executed Exchange command line

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review "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 "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 or later).
    - 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

Deletion of the database copy of the selected database failed.

## Parameters

*dbName* : Name of database that failed to delete the database copy  
*serverName* : Server name  
*commandLine* : Executed Exchange command line

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review "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 "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 or later).
    - 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

The selected database failed to dismount.

## Parameters

*dbName* : Name of database that failed to dismount the database  
*serverName* : Server name  
*commandLine* : Executed Exchange command line

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review "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 "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 or later).
    - 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

Permitting to overwrite the selected database failed.

#### Parameters

*dbName* : Name of database that failed to permit to overwrite  
*serverName* : Server name  
*commandLine* : Executed Exchange command line

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review "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 "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 or later).
    - Permit to database overwrite.
  2. Re-execute the wizard.

---

### esgui04064

Failure to execute restore.  
server name : *serverName*  
command : *swsrpvsrestore\_exchange restoreType -database dbName*  
errorcode : *errCode*

#### Explanation

The restore failed to execute.

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Refer to "Preparations" and "Supported Configurations" in "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to review the prerequisite conditions for restore.
- Follow the [System Administrator Corrective Action] for the message ID that is displayed in *errCode*.

Re-execute the wizard after performing the above operations.

---

### **esgui04065**

Failure to delete checkpoint file(*fileName*) in Mailbox Server(*serverName*).

#### Explanation

The checkpoint file deletion failed after performing the roll-forward restoration.

#### Parameters

*serverName* : Server name

*fileName* : Checkpoint file name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Delete the checkpoint file and refer to "Mounting 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

Mounting of the database failed after performing the restore.

#### Parameters

*dbName* : Name of database that failed to mount

*serverName* : Server name

*commandLine* : Executed Exchange command line

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Mounting 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Refer to "Software Requirements" in "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check the version of the AdvancedCopy Manager's agent that is installed on the server (*serverName*).

Depending on the using wizard, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to take appropriate action.

Using Wizard	Reference Section and Appropriate Action
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	Refer to "Required Software" in "Backup and Restore Using Wizard for Exchange Server" to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and Exchange Server being used.
Backup Wizard for SQL Server, Restore Wizard for SQL Server	Refer to "Required Software" in "Backup and Restore Using Wizard for SQL Server" to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and SQL Server being used.

---

## 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 Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and register the license according to the using Wizard for the storage device *storageName*.

- If the Restore Wizard for Exchange Server has been used

Refer to "License Registration" in "Prerequisites" in "Backup and Restore Using Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to register the license.

- If the Restore Wizard for SQL Server has been used

Refer to [Point] in "Registering Managed Server" in "Prerequisites" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to register the license.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the domain name, user name, and password.

Also, make sure that the specified user name belongs to the Exchange 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the server environment and re-execute the wizard.

If Managed Server is operated in a cluster environment and the Restore Wizard for SQL Server is in use, check that tempdb does not exist in the restore destination volume. If tempdb exists, perform the following actions:

- Move tempdb to a volume that is not the restore destination. Then, re-execute the wizard.  
Refer to "Moving Database Files" in the *SQL Server Books Online* for information on how to move tempdb.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- In the case that "HostControllerService" is displayed in *serviceName*  
Check the server environment, start the Microsoft Exchange Search Host Controller manually, and re-execute the wizard.
- In the case that all other services is displayed 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

Mounting of the database failed 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Restoration" in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to restore manually.

---

## **esgui04077**

The volume configuration has been changed during the wizard running. Please restart the wizard.

### Explanation

The volume configuration has been changed while the wizard was running. Restart the wizard.

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Execute the wizard again.

## esgui04078

A communication error has occurred.  
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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

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 "Checking Product Version in Windows Operating System" in the *ETERNUS SF Storage Cruiser Operation Guide*.

Depending on the using wizard, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to take appropriate action.

Using Wizard	Reference Section and Appropriate Action
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	Refer to "Required Software" in "Backup and Restore Using Wizard for Exchange Server" to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and Exchange Server being used.
Backup Wizard for SQL Server, Restore Wizard for SQL Server	Refer to "Required Software" in "Backup and Restore Using Wizard for SQL Server" to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and SQL Server being used.

- If the Managed 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 the following sections 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.

Using Wizard	Reference Section
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	"Notes on Utilizing Wizard for Exchange Server on Virtual Environment" in "Backup and Restore Using Wizard for Exchange Server"
Backup Wizard for SQL Server, Restore Wizard for SQL Server	"Notes on Utilizing Wizard for SQL Server on Virtual Environment" in "Backup and Restore Using Wizard for SQL Server"

- 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 the following sections 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.

Using Wizard	Reference Section
Backup Wizard for Exchange Server, Restore Wizard for Exchange Server	"Prerequisites" in "Backup and Restore Using Wizard for Exchange Server"

Using Wizard	Reference Section
Backup Wizard for SQL Server, Restore Wizard for SQL Server	"Prerequisites" in "Backup and Restore Using Wizard for SQL Server"

- 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 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 and if the Backup Wizard for Exchange Server or the Restore Wizard for Exchange Server has been used, 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 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 Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed.  
If the service has been switched to the standby server, resolve any problems and re-execute the wizard.

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

- 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.
- According to the used Wizard, on each of the following servers, execute the agentsnap and acmcapture commands to collect the further detailed information:
  - If the Backup Wizard for Exchange Server or the Restore Wizard for Exchange Server has been used
    - 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.)
  - If the Backup Wizard for SQL Server or the Restore Wizard for SQL Server has been used
    - The server that was selected as the database server  
(However, if this error has occurred before "**Select of Database Server**" operation, there is no need to collect this data.)
    - The server that was selected as the backup server  
(However, if this error has occurred before "**Select of Backup Server**" operation, there is no need to collect this data.)

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command.  
Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the acmcapture command.

---

### esgui04200

No restorable database exists. Check whether database backup definition is created.  
server name : *serverName*

#### Explanation

No restorable database exists.

#### Parameters

*serverName* : Server name

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Stop the wizard and investigate the following:

- Are backup settings for the database to be restored complete?

Refer to "Check the backup" in "Restore Environment Check" in the chapter "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to take corrective action.

- Is a backup history displayed by executing the swsrphistory\_sql command?

Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the command.

---

### esgui04201

Error occurred on the command of AdvancedCopy Manager. Failed to obtain registered device information.  
server name : *serverName*  
error details : *detail*

#### Explanation

An error occurred during the AdvancedCopy Manager command execution.

#### Parameters

*serverName* : Server name  
*detail* : Error context returned by the AdvancedCopy Manager command

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

### esgui04202

Error occurred on the command of AdvancedCopy Manager. Failed to update device information.  
server name : *serverName*  
error details : *detail*

#### Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name  
*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

## esgui04203

Error occurred on the command of AdvancedCopy Manager. Failed to obtain repository information.

server name : *serverName*  
error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name  
*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action.

If the content of the error is not displayed, check the following points:

- Check whether user databases are properly created on the ETERNUS Disk storage system.
- If the Managed Server runs in a virtual environment, using the Server Virtualization Software, check that the volume allocated to the virtual server is a "Mapped Raw LUN".

Then, re-execute the wizard.

---

## esgui04204

Error occurred on the command of AdvancedCopy Manager. Failed to obtain replication volume information.

server name : *serverName*  
command : *commandLine*  
error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name  
*commandLine* : Executed AdvancedCopy Manager command line  
*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

### **esgui04205**

Error occurred on the command of AdvancedCopy Manager. SQL Server restore failed.

server name : *serverName*

command : *commandLine*

error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name

*commandLine* : Executed AdvancedCopy Manager command line

*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

### **esgui04206**

Error occurred on the command of AdvancedCopy Manager. Failed to set replication volume information.

server name : *serverName*

command : *commandLine*

error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name

*commandLine* : Executed AdvancedCopy Manager command line

*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

### **esgui04207**

Error occurred on the command of AdvancedCopy Manager. Failed to obtain backup history.

server name : *serverName*

error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.



## Parameters

*serverName* : Server name  
*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check the followings:

- The backup configuration is performed for the database to be restored.
- The backup script created by the Backup Wizard has been executed.

If no problem is found with the above matters, refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

## esgui04208

Error occurred on the command of AdvancedCopy Manager. Failed to obtain replication volume operation status.

server name : *serverName*  
command : *commandLine*  
error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name  
*commandLine* : Executed AdvancedCopy Manager command line  
*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

## esgui04209

Error occurred on the command of AdvancedCopy Manager. Failed to create replication volumes.

server name : *serverName*  
command : *commandLine*  
error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name  
*commandLine* : Executed AdvancedCopy Manager command line  
*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

### esgui04210

No instance of a supported version of SQL Server was found.  
Check that SQL Server is already installed and that the installed version is supported.  
server name : *serverName*

#### Explanation

The instance of SQL Server of supported version does not exist in the selected server.

#### Parameters

*serverName* : Server name

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Refer to "Required Software" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check whether the SQL Server version in use is supported.
- Create instances of supported SQL Server.

Then, re-execute the wizard.

---

### esgui04211

Failed to obtain required service information. Check whether SQL Server is installed.  
server name : *serverName*  
service name : *serviceName*

#### Explanation

SQL Server is not installed in the selected server.

#### Parameters

*serverName* : Server name  
*serviceName* : Required service name

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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 SQL Server has been installed on the selected server.  
If it has not, cancel the wizard and install SQL Server. Then, re-execute the wizard.

---

## esgui04212

Failed to connect to SQL Server. Check the user authentication.  
server name : *serverName*  
instance name : *instanceName*

### Explanation

The NetBIOS domain name, user name, or password is incorrect.

### Parameters

*serverName* : Server name  
*instanceName* : Instance name

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check the NetBIOS domain name, user name, and password. Check the following *domainName* for the NetBIOS domain name.
  - *domainName* of "*domainName\userName*" displayed by clicking **Object Explorer** > *connectServerName* > **Security** > **Logins** on the SQL Server Management Studio
- Make sure that the specified user name belongs to the SQL Server management role group "sa" (SystemAdmin privilege) and the following Windows roles.
  - For using the domain authentication  
Administrators, Domain Admins, Domain Users, Enterprise Admins, Group Policy Creator Owners, Schema Admins
  - For using the local accounts authentication  
Administrators

Then, re-execute the wizard.

---

## esgui04213

Failed to obtain instance information from SQL Server. Check whether instance is created.  
server name : *serverName*

### Explanation

Retrieving of the instance information failed.

### Parameters

*serverName* : Server name

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check whether the SQL Server instance has been created.  
If it has not, cancel the wizard and create an instance. Then, execute the wizard again.  
Refer to the SQL Server documents for information on creating an instance.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

Then, re-execute the wizard.

---

## esgui04214

Failed to obtain database information from SQL Server. Check whether database is created.

server name : *serverName*

instance name : *instanceName*

command : *commandLine*

error details : *detail*

### Explanation

Retrieving of the database information failed.

### Parameters

*serverName* : Server name

*instanceName* : Instance name

*commandLine* : Executed SQL Server command line

*detail* : Error context returned by the SQL Server command

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check whether the SQL Server database has been created.  
If it has not, cancel the wizard and create a database. Then, execute the wizard again.  
Refer to the SQL Server documents for information on creating a database.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

Then, re-execute the wizard.

---

## esgui04215

No database exists in SQL Server. Check whether database is created.

server name : *serverName*

instance name : *instanceName*

error details : *detail*

### Explanation

No selectable database exists.

### Parameters

*serverName* : Server name

*instanceName* : Instance name

*detail* : Error context

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check whether the SQL Server database has been created.  
If it has not, cancel the wizard and create a database. Then, execute the wizard again.  
Refer to the SQL Server documents for information on creating a database.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

- Check whether the required license has been registered.
- Check the status of the volume on which user database is stored.
  - The storage device is supported.
  - The storage device has been registered.
  - The volume type is supported.
  - The system databases are not included in the volume.
  - The volume is not used as the system drive.
  - The volume is not offline or the driver is not disabled.
  - The volume has been mounted.
  - A partition has been created in the volume.

Then, re-execute the wizard.

---

### **esgui04216**

Failed to obtain cluster information. Check the cluster status.

server name : *serverName*

cluster name : *clusterName*

#### **Explanation**

Obtaining of the cluster information failed.

#### **Parameters**

*serverName* : Server name

*clusterName* : Cluster name

#### **System Response**

The system temporarily stops processing the wizard.

#### **System Administrator Corrective Action**

Perform the following troubleshooting actions:

- Check the status of Failover Cluster.
- Check whether Active Directory server is operating normally.
- Check the cluster status of SQL Server.  
Check that clustered instances of SQL Server are working properly.  
Refer to the SQL Server documents for information on checking clustered instances of SQL Server.
- Create SQL Server transactions and AdvancedCopy Manager transactions in the same cluster group.  
The logical IP address should not be shared with SQL Server and AdvancedCopy Manager.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

Then, re-execute the wizard.

---

### **esgui04217**

Failed to create a backup script. Check whether files and folders have access permissions or they are read-only.

server name : *serverName*

directory : *dirName*

#### **Explanation**

A backup script creation failed.

## Parameters

*serverName* : Server name  
*dirName* : Directory name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check the access permission to the directory (*dirName*) on the server (*serverName*). If no read/write permission is set, modify the access permission.

Then, re-execute the wizard.

---

### **esgui04218**

The specified backup directory for transaction log is not correct. The directory is not found.

server name : *serverName*  
directory : *dirName*

## Explanation

Non-existent directory is specified in the backup directory for transaction log.

## Parameters

*serverName* : Server name  
*dirName* : Directory name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check whether the directory (*dirName*) exists on the server (*serverName*). If not, create a new directory or specify any existent directory and then re-execute the wizard.

---

### **esgui04219**

Access permission to backup directory for transaction log is invalid. Check the read/write permissions to the directory.

server name : *serverName*  
directory : *dirName*

## Explanation

A directory to which invalid access permission is set was specified for the backup directory for transaction log.

## Parameters

*serverName* : Server name  
*dirName* : Directory name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check the access permission to the directory (*dirName*) on the server (*serverName*). If no read/write permission is set, modify the access permission.

Then, re-execute the wizard.

---

## esgui04220

Failed to obtain AlwaysOn availability group information set for instance. Check the instance status.

server name : *serverName*

instance name : *instanceName*

command : *commandLine*

error details : *detail*

### Explanation

Obtaining of the AlwaysOn Availability Groups information set to instances failed.

### Parameters

*serverName* : Server name

*instanceName* : Instance name

*commandLine* : Executed SQL Server command line

*detail* : Error context returned by the SQL Server command

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check the status of SQL Server instances.  
Check whether the AlwaysOn Availability Groups is set.  
Refer to the SQL Server documents for information on checking the AlwaysOn Availability Groups.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

Then, re-execute the wizard.

---

## esgui04221

User default database is not "master". Change the default database to "master".

user name : *userName*

### Explanation

Any database other than "master" is set in the user default database.

### Parameters

*userName* : User name

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Make sure that the default database for the user executing the restore is "master".

If the default database is other than "master", change it to "master".

Refer to the SQL Server documents for information on changing the default database.

Then, re-execute the wizard.

---

## esgui04222

AlwaysOn availability group of instance is enabled. Disable AlwaysOn availability group.

server name : *serverName*

instance name : *instanceName*

## Explanation

The AlwaysOn Availability Groups set to instances is enabled.

## Parameters

*serverName* : Server name

*instanceName* : Instance name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check the status of SQL Server instances.  
Check whether the AlwaysOn Availability Groups is disabled.  
Refer to the SQL Server documents for information on checking the AlwaysOn Availability Groups.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

Then, re-execute the wizard.

---

## esgui04223

No metadata file exists on backup destination volume. Check the backup data.

server name : *serverName*

volume name : *volumeName*

metadata file name : *metadataFileName*

## Explanation

No metadata file exists on the backup destination volume.

## Parameters

*serverName* : Server name

*volumeName* : Volume name

*metadataFileName* : Metadata file name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and make sure that the metadata file (*metadataFileName*) exists on the server (*serverName*). Then re-execute the wizard.

Refer to "Record Output Path of Metadata File" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF Advanced Copy Manager Operation Guide (for Windows)* for information on the metadata file.

---

## esgui04224

Failed to delete restore database. Delete the database.

server name : *serverName*

instance name : *instanceName*

database name : *dbName*

command : *commandLine*

error details : *detail*

## Explanation

Deleting the database to be restored failed.



## Parameters

*serverName* : Server name  
*instanceName* : Instance name  
*dbName* : Database name  
*commandLine* : Executed SQL Server command line  
*detail* : Error context returned by the SQL Server command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Delete the database (*dbName*) existing in the instance (*instanceName*) on the server (*serverName*). Refer to the SQL Server documents for information on how to delete the database.

Then, re-execute the wizard.

When applying the log after restore, do not delete "Database Backup and Restore History". If it is deleted by mistake, the log cannot be applied. (In that case, apply the log by Transact-SQL.)

---

## esgui04225

Failed to obtain user default database. Check the user status.

server name : *serverName*  
user name : *userName*  
instance name : *instanceName*  
command : *commandLine*  
error details : *detail*

## Explanation

Obtaining of the default database set to the user failed.

## Parameters

*serverName* : Server name  
*userName* : User name  
*instanceName* : Instance name  
*commandLine* : Executed SQL Server command line  
*detail* : Error context returned by the SQL Server command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check the user login information to SQL Server.
- Check whether the default database is set.  
Refer to the SQL Server documents for information on checking the default database.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

Then, re-execute the wizard.

---

## esgui04226

Failed to apply transaction log backup to database. Check the database status.

server name : *serverName*  
instance name : *instanceName*  
database name : *dbName*

command : *commandLine*  
error details : *detail*

### Explanation

Applying the transaction log backup for database failed.

### Parameters

*serverName* : Server name  
*instanceName* : Instance name  
*dbName* : Database name  
*commandLine* : Executed SQL Server command line  
*detail* : Error context returned by the SQL Server command

### System Response

The system terminates processing.

### System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check the status of the SQL Server database.  
Make sure that all the transaction logs created after the latest backup are present. If not, re-execute the wizard and select the restoration to "Point of backup".
- Use Management Studio to apply the log.  
Refer to the SQL Server documents for information on restoring the transaction log backup,  
In addition, if the log cannot be applied from Management Studio because the msdb backup history is lost, apply the log by Transact-SQL.  
Refer to the SQL Server documents for information on applying the transaction log backup.
- Check whether there is any failure in the SQL Server environment.  
If any, refer to the SQL Server documents to resolve the issue.

---

### esgui04227

The number of specified databases exceeds the maximum limit of databases that can be backed up. Set the number of specified databases to less than the limit.  
Maximum number of databases: *limit*

### Explanation

The number of specified databases exceeds the maximum number of databases capable of performing backup.

### Parameters

*limit* : Maximum number of databases capable of performing backup

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Cancel the wizard, and make the number of the databases to be equal to or less than *limit*. Then, re-execute the wizard.

---

### esgui04228

Error occurred on the command of AdvancedCopy Manager. Failed to obtain environment information.  
server name : *serverName*  
command : *commandLine*  
error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name

*commandLine* : Executed AdvancedCopy Manager command line

*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard. Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager error message that is displayed in *detail*, take the required action, and re-execute the wizard.

---

## esgui04229

The specified replication group is already created.

server name : *serverName*

replication group name : *groupName*

## Explanation

The replication group is already created.

## Parameters

*serverName* : Server name

*groupName* : Specified replication group name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and check whether the replication group name already exists on the server (*serverName*). If so, specify a unique replication group name. Then, re-execute the wizard.

---

## esgui04230

No transaction log backup exists for database. Check whether the transaction log backup exists.

server name : *serverName*

instance name : *instanceName*

database name : *dbName*

transaction log backup file name : *fileName*

## Explanation

No transaction log backup exists for database.

## Parameters

*serverName* : Server name

*instanceName* : Instance name

*dbName* : Database name

*fileName* : Non-existent transaction log backup file name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and make sure that the transaction log backup file (*fileName*) exists on the server (*serverName*). Then, re-execute the wizard.

If no transaction log backup file exists, re-execute the wizard and select the restoration to "Point of backup".

---

### esgui04231

Script file that includes the replication group specified already exists.

server name : *serverName*

file name : *scriptFile*

replication group name : *groupName*

## Explanation

The script file that includes the specified replication group already exists.

## Parameters

*serverName* : Server name

*scriptFile* : Script file name

*groupName* : Replication group name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard to make sure that no script file (*scriptFile*) exists on the server (*serverName*). If any, specify other replication group name.

---

### esgui04232

Error occurred on the command of AdvancedCopy Manager. Specified replication volume does not exist.

server name : *serverName*

volume name : *volumeName*

command : *commandLine*

error details : *detail*

## Explanation

An error occurred during the AdvancedCopy Manager command execution. The specified replication volume does not exist.

## Parameters

*serverName* : Server name

*volumeName* : Volume name

*commandLine* : Executed AdvancedCopy Manager command line

*detail* : Error context returned by the AdvancedCopy Manager command

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Cancel the wizard, and execute the `swsrpstat` command with the `-L` option on the server (*serverName*) to check the replication volume information. Then, re-execute the wizard.

---

### esgui04233

Error occurred on the command of AdvancedCopy Manager. Advanced Copy of the specified replication volume is running.

server name : *serverName*

volume name : *volumeName*

command : *commandLine*  
error details : *detail*

### Explanation

An error occurred during the AdvancedCopy Manager command execution. The Advanced Copy of the specified replication volume is running.

### Parameters

*serverName* : Server name  
*volumeName* : Volume name  
*commandLine* : Executed AdvancedCopy Manager command line  
*detail* : Error context returned by the AdvancedCopy Manager command

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Cancel the wizard, and execute the `swsrpstat` command with the `-L` option on the server (*serverName*) to make sure that Advanced Copy is not running for the replication. Then, re-execute the wizard.

---

### esgui04234

No instance exists in SQL Server. Check whether instance is created.  
server name : *serverName*  
error details : *detail*

### Explanation

No selectable instance exists on the selected server.

### Parameters

*serverName* : Server name  
*detail* : Reason of unselectable instance

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Check the followings:

- There is no error in the authentication information.
  - Check the following *domainName* for the NetBIOS domain name. No input is required in the case of the local domain.
    - *domainName* of "*domainName\userName*" displayed by clicking **Object Explorer** > *connectServerName* > **Security** > **Logins** on the SQL Server Management Studio
  - The user name is correct.
  - The password is correct.
- The SQL Server runs normally.
- The service of the instance is started.
- The service of the instance runs normally.
- The instance is a version supported by this product.
- The default database is "master".
- AlwaysOn Availability Group is not enabled.

If the content of the error is not displayed, check the following points:

- The instance exists.
- If Managed Servers are operated in a cluster environment, the clustered system configuration is correct.

Refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the clustered system configuration supported by this product.

- "System Configuration" in "Backup and Restore Using Wizard for SQL Server"
- "Notes on Cluster Operation"
- The Managed Server has been registered and the registration procedure is correct.

Refer to "Registering Managed Server" in "Prerequisites" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on how to register the Managed Server.

Then, re-execute the wizard.

---

### esgui04235

Failed to get information of the transaction log.

server name : *serverName*

instance name : *instanceName*

database name : *dbName*

#### Explanation

Retrieving of the transaction log information failed.

#### Parameters

*serverName* : Server name

*instanceName* : Instance name

*dbName* : Database name

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

Check the supported configurations for SQL Server. Refer to "Supported Configurations" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the supported configurations.

Check the status of SQL Server database. Then, re-execute the wizard.

---

### esgui04236

Transaction log backup path exists on the same volume as the database.

server name : *serverName*

instance name : *instanceName*

database name : *dbName*

transaction log backup : *fileName*

volume name : *volumeName*

#### Explanation

Since the transaction log backup destination exists on the same volume as the database, the processing cannot be continued.

#### Parameters

*serverName* : Server name

*instanceName* : Instance name

*dbName* : Database name

*fileName* : Transaction log backup file name

*volumeName* : Volume name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Specify a different path from that to the database volume for the transaction log backup destination.

---

### esgui04237

Failed to connect to SQL Server. Check the user authentication.  
server name : *serverName*

## Explanation

The NetBIOS domain name, user name, or password is incorrect.

## Parameters

*serverName* : Server name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Check the NetBIOS domain name, user name, and password.

Make sure that the specified user name belongs to the SQL Server management role group "sa" (SystemAdmin privilege) and the following Windows roles:

- For using the domain authentication  
Administrators, Domain Admins, Domain Users, Enterprise Admins, Group Policy Creator Owners, Schema Admins
- For using the local accounts authentication  
Administrators

Then, re-execute the wizard.

If Managed Servers are operated in a cluster environment and the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the service has been switched to a standby server from an active server while the wizard is executed. If the service has been switched to the standby server, resolve any problems and re-execute the wizard.

---

### esgui04238

The copy pair of source / destination volume has already registered to ETERNUS SF AdvancedCopy Manager.

Database server: *dbServerName*

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

*dbServerName* : Database server name (\*1)

*srcVolumeName* : Backup source volume name (\*1)

*srcDeviceName* : Backup source device name (\*1)

*backupServerName* : Backup Server name

*dstVolumeName* : Backup destination volume name

*dstDeviceName* : Backup destination device name

\*1: If only the backup destination volume is already registered in AdvancedCopy Manager as a copy pair, it is not displayed.

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Execute the `swsrpvoinfo` command and check the volume that has been registered for backup use in AdvancedCopy Manager. 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the command.

---

## esgui04239

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

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Stop the wizard and change the database name to a database name that does not contain non-supported characters "\ : \* < > ? / '. Then, re-execute the wizard.



## Chapter 9 Messages of Espmt Prefix

### espmt00001

Patch application or deletion has already been started.

#### Explanation

A new operation related to the patch is not being accepted because the patch application or deletion processing has been started.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Perform the operation again after completing the patch application or the deletion processing that has been started.  
If you still have a problem, contact the system administrator.

#### System Administrator Corrective Action

Perform the operation again after completing the patch application or the deletion processing that has been started.

If the situation is not solved, check whether an error of ETERNUS SF Manager is output to the system log and the event log in the server. If output, refer to the article of the output message number to take the corrective action.

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

### espmt00002

Some operations are being executed. Re-execute the operation after all operations have been completed.

#### Explanation

The patch application or deletion cannot be started because some of operations requested from the action of the screen or the command are in progress.

#### System Response

The system terminates processing.

#### Operator Corrective Action

Check the processing status with the Job Status pane of Web Console. Perform the operation again after completing all of the operations that are in progress.  
If you still have a problem, contact the system administrator.

#### System Administrator Corrective Action

Check the processing status with the Job Status pane of Web Console. Perform the operation again after completing all of the operations that are in progress.

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

### espmt00003

Invalid file is uploaded.

#### Explanation

There is the possibility that the specified file is one of the following:

- The target version level is different.
- The file is not in the Consolidated Patch format.
- The file is corrupt.

## System Response

The system terminates processing.

## Operator Corrective Action

Check whether the applicable target version level described in the name of the Consolidated Patch file matches the version level of the ETERNUS SF Manager. Check the following for whether the file is in the Consolidated Patch format.

- The file is not an update file of UpdateSite Fix Type.
- The file has been obtained from the public site.
- The name of the file and the content of the file have not been changed.

If there are no problems with the above, download the file again from the public site and perform the procedure.

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

## System Administrator Corrective Action

If you still have a problem even if you have executed the action described in [Operator Corrective Action], collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### espmt00004

Failed to save uploaded file.

## Explanation

Save of the uploaded file failed.

## System Response

The system terminates processing.

## Operator Corrective Action

Wait for a few minutes, and then execute the operation again.  
If you still have a problem, contact the system administrator.

## System Administrator Corrective Action

Check whether the file system to which the ETERNUS SF product is installed is writable.

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

---

### espmt00101

Failed to apply or delete patch. Refer to Operation History for details.

## Explanation

The patch application or the deletion processing performed last time has failed.

## System Response

The system continues processing.

## Operator Corrective Action

After clicking **Log** on the global navigation tab, click **Operation History** on the Category pane.  
Refer the operation history displayed on the Main pane to check the problem occurred by the patch application or deletion. Then, refer to the article of the output message number to take the corrective action.

## System Administrator Corrective Action

If you still have a problem even if you have executed the action described in [Operator Corrective Action], collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### espmt01001

Specified consolidated patch is already applied.

#### Explanation

The specified Consolidated Patch is already applied.

#### System Response

The system terminates processing.

#### Operator Corrective Action

No action is required.

#### System Administrator Corrective Action

No action is required.

---

### espmt01002

Invalid consolidated patch file is uploaded.

#### Explanation

The specified Consolidated Patch is incorrect.

#### System Response

The system terminates processing.

#### Operator Corrective Action

- After checking whether the correct Consolidated Patch is specified, try again.
- Refer to the Readme of the Consolidated Patch to check whether the following conditions are satisfied:
  - Prerequisite conditions
  - Incompatible conditions
  - Required disk free spaces

If the above conditions are not met, apply the Consolidated Patch again after removing of the cause of the problem.

- Refer to the UpdateAdvisor for Middleware documents to refresh the update application management ledger.  
Apply the Consolidated Patch again after refreshing.

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

#### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### espmt01003

Internal error occurred.

#### Explanation

An internal error occurred during the processing related to the Consolidated Patch.

#### System Response

The system terminates processing.

#### Operator Corrective Action

After checking whether the correct Consolidated Patch is specified, try again.  
If you still have a problem, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### espmt02201

Patch related operation failed (*s1*)

### Explanation

The operation related to the patch failed.

### Parameters

*s1* : Detailed information about the error that occurred

### System Response

The system rejects operations related to the patch.

### Operator Corrective Action

Contact the system administrator.

### System Administrator Corrective Action

According to the information that was displayed in *s1*, perform the following actions.

Value Displayed in <i>s1</i>	Action Plan
011, 021, 022, 032	Check the followings. If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support. <ul style="list-style-type: none"><li>- The correct Consolidated Patch has been specified.</li><li>- The UpdateAdvisor for Middleware has been properly installed. Refer to the UpdateAdvisor for Middleware documents for how to confirm this.</li><li>- Check that other tasks that use UpdateAdvisor for Middleware are not being executed at the same time.</li></ul>
041	Check whether the file system to which the ETERNUS SF product is installed is writable. If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support.
Others	Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### espmt11003

Failed to update consolidated patch information.

### Explanation

Updating of the Consolidated Patch information failed.

### System Response

The system terminates processing.

### Operator Corrective Action

Re-execute the operation related to the patch in which a problem occurred.  
If you still have a problem, contact the system administrator.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## espmt12201

Failed to stop Manager

### Explanation

Stopping of the Manager failed when the patch was being applied or deleted.

### System Response

The system rejects operations related to the patch.

### Operator Corrective Action

Contact the system administrator, and check whether the problem has been solved. If solved, no action is required. If not solved, stop the operation for this software until the problem is solved.

### System Administrator Corrective Action

Check that the [espmt92201](#) message that indicates that an error has occurred with an operation in regard to patches has been output to the system log (event log). If the [espmt92201](#) message has not been dealt with, refer to the explanation of the [espmt92201](#) message to take the corrective action.

Once the problem has been resolved, notify the operator that the problem has been resolved.

---

## espmt12211

Failed to start Manager

### Explanation

Manager failed to start.

### System Response

The system terminates processing.

### Operator Corrective Action

Contact the system administrator, and check whether the problem has been solved. If solved, no action is required. If not solved, stop the operation for this software until the problem is solved.

### System Administrator Corrective Action

Check that the [espmt92201](#) message that indicates that an error has occurred with an operation in regard to patches has been output to the system log (event log). If the [espmt92201](#) message has not been dealt with, refer to the explanation of the [espmt92201](#) message to take the corrective action.

Once the problem has been resolved, notify the operator that the problem has been resolved.

---

## espmt12311

Failed to apply patch

### Explanation

Patch failed to apply.

### System Response

The system cancels the patch application and tries to return to the status before the operation is performed. If the system fails to return, the system terminates its processing.

### Operator Corrective Action

Contact the system administrator, and check whether the problem has been solved. If solved, no action is required. If not solved, stop the operation for this software until the problem is solved.

## System Administrator Corrective Action

Check the message that has been output to the system log (event log).

- In the case when the [espmt92101](#) message has been output

Check the followings.

- The correct Consolidated Patch has been specified.
- This software has been properly installed.
- The UpdateAdvisor for Middleware has been properly installed.  
Refer to the UpdateAdvisor for Middleware documents for how to confirm this.
- Check that other tasks that use UpdateAdvisor for Middleware are not being executed at the same time.

After this, re-execute the operation in regard to the patch. Once the problem has been resolved, notify the operator that the problem has been resolved.

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

- In the case when the [espmt92201](#) message has been output

If the [espmt92201](#) message has not been dealt with, refer to the explanation of the [espmt92201](#) message to take the corrective action.

Once the problem has been resolved, notify the operator that the problem has been resolved.

---

## [espmt12411](#)

Failed to delete all patches

### Explanation

Patch deletion failed.

### System Response

The system terminates the patch deletion processing.

### Operator Corrective Action

Contact the system administrator, and check whether the problem has been solved. If solved, no action is required. If not solved, stop the operation for this software until the problem is solved.

## System Administrator Corrective Action

Check that the [espmt92201](#) message that indicates that an error has occurred with an operation in regard to patches has been output to the system log (event log). If the [espmt92201](#) message has not been dealt with, refer to the explanation of the [espmt92201](#) message to take the corrective action.

Once the problem has been resolved, notify the operator that the problem has been resolved.

---

## [espmt92002](#)

Patch related operation succeeded

### Explanation

The operation related to the patch succeeded.

### System Response

The system restarts the ETERNUS SF Manager services/daemons.

### Operator Corrective Action

No action is required.

## System Administrator Corrective Action

No action is required.

---

## espmt92101

Patch related operation was cancelled

### Explanation

The operation related to the patch was cancelled.

### System Response

The system cancels all of the operations related to the patch and returns it to the status before the operations are performed.

### Operator Corrective Action

Log in to the Web Console. After clicking **Log** on the global navigation tab, click **Operation History** on the Category pane. Refer the operation history displayed on the Main pane, and check the occurring problem. Retry the operation related to the patch after solving the problem.

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

### System Administrator Corrective Action

Log in to the Web Console. After clicking **Log** on the global navigation tab, click **Operation History** on the Category pane. Refer the operation history displayed on the Main pane, and check the occurring problem. Retry the operation related to the patch after solving the problem.

If the situation is not solved, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## espmt92201

Error occurred in patch related operation (*s1*)

### Explanation

An error occurred during the operation related to the patch.

### Parameters

*s1* : Detailed information about the error that occurred

### System Response

The system terminates processing for the patch.

### Operator Corrective Action

Contact the system administrator.

Furthermore, when logging in to the Web Console after this message has been displayed, a dialog that indicates that the patch application has failed will be displayed. If it has been notified by the system administrator that the problem has already been resolved, no action is required after logging in.

### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

Once the problem has been resolved, notify the operator that the problem has been resolved.

Furthermore, when logging in to the Web Console after this message has been displayed, a dialog that indicates that the patch application has failed will be displayed. If the problem has already been resolved by Fujitsu Technical Support, no action is required after logging in.

## Chapter 10 Messages of Esqos Prefix

---

### esqos0002

The target response time has been set normally.

#### Explanation

The target response time has been set successfully.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.

---

### esqos0003

The target response time cleared normally.

#### Explanation

The target response time was cleared successfully.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.

---

### esqos0004

The Automated QoS priority has been set normally.

#### Explanation

The Automated QoS priority has been set successfully.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.

---

### esqos0005

The Automated QoS priority cleared normally.

#### Explanation

The Automated QoS priority was cleared successfully.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.



---

**esqos0006**

Automated QoS Enable/Disable has been set normally.

**Explanation**

Automated QoS Enable/Disable has been set successfully.

**System Response**

The system terminates the command processing.

**System Administrator Corrective Action**

No action is required.

---

**esqos0030**

Automated QoS has been activated.

**Explanation**

Automated QoS has been activated.

**System Response**

The system terminates the command processing.

**System Administrator Corrective Action**

No action is required.

---

**esqos0031**

Automated QoS has been stopped.

**Explanation**

Automated QoS has been stopped.

**System Response**

The system terminates the command processing.

**System Administrator Corrective Action**

No action is required.

---

**esqos0100**

The target response time could not be set.

**Explanation**

The target response time could not be set.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Set the target response time again.

---

**esqos0101**

The Automated QoS priority could not be set.

#### Explanation

The Automated QoS priority could not be set.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Set the Automated QoS priority again.

---

#### **esqos0102**

Automated QoS Enable/Disable could not be set.

#### Explanation

Automated QoS Enable/Disable could not be set.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Set the Automated QoS Enable/Disable again.

---

#### **esqos0104**

Automated QoS Tune by Quota Share could not be set.

#### Explanation

Automated QoS Tune by Quota Share could not be set.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Reconfigure the Automated QoS Tune by Quota Share.

---

#### **esqos0120**

QoS function of ETERNUS could not be Enable.

#### Explanation

The QoS function of the ETERNUS Disk storage system could not be set to "Enable".

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Using the commands of the ETERNUS Disk storage system, check whether both the QoS function and the QoS flexible performance feature are enabled. Enable the function that is disabled.

---

#### **esqos0130**

An invalid parameter was specified. There is item that was not able to be set. Item=[*itemName*]

#### Explanation

An invalid parameter was specified. There are items that could not be set.

## Parameters

*itemName* : Item that was not able to be set (multiple items might be output)

## System Response

The system terminates processing.

## System Administrator Corrective Action

After reviewing the parameter, reconfigure the item that is displayed in *itemName*.

---

## esqos0240

The storage with specified IP address(*ipAddress*) is not registered.

## Explanation

The storage device with the specified IP address is not registered.

## Parameters

*ipAddress* : IP address

## System Response

The system terminates processing.

## System Administrator Corrective Action

After registering the storage device with the specified IP address, re-execute the command.

---

## esqos0250

The FTV number(*number*) does not exist.

## Explanation

The FTV with the specified volume number does not exist.

## Parameters

*number* : FTV number

## System Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the command with the correct FTV number.

---

## esqos0251

Tier Pool of the specified FTV is one layer.

## Explanation

The Tier pool where specified FTV exists is one layer.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the command with an FTV in a Tier pool with more than one layer.

---

### esqos0252

Tier Pool of the specified FTV is not Auto Mode.

#### Explanation

The **Execution Mode** of the Tiering policy set to the Tier pool where specified FTV exists is not "Auto".

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Re-execute the command with an FTV in a Tier pool where the **Execution Mode** of the Tiering policy is "Auto".

---

### esqos0271

If 0 (zero) is specified for -resptime option, "on" cannot be specified for -tierctrl option.

#### Explanation

If 0 is specified for the -resptime option, "on" cannot be specified for the -tierctrl option.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the specified options, re-execute the command.

---

### esqos0272

If "noset" or "unlimited" is specified for -priority option, "on" cannot be specified for -tierctrl option.

#### Explanation

If "noset" or "unlimited" is specified for the -priority option, "on" cannot be specified for the -tierctrl option.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the specified options, re-execute the command.

---

### esqos0273

If "enable" is specified for -qosfunc option, specify -priority or -resptime option.

#### Explanation

If "enable" is specified for the -qosfunc option, specify the -priority or -resptime option at the same time.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the specified options, re-execute the command.

---

### esqos0274

If "disable" is specified for -qosfunc option, the option (*optionName*) cannot be specified.

## Explanation

If "disable" is specified for the -qosfunc option, options that are displayed in *optionName* cannot be specified at the same time.

## Parameters

*optionName* : Options that cannot be specified at the same time

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the specified options, re-execute the command.

---

## esqos0275

If 0 (zero) is specified for -resptime option, "on" cannot be specified for -quotatune option.

## Explanation

If "0" is specified for the -resptime option, "on" cannot be specified for the -quotatune option.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the specified options, re-execute the command.

---

## esqos0276

If "noset" or "unlimited" is specified for -priority option, "on" cannot be specified for -quotatune option.

## Explanation

If "noset" or "unlimited" is specified for the -priority option, "on" cannot be specified for the -quotatune option.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the specified options, re-execute the command.

---

## esqos0280

When configuring Automated QoS or Automated QoS Option, register the ETERNUS SF Storage Cruiser Quality of Service Management Option license.

## Explanation

When configuring the Automated QoS function or when setting the Automated Quality of Service Option, register the ETERNUS SF Storage Cruiser Quality of Service Management Option license.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Register the license "ETERNUS SF Storage Cruiser V16 Quality of Service Management Option" by using the license management function.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esqos0290

Internal error occurred. Detail=[*detailCode*]

#### Explanation

An internal error occurred.

#### Parameters

*detailCode* : Detailed code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esqos0293

A Database error occurred.

#### Explanation

An error has occurred in the database access processing.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### esqos1200

Automated QoS Function was aborted.

#### Explanation

Automated Quality of Service function has been aborted because a system error occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 11 Messages of Esrpt Prefix

---

### esrpt00002

The storage information was collected. Storage=*storageName*[,...]

#### Explanation

The reporting information has been collected.

#### Parameters

*storageName* : Storage device name which the reporting information is collected

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.

---

### esrpt00003

The report file was output. File=*fileName*

#### Explanation

The report file was output.

#### Parameters

*fileName* : Report file name

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.

---

### esrpt00005

The report data does not collect for test command.

#### Explanation

The reporting information is not collected because the test option is specified.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

No action is required.

---

### esrpt00205

The command is executing.

#### Explanation

The specified command is being executed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

After the executing command is terminated, execute the command again.

---

#### esrpt00206

The file of the same name exists. File=*fileName*

#### Explanation

The file of the same name already exists.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the file name that does not exist to execute the command again.

---

#### esrpt00207

The file or the directory doesn't exist. Path=*pathName*

#### Explanation

The file or the directory does not exist.

#### Parameters

*pathName* : Path name of the file or directory

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the existing directory path name to execute the command again.

---

#### esrpt00213

The policy file doesn't exist.

#### Explanation

The policy file does not exist.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Perform the following action to execute the reporting information collection command again.

- In the case that the policy file does not exist  
Create the policy file.
  - In the case that the policy file exists  
Check whether the access permission that the OS administrator can read the policy file is set.
- 

#### esrpt00214

The time-out was occurred while executing the command.



## Explanation

The time-out was occurred while executing the command.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following action according to the executed command.

- In the case of the reporting information collection command

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- In the case of the report creation command

Shorten the period of the report to be created.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esrpt00217

Internal error occurred. Detail=*detail*

## Explanation

An internal error occurred.

## Parameters

*detail* : Detail of error

## System Response

The system terminates processing.

## System Administrator Corrective Action

If "invalid timedate in retention\_period file" is output in *detail*, refer to "Error When Running Report Creation Command" in the *ETERNUS SF Storage Cruiser Operation Guide* to recover the environment.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## esrpt00220

The I/O error of the file occurred while executing the command. File=*fileName*

## Explanation

An I/O error occurred while executing the command.

## Parameters

*fileName* : File name

## System Response

The system terminates processing.

## System Administrator Corrective Action

There is a possibility that lack of file capacity occurs.

When a lack of disk free space occurred by executing the reporting information collection command, expand the file system capacity which the reporting information is stored to execute the command again.

When a lack of disk free space occurred by executing the report creation command, secure enough capacity for the directory specified at the report output destination to execute the command again.

In a case other than listed above, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **esrpt00221**

A set item of the policy file is not correct.

#### Explanation

A set item of the policy file is not correct.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Modify the set item of the policy file, execute the command again.

---

#### **esrpt00226**

No access permission to the file or the directory. Path=*pathName*

#### Explanation

No access permission to the file or the directory.

#### Parameters

*pathName* : Directory path name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the access permission to the following file or directory:

- Whether the access permission that the OS administrator can read and write is set for the file/directory which the information is stacked?
- Whether the access permission that the OS administrator can write is set for the report file or the directory which the report file is stored?

In addition, check whether the character that cannot be specified is not included in the output file name of the report creation command.

## Chapter 12 Messages of Essch Prefix

### essch00001

Internal error occurred.

#### Explanation

An internal error occurred.

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

The available disk capacity may be insufficient. If it is insufficient, after securing enough space, re-execute the operation. If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support.

### essch00002

A database reference error has occurred.

#### Explanation

A database reference error has occurred.

#### System Response

The system temporarily stops processing the wizard.

#### System Administrator Corrective Action

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. Re-execute the operation after checking it.

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 page of the scheduler task creation wizard, cancel the wizard and check on the **Operation History** screen whether the server that the schedule is created has been deleted. If you find the information that a server was deleted by another user on the **Operation History** screen, after registering the server, re-execute the scheduler task creation wizard.

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

### essch00003

A communication error has occurred.

Server name: *serverName*

IP address: *ipAddress*

#### Explanation

A communication with the host failed.

#### Parameters

*serverName* : Name of the host with the communication error

*ipAddress* : IP address of the server with the communication error

#### System Response

The system temporarily stops processing the wizard or terminates processing

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check whether the installed AdvancedCopy Manager's agent and Storage Cruiser's agent are Version 16.1 or later. When the agents are Version 16.0 or earlier, refer to the *ETERNUS SF Migration Guide* to upgrade to Version 16.1 or later. Then, re-execute the wizard.  
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 "Checking Product Version in Windows Operating System" in the *ETERNUS SF Storage Cruiser Operation Guide*.
- If the Managed 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 "Operating Environment" in "Scheduler" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to change the server registration and the server information. Then, 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 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 or restart the schedule 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 Server Information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.
- There is the possibility that the Management Server and/or Managed Server are in a state of being subject to high loads. If these servers are in a state of being subject to high loads, remove the reason of the high loads on the servers. Then, re-execute the wizard.
- If Managed Servers are operated in a cluster environment, check whether the service has been switched to a standby server from an active server while the wizard is used. If the service has been switched to the standby server, resolve any problems and re-execute the wizard.

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

- 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 servers that were selected with **Select of Host name** page of the wizardRefer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the `agentsnap` command.  
Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the `acmcapture` command.

---

## essch00004

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 Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Cancel the wizard and check the version of the AdvancedCopy Manager's agent that is installed on the server (*serverName*). Execute the `stgxfwcmdisprv` command to check the version of AdvancedCopy Manager's agent. When the agent is Version 16.0 or earlier, refer to the *ETERNUS SF Migration Guide* to upgrade to Version 16.1 or later. Then, re-execute the wizard.

Refer to "Operating Environment" in "Scheduler" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check whether the installed AdvancedCopy Manager's agent supports the version of Windows being used.

---

## essch00005

Directory(*dirName*) is not found on Server(*serverName*).

### Explanation

The existence of the directory could not be confirmed on the server.

### Parameters

*serverName* : Server name

*dirName* : Directory name

### System Response

The system temporarily stops processing the wizard.

### System Administrator Corrective Action

Cancel the wizard and check whether the directory (*dirName*) exists on the server (*serverName*).

In addition, in cases when the server selected in **Select of Host name** page is a clustered system and when backup configurations have not been performed with the Backup Wizard for SQL Server, re-execute the operation after performing backup configurations with the Backup Wizard for SQL Server.

---

## essch00006

No registrable script file exists as scheduler task. Check whether any script file exists.

Host name: *hostName*

Script path: *scriptPath*

Extension : *extension-1* [,*extension-2*, ...]

### Explanation

A script file capable of being registered to the scheduler task does not exist on the script storage path.

### Parameters

*hostName* : Host name

*scriptPath* : Script storage path

*extension-n* : File extension of script file

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- When the server selected in **Select of Host name** page is a clustered configuration and the logical node name is not displayed in **Host name** field, check whether the server is registered correctly. Refer to the following manuals for information on how to register a server:
  - "Register Server" in the *ETERNUS SF Web Console Guide*
  - "Operating Environment" in "Scheduler" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*
- Use the Backup Wizard for Exchange Server or the Backup Wizard for SQL Server to create a script to register in the scheduler task.

---

### essch00007

Specified execution start time and date is invalid. Set other value.

## Explanation

A past time and date is specified for the execution starting time and date. Specify a future time and date.

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Reconfigure a future time and date.

---

### essch00008

The task name(*taskName*) already exists. Please set other task name.

## Explanation

The entered task name already exists. Specify a different task name. The letters to be specified are not case sensitive.

## Parameters

*taskName* : Task name

## System Response

The system temporarily stops processing the wizard.

## System Administrator Corrective Action

Enter a different task name again.

---

### essch00009

Script execution failed. No script file exists.

Host name : *hostName*

Script : *script*

## Explanation

The script file cannot be executed because it does not exist.

## Parameters

*hostName* : Host name

*script* : Absolute path of the script file

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check whether the script registered to the scheduler task exists under the script path of the execution host.
- When the script does not exist, relocate the script that has been output to *script*.  
If the script cannot be relocated, delete the scheduler task and remove the cause of any problems. Then, recreate a scheduler task.

---

## essch00010

Script execution failed. Authentication information is invalid.

Host name: *hostName*

Domain name: *domainName*

User name: *userName*

## Explanation

Execution of the script failed because there is an error with the authentication information configured to the scheduler task.

## Parameters

*hostName* : Host name

*domainName* : Domain name

*userName* : User name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Check the authentication information configured to the scheduler task. If the authentication information is incorrect, delete the scheduler task and recreate a scheduler task using the correct authentication information.
- Check that the domain server has not been stopped. If the domain server has been stopped, re-execute the operation after activating the server.

---

## essch00011

Timeout occurred. Check script execution logging.

Host name: *hostName*

## Explanation

A time out error occurred during the execution of the script. Check the script execution results log.

## Parameters

*hostName* : Host name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following troubleshooting actions:

- Refer to the script execution results log described in the [Note] in "Create Scheduler Task" in "Scheduler" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check the execution result of the task.

- There is the possibility that the host executing the script is in a state of being subject to a high load. If the host is in a state of being subject to a high load, remove the reason of the high load on the host.

---

### essch00012

Timeout occurred during script execution.

Host name: *hostName*

Script: *script*

#### Explanation

Timeout occurred during script execution.

#### Parameters

*hostName* : Host name

*script* : Absolute path of the script file

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After making adjustments so that the execution time of the script is kept to be within 60 minutes, re-execute the operation.

---

### essch00013

Script execution ended abnormally. *code=code*

Host name: *hostName*

Script: *script*

#### Explanation

The execution of the script of the scheduler task was terminated in an error.

#### Parameters

*code* : Internal code

*hostName* : Host name

*script* : Absolute path of the script file

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to the script execution results log described in the [Note] in "Create Scheduler Task" in "Scheduler" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to remove the cause of the error. Then, re-execute the operation.

---

### essch00014

Processing is terminated because selected scheduler task is being executed.

Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

Processing is terminated because selected scheduler task is being executed.

#### Parameters

*taskName-n* : Selected task name

#### System Response

The system terminates processing.



## System Administrator Corrective Action

After the completion of the selected scheduler task execution, re-execute the operation.

---

### essch00015

Processing is terminated because selected scheduler task is enabled.

Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

Processing is terminated because selected scheduler task is already enabled.

#### Parameters

*taskName-n* : Selected task name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The selected scheduler task is already enabled. Check whether the status of the selected task is "Waiting".

---

### essch00016

Processing is terminated because selected scheduler task is disabled.

Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

Processing is terminated because selected scheduler task is already disabled.

#### Parameters

*taskName-n* : Selected task name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The selected scheduler task is already disabled. Check whether the status of the selected task is "Disable".

---

### essch00017

Processing is terminated because other scheduler task for the same host is being executed.

Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

Processing is terminated because other scheduler task for the same host is being executed.

#### Parameters

*taskName-n* : Names of tasks immediately being executed

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Re-execute the operation after the execution of the scheduler tasks immediately being executed is completed.

---

### essch00018

Server for selected scheduler task is deleted.  
Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

The server of the selected scheduler task has been deleted.

#### Parameters

*taskName-n* : Selected task name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

In the **Operation History** screen, perform filtering with the selected task name and check that the targeted server has been deleted. Then, delete the task.

---

### essch00019

Processing is terminated because selected scheduler task is deleted.  
Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

The process was terminated because the selected scheduler task has been deleted.

#### Parameters

*taskName-n* : Selected task name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The selected task has already been deleted.

In the **Operation History** screen, perform filtering with the selected task name and check whether the targeted task has been deleted.

---

### essch00020

Selected scheduler task can't be enabled.  
Task name: *taskName-1* [,*taskName-2*, ...]

#### Explanation

The selected scheduler task could not be enabled.

#### Parameters

*taskName-n* : Selected task name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The following task cannot be enabled:

- Tasks of which the execution period is "Once" and the execution starting time and date is a past time and date

---

## essch00021

Other operations were not able to execute the scheduler task because of the running.

Type: *type*

Resource name: *resourceName*

### Explanation

The scheduler task could not be executed because another operation was running.

### Parameters

*type* : Task type

*resourceName* : Name of the resource that failed to execute the scheduler task

### System Response

The system terminates processing.

### System Administrator Corrective Action

Perform the following actions and re-execute the operation:

- If *type* is "VM Backup" or "VM File Restore Finish"
  - Check whether other operations are running for the VM guest that is displayed in *resourceName*.
  - Review the schedule settings for the VM guest.

## Chapter 13 Messages of FJSVrcx Prefix

---

### **FJSVrcx:INFO:27700:command:primary node setup completed**

#### Explanation

The cluster setup on the primary node ended normally.

#### System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

Proceed to the next operation according to the cluster environment configuration procedure.

---

### **FJSVrcx:INFO:27733:command:canceled**

#### Explanation

The command was cancelled.

#### System Administrator Corrective Action

No action is required.

---

### **FJSVrcx:INFO:27751:command:cluster deletion (erase shared disk data) completed**

#### Explanation

The shared disk data deletion was completed.

#### System Administrator Corrective Action

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 Corrective Action

Uninstall the Manager.

---

**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 Corrective Action

Check that the shared disk is accessible then delete shared disk data (using rcx\_clunsetup with -e MountPoint).

---

**FJSVrcx:ERROR:67101:command:not privileged**

Explanation

The command was executed without OS administrator authority.

System Administrator Corrective Action

Execute using OS administrator authority.

---

**FJSVrcx:ERROR:67102:command:option:illegal option**

Explanation

The option is invalid, usage is displayed.

System Administrator Corrective Action

Check the command, and execute it again.

---

**FJSVrcx:ERROR:67117:command:obj:failed to create file or directory**

Explanation

The *obj* file or directory cannot be created.

System Administrator Corrective Action

Check the following, remove the cause of the error, and re-execute the command:

- Check the directory permission.
- Check that there is enough disk area available.

---

**FJSVrcx:ERROR:67126:command:obj:No such directory**

Explanation

The directory specified was not found.

System Administrator Corrective Action

Specify the correct directory.

---

**FJSVrcx:ERROR:67129:command:syntax error**

Explanation

A command syntax error has occurred. The usage is displayed.

System Administrator Corrective Action

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 Corrective Action

Check the command, and execute it again.

---

#### **FJSVrcx:ERROR:67704:command:option:secondary node deletion completed**

#### Explanation

The option is incorrect. The usage will be output.

#### System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

Collect the following files and contact Fujitsu Technical Support:

- 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 Corrective Action

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 Corrective Action

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 Corrective Action

Specify the same configuration value to perform setup.



---

**FJSVrcx:ERROR:67747:command:cluster setup failed****Explanation**

The cluster setup failed.

**System Administrator Corrective Action**

Check the execution environment then re-execute the command. If the situation is not improved, contact Fujitsu Technical Support.

---

**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 Corrective Action**

Shared disk data deletion (using -e MountPoint when specifying rcx\_clunsetup) cannot be performed.

Delete the cluster environment following the procedure given in "Deletion of Cluster Environment for Management Server Transactions" in the *ETERNUS SF Cluster Environment Setup Guide*.

---

**FJSVrcx:ERROR:67749:command:cluster deletion failed****Explanation**

The cluster unsetup failed.

**System Administrator Corrective Action**

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 Corrective Action**

Check the execution environment then re-execute the command. If the situation is not improved, contact Fujitsu Technical Support.

---

**FJSVrcx:ERROR:67899:command:internal error****Explanation**

An internal error occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**FJSVrcx:ERROR:67999:command:internal error, details.****Explanation**

An internal error occurred during execution of the command.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 14 Messages of FJSVssast Prefix

---

### FJSVssast:INFO:1001:ast manager started

#### Explanation

The ETERNUS SF Storage Cruiser Optimization Option service is started.

#### System Administrator Corrective Action

No action is required.

---

### FJSVssast:INFO:1002:ast manager stopped

#### Explanation

The ETERNUS SF Storage Cruiser Optimization Option service is stopped.

#### System Administrator Corrective Action

No action is required.

---

### FJSVssast:ERROR:1020:failed to start ast manager. code=Internal Error

#### Explanation

The ETERNUS SF Storage Cruiser Optimization Option service failed to start.

#### System Administrator Corrective Action

Restart the ETERNUS SF Storage Cruiser Optimization Option service.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### FJSVssast:ERROR:1021:ast manager terminated abnormally

#### Explanation

The ETERNUS SF Storage Cruiser Optimization Option service failed to start.

#### System Administrator Corrective Action

Restart the ETERNUS SF Storage Cruiser Optimization Option service.

Refer to "Customizing Automated Storage Tiering Configuration File" in the *ETERNUS SF Installation and Setup Guide* to check if there are any errors with the settings in the Automated Storage Tiering configuration file. If there are errors, after correcting the settings in the Automated Storage Tiering configuration file, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### FJSVssast:ERROR:1022:stopping of ast manager failed

#### Explanation

The ETERNUS SF Storage Cruiser Optimization Option service failed to stop.

#### System Administrator Corrective Action

Re-execute the operation that stops the ETERNUS SF Storage Cruiser Optimization Option service.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 15 Messages of Ssage Prefix

---

### ssage1001 user authority error

#### Explanation

The user is not authorized to execute the command.

#### System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

Execute the command with a valid key name.

---

### ssage1004 parameter error

#### Explanation

The specified parameter contains an error.

#### System Administrator Corrective Action

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 Corrective Action

Execute the command later.

---

### ssage1006 insufficient memory

#### Explanation

Memory is insufficient.

#### System Administrator Corrective Action

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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Corrective Action

Make sure that the Storage Cruiser's agent is properly installed, and execute the command again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Corrective Action

Make sure that the Storage Cruiser's agent is properly installed, and execute the command again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssage2001: s1**

#### Explanation

The Storage Cruiser's agent has detected a monitoring target event.

#### Parameters

*s1* : Message of the detected event

#### Operator Corrective Action

Refer to the *ETERNUS SF Event Guide* for details of the detected event.

#### System Administrator Corrective Action

Refer to the *ETERNUS SF Event Guide* for details of the detected event.

---

### **ssage3001 The specified file is not found.**

#### Explanation

The specified file does not exist.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

Specify a valid file name and re-execute the command.

---

**ssage3002 The command argument is invalid.****Explanation**

The command argument is invalid.

**System Response**

The system terminates the command processing.

**System Administrator Corrective Action**

Specify a valid argument and re-execute the command.

---

**ssage3003 The definition error of parameter file. (s1:s2)****Explanation**

There is an error in the parameter file.

**Parameters**

s1 : Parameter name

s2 : Cause of the definition error. The character strings that are displayed are as follows.

Displayed Strings	Explanation
The parameter contains an invalid value.	An invalid value is specified.
The length of the parameter value is invalid.	The length of the value is invalid.
No value is specified for the parameter.	The required parameter is not specified.

**System Response**

The system terminates the command processing.

**System Administrator Corrective Action**

Modify the contents of the parameter file and re-execute the command.

## Chapter 16 Messages of Ssmgr Prefix

---

### ssmgr1000

Unexpected error has occurred.

#### Explanation

An unexpected exception occurred.

#### System Response

The command terminates abnormally.

#### System Administrator Corrective Action

This event occurs if "127.0.0.1 localhost" is not defined in the /etc/hosts file of the Management Server. After adding the definition, restart the Management Server.

If the above environment setup is normal, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr1052

The specified device management name is already registered. Please specify another name.

#### Explanation

The specified device management name is already registered.

#### System Response

The command terminates abnormally.

#### System Administrator Corrective Action

Specify another name. If another name cannot be specified, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The command terminates abnormally.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 the device registration ended normally. However, an attempt to register the device management name with the database failed.

## System Response

The command terminates abnormally.

## System Administrator Corrective Action

After deleting the detected device, re-execute the device detection process.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr1055

Although the normal end of the device addition was carried out, the device management name registration to a database went wrong.

## Explanation

Device registration ended normally, but an attempt to register the device management name with the database failed.

## System Response

The command terminates abnormally.

## System Administrator Corrective Action

After deleting the registered device, re-execute both the device detection process and the device registration process.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The command terminates abnormally.

## System Administrator Corrective Action

After deleting the created device, re-execute the device creation process.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The command terminates abnormally.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr1060

Unexpected error has occurred.

## Explanation

An unexpected exception occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr1061

There is a mistake in the specified parameter. (code=*detail*)

## Explanation

The parameter used in the program is incorrect.

## Parameters

*detail* : Detailed information for cause analysis

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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.

## Parameters

*detail* : Detailed information for decision analysis

## System Response

The system terminates processing.

## System Administrator Corrective Action

Verify the model type, device name, and firmware version number of the specified device.



Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr1063

Unable to instantiate the service for the device. (code=*detail*)

#### Explanation

Initialization of internal information during the operation for the specified device failed.

#### Parameters

*detail* : Detailed information for cause analysis of the initialization failure

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Verify the model type, device name, and firmware version number of the specified device.

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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.

#### Parameters

*detail* : Detailed information for cause analysis of the initialization failure

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3000

Unexpected error has occurred.

#### Explanation

An unexpected exception occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3001

Fail connecting to server node

#### Explanation

An attempt to establish a connection with the server node failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3002

Fail communicating with server node.

#### Explanation

An error occurred during communication with the server node.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

An error may have occurred on the remote server node network. Check the connection with the server node.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3003

Timeout.

#### Explanation

A time-out occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3004

Failed on server node information retrieving.

#### Explanation

Configuration information could not be obtained.

## System Response

The system terminates processing.

## System Administrator Corrective Action

An error may have occurred on the network. Check the connection with the server node.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3006

Fatal error is occurred on analyzing structure information.

## Explanation

A fatal error occurred during analysis of configuration information.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Correct the applicable setting in the setting file.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3009

Server node *hostName* is not found.

#### Explanation

A server node having name *hostName* could not be found.

#### Parameters

*hostName* : Server node name

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

Terminated normally.

## System Administrator Corrective Action

Check if the virtual machine status is faulty, delete the VM host, and re-register it.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3012

New virtual machine was detected and registered.

#### Explanation

New virtual machine was detected and registered it.

#### System Response

Terminated normally.

#### System Administrator Corrective Action

No action 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 Response

Terminated normally.

#### System Administrator Corrective Action

Check if the virtual machine status is faulty.

When it is normal state, re-execute **Register virtual machines**.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3014

New virtual machine was not detected.

#### Explanation

New virtual machine could not be detected.

#### System Response

Terminated normally.

#### System Administrator Corrective Action

Any of the following situations may be a possibility:

- 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. With the Web Console, after changing the account information managed by this software, re-execute the operation.

- 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 Response

The system terminates processing.

#### System Administrator Corrective Action

If this message is displayed by registering VM host, after entering the correct username and password, re-register the VM host.  
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 Response

The system terminates processing.

#### System Administrator Corrective Action

Only VMware vSphere of the versions that are supported by this product can be registered by using VMware ESX option. Refer to "Supported Devices" in the *ETERNUS SF Installation and Setup Guide* for information on the supported versions.  
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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3021

Username or password is incorrect for device.

#### Explanation

Failed to login to device because username or password is incorrect.

#### System Response

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 Corrective Action

- If this message is displayed for a device to be registered

Re-execute the operation, and enter the correct username and password.

If this message is output again even after entering the correct user name and password, it is possible that because the number of SSH communication sessions toward the storage device has reached the upper limit, authentication failed. After disconnecting other SSH communication, re-execute the operation.

- 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.

Even if the correct user name and password was set, it is possible that because the number of SSH communication sessions toward the storage device has reached the upper limit, authentication failed. After disconnecting other SSH communication, re-execute the operation.

Specify Software role account for the following storage devices:

- ETERNUS DX S2 series (excluding DX60 S2)
- ETERNUS DX S3 series
- ETERNUS AF series
- ETERNUS DX200F

---

### 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 Response

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 Corrective Action

After logging out the process logged into the target device, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3100

The number of connections to the device ({0}) has reached the maximum limit.

#### Explanation

The number of connections to the device has reached the maximum limit due to other operation being concurrently performed.

#### Parameters

{0} : IP address of storage device

#### System Response

The system terminates processing.

## System Administrator Corrective Action

On completion of that other operation being concurrently performed, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3101

The specified device ({0}) cannot be operated.

#### Explanation

The specified device ({0}) cannot be operated.

#### Parameters

{0} : IP address of storage device

#### System Response

The system terminates processing.

## System Administrator Corrective Action

After waiting for a while, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3200

Failed to start disks in the RAID group. The specified storage device: {0}

#### Explanation

Starting of disks in the RAID group in the specified storage device failed.

#### Parameters

{0} : IP address of the storage device



## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3201

Failed to stop disks in the RAID group. The specified storage device: {0}

## Explanation

Stopping of disks in the RAID group in the specified storage device failed.

## Parameters

{0} : IP address of the storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3202

Failed to obtain the disk status of the RAID group. The specified storage device: {0}

## Explanation

Obtaining of the disk status of the RAID group in the specified storage device failed.

## Parameters

{0} : IP address of the storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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.

## Parameters

{0} : Specified IP address

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

### System Administrator Corrective Action

- 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.
- If 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. With the Web Console, after changing the account information managed by this software, re-execute the operation.
- If the error code is 40  
The specified storage device has been locked by another operation. If ETERNUS Web GUI is open, log out and re-execute the operation. 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), after the operation has completed, re-execute the operation.
- If 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 Corrective Action] in the [ssmgr3210](#) message.
- If 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 Corrective Action] in the [ssmgr3210](#) message.
- If the error code is 60 or 70  
Check the device status and network environment for errors, and re-execute the operation.

- If the error code is other

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 situations may be a possibility:

- 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, 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 the operation.

- If the "Current Eco-mode setting" is OFF  
Set the Eco-mode of the target storage device to ON.
- If 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 ETERNUS Web GUI 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.
- If the "Eco-mode" of the target RAID group is OFF  
After setting the Eco-mode of the target RAID group to ON or ON (power off), re-execute the operation.
- If 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
  - The RAID group for which it is configured with SSD
- If the volumes in the target RAID group are concatenated with other RAID groups by the LUN Concatenation

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. After setting the Eco-mode of all the related RAID groups to ON or ON (power off), re-execute the operation.
- 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 situations may be a possibility:

- 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).
- When a volume(s) whose volume type is WSV exists in the target RAID group, or the volumes in the target RAID group are concatenated with other RAID groups by the LUN Concatenation:
  - The Eco-mode operation was performed from the Web Console.
  - All of the related RAID groups are not specified.
- The volumes in the target RAID group are concatenated with other RAID groups by the LUN Concatenation, 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 the operation.

- If the "Current Eco-mode setting" is OFF
  - Set the Eco-mode of the target storage device to ON.
- If 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 ETERNUS Web GUI 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.
- If the "Eco-mode" of the target RAID group is OFF
  - After setting the Eco-mode of the target RAID group to ON or ON (power off), re-execute the operation.
- If 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
- The RAID group for which it is configured with SSD
- If a volume(s) whose volume type is WSV exists in the target RAID group, or the volumes in the target RAID group are concatenated with other RAID groups by the LUN Concatenation
  - When the Eco-mode operation was performed from the Web Console
 

The disk rotation cannot be stopped from the Web Console. Stop the disk rotation using the `storageadm spindle stop` command.
  - When the operation was performed from the `storageadm spindle stop` command
 

Specify all of the related RAID groups and re-execute the operation.
- If the volumes in the target RAID group are concatenated with other RAID groups by the LUN Concatenation, 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. After setting the Eco-mode of all the related RAID groups to ON or ON (power off), re-execute the operation.
  - 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### ssmgr3215

Failed to communicate with the storage device.

#### Explanation

An error occurred during communication with the storage device.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Any of the following situations may be a possibility:

- The target storage device has been locked by another operation. If ETERNUS Web GUI is open, log out and re-execute the operation. 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), after the operation has completed, re-execute the operation.
- 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Corrective Action] in the [ssmgr3210](#) message for the storage devices that support the Eco-mode operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct RAID group number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- 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, after registering its device, re-execute the operation.



If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

If the RAID group status is neither "Active" nor "start request", after changing the timeout value to big by using -time option of the storageadm spindle command, re-execute the operation. Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the command.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

If the RAID group status is neither "Idle" nor "stop request", after changing the timeout value to big by using -time option of the storageadm spindle command, re-execute the operation. Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the command.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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, such as 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the Eco-mode operation is started in the specified storage device.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3225

The Eco-mode has already been suspended.({0})

#### Explanation

Eco-mode is not operating.

#### Parameters

{0} : IP address of the storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the Eco-mode operation status in the specified storage device. If Eco-mode operation has not been started and this message is output, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3228

The specified raid group number cannot operate.

## Explanation

Because one of the following RAID groups is specified, the process is stopped:

- When the deletion operation of the RAID group that constitutes the Tier pool is performed
  - The RAID group that does not belong to the Flexible Tier Pool

- The RAID group currently being deleted in the Flexible Tier Pool
- When an operation to stop the deletion process of the RAID group that constitutes the Tier pool is performed
  - The RAID group in which the deletion process is not being executed for the RAID group that constitutes the Tier pool
- When an operation other than those above is performed
  - 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
  - RAID group for Extreme Cache Pool

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the RAID group status, re-execute the operation. If the Eco-mode cannot be cleared and the problem is not resolved, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

#### ssmgr3301

Failed to obtain the disk information.

#### Explanation

The disk information could not be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

#### ssmgr3302

Failed to obtain the raidgroup information.

#### Explanation

The RAID group information could not be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3303

Failed to create the raidgroup.

#### Explanation

The RAID group cannot be created.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3304

Failed to delete the raidgroup.

#### Explanation

The RAID group cannot be deleted.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3305

Failed to obtain the volume information.

#### Explanation

The volume information cannot be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3306

Failed to create the volume.

#### Explanation

The volume cannot be created.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3307

Failed to delete the volume.

### Explanation

The volume cannot be deleted.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3308

Failed to format the volume.

### Explanation

The volume cannot be formatted.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3309

Failed to obtain the affinitygroup.

### Explanation

The affinitygroup information cannot be obtained.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3310

Failed to create the affinitygroup.

#### Explanation

The affinitygroup cannot be created.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3311**

Failed to delete the affinitygroup.

#### Explanation

The affinitygroup cannot be deleted.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3312**

Failed to modify the affinitygroup.

#### Explanation

The affinitygroup cannot be modified.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3317**

Failed to modify the iSCSI Port.

#### Explanation

The iSCSI port setting failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3318

Failed to obtain the iSCSI Port.

#### Explanation

Obtaining of the iSCSI port failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3320

Failed to obtain the port information.

#### Explanation

Obtaining of the port information failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3321

Failed to obtain the volume format progress.

#### Explanation

Obtaining of the volume format progress failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3323

Failed to obtain the iSCSI Port ping status.

#### Explanation

Obtaining of the ping status from the iSCSI port failed.



## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3324

Failed to create the hostresponse.

## Explanation

The HostResponse creation failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3325

Failed to modify the hostresponse.

## Explanation

Configuring of the HostResponse failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3326

Failed to delete the hostresponse.

## Explanation

The HostResponse deletion failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3327

Failed to execute the LDE.

## Explanation

The Logical Device Expansion failed to execute.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3328

Failed to obtain the raidgroup process progress.

## Explanation

Obtaining of the progress information of the RAID group processing failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3329

Failed to execute the RAID migration.

## Explanation

The RAID Migration failed to execute.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3330

Failed to obtain the RAID migration progress.

## Explanation

Obtaining of the progress information of the RAID Migration processing failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3331

Failed to balance the Thin Provisioning Volume.

#### Explanation

Balancing of the Thin Provisioning Volume failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3332

Failed to obtain the balance level of Thin Provisioning Volume.

#### Explanation

Obtaining of the balance level of the Thin Provisioning Volume failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3333

Failed to obtain the Thin Provisioning Volume balance progress.

#### Explanation

Obtaining of the progress information of the Thin Provisioning Volume balance processing failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3334

Failed to create the Thin Provisioning Pool.

#### Explanation

The Thin Provisioning Pool creation failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3335

Failed to expand the Thin Provisioning Pool capacity.

#### Explanation

Expanding of the Thin Provisioning Pool capacity failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3336

Failed to delete the Thin Provisioning Pool.

#### Explanation

The Thin Provisioning Pool deletion failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3337

Failed to format the Thin Provisioning Pool.

#### Explanation

Formatting of the Thin Provisioning Pool failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3338

Failed to set alarm of the Thin Provisioning Pool.

#### Explanation

Setting of the threshold for the Thin Provisioning Pool failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3339

Failed to obtain the Thin Provisioning Pool information.

## Explanation

Obtaining of the Thin Provisioning Pool information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3340

Failed to obtain the Thin Provisioning mode information.

## Explanation

Obtaining of the information of the Thin Provisioning function failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3341

Failed to expand the Thin Provisioning Volume capacity.

## Explanation

Expanding of the Thin Provisioning Volume capacity failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3342

Failed to set alarm of the Thin Provisioning Volume.

### Explanation

Setting of the threshold for the Thin Provisioning Volume failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3343

Failed to create the Host WWN.

### Explanation

The Host WWN creation failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3344

Failed to delete the Host WWN.

### Explanation

The Host WWN deletion failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3346

Failed to modify the FC-port.

### Explanation

Configuring of the FC-port failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3347

Failed to create the HostAffinity.

#### Explanation

The Host Affinity creation failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3348

Failed to delete the HostAffinity.

#### Explanation

The Host Affinity deletion failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3349

Failed to modify the Host WWN.

#### Explanation

Configuring of the Host WWN failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Check that the specified device is registered in this software. If not registered, after registering the device, re-execute the operation.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Check whether the same IP address has been set up for more than one device (as a result of configuring devices manually, for example).

If you change the IP address of a device, with the Web Console, after deleting the settings for the device, re-register the device with the new IP address.

After checking that the IP address to be specified is unique within this software, re-execute the operation.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

When the status of the specified storage device 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.

---

#### 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 Response

The system terminates processing.



### System Administrator Corrective Action

When the status of the specified switch device 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. With the Web Console, after changing the account information managed by this software, re-execute the operation.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the device with the specified IP address is either a storage device or a switch.

Re-execute the operation 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 Response

The system terminates processing.

#### System Administrator Corrective Action

To specify multiple IP addresses, re-execute the operation 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 Response

The system terminates processing.

#### System Administrator Corrective Action

To specify multiple IP addresses, re-execute the operation 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the WWPN for the specified CA. If the WWPN for the specified CA is incorrect, re-execute the operation 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, re-execute the operation 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.
- Check whether the storage device (where the WWPN for the specified CA has been stored) has been registered with this software. If not, after registering the storage device, re-execute the operation.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- 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 the operation.
- 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 the operation.
- In cases other than those listed above, after creating the specified affinity group on the specified storage device, re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute the operation.
- If the affinity group number has been changed, after deleting the settings for the specified HBA WWPN from the affinity group that has already been set up, re-execute the operation.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute the operation.
- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute the operation.
- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.
- Check the specified affinity group number. If it is wrong, specify the correct affinity group number and re-execute the operation.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.

- Check the IP address of the specified switch device. If it is wrong, specify the correct IP address and re-execute the operation.
- 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, after connecting the CA to any of the switches in the fabric, re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.
- 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, after connecting the CA to any of the switches in the fabric, re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Security settings have not been made because zoning settings have not been made for the specified switch. After making temporary zoning settings, re-execute the operation.

Refer to "Zoning Setting" in "Setting" in "Fibre Channel Switch" in the *ETERNUS SF Storage Cruiser Operation Guide* 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.
- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute the operation.
- Check the IP address of the specified switch device. If it is wrong, specify the correct IP address and re-execute the operation.
- 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 Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute the operation.
- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute the operation.
- Check the IP address of the specified switch device. If it is wrong, specify the correct IP address and re-execute the operation.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 the operation after registering devices.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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. With the Web Console, after changing the account information managed by this software, re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 the operation.
- If the IP address specified for the iSCSI port is invalid  
Specify a valid IP address for the iSCSI port, and re-execute the operation.
- If the IP address specified for the storage device is invalid  
Specify a valid IP address for the storage device, and re-execute the operation.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 the operation.
- If the IP address specified for the iSCSI host is invalid  
Specify a valid IP address for the iSCSI host, and re-execute the operation.
- If the port ID specified is invalid  
Specify a valid port ID, and re-execute the operation.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 the operation.
- If the IP address specified for the iSCSI host is invalid  
Specify a valid IP address for the iSCSI host, and re-execute the operation.
- If the port ID specified is invalid  
Specify a valid port ID, and re-execute the operation.

---

## ssmgr3376

Failed to obtain the iSCSI information of the specified device ({0}).

## Explanation

Obtaining of the iSCSI port information of the specified device failed.

## Parameters

{0} : IP address specified for the storage device



## System Response

The system terminates processing.

## System Administrator Corrective Action

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, after detecting the device, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Possible responses are:

- If the port ID specified is invalid  
Specify a valid port ID, and re-execute the operation.
- If the IP address specified for the storage device is invalid  
Specify a valid IP address for the storage device, and re-execute the operation.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Possible responses are:

- If the specified HostResponse number is invalid  
Specify a valid HostResponse number, and re-execute the operation.
- If the IP address specified for the storage device is invalid  
Specify a valid IP address for the storage device, and re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, after detecting the device, re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

- If 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 re-execute the operation.

If using the detection command for an iSCSI host on the connection target, after checking that the iSNS server settings for the iSCSI port are enabled and that an iSNS server is connected to the iSCSI port, re-execute the operation.

When creating a new NAS volume or NAS backup volume on the Create Shared Folder operation or the Create NAS Backup Volume operation, perform the following actions:

1. Check the status of the device and the network environment, and remove the cause of the error.
  2. Delete the NAS volume or NAS backup volume created when this error occurred.
  3. Re-execute the operation.
- If the error code is other number

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the specified storage device is supported.

- When using Express

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Express Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

The specified storage device has been locked by another operation. If ETERNUS Web GUI is open, log out and re-execute the operation. 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), re-execute the operation after the operation has completed.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

Settings for the storage device have been made, but these settings have not been successfully reflected in the database for this software. Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3410

Specified RAID group ({0}) does not exist.

### Explanation

The specified RAID group number does not exist.

### Parameters

{0} : RAID group number

### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the correct RAID group number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3411

An unsupported volume is registered on the 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 Response

The system terminates processing.

### System Administrator Corrective Action

Check volumes that are registered in the RAID group, delete volumes excluding the OLU volumes by using ETERNUS Web GUI, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

The problem may be due to one of the following. Check the disk and re-execute the operation.

- 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)

For the combination of disks that can make up a RAID group, refer to the following manuals for the ETERNUS Disk storage system.

Models in Use	Manual Name	Reference Section Title
ETERNUS DX60	ETERNUS Web GUI User Guide (Refer to the manual for ETERNUS DX60)	Create RAID Group
ETERNUS DX400 series ETERNUS DX8000 series	ETERNUS DX400/DX8000 series ETERNUSmgr User Guide - Settings/Maintenance-	Create RAID Group
ETERNUS DX S2 series	ETERNUS Web GUI User's Guide	Create RAID Group
ETERNUS DX S3 series ETERNUS AF series ETERNUS DX200F	ETERNUS Web GUI User's Guide (Settings)	Create RAID Group

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3415

The value of assign CM({0}) specified when the RAID group is made is wrong.

#### Explanation

Processing terminated because either of the following may be occurred.

- Value of the CM (that was assigned when the RAID group was created) is incorrect.
- The CM in abnormal state is installed in the storage device.

#### Parameters

{0} : Assigned CM

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct assigned CM number and re-execute the operation.

When the CM is in abnormal state, re-execute after recovering to normal state.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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
- A volume for Extreme Cache Pool

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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct volume number and re-execute the operation.

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 Corrective Action] in the [ssmgr3583](#) message.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## [ssmgr3417](#)

The type of the specified volume ({0}) is not supported.

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Function	Supported Volume Type
	- Flexible Tier Volume (including Flexible Tier Volume on which VWOL metadata is stored)
Volume setting Flexible Tier Volume detail displaying	- Flexible Tier Volume (including Flexible Tier Volume (*1) on which VWOL metadata is stored)
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

\*1: The name, total capacity, and Allocation settings of the Flexible Tier Volume on which VWOL metadata is stored cannot be changed.

For Container Volumes that are used with deduplication, the operations of balancing, deletion, configuring affinity group, and configuring Allocation are not possible.

For Block Map Volumes that are used with deduplication, the operations of balancing, deletion, configuring affinity group, configuring Allocation, capacity expansion, and formatting are not possible.

For volumes other than those above, the operations of balancing, configuring Extreme Cache, and configuring Allocation are not possible.

The ETERNUS SF system cannot operate the ODX Buffer Volume.

The operations permitted to the Flexible Tier Volume on which VWOL metadata is stored are RAID Migration, Volume setting, and Flexible Tier Volume detail displaying.

Review the type and operation items of the operated volume. After that, specify the correct volume number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3419

The specified alias name has already been registered.

#### Explanation

Processing has terminated because the specified alias cannot be registered more than once.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The specified alias name may already exist. Re-execute the operation after specifying the correct alias name.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3420

Specified AffinityGroup({0}) does not exist.

#### Explanation

The specified affinity group does not exist.

#### Parameters

{0} : Affinity group number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct affinity group number and re-execute the operation.

---

### ssmgr3421

Connection AffinityGroup ({0}) is not supported.

#### Explanation

The connected affinity group is not supported.

#### Parameters

{0} : Affinity group number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the correct affinity group number, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct volume number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After deleting the affinity group from the host affinity, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct volume number of the affinity group and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct LUN number of the affinity group and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

When NAS snapshots are configured, new volumes are created for the number of generations. Make sure that volumes for the number of generations can be created for a RAID group.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the status of the RAID group. Re-execute the operation after the status returns to "normal".

If the Logical Device Expansion is executing, re-execute the operation after the Logical Device Expansion is completed.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the total free capacity for the RAID group, specify its value and less with the volume capacity and re-execute the operation.

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 ETERNUS Web GUI and specify its value and less with the volume capacity, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

- When using Express

RAID groups that contain volumes cannot be deleted. To delete RAID groups, delete the volumes in the RAID group before deleting the RAID group.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Express Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After checking the firmware version of ETERNUS Disk storage system, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the operation after the RAID Migration or Thin Provisioning Volume balancing finishes.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the volume status, and re-execute the operation after the status returns to "normal".

If the Advanced Copy is being performed, re-execute the operation after the Advanced Copy processing has been completed or stopped.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the operation after the encryption conversion for the volume finishes.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the operation after the Logical Device Expansion for the RAID group finishes.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct LUN number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct LUN number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct mapping and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct RAID group number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.



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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the RAID group, re-execute the operation.

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
- RAID group for Extreme Cache Pool

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3442

Specified AffinityGroup({0}) already exists.

#### Explanation

The specified affinity group cannot be registered because it already exists.

#### Parameters

{0} : Affinity group number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the affinity group number, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

After checking the affinity group number, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3444

The alias name is not specified.

## Explanation

The alias name is not specified.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the name that was specified when the affinity group was created, and re-execute the operation.

To create an affinity group for ETERNUS DX60/DX60 S2, an alias must be specified. Set up an alias by specifying the -name option.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3445

The specification of the alias name is wrong.

## Explanation

The wrong alias name was specified.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the names that were specified when the RAID group, volume and affinity group were created, and re-execute the operation. 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 ETERNUS DX60 S2	RAID group, Volume	1 to 16 characters	possible
	Affinity group	1 to 16 characters	impossible
	Host response	1 to 16 characters	impossible
ETERNUS DX400 series ETERNUS DX8000 series ETERNUS DX S2 series (excluding DX60 S2) ETERNUS DX S3 series ETERNUS AF series ETERNUS DX200F	RAID group, Thin Provisioning Pool, Volume	0 to 16 characters	possible
	Affinity group	1 to 16 characters	possible
	Host response	0 to 16 characters	possible

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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
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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify a device for which Pool information exists and a Thin Provisioning Pool number. Then, try again.

---

#### ssmgr3450

The specified device ({0}) does not support Thin Provisioning.

#### Explanation

Thin Provisioning is invalid or not supported for the specified device.

#### Parameters

{0} : IP address of the storage device

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 DX400 series ETERNUS DX8000 series ETERNUS DX S2 series (excluding DX60 S2) ETERNUS DX S3 series ETERNUS AF series ETERNUS DX200F	All versions

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the port that was specified is valid, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3455

Specified HostResponse({0}) does not exist.

#### Explanation

The specified HostResponse does not exist.

#### Parameters

{0} : Host Response number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify a valid HostResponse number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3456

Specified server({0}) does not exist.

#### Explanation

The specified server does not exist.

## Parameters

{0} : Host Table number

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify a valid Host Table number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3457

The specified server({0}) is used with HostAffinity.

## Explanation

A server used in HostAffinity was specified.

## Parameters

{0} : Host Table number

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify a valid Host Table number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3458

The specified port ({0}) is not supported.

## Explanation

The specified port is unsupported.

## Parameters

{0} : Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify a valid port ID and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify a valid Host Table number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3462

The specified port({0}) is wrong.

#### Explanation

The specified port is invalid.

#### Parameters

{0} : Port ID

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify a valid port and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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} : Resource name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the number of registered resources of the resource name that is displayed in the message. To register a new one, you must delete any unnecessary ones that have been registered.

When the resource name is "NAS Volume" or "NAS Backup Volume", the upper limit for one of the following values has been reached. Check the number or size of the resources that is registered in the storage device.

- Number of registered NAS volumes
- Number of registered NAS backup volumes
- Total capacity of Thin Provisioning Volumes

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3465

The specified value is used with other {0}.

## Explanation

A value already used with another function was specified.

## Parameters

{0} : Resource name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 the operation. 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 NAS volumes or NAS backup volumes already exist, check their settings, delete the volumes as required and then try the operation again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3467

Network setting of {0} is wrong.

## Explanation

The network setting is invalid.

## Parameters

{0} : Resource name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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

After checking the settings, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3468

The specified port({0}) disable of security setting.

#### Explanation

The security function is disabled for the specified port.

#### Parameters

{0} : Port ID

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The security function must be enabled for the specified port. Either enable the security function or specify a different port ID, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3469

IP address cannot be omitted.

#### Explanation

In the current firmware version number, the iSCSI host IP address cannot be omitted.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

The specified WWN may already exist. Re-execute the operation after specifying the correct WWN.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

When creating the new WWN, delete the existing WWN and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3472

The specified WWN({0}) is wrong.

## Explanation

The specified WWN is wrong.

## Parameters

{0} : Specified WWN

## System Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the operation after specifying the correct WWN.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

The default HostResponse cannot be deleted. Check the specified HostResponse.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3482

The specified size type of disk is wrong.

### Explanation

The specified disk capacity type is wrong.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the correct disk capacity type and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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
- Automated Storage Tiering
- RAID group automatic creation function
- RAID group automatic creation function for Flexible Tier Sub Pool
- REC path settings from ETERNUS DX400 series, DX8000 series to ETERNUS DX S2 series (excluding DX60 S2/DX80 S2), ETERNUS DX S3 series (excluding DX60 S3/DX100 S3), ETERNUS AF series, ETERNUS DX200F
- VLAN ID settings of NAS interface
- Port bonding of NAS ports
- Settings of DNS server
- Change in NAS server name
- Capacity limit function (Quota management) of NAS volumes
- Automatic snapshot collection function of NAS volume
- Setup of Japanese in shared folder name
- Home directory feature

### System Response

The system terminates processing.

### System Administrator Corrective Action

If use the function, refer to the manuals of the storage device and update the firmware.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3486

The resource of the device ({0}) is insufficient.

### Explanation

- When using Express

The operation cannot be performed because of any of the following reasons:

- The maximum capacity allowing for synchronous format has been exceeded.
- The maximum capacity of storing shared folder information 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.
- The maximum capacity of storing shared folder information has been exceeded.

### Parameters

{0} : IP address of storage device

### System Response

The system terminates processing.

### System Administrator Corrective Action

Re-execute the operation after the format, RAID Migration or Thin Provisioning Volume balancing currently executing has been completed.

Check the number of registered shared folders and their settings. To create a new shared folder, unnecessary shared folders should be deleted.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3487

The RAID group cannot be made on the specified condition. {0}

### Explanation

Any of the following situations may be a possibility:

- 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 Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following operations according to the creation mode of the RAID group. After checking that the creation conditions for the RAID group is satisfied, re-execute the operation.

- If the creation mode is "Manual"

In the storage device, check the creation conditions for RAID groups, the creation conditions for RAID groups that configure Thin Provisioning Pools, and the creation conditions for RAID groups that configure Flexible Tier Sub pools.

- If the creation mode is "Auto"

Check whether the necessary number of unallocated disks exist with the same disk type, the same capacity, the same rotational speed.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3489

Unable to execute the command. detail message={0}

#### Explanation

The command cannot be executed.

#### Parameters

{0} : Detail message

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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>- If the result in the detail message is "73"</li></ul> <p>The command cannot be executed because the copy session control is being performed. After waiting for a minute, re-execute the operation.</p>

Message ID of Detail Message	Action Plan
	<ul style="list-style-type: none"> <li>- If the result in the detail message is "5360" Currently, the specified operation cannot be executed. After waiting for a few minutes, re-execute the operation. If you still have a problem, collect the information required for troubleshooting of the ETERNUS Disk storage system and contact a Fujitsu customer engineer.</li> <li>- If the result in the detail message is "BEC4" Collect the information required for troubleshooting of the ETERNUS Disk storage system and contact a Fujitsu customer engineer.</li> <li>- If the result in the detail message is "D1BE" During a data migration using Online Storage Migration, Tier pool balancing cannot be performed for the migration destination volume. After the migration is completed, re-execute the operation.</li> <li>- If the result in the detail message is "D27D" During a data migration using Online Storage Migration, the RAID groups in the Tier pool cannot be deleted. After the migration is completed, re-execute the operation.</li> <li>- If the result in the detail message is "D72E" Since the user is accessing the file system, the specified operation cannot be executed. Either stop accessing the file system or wait a few moments to re-execute the operation. If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (<i>ETERNUS SF Express Operation Guide</i> or <i>ETERNUS SF Storage Cruiser Operation Guide</i>) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.</li> <li>- In cases other than those listed above Refer to "Collecting Troubleshooting Information" in the Operation Guide (<i>ETERNUS SF Express Operation Guide</i> or <i>ETERNUS SF Storage Cruiser Operation Guide</i>) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.</li> </ul>
STXS8034	Mainframe resources cannot be operated. After checking that a Mainframe resource is not specified, re-execute the operation.
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. After waiting for a minute, re-execute the operation.</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. After reviewing the copy table size to be specified, re-execute the operation.</li> </ul>
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.
E0031	Since the specified name is reserved within the ETERNUS Disk storage system, the operation cannot be executed. Specify another name and re-execute the operation.
ED198, ED1C1, ED1EB	<p>The operation cannot be performed because an error occurred in the CM in the ETERNUS Disk storage system. Perform the following actions:</p> <ul style="list-style-type: none"> <li>- In the case that a new NAS volume or NAS backup volume was created on the Create Shared Folder operation or the Create NAS Backup Volume operation <ol style="list-style-type: none"> <li>1. Remove the cause of the error in the CM.</li> <li>2. Delete the NAS volume or NAS backup volume created when this error occurred.</li> <li>3. Re-execute the operation.</li> </ol> </li> </ul>



Message ID of Detail Message	Action Plan
	<ul style="list-style-type: none"> <li>- In cases other than those listed above               <ol style="list-style-type: none"> <li>1. Remove the cause of the error in the CM.</li> <li>2. Re-execute the operation.</li> </ol> </li> </ul>
EBEC4, ED500	Collect the information required for troubleshooting of the ETERNUS Disk storage system and contact a Fujitsu customer engineer.
ED558, E5360	Currently, the specified operation cannot be executed. After waiting for a few minutes, re-execute the operation. If you still have a problem, collect the information required for troubleshooting of the ETERNUS Disk storage system and contact a Fujitsu customer engineer.
ED72E	Since the user is accessing the file system, the specified operation cannot be executed. Either stop accessing the file system or wait a few moments to re-execute the operation. If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide ( <i>ETERNUS SF Express Operation Guide</i> or <i>ETERNUS SF Storage Cruiser Operation Guide</i> ) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.
E8107	<ul style="list-style-type: none"> <li>- If the case that the Storage Cluster function is in use Check the firmware version of ETERNUS Disk storage systems that constitute a Storage Cluster. Refer to "Supported Devices" in the <i>ETERNUS SF Installation and Setup Guide</i> for information on the required firmware version. If the firmware version is earlier than the required version, after applying the firmware that supports the Storage Cluster function, re-execute the operation.</li> <li>- In cases other than those listed above or in the case that the problem is not solved Refer to "Collecting Troubleshooting Information" in the Operation Guide (<i>ETERNUS SF Express Operation Guide</i> or <i>ETERNUS SF Storage Cruiser Operation Guide</i>) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.</li> </ul>
Others	After checking the parameters or device status according to the ETERNUS Disk storage system manuals and solving the problem, re-execute the operation. If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide ( <i>ETERNUS SF Express Operation Guide</i> or <i>ETERNUS SF Storage Cruiser Operation Guide</i> ) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## 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
- Automated Storage Tiering
- Storage Cluster
- Deduplication/Compression function
- Extreme Cache function
- Extreme Cache Pool function

## Parameters

{0} : IP address of storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Register the corresponding license or enable the function and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the device status, and re-execute the operation after the status returns to "normal".

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3493

The specified volume ({0}) is formatting.

#### Explanation

The operation cannot be performed because the specified volume is formatting.

#### Parameters

{0} : Volume number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After the volume formatting is completed, try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3494

Start of RAID migration is failed.

#### Explanation

If failed to start the RAID Migration processing.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the disk to be used, and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Confirm the status of the specified value and execute it again after it changes normally.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the Thin Provisioning Pool status, and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the available capacity of the Thin Provisioning Pool, and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the operation after confirming the specified value or the status of the storage device.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3503

The status of specified value is invalid. {0}

## Explanation

The status of any of the following values cannot be processed in justice or the uninstalling hatchet.

When using Express	When using Storage Cruiser
<ul style="list-style-type: none"><li>- disk</li><li>- RAID group</li><li>- Thin Provisioning Pool</li><li>- volume</li><li>- CM</li><li>- port</li></ul>	<ul style="list-style-type: none"><li>- disk</li><li>- RAID group</li><li>- Thin Provisioning Pool</li><li>- Flexible Tier Pool</li><li>- Flexible Tier Sub Pool</li><li>- Flexible Tier Pool Element</li><li>- volume</li><li>- CM</li><li>- CPU in CM</li><li>- port</li><li>- port setting status</li><li>- SAS host</li></ul>

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

Confirm the status of the specified value and re-execute the operation after it changes normally.

If this error is output during the volume relocation stop processing of Automated Storage Tiering, 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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
- shared folder
- NAS interface
- DNS server

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

It is possible that an operation that cannot be performed for the specified value has been executed. Check the specified value for any mistakes. For information on the value that can be specified, refer to this product manuals and the ETERNUS Disk storage system manuals.

If there is any mistake, specify the correct value and re-execute the operation.

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.

The NAS interface cannot be set to the NAS port while setting it to the member port of the bonding port.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3505

The RAID level is wrong.

## Explanation

The operation cannot be performed because the RAID level is wrong.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the specified RAID level or the storage device status, and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

**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
<ul style="list-style-type: none"> <li>- disk</li> <li>- volume</li> <li>- affinity group</li> <li>- port</li> <li>- shared folder</li> <li>- NAS interface</li> </ul>	<ul style="list-style-type: none"> <li>- disk</li> <li>- Thin Provisioning Pool</li> <li>- Flexible Tier Pool</li> <li>- Flexible Tier Sub Pool</li> <li>- Flexible Tier Pool Element</li> <li>- volume</li> <li>- HostResponse</li> <li>- affinity group</li> <li>- host WWN</li> <li>- iSCSI host</li> <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> <li>- shared folder</li> <li>- NAS interface</li> <li>- TFO group</li> </ul>

**Parameters**

{0} : Detail information of error (This may not be displayed.)

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Execute it again after confirming the specified value or the status of the storage device.

If this message is output when you executed the operation of a shared folder creation and if detailed error information shows "Name=homes", "homes" that is the shared folder for home directory exists in the target storage device. Check the settings for shared folder "homes". Change the settings for shared folder "homes" as required and use the shared folder for a shared folder for home directory.



If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After confirming the specified number of disks, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3509

The specification of the encryption is wrong.

#### Explanation

The specification of the Encryption is wrong.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the specified Encryption function or the storage device Encryption function, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3510

The slave CM cannot be used.

#### Explanation

The slave CM cannot be used.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Re-register 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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.
- There is not sufficient capacity in the NAS volume.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 this message is output on performing the NAS snapshot setting, refer to "Creating RAID Groups" in "Prior Configuration of Management Server" in "NAS Management" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to secure enough space for the RAID group and try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After confirming the specified value or the status of the storage device, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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
- Authentication server
- NAS snapshot setting
- Quota setting

#### Parameters

{0} : Detail information of error (This may not be displayed.)

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After confirming the specified value or the status of the storage device, re-execute the operation.

When you displayed the Flexible Tier Pool name or Flexible Tier Sub Pool name, perform the **Reload Status** for Automatic Storage Tiering again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the storage device status, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After completing the start of the storage device, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After completing the volume formatting, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After completing the volume encrypting or decrypting, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After completing the Advanced Copy process, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After completing the RAID Migration or Thin Provisioning Volume balancing, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After completing the Logical Device Expansion, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After completing the REC session, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After completing the controller firmware update, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After completing the remote maintenance, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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
- Extreme Cache capacity

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the specified size, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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, Thin Provisioning Volume balancing, and Tier pool 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, the number of Thin Provisioning Volume balancing in progress, and the number of Tier pool 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
- Number of registered TFO groups

#### Parameters

{0} : Detail information of error (This may not be displayed.)

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the number or size of configuration items registered in the storage device.

When using the ODX Buffer Volume, confirm if the number of registered volumes including the ODX Buffer Volume has reached the maximum limit. As the ODX Buffer Volume cannot be displayed with this product, confirm this through the ETERNUS Web GUI.

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 1 Gbit/s, 2 Gbit/s, 4 Gbit/s, 8 Gbit/s, 16 Gbit/s or Auto-negotiation was specified.
- For the transfer rate of the iSCSI port, a value other than 100 Mbit/s Full duplex/Half duplex auto-setting, 100 Mbit/s Full duplex, 1 Gbit/s Full duplex/Half duplex auto-setting, 1 Gbit/s Full duplex, 10 Gbit/s Full duplex/Half duplex auto-setting or Auto-negotiation was specified.
- For the transfer rate of the SAS port, a value other than 1.5 Gbit/s, 3 Gbit/s, 6 Gbit/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 Response

The system terminates processing.

### System Administrator Corrective Action

After checking the transfer rate and/or the FC, iSCSI, or SAS ports, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

### System Administrator Corrective Action

After checking the connection mode of the FC port, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3530

The specified frame size is wrong.

### Explanation

The specified frame size is wrong.  
The 512, 1024, or 2048 bytes can be specified.

### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking the specified frame size, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

### System Administrator Corrective Action

After checking the combination of the specified parameters, re-execute the operation.

If this message is output in the caution alarm value setting for Thin Provisioning Volume, after checking that the type of target volume is Thin Provisioning Volume, re-execute the operation.

If this message is displayed with the following settings of NAS management, the settings may have been changed. After checking the following settings, re-execute the operation.

- Shared folder
- NAS interface
- Authentication server
- Snapshot setting
- Quota setting

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

- When using Express

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Express Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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 Response

The system terminates processing.

### System Administrator Corrective Action

After checking the table size or the bitmap resolution rate, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## 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, any the following was set:
  - A registered RAID group
  - An assigned CM was specified that is unavailable on the selected device
  - Disk configuration 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.
- The Thin Provisioning Volume balancing was performed under either of the following conditions:
  - For starting the Thin Provisioning Volume balancing, the conditions that are defined by the ETERNUS Disk storage system were not satisfied.
  - A volume whose data is being migrated by Online Storage Migration was specified.
- A value was specified that cannot be used by the selected device.
- 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, any the following was set
    - A registered RAID group
    - An assigned CM was specified that is unavailable on the selected device
    - Disk configuration 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.
- "Auto" was set to the Failback mode for a device that cannot use Automatic Failback.
- The Thin Provisioning Volume balancing was performed under either of the following conditions:
  - For starting the Thin Provisioning Volume balancing, the conditions that are defined by the ETERNUS Disk storage system were not satisfied.
  - A volume whose data is being migrated by Online Storage Migration was specified.
- 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 Response

The system terminates processing.

#### System Administrator Corrective Action

- When using Express

After checking the device or the firmware version, re-execute the operation.

If the firmware version is old, after upgrading the firmware, re-execute the operation.

If the Thin Provisioning Volume balancing was performed by specifying the volume whose data is being migrated by Online Storage Migration, after the migration is completed, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Express Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- When using Storage Cruiser

After confirming the value that can be specified for the device by "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*, re-execute the operation.

In addition, check the firmware version of the storage device. If the firmware version is old, after applying the new version, re-execute the operation.

If the Thin Provisioning Volume balancing was performed by specifying the volume whose data is being migrated by Online Storage Migration, after the migration is completed, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3534

The specified port({0}) enable of security setting.

#### Explanation

Security is activated on the specified port.

#### Parameters

{0} : Port ID

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Security must be deactivated on the specified port. After deactivating security or specifying a different Port ID, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3535

The specified disk ({0}) does not exist.

#### Explanation

The specified disk does not exist.

#### Parameters

{0} : Disk number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct disk number and re-execute the operation.

---

#### ssmgr3536

The specified SAS address ({15}) is wrong.

#### Explanation

The specified SAS address is wrong.

#### Parameters

{15} : SAS address

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct SAS address and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3537

The type of specified Port ({0}) is different.

## Explanation

The specified port type is different.

## Parameters

{0} : Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Set the correct port type and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After checking the remote device status, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the connection and the REC path, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the REC path settings, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3542

Required value is not specified.

#### Explanation

Required value is not specified.

#### System Response

The system terminates processing.



## System Administrator Corrective Action

After confirming the "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3543

The specified MTU size is wrong.

#### Explanation

The specified MTU size is wrong.

The 1000, 1050, 1100, 1150, 1200, 1250, 1300, 1350, 1400, or 1438 bytes can be specified.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the specified MTU size, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

After checking the connection destination storage device, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3545

The specified forwarding interval is wrong.

#### Explanation

The specified transfer interval of the REC buffer REC is wrong.

The 1 sec, 2 sec, 4 sec, 8 sec, 15 sec, 30 sec, 45 sec, 60 sec, 75 sec, 90 sec, 105 sec, or 120 sec can be specified.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking the transfer interval of the REC buffer, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

After checking the HALT wait timer of the REC buffer, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 0 min to 15 min can be specified.

### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking the monitoring time of the REC buffer, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

After registering the corresponding storage device in the software, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After correcting the REC path settings, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the memory capacity of CM, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3552

The specified REC buffer is not supported.

## Explanation

The specified REC buffer is not supported.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the REC buffer type, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After checking the RAID group, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After checking the RAID group, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After confirming the volume, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

- When formatting all area

After checking that the status of the specified Thin Provisioning Pool is "Available", "Partially Ready", or "Ready", re-execute the operation.

- When formatting the unformatted area

After checking that the status of the specified Thin Provisioning Pool is "Partially Ready" or "Ready", re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, after securing more free space, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

- When using Express

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Express Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- When using Storage Cruiser

After confirming "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3559

CHAP setting is not supported.

## 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the CHAP certification settings, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the specified port, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### ssmgr3561

The specified device ({0}) does not support Flexible Tier function.

#### Explanation

In the specified device, Automated Storage Tiering is disabled or not supported.

#### Parameters

{0} : IP address of the specified device

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The storage devices below support Automated Storage Tiering.

Storage Device Name	Firmware Version
ETERNUS DX S2 series (excluding DX60 S2)	V10L20 or later
ETERNUS DX S3 series (excluding DX60 S3) ETERNUS AF series ETERNUS DX200F (available only for one layer operations)	All versions

To use Automated Storage Tiering, it is necessary to register the Thin Provisioning license and enable Automated Storage Tiering. Check the model, firmware version, registration status of the Thin Provisioning license and setting status of Automated Storage Tiering of the specified storage device.

If the firmware is an older version, then apply firmware that supports Automated Storage Tiering.

If the firmware has been applied, register the license of Thin Provisioning.

If the license of Thin Provisioning has been registered, after enabling Automated Storage Tiering, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct Flexible Tier Pool number and re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct Flexible Tier Sub Pool number and re-execute the operation.

---

### ssmgr3564

Specified device ({0}) cannot change the Flexible Tier function.

#### Explanation

Any of the following situations may be a possibility:

- Enabling Automated Storage Tiering failed because Automated Storage Tiering is already enabled on the storage system.
- Enabling Automated Storage Tiering failed because the maximum number of volumes has been registered in the storage system.
- Disabling Automated Storage Tiering failed because Automated Storage Tiering is already disabled on the storage system.
- Disabling Automated Storage Tiering failed because a Flexible Tier Pool exists on the storage system.



## Parameters

{0} : IP address of the specified device

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking that the status of Automated Storage Tiering in the specified device is correct, and clicking **Reload Status** on the Action pane of the Overview, re-execute the operation.

If a Flexible Tier Pool is registered in the device, Automated Storage Tiering cannot be disabled. After deleting the Flexible Tier Pool, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3565

In the status of specified Flexible Tier Pool ({0}), it is not possible to execute format.

## Explanation

Any of the following situations may be a possibility:

- 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 Response

The system terminates processing.

## System Administrator Corrective Action

Formatting a Flexible Tier Pool is possible only if Flexible Tier Sub Pools exist in the Flexible Tier Pool. After checking that a Flexible Tier Sub Pool is defined in the Flexible Tier Pool, re-execute the operation.

If formatting all area of a Flexible Tier Pool, after checking that the status of the specified Tier Pool is either "Available", "Partially Ready", or "Ready", re-execute the operation.

If formatting an unformatted area of a Flexible Tier Pool, after checking that the status of the specified Tier Pool is either "Partially Ready" or "Ready", re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 situations may be a possibility:

- 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the volume status. If the status is abnormal, after changing the status to normal, re-execute the operation.

If the RAID Migration of the specified volume is in progress, after completing or stopping of the RAID Migration, re-execute the operation.

If the Thin Provisioning Volume balancing of the specified volume is in progress, after completing of the Thin Provisioning Volume balancing, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3567

In the status of specified Flexible Tier Pool ({0}), it is not possible to execute RAID migration.

## Explanation

Any of the following situations may be a possibility.

- 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the Flexible Tier Pool status. If the status is abnormal, after changing the status to normal, re-execute the operation.

If there is not sufficient free space in the Flexible Tier Pool, after expanding the Flexible Tier Pool capacity, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

After completing of the Flexible Tier Pool Element migration, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

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. After checking that a Flexible Tier Sub Pool is defined in the Flexible Tier Pool, re-execute the operation.

If there is no Flexible Tier Sub Pool in the Flexible Tier Pool, after creating the Flexible Tier Sub Pool in the Flexible Tier Pool, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 DX S2 series (excluding DX60 S2) 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 Response

The system terminates processing.

### System Administrator Corrective Action

To use functions, refer to the storage device manual and update the firmware.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3575

PFM does not exist.

#### Explanation

Any of the following situations may be a possibility:

- PFM is not installed on the storage device.
- There is any CM that PFM is not installed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking whether PFM is installed, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3577

This operation cannot be executed for the NAS resource is in use.

#### Explanation

The operation could not be executed because the NAS resource was in use.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After stopping or waiting for using the NAS resource, re-execute the operation.

If a NAS snapshot is set for the NAS volume, after releasing the settings of NAS snapshot, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3578

This operation cannot be executed for the NAS resource.

#### Explanation

The operation that cannot be executed for the NAS resource was performed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the specified information for any mistakes. If there is any mistake, specify the correct information and re-execute the operation.

If the operation of NAS volume capacity expansion was performed, the firmware may not support the function. When expanding volume capacity, refer to the storage device manual to update the firmware.

When deleting the NAS system volume, refer to the storage device manual.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3579

This operation cannot be executed by the NAS filesystem created with the specified volume ({0}).

#### Explanation

Since the format of NAS file system is not converted, the specified operation cannot be executed.

#### Parameters

{0} : Volume number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After converting the format of NAS file system in the specified volume, re-execute the operation. Refer to the hardware manual for information on how to change the NAS file system.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Corrective Action] in the [ssmgr3583](#) message.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Corrective Action] in the [ssmgr3583](#) message.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3582

Failed to set the REC session. detail message={0}

## Explanation

Creating or deleting of the REC session failed.

## Parameters

{0} : Error message of AdvancedCopy Manager Copy Control Module (It may not be output.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

If an error message of AdvancedCopy Manager Copy Control Module, take appropriate action according to its message.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System Administrator Corrective Action] in the [ssmgr3583](#) message.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3583

Please perform recovery. coppair={0}, copygroup={1}, remotevolume={2}, localvolume={3}, boxid={4}

## Explanation

Creating or deleting of the volume failed. 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 Response

The system terminates processing.

## System Administrator Corrective Action

If this message is output during the L-Server deletion processing from ServerView Resource Orchestrator, take 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, take 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 "Command References" in the *ETERNUS SF Advanced Copy Manager Operation Guide for Copy Control Module* for information on the `acpair remove` and `acgroup remote` commands.

Refer to "Command References" in 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

Check that the specified IP address, Box ID and volume number are correct.

After checking that the specified volume is not used, re-execute the operation specified with `-remote-force` option.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3585

The specified device does not registered in AdvancedCopy Manager. ({0})

### Explanation

Creating or deleting of the volume failed 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Corrective Action] in the [ssmgr3583](#) message.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Corrective Action] in the [ssmgr3583](#) message.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3600

The specified values in NAS interface are not correct. Detail message={0}

### Explanation

The processing failed because the NAS interface settings are not correct.



## Parameters

{0} : Detail message

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the specified value, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3601

The specified Shared Folder ({0}) does not exist.

## Explanation

The processing failed because the specified shared folder does not exist.

## Parameters

{0} : Shared folder number

## System Response

The system terminates processing.

## System Administrator Corrective Action

It is possible that the specified shared folder has been deleted. Check whether the specified shared folder exists.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3602

The specified NAS Interface ({0}) does not exist.

## Explanation

The processing failed because the specified NAS interface in the storage device does not exist.

## Parameters

{0} : NAS interface number

## System Response

The system terminates processing.

## System Administrator Corrective Action

It is possible that the specified NAS interface has been deleted. Check whether the specified NAS interface exists.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3603

The specified NAS port ({0}) does not exist.

## Explanation

The processing failed because the specified NAS port in the storage device does not exist.

## Parameters

{0} : Specified Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct NAS port and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3604

The specified port ({0}) is not NAS port.

## Explanation

The processing failed because the specified port in the storage device is not a NAS port.

## Parameters

{0} : Specified Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

It is possible that the specified NAS port has been deleted because of reduction or other reasons. Check whether the specified NAS port exists.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3605

The specified volume ({0}) is not NAS volume.

## Explanation

The processing failed because the specified volume in the storage device is not a NAS volume.

## Parameters

{0} : Volume number

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct NAS volume and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3610

NAS settings are not correct. Detail message={0}

### Explanation

The processing failed because the NAS settings are not correct.

### Parameters

{0} : Detail message

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the parameters and the device status according to the detailed message, and re-execute the operation after solving the problem.

- If detailed message is "Authentication failure [ED70B]"

Any of the following situations may be a possibility. Check the setting values to the ETERNUS Disk storage system or authentication server, and then try the operation again. Refer to the ETERNUS Disk storage system manuals for notes on the authentication server settings.

- There is some wrong setting value to the authentication server.
- The owner/group specified for the shared folder does not exist on the authentication server.
- The time between the device and authentication server is not synchronized.
- If detailed message is "NAS system volume does not exist. Create a shared folder at first [ED70B]"

No NAS system volume exists when creating a NAS interface or setting up the authentication server. A NAS system volume is created by creating a shared folder. For this reason, create a shared folder and then try the operation again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3611

The specified operation could not be executed at the current mount status.

### Explanation

The specified operation cannot be performed because the NAS volume is being unmounted.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the storage device status. After mounting the NAS volume, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3612

The device ({0}) is changing NAS configuration.

### Explanation

The processing failed because the operation was performed during changing NAS configuration.

## Parameters

{0} : IP address of storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

After waiting for the NAS configuration changing to complete, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3613

NAS function is not available for specified device ({0}).

## Explanation

The processing failed because the operation was performed for the storage device that the NAS Option is not installed.

## Parameters

{0} : IP address of storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

When the NAS Option is installed in the specified storage device, after performing the **Reload Conf.** operation on the Web Console, re-execute the operation.

When the NAS Option is not installed in the specified storage device, after adding the NAS Option by referring to the ETERNUS Disk storage system manuals, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3614

Error occurred in mounting or unmounting NAS backup data. Detail message={0}

## Explanation

The processing failed because an error occurred in mounting or unmounting NAS backup destination.

## Parameters

{0} : Detail message

## System Response

The system terminates processing.

## System Administrator Corrective Action

Take appropriate action indicated by "[A.9 Error Messages of NAS](#)".

---

### ssmgr3615

NAS Interface allocation to the port was released by the port bonding setting. Port=*port*, NAS Interface=*interfaceNumber*, Detail message=*detail*

## Explanation

NAS interface allocation to the port was released by the port bonding setting.

## Parameters

*port* : Specified port ID

*interfaceNumber* : Unallocated NAS interface number

*detail* : Error message

## System Response

The system terminates processing.

## System Administrator Corrective Action

Display the NAS interface list from the Web Console to check whether the NAS interface that is displayed in *interfaceNumber* is allocated to the port.

If there is any NAS interface that is not allocated to the port, reconfigure the port by the "Change NAS Interface" operation.

---

## ssmgr3616

The specified quota setting does not exist.

## Explanation

The specified quota setting does not exist.

## System Response

The system terminates processing.

## System Administrator Corrective Action

It is possible that the specified quota setting has been deleted. Check whether the specified quota setting exists.

The specified quota setting can be checked on the **Operation History** screen of the Web Console.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3617

Operation cannot be executed, because the port(*port*) has redundant configuration.

## Explanation

Operation cannot be executed because the specified port has redundant configuration.

## Parameters

*port* : Specified port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

After releasing the redundant port by the "Change NAS Interface" operation, re-execute the operation.

---

## ssmgr3618

Snapshot setting was not executed to the specified NAS volume (*volumeNumber*).

## Explanation

Snapshot setting was not executed to the specified NAS volume.

## Parameters

*volumeNumber* : NAS volume number

## System Response

The system terminates processing.

## System Administrator Corrective Action

It is possible that snapshot setting for the specified NAS volume has been deleted. Check whether the snapshot setting exists. If it exists, re-execute the operation. If it does not exist, after performing the snapshot setting and as required, re-execute the operation.

---

## ssmgr3619

Operation cannot be executed, because the status of NAS port (*port*) has a problem. Detail message=*detail*

## Explanation

Operation cannot be executed because the status of NAS port has a problem.

## Parameters

*port* : Port ID with a problem  
*detail* : Type of problem

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check whether any error is occurring in the NAS port with the port ID that is displayed in *port*. If the type of problem is "Failover is active. [ED70D]", some error may be occurring in a redundant port of the target NAS port. If so, after error recovery, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3620

NAS authentication settings are not correct. Detail message=*detail*

## Explanation

Any of the following problems is in the NAS authentication settings:

- Authentication server setting is incorrect.
- Communication failure with the authentication server.
- The time of day (TOD) on the storage device does not agree with that of the authentication server.
- Specified user or group is not set to the authentication server.

## Parameters

*detail* : Error message

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the settings in the authentication server, settings on the authentication server and settings on the ETERNUS Disk storage system and if any error in the settings, modify it and re-execute the operation. Refer to the ETERNUS Disk storage system manuals for notes on the authentication server settings.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3621

NAS filesystem status is abnormal. ({0})

#### Explanation

The processing failed because an error occurred in the NAS file system of the storage device.

#### Parameters

{0} : Error message number of ETERNUS Disk storage system

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the parameters and the device status according to the *ETERNUS CLI User's Guide*, and re-execute the operation after solving the problem.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3623

The specified shared folders cannot be deleted, because some files or folders exist in there.  
Delete all the files and folders in the shared folders first.

#### Explanation

The specified shared folders cannot be deleted because files or folders exist.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After performing one of the following actions, re-execute the operation:

- If files or folders exist under the specified shared folder  
Delete all the files and folders.  
If you delete "homes" that is the shared folder for home directory, use the Clear NAS Data function of the ETERNUS Disk storage system to delete all the files and folders (including home directory) under "homes". Refer to the ETERNUS Disk storage system manuals for details of the Clear NAS Data function.
- If the specified shared folder is currently being accessed from the client  
Stop access to the shared folder.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3624

SDPV corresponding to NAS volume encryption settings does not exist.

#### Explanation

The processing failed because NAS snapshot settings was performed though SDPV corresponding to NAS volume encryption settings did not exist.

If any encrypted NAS volume and unencrypted NAS volume exist in the ETERNUS Disk storage system, create an encrypted SDPV and an unencrypted SDPV.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the NAS volume encryption settings and creating a corresponding SDPV, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3625

Since the mode of snapshot settings is Manual, snapshot operations cannot be executed.

#### Explanation

The processing failed because Automatic mode snapshot settings/deletion was performed for Manual mode snapshot settings.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the mode of snapshot settings that was set to NAS volume.

If necessary, after referring to the ETERNUS Disk storage system manuals and deleting Manual mode snapshot settings, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3626

The specified shared folders cannot be operated, because one or more shared folders have connection. Disconnect it first.

#### Explanation

The shared folders being accessed from a client cannot be operated.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After stopping all the accesses to the shared folder from the client, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3627

Since local users or local groups exist in storage, the specified operation cannot be executed. Delete all local users and local groups.

#### Explanation

Since any local user or any local group exists in the storage device, the authentication server cannot be configured.

#### System Response

The system terminates processing.



### System Administrator Corrective Action

After deleting all local users and local groups in the storage device, re-execute the operation. Refer to the ETERNUS Disk storage system manuals for information on how to delete a local user and a local group.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3700

Failed to set the Advanced Copy function.

### Explanation

Setting up the Advanced Copy function failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3701

Failed to obtain the Advanced Copy function information.

### Explanation

Obtaining of the information of the Advanced Copy function failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3702

Failed to set the Advanced Copy parameter.

### Explanation

Setting of the parameter of the Advanced Copy function failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3703

Failed to obtain the Advanced Copy parameter information.

## Explanation

Obtaining of the parameter information of the Advanced Copy function failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3704

Failed to modify the raidgroup name.

## Explanation

Changing of the RAID group name failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3705

Failed to modify the volume name.

## Explanation

Changing of the volume name failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3706

Failed to obtain the LUN Mapping information.

## Explanation

Obtaining of the LUN Mapping information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3707

Failed to create the iSCSI Host.

#### Explanation

The iSCSI host creation failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3708

Failed to delete the iSCSI Host.

#### Explanation

The iSCSI host deletion failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3709

Failed to modify the iSCSI Host.

#### Explanation

Changing of the iSCSI host failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3710

Failed to obtain the iSCSI Host information.

#### Explanation

Obtaining of the iSCSI host information failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3712

Failed to create the SAS Host.

#### Explanation

The SAS host creation failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3713

Failed to delete the SAS Host.

#### Explanation

The SAS host deletion failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3714

Failed to modify the SAS Host.

#### Explanation

Changing of the SAS host failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3715

Failed to obtain the SAS Host information.

#### Explanation

Obtaining of the SAS host information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3717

Failed to modify the SAS Port.

## Explanation

Configuring of the SAS port failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3718

Failed to obtain the SAS Port information.

## Explanation

Obtaining of the SAS port information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3719

Failed to obtain the volume encrypting progress.

## Explanation

Obtaining of the progress information of the volume encryption processing failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3720

Failed to obtain the Thin Provisioning Pool format progress.

### Explanation

Obtaining of the progress information of the Provisioning Pool format processing failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3721

Failed to apply the Eco-mode schedule.

### Explanation

Eco-mode schedule failed to apply.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3722

Failed to obtain the Eco-mode schedule information.

### Explanation

Obtaining of the Eco-mode schedule information failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3723

Failed to modify the Thin Provisioning Pool name.

### Explanation

Changing of the Thin Provisioning Pool name failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3724

Failed to create the Hot Spare disk.

#### Explanation

The Hot Spare disk creation failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3725

Failed to delete the Hot Spare disk.

#### Explanation

The Hot Spare disk deletion failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3726

Failed to set the Snap Data Pool.

#### Explanation

Configuring of the Snap Data Pool failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3727

Failed to obtain the Snap Data Pool information.

#### Explanation

Obtaining of the Snap Data Pool information failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3728

Failed to set the Snap Data Pool policy.

#### Explanation

Configuring of the Snap Data Pool policy failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3729

Failed to obtain the Snap Data Pool policy information.

#### Explanation

Obtaining of the Snap Data Pool policy information failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3730

Failed to obtain the Snap Data Pool Volume information.

#### Explanation

Obtaining of the Snap Data Pool Volume information failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3731

Failed to obtain the session information of Snap Data Pool Volume.

#### Explanation

Obtaining of the session information of Snap Data Pool Volume failed.



## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3732

Failed to set the encryption mode.

## Explanation

Configuring of the Encryption function failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3733

Failed to obtain the encryption mode information.

## Explanation

The Encryption information could not be obtained.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3734

Failed to obtain the enclosure information.

## Explanation

Obtaining of the enclosure information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3735

Failed to set the Reset Group.

#### Explanation

Configuring of the Reset Group failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **ssmgr3736**

Failed to obtain the Reset Group information.

#### Explanation

Obtaining of the Reset Group information failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3737**

Failed to create the REC path.

#### Explanation

The REC path creation failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **ssmgr3738**

Failed to delete the REC path.

#### Explanation

The REC path deletion failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3739

Failed to obtain the REC path information.

#### Explanation

The REC path information could not be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3740

Failed to set the Round Trip Time.

#### Explanation

The Round Trip Time could not be set.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3741

Failed to create the REC buffer.

#### Explanation

The REC buffer creation failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr3742

Failed to delete the REC buffer.

#### Explanation

The REC buffer deletion failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3743

Failed to obtain the REC buffer information.

#### Explanation

REC transfer buffer information could not be obtained.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3744

Failed to unlock the device.

#### Explanation

Unlocking of the device failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3745

Failed to set accesspath.

#### Explanation

Configuring of the access path failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3746

Failed to obtain the FCoE Port information.

#### Explanation

Obtaining of the FCoE port information failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **ssmgr3747**

Failed to set the Flexible Tier mode.

### Explanation

Setting up Automated Storage Tiering failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3748**

Failed to obtain the Flexible Tier mode information.

### Explanation

Obtaining of the Automated Storage Tiering information failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3749**

Failed to create the Flexible Tier Pool.

### Explanation

The Flexible Tier Pool creation failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **ssmgr3750**

Failed to delete the Flexible Tier Pool.

### Explanation

The Tier pool deletion failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Tier pools that consist of VVOL datastores or Clone backup VVOL datastores cannot be deleted. After deleting the VVOL datastore or the Clone backup VVOL datastore, or after deleting the Tier pool from the VVOL datastore or the Clone backup VVOL datastore, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3751

Failed to modify the Flexible Tier Pool.

## Explanation

Modifying of the Flexible Tier Pool failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3752

Failed to format the Flexible Tier Pool.

## Explanation

Formatting of the Flexible Tier Pool failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3753

Failed to obtain the Flexible Tier Pool information.

## Explanation

Obtaining of the Flexible Tier Pool information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3754

Failed to obtain the Flexible Tier Pool format progress.

### Explanation

Obtaining of the Flexible Tier Pool format progress failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3755**

Failed to create the Flexible Tier Sub Pool.

### Explanation

The Flexible Tier Sub Pool creation failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3756**

Failed to expand the Flexible Tier Sub Pool capacity.

### Explanation

Expanding of the Flexible Tier Sub Pool capacity failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3757**

Failed to modify the Flexible Tier Sub Pool.

### Explanation

Modifying of the Flexible Tier Sub Pool failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3758**

Failed to obtain the Flexible Tier Sub Pool information.

### Explanation

Obtaining of the Flexible Tier Sub Pool information failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3759**

Failed to execute the Flexible Tier Pool Element migration.

### Explanation

The Flexible Tier Pool Element migration failed to execute.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3760**

Failed to obtain the Flexible Tier Pool Element migration progress.

### Explanation

Obtaining of the Flexible Tier Pool Element migration progress failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3761**

Failed to modify the volume.

### Explanation

Modifying of the volume failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr3762**

Failed to obtain the Flexible Tier Volume detail information.



## Explanation

Obtaining of the Flexible Tier Volume detail information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3763

Failed to obtain the Thin Provisioning Pool Element/Flexible Tier Pool Element information.

## Explanation

Obtaining of the Thin Provisioning Pool Element and Flexible Tier Pool Element information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3953

The device ({0}) cannot be specified. Two or more devices with the same name exist.

## Explanation

Since the specified device name is used by more than one device, the target device cannot be identified.

## Parameters

{0} : Specified device name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

---

### ssmgr3957

Used for HostAffinity, it is not operable.

## Explanation

Any of the following situations may be a possibility:

- The specified volume is in use by host affinity.
- The specified affinity group is in use by host affinity.
- The volume of specified affinity group is in use by host affinity.
- The specified port is in use by host affinity.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After cancelling the use of host affinity, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3958

Used for Storage Cluster, it is not operable.

## Explanation

Any of the following situations may be a possibility:

- The specified volume is in use by Storage Cluster.
- The specified affinity group is in use by Storage Cluster.
- The volume of specified affinity group is in use by Storage Cluster.
- The specified port is in use by Storage Cluster.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After cancelling the use by Storage Cluster, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3959

Because the WWN of the specified port ({0}) is changed, it is not operable.

## Explanation

The operation cannot be performed because the WWN of the specified port has been changed by the Storage Cluster.

## Parameters

{0} : Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

After restoring WWN of the port using the ETERNUS CLI, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3960

The specified port ({1}) of the device ({0}) is registered to Port Group.

## Explanation

The specified port has been registered to the port group.

## Parameters

{0} : IP address of the storage device  
{1} : Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

After deleting the port from the port group, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3961

The specified TFO Group ({1}) of the device ({0}) does not exist.

## Explanation

The specified TFO group does not exist.

## Parameters

{0} : IP address of the storage device  
{1} : TFO group number

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify a correct TFO group number and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3962

The specified port ({1}) of the device ({0}) is not registered to TFO Group.

## Explanation

The specified port is not registered to the TFO group.

## Parameters

{0} : IP address of the storage device  
{1} : Port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the specified port is included in the TFO group. If not, after adding the port to the TFO group, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3963

The specified volume of the device ({0}) is not operable.

## Explanation

A volume that cannot be operated exists.

## Parameters

{0} : IP address of the storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility. After checking the condition of TFO group settings, re-execute the operation.

- The targeted Storage Cluster volume has been protected.
- SDV exists within the affinity group set in the port.
- A copy session for the targeted Storage Cluster volume exists.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3964

Since the settings between Primary storage and Secondary storage differ, the specified operation is not enabled.

## Explanation

The operation cannot be performed because the settings of Primary Storage and Secondary Storage differ.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Any of the following situations may be a possibility. After checking the condition of TFO group settings, re-execute the operation.

- The TFO group port settings do not match between Primary Storage and Secondary Storage.
- The Failover mode or the split mode does not match between Primary Storage and Secondary Storage.
- The two-to-one connection or one-to-two connection was specified.
- For one-to-one connection, the direction of two TFO groups is same.
- Since the device was registered, the Box ID has been changed.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3965

Failed to communicate between Primary storage and Secondary storage.

## Explanation

The communication between the Primary Storage and the Secondary Storage failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the connection status of copy paths between Primary Storage and Secondary Storage, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3966

Failed to set TFO pair of the device ({0}). {1}

### Explanation

The synchronization of the volumes within the TFO group failed. Any of the following situations may be a possibility:

- The ports belonging to the TFO group have no host affinity.
- The volume sizes of the Primary Storage and Secondary Storage do not match.
- An operation to do TFO pairing for volumes that had already been paired was executed.
- There is no volume to pair with the volumes in the Primary Storage.
- There is Bad Data in the volume within the TFO group.
- Firmware application is in progress.
- A RAID group holding volumes for the TFO group is "Broken" or "Not Ready" state.

### Parameters

{0} : IP address of the storage device

{1} : Detail information of error (This may not be displayed.)

### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking the composition of the TFO group and Storage Cluster, re-execute the operation.

When there is Bad Data in the volume, format the volume.

When firmware application is in progress, after completing it, re-execute the operation.

Furthermore when the detailed information of the error is displayed, after checking the displayed contents, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3967

The specified TFO Group of the device ({0}) is not operable on the specified conditions.

### Explanation

Operation was executed during a condition when the operation for the TFO group could not be operated.

### Parameters

{0} : IP address of the storage device

### System Response

The system terminates processing.

### System Administrator Corrective Action

Any of the following situations may be a possibility. Perform [Refresh TFO Group Status] at the Web Console and re-execute the operation.

- Activation of the TFO groups with their phases in "Invalid", "Initial", or "Normal" was attempted.
- An attempt was made to delete the Secondary Storage and the TFO groups with their condition in "Standby" without restoring WWPN.

- An attempt was made to execute the Manual Failover or Force-Failover for the TFO groups with their phases in conditions other than "Normal".
- An attempt was made to execute the Manual Failback for the TFO groups with their phases in conditions except "Failback Ready" and "Maintenance".
- An attempt was made to execute the Manual Failover or Manual Failback for the TFO groups with the Storage Cluster Controller in "Halt" state.
- An attempt was made to change the settings for the TFO groups with the TFO groups in the Primary Storage in "Standby" state.
- An attempt was made to change the settings for the TFO groups with the TFO groups in the Secondary Storage in "Active" state.
- An attempt was made to activate the TFO group whose a TFOV does not exist.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3968

The setting of the REC path is wrong.

#### Explanation

The setting of the REC path is wrong.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Any of the following situations may be a possibility. After checking the REC path settings, re-execute the operation.

- The REC path has not been set.
- The data transfer of Storage Cluster at all the RA ports constituting the copy route has been disabled.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3970

The specified host is registered on Host Group.

#### Explanation

The specified host is already registered in the Host Group.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After deleting the host from the Host Group, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3971

The specified operation cannot be performed for Virtual Volume.

#### Explanation

The specified volume is a Virtual Volume. The following operations cannot be performed for Virtual Volume.

- Deletion
- Format

- Capacity expansion
- Affinity group setting

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the correct volume and re-execute the operation.

Virtual Volumes with an "Unknown" WWOL type can be deleted. When deleting multiple Virtual Volumes, each one must be deleted individually since a batch delete is not possible.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3972

WWOL HostAffinity cannot be created.

#### Explanation

The upper limit of creatable WWOL host affinities has been reached.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After deleting unnecessary WWOL host affinities, re-execute the operation.

If the unnecessary WWOL host affinities are multipath configurations, all WWOL host affinities that are used with multipath must be deleted.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### ssmgr3973

WWOL HostAffinity cannot be deleted.

#### Explanation

The process was terminated because one of the following operations is a possibility:

- Tried to delete a WWOL host affinity bound to WWOL by a single path.
- Tried to delete all the WWOL host affinities of a multipath configuration.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the status of the WWOL host affinity, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr3974

The backup data is corrupted.

#### Explanation

The backup data in the storage device is corrupted.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Collect the information required for troubleshooting of the ETERNUS Disk storage system and contact a Fujitsu customer engineer.

---

### ssmgr3975

Tier Pool balancing is being processed. {0}

## Explanation

The operation cannot be performed because Tier Pool balancing is in progress.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

After Tier Pool balancing is complete, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3976

Zero Reclamation is being processed. {0}

## Explanation

The operation cannot be performed because Zero Reclamation is in progress.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System Response

The system terminates processing.

## System Administrator Corrective Action

After Zero Reclamation is complete, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr3977

The status of the specified Flexible Tier Pool ({0}) cannot execute Tier Pool balancing.

## Explanation

Any of the following situations may be a possibility:

- The status of the specified Flexible Tier pool is not valid.
- The Bind-in-Cache has been set in the specified Flexible Tier pool.
- The free space of the specified Flexible Tier pool is insufficient.
- The free space of the Flexible Tier sub-pool in the specified Flexible Tier pool is insufficient.



## Parameters

{0} : Flexible Tier Pool number

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the status of the Flexible Tier pool. If there is a problem, after transitioning to a normal state, re-execute the operation.

If the free space of the Flexible Tier pool or Flexible Tier sub-pool is insufficient, after extending the space, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3978

Dedup Volume exists.

## Explanation

The operation was terminated because any of the following situations may be a possibility:

- A Dedup volume exists in the device.
- A Dedup volume exists in the specified Thing Provisioning Pool.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the Dedup volume that exists in the device or Thin Provisioning Pool, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr3979

Deduplication/Compression mode of the specified Thin Provisioning Pool ({0}) is disabled.

## Explanation

The operation cannot be performed because the Deduplication/Compression function for the specified Thing Provisioning Pool is disable.

## Parameters

{0} : Thin Provisioning Pool number

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the Deduplication/Compression function in the Thin Provisioning Pool, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr3980

The device ({0}) is under configuration change.

## Explanation

The operation cannot be performed because the device configuration is changing.

## Parameters

{0} : IP address of the storage device

## System Response

The system terminates processing.

## System Administrator Corrective Action

After waiting for a few minutes, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5002

The same device is detected. IP: {0} ID: {1}

## Explanation

The device with the same device ID was detected.

## Parameters

{0} : IP address of the device

{1} : Duplicated device ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5003

The same VM guest is detected. IP: {0} UUID: {1}

## Explanation

The VM guest that has the same UUID was detected in one VM host.

## Parameters

{0} : IP address of VM host

{1} : UUID of the duplicated VM guest

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5004

Port is detected in same location. srcPortID: {0} dstPortID: {1}

## Explanation

The port that the port ID differs was detected in same location.

## Parameters

{0} : Port ID  
{1} : Port ID that the location is duplicated

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr5005

The same port is detected. PortID: {0}

## Explanation

The port that has the same port ID was detected.

## Parameters

{0} : Duplicated port ID

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr5006

SNMP error occurred in communication with the device. IP: {0}

## Explanation

SNMP error occurred in communication with the device.

## Parameters

{0} : IP address of the device in which an error occurred

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the SNMP settings on the device conform to the settings registered on the Management Server. If not so, set them properly.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### ssmgr5007

Timeout error occurred in communication with the device. IP: {0}

## Explanation

SNMP timeout occurred in communication with the device.

## Parameters

{0} : IP address of device

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the LAN environment for problems.

In some cases, the community name of a device that uses the SNMPv1 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. After changing the community name of the target device on the Web Console, re-execute the operation.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If this message is displayed by changing the SNMP user settings and if a performance monitoring was performed, after stopping the performance monitoring for the target device, restart the performance monitoring.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5008

The specified device does not support the deletion of zoning.

## Explanation

The specified device does not support the deletion of zoning.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5009

Address specified is an invalid value. IP: {0}

## Explanation

The device detection failed because the checking the specified IP address failed.

## Parameters

{0} : Specified IP address

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the specified IP address.

If the IP address is incorrect, specify the correct IP address and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5010

The specified device is mismatch of model or deviceID.

### Explanation

The processing failed because the model or device ID of the specified device does not match with the target device.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the specified IP address.

If the IP address is incorrect, specify the correct IP address and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## ssmgr5011

The specified device does not support the account change. IP: {0}

### Explanation

The specified device does not support the account modification.

### Parameters

{0} : IP address of the specified device

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr5012

The device of different type from specified one was found. Discovered device type = *deviceType*

### Explanation

For the specified IP address, the device of different type from specified one was detected on the current opening screen.

For example, this message may be displayed when an IP address of Fibre Channel switch is specified on the storage device registration screen.

### Parameters

*deviceType* : Type of the detected device

### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking whether the device of the specified IP address is one of the device types that can be operated on the current opening screen, re-register the device.

---

## ssmgr5013

SNMPv3 communication failed. Check SNMPv3 settings. (detail=*cause*)

### Explanation

Communication with the target device using the SNMPv3 protocol failed. The SNMPv3 settings may be incorrect for the target device.

### Parameters

*cause* : Cause code. One of the following cause codes is displayed.

Cause Code	Explanation
-1	The SNMPv3 user name, authentication algorithm, or authentication password may be incorrect.
-2	The SNMPv3 encryption algorithm or encrypted password may be incorrect.
-3	The security level may be incorrect.
-4	The Engine ID of the target device may be incorrect.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Review the SNMPv3 settings according to the cause code.

If this message is displayed by changing the SNMP user settings and if a performance monitoring was performed, after stopping the performance monitoring for the target device, restart the performance monitoring.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr5100

ETERNUS SF SNMP Trap Service registration failed. code = *detailCode*

### Explanation

Registering the ETERNUS SF SNMP Trap Service failed.

### Parameters

*detailCode* : Cause code. The following error detail code is displayed.

Error Detail Code	Explanation
04	The service is already registered.

### System Response

The system terminates the command processing.

### System Administrator Corrective Action

If the service is already registered, no action is required.

If a different error detail code is output, contact Fujitsu Technical Support.

---

## ssmgr5101

ETERNUS SF SNMP Trap Service deletion failed. code = *detailCode*

## Explanation

Deleting the ETERNUS SF SNMP Trap Service failed.

## Parameters

*detailCode* : Cause code. The following error detail code is displayed.

Error Detail Code	Explanation
04	The service is already deleted.

## System Response

The system terminates the command processing.

## System Administrator Corrective Action

If the service is already deleted, no action is required.

If a different error detail code is output, contact Fujitsu Technical Support.

---

## ssmgr5102

SNMPMHCmnctr.dll file copy operation failed. code = *detailCode*

## Explanation

Copying a SNMPMHCmnctr.dll file failed.

## Parameters

*detailCode* : Error detail code

## System Response

The system terminates the command processing.

## System Administrator Corrective Action

Contact Fujitsu Technical Support.

---

## ssmgr5103

SNMPMHCmnctr.dll file deletion failed. code = *detailCode*

## Explanation

Deleting a SNMPMHCmnctr.dll file failed.

## Parameters

*detailCode* : Error detail code. One of the following error detail codes is displayed.

Error Detail Code	Explanation
02	A deletion target file does not exist.
32	Overwriting the file is tried, but it is in use for other process.

## System Response

The system terminates the command processing.

## System Administrator Corrective Action

If the file does not exist, no action is required.

If a different process is using the file, after stopping the ETERNUS SF service that is running, re-execute the command.

If a different detail code is displayed, contact Fujitsu Technical Support.

---

#### ssmgr5104

The specified argument is invalid.

#### Explanation

An invalid command argument is specified.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

Specify a valid command argument and re-execute the command.

---

#### ssmgr5105

The command is already in progress.

#### Explanation

The command is already in progress.

#### System Response

The system terminates the command processing.

#### System Administrator Corrective Action

Check the command execution status, and if necessary, re-execute the command.

---

#### ssmgr5601

The specified RAID group ({0}) cannot be deleted.

#### Explanation

Deletion of the RAID group failed because the number of RAID groups that constitute the Tier pool is only one.

#### Parameters

{0} : RAID group number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether two or more RAID groups exist in the Tier pool. If the number of RAID groups in the Tier pool is only one, the RAID group cannot be deleted. To delete the RAID group, delete the Tier pool in which the RAID group exists.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr5602

The RAID group that is being currently deleted exists.

#### Explanation

A RAID group that is currently being deleted exists.

#### System Response

The system terminates processing.



## System Administrator Corrective Action

If this message is output when you perform a deletion of the RAID group that constitutes the Tier pool, re-execute the operation upon completion of the other RAID group deletion in the same storage device.

If you perform another operation causes this message to be output, re-execute the operation on completion of deletion of RAID groups in the same Tier pool.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr5603

The deletion process of the specified RAID group ({0}) fails to be stopped.

#### Explanation

The deletion process of the specified RAID group cannot be stopped.

#### Parameters

{0} : RAID group number

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The deletion process of the specified RAID group cannot be stopped. The deletion process may be completed so wait a while and check whether the RAID group is deleted.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7000

Failed to start the performance monitor. The target device address: *ipAddress*

#### Explanation

Performance monitoring failed to start at the device that was displayed in *ipAddress*.

#### Parameters

*ipAddress* : IP address of the device where performance monitoring is started

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Support Levels" in the *ETERNUS SF Storage Cruiser Operation Guide* to check whether the performance management function of this product supports the target device.

- When the target device is supported

After performing the following actions, re-execute the operation.

- When the target device is NetApp FAS Series, check the operation mode of the target device that is registered on the ETERNUS SF system. If the operation mode is wrong, after deleting the target device from the ETERNUS SF system, re-register the target device in a correct operation mode. To check the operation mode, refer to "Display Storage Device" in the *ETERNUS SF Web Console Guide*. For the operation mode to be registered on the ETERNUS SF system, refer to "Registering Manually Embedded Device" in the *ETERNUS SF Storage Cruiser Operation Guide*.
- Check the device status and that there are no faults in the network environment.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- When the target device is not supported

Review the executed operation.

---

### ssmgr7001

Failed to stop the performance monitor. The target device address: *ipAddress*

#### Explanation

Performance monitoring failed to stop at the device that was displayed in *ipAddress*.

#### Parameters

*ipAddress* : IP address of the device where performance monitoring is started

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the device status and that there are no faults in the network environment, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 that was displayed in *ipAddress*.

#### Parameters

*ipAddress* : IP address of the device where performance monitoring is started

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the device status and that there are no faults in the network environment, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7003

Not supported performance monitoring. The target device address: *ipAddress*

#### Explanation

The specified device that is displayed in *ipAddress* does not support the performance monitoring function.

#### Parameters

*ipAddress* : IP address of the device where performance monitoring is started

## System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 that was displayed in *ipAddress*.

## Parameters

*ipAddress* : IP address of the device where performance monitoring is started

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check if the correct IP address has been set for the device.

If the device was included manually, after removing and re-registering it with the correct IP address, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7005

Already been monitoring the performance. The target device address: *ipAddress*

## Explanation

Performance monitoring is already in progress at the specified device that is displayed in *ipAddress*.

## Parameters

*ipAddress* : IP address of the device where performance monitoring is started

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the device status:

- If the performance monitoring status at the device is "Monitoring", performance is already being monitored at the target device.
- If the performance monitoring status at the device is "Recovering" or "Error", stop performance monitoring and restart the process.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7010

The Performance Monitoring is not set. Please confirm the Performance Monitoring setting.

#### Explanation

The performance monitoring is not set.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After setting the performance monitoring, re-execute the operation.

---

### ssmgr7020

Unable to automatic recreate a config XML file. detail={0}

#### Explanation

The automatic recreate processing of the configuration information file failed.

#### Parameters

{0} : Detail message

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

After performing the appropriate action for an error that is displayed in the detail message, click **Reload Conf.** on the Action pane to reload the device information. When the performance monitoring was performed, restart the performance monitoring in the performance monitoring setting. If the same error occurs even after taking the above measures, delete the target device to be operated and re-register it.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7101

The device {0} is set enable

#### Explanation

The device has been enabled.

#### Parameters

{0} : Device name and IP address

#### System Response

The command is completed normally.

#### System Administrator Corrective Action

No action 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 Response

The command is completed normally.

#### System Administrator Corrective Action

No action 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 Response

The command is completed normally.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

If a detail message is displayed, follow the detail message instructions.

If a detail message is not displayed, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response

The system terminates processing.

## System Administrator Corrective Action

If a detail message is displayed, follow the detail message instructions.

If a detail message is not displayed, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

If a detail message is displayed, follow the detail message instructions.

If a detail message is not displayed, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7112

Please set the Alarm Display Time within Threshold Monitoring Time.

## Explanation

Set the alarm display time within the threshold monitoring period.

## System Response

The system terminates processing.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The command is completed normally.

### System Administrator Corrective Action

No action is required.

---

### ssmgr7124

Unable to set Threshold Monitoring.

### Explanation

The threshold monitoring target could not be set.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7143

Unable to renew the Alarm Log.

## Explanation

An attempt to update the alarm log failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7144

Unable to sort.

## Explanation

Sorting failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7145

Unable to find the alarm log data {0}.

#### Explanation

Applicable alarm log data cannot be found.

#### Parameters

{0} : Alarm log data

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action is required.

---

### ssmgr7146

Fail to search.

#### Explanation

Search failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr7147

Failed to Save File. Please check write permission of the filesystem or the capacity of the filesystem.

#### Explanation

File saving failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### ssmgr7150

Failed to print.

#### Explanation

Printing failed because an error was detected in the printer.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action is required.

---

#### ssmgr7160

The time and date specification is improper. Please set another value.

#### Explanation

The time specification is invalid. Specify another value.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action is required.

---

#### ssmgr7513

ETERNUS SF Storage Cruiser Manager is not operating.

Explanation

The Management Server is not started.

System Response

The system terminates processing.

System Administrator Corrective Action

Re-execute the operation after starting the Management Server.

---

**ssmgr7517**

The command is not run by operating system administrator privileges.

Explanation

OS administrator privileges are required to execute this command.

System Response

The system terminates processing.

System Administrator Corrective Action

Re-execute the command with a user with OS administrator privileges. Otherwise, re-execute the command from a command prompt executed and started as the administrator.

---

**ssmgr7519**

Internal error occurred. Detail={0}

Explanation

An error was detected while executing the command.

Parameters

{0} : A detailed error message is displayed.

System Response

The system terminates processing.

System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* of to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**ssmgr7530**

The specified pre-upgrade serial number does not exist in Repository.

Explanation

The specified pre-upgrade serial number does not exist in the repository database.

System Response

The command terminates processing.

System Administrator Corrective Action

Specify the correct serial number and re-execute the operation.

---

**ssmgr7531**

The specified post-upgrade serial number exists in Repository.

## Explanation

The specified post-upgrade serial number exists in the repository database.

## System Response

The command terminates processing.

## System Administrator Corrective Action

Specify the correct serial number and re-execute the operation.

---

### ssmgr8002

Multiple errors occurred on the manager.

## Explanation

Two or more errors occurred in the Manager.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check that the Manager configuration file exists and if it does, whether it contains an error.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

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

If no error occurred in the system, check the free space of the file system where the ETERNUS SF product 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 action is required for this case.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

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

If no error occurred in the system, check the free space of the file system where the ETERNUS SF product 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 action is required for this case.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr8023

Illegal internal processing has been detected: *detail*

#### Explanation

Invalid internal processing was detected.

#### Parameters

*detail* : Detected error

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr8024

Unrecovered error has been detected: *detail*

#### Explanation

An unrecoverable error was detected.

#### Parameters

*detail* : Detected error

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### ssmgr8025

Unexpected error has been detected: *detail*

#### Explanation

An unexpected error was detected.

#### Parameters

*detail* : Detected error

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

The Web Console cannot operate the Manager until initialization of the Manager is completed. After waiting a few moments, re-execute the operation.

---

## ssmgr8050

Command failed. [*commandName*, *errCode*]  
*errMessage*

### Explanation

The OS command has failed.

### Parameters

*commandName* : Name of the OS command that was executed  
*errCode* : Return code of the OS command that was executed  
*errMessage* : Error message of the OS command that was executed

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to the error message that was displayed in *errMessage*, remove the cause of the command error that was displayed in *commandName*, and re-execute the operation.

---

## ssmgr8051

SELinux policy installation failed.

### Explanation

The SELinux policy failed to apply.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## ssmgr8052

SELinux policy uninstallation failed.

### Explanation

The SELinux policy failed to delete.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **ssmgr9100**

ETERNUS SF License Manager is not installed

### Explanation

The program of the license management function has not been installed.

### System Response

The command terminates abnormally.

### System Administrator Corrective Action

Install the ETERNUS SF Manager.

---

### **ssmgr9101**

No license for the specified function.

### Explanation

The license for executing the specified function is not registered.

### System Response

The command terminates abnormally.

### System Administrator Corrective Action

Register the required license.

## Chapter 17 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 Response

The system continues processing.

#### System Administrator Corrective Action

No action 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 Response

None.

#### System Administrator Corrective Action

No action 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 Response

Urgent termination processing is carried out.

## System Administrator Corrective Action

No action 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 Response

Usually, termination processing is carried out.

## System Administrator Corrective Action

No action 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 Response

The system stops.

### System Administrator Corrective Action

- 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

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 Response

The system stops.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system stops.

### System Administrator Corrective Action

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 Response

The system stops.

## System Administrator Corrective Action

- 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 Response

The system stops.

## System Administrator Corrective Action

- 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 Advanced Copy 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system stops.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system stops.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system stops.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

Wait for the next request from the client.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system stops.

## System Administrator Corrective Action

- 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.
- 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 Response

The system stops.

## System Administrator Corrective Action

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?

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system stops.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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

An error occurred during execution of the beginthread function of the communication service. (for Windows)

### Parameters

*errno* : Internal code

### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### stgxfws0052

stgxfws AdvancedCopy COM Service error. errno=*errno*

#### Explanation

An error occurred during execution of the SetServiceStatus function of the communication service. (for Windows)

#### Parameters

*errno* : Internal code

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### stgxfws0053

stgxfws RegisterServiceCtrlHandler error. errno=*errno*

#### Explanation

An error occurred during execution of the RegisterServiceCtrlHandler function of the communication service. (for Windows)

#### Parameters

*errno* : Internal code

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.



## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### stgxfws0060

stgxfws daemon is becoming ready. PID=*processID*, NodeName=*nodeName*

#### Explanation

The communication daemon can receive the request. (for Solaris, Linux, HP-UX, or AIX)

#### 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 Response

The system continues processing.

## System Administrator Corrective Action

No action 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 Response

Processing requested by a client is aborted.

## System Administrator Corrective Action

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.

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

Processing requested by a client is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The processing from a client is interrupted.

## System Administrator Corrective Action

No action 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 Response

The request is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The request is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The request is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The request is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The request is aborted.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

A demand is interrupted.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The request is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

A demand is interrupted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The request is aborted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system continues processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.



.....  
This message may appear if the processing is cancelled while device information is being obtained or displayed. In this case, it is not necessary to contact Fujitsu Technical Support.  
.....

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Set up machine environment to be able to operate in the code of a Management Server.



The [stgxfws0101](#) message is also output with this message. In this case, it is not necessary to deal with the [System Administrator Corrective Action] of [stgxfws0101](#).



## Chapter 18 Messages of Swprv Prefix

---

### swprv0001

Registration of a hardware provider went wrong.

#### Explanation

The hardware provider registration failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0002

An hardware provider is registered.

#### Explanation

The hardware provider has already been registered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action is required.

---

### swprv0003

Deletion of an hardware provider went wrong.

#### Explanation

The hardware provider deletion failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0004

An hardware provider is deletion ending.

#### Explanation

The hardware provider has already been registered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action is required.

---

### swprv0100

Internal inconsistency occurred. Server=*serverName*

#### Explanation

An internal inconsistency occurred.

#### Parameters

*serverName* : Server name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0101

Cannot acquire server information.

#### Explanation

The server information could not be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

If the server is a clustered system, check whether the server is an active node.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the server registration status.

---

#### swprv0104

The device is not registered. Device=*deviceName*

### Explanation

The device is not registered.

### Parameters

*deviceName* : Device name

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 copyset information.

### Parameters

*deviceName* : Device name

*serverName* : Server name

### System Response

The system terminates processing.

### System Administrator Corrective Action

Use the reference option of the copyset 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the device registration status.

---

### **swprv0111**

The server of cluster employment cannot be made into a copy place server.

### Explanation

A server in a clustered system cannot be specified as a copy target server.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the server and LUN.

---

### **swprv0113**

The group name format is different.

### Explanation

The group name format is different.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the copy type.

---

#### **swprv0115**

The group name has already been registered.

#### Explanation

The group name has already been registered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the group name.

---

#### **swprv0116**

Specify the target device.

#### Explanation

Specify the target device.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Execute the command with copy destination information specified.

---

#### **swprv0117**

The session exists.

#### Explanation

The session already exists.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 copysset information failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0203

Acquisition of server information went wrong.

#### Explanation

The server information could not be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0204

Copy set information is not registered.

#### Explanation

The copysset information is not registered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0206

The server has not been registered. Server = *serverName*.



#### Explanation

The server has not been registered.

#### Parameters

*serverName* : Server name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the registration status of the server.

---

#### **swprv0207**

There is not enough memory.

#### Explanation

There is not enough memory.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Terminate all other applications, and then re-execute.

---

#### **swprv0300**

Internal inconsistency occurred.

#### Explanation

An internal inconsistency occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swprv0301**

Insufficient memory occurred.

#### Explanation

A memory shortage occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the device registration status.

---

## swprv0305

Access of copy set information went wrong.

## Explanation

Access to copyset information failed.

## System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swprv0306

OPC cannot be performed. Error=*error*

#### Explanation

OPC cannot be executed.

#### Parameters

*error* : Detailed error message of ETERNUS Disk storage system

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check whether the AdvancedCopy Manager requestor is executed.

---

#### swprv0308

The session status is invalid.

#### Explanation

The session status is invalid.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the registration status of the device.

---

### swprv0400

An internal conflict has occurred.

## Explanation

An internal conflict has occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0401

There is not enough memory.

## Explanation

There is not enough memory.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0404

An attempt to obtain server information failed.

## Explanation

An attempt to obtain server information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

If the server is a clustered system, check whether the server is an active node.

---

### swprv0405

Access to copy set information failed. Server = *serverName*

## Explanation

Access to copy set information failed.

## Parameters

*serverName* : Server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swprv0409

Operation failed. Error=*error*

#### Explanation

An OPC, EC or QuickOPC operation failed.

#### Parameters

*error* : Detailed error message of ETERNUS Disk storage system

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the name of the server to be changed.

---

### swprv0502

Cannot acquire server information.

### Explanation

The server information fetching process failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

If the server is a clustered system, check whether the server is an active node.

---

### swprv0503

The server is not registered. Server = *serverName*

### Explanation

The server is not registered.

### Parameters

*serverName* : Server name

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "[B.2 Error Codes for Configuration Management](#)", take action according to the instructions for the error code, and re-execute processing.

## Chapter 19 Messages of Swsag Prefix

---

### swsag0001

Command terminated normally.

#### Explanation

The command was executed successfully.

#### System Response

The command is completed normally.

#### System Administrator Corrective Action

No action 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 clustered system (nodal failover) or multipath disk control (MPLB, MPHD) environment.

#### System Response

The command is completed normally.

#### System Administrator Corrective Action

Because it is dangerous to set a relevant access path except when constructing a clustered system or multipath control environment, cancel this setting. When constructing a clustered system 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 Response

The system terminates the access path diagnosis.

#### System Administrator Corrective Action

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 Response

The system terminates the processing upon the detection of a path error during access path diagnosis

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

No action 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

No action is required.

---

### swsag0017

New device(s) was/were detected.

## Explanation

A new device was detected.

## System Response

The command is completed normally.

## System Administrator Corrective Action

Register the device for management.

---

### swsag0018

The selected IP device cannot be found.

## Explanation

One of the following has occurred:

- The device of the specified IP address could not be detected on the device registration operation.
- The IP address or the SNMP settings could not be changed on the changing operation.

## System Response

The command is completed normally.

## System Administrator Corrective Action

Check whether the specified IP address or the SNMP settings 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

Partially completes the command

#### System Administrator Corrective Action

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 Response

Partially completes the command

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 detecting device in subnet fails with respect to a device with multiple IP addresses, detect the device by IP address specification.



If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **swsag0023**

Deleting the device terminated normally.

#### **Explanation**

The registered device was deleted successfully.

#### **System Response**

The command was executed successfully.

#### **System Administrator Corrective Action**

No action is required.

---

### **swsag0024**

Deleting the device terminated normally. During deleting the device, some processing of deleting access paths was done.  
%detail

#### **Explanation**

Registered devices were deleted. The access path subject to the deletion processing was processed.

#### **Parameters**

%detail : Detail information on the result of access path processing

#### **System Response**

The command was executed successfully.

#### **System Administrator Corrective Action**

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

#### **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 : Detail information on the result of access path processing

#### **System Response**

Partially completes the command.

#### **System Administrator Corrective Action**

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 Response

The command was processed normally.

#### System Administrator Corrective Action

No action 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 Response

The command was processed normally.

#### System Administrator Corrective Action

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 Response

The command was processed normally.

#### System Administrator Corrective Action

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 Response

The command was processed normally.

#### System Administrator Corrective Action

No action 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 Response

The system terminates the command processing.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

No action 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command was executed successfully.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 same 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

No action 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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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) and storage device (or FC-CA) 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

### System Administrator Corrective Action

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.)

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## 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 Response

Partially completes the command.

### System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

No action 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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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.)

---

### 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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.)

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## 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 Response

Partially completes the command.

### System Administrator Corrective Action

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 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 Response

Partially completes the command.

### System Administrator Corrective Action

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.)

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## 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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.)

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### **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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

### System Administrator Corrective Action

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 Response

Partially completes the command.

### System Administrator Corrective Action

No action is required.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## 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 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 Response

Partially completes the command.

### System Administrator Corrective Action

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 Response

Ends the processing normally.

#### System Administrator Corrective Action

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.)

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### 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 Response

Partially completes the command.

#### System Administrator Corrective Action

No action 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

The system terminates the command processing.

## System Administrator Corrective Action

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 Response

Ends the processing normally.

## System Administrator Corrective Action

No action 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 Response

Ends the processing normally.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **swsag0102**

A critical problem was found in DB of administrative server.

## Explanation

Fatal inconsistent data was detected in the CIM database.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## swsag0103

An inconsistency was detected in DB of administrative server.

## Explanation

Inconsistent data was detected in the CIM database.

## System Response

Partially completes the command.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## swsag0104

A CIM access error was detected.

## Explanation

A CIM error was detected during CIM database access.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swsag0105

Input value is invalid. An Internal Program inconsistency was detected.

## Explanation

An unexpected value was detected as an input parameter.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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. Correspond either as follows when IP address on the Slave CM side is set with ETERNUS Disk storage system.

- Execute "Detect device in subnet" again after invalidating IP address on the Slave CM side.
- 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", detect devices by "Detect by IP address".

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0106

The input IP address or device name is incorrect.

#### Explanation

The format of the input IP address or device name is invalid.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

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 Corrective Action

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.

---

### 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 Response

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 Corrective Action

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.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 take 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 Response

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 Corrective Action

Restore the target server node and HBA to the normal status and then re-execute the operation.

---

#### **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 Response

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 Corrective Action

Restore the target storage to the normal status and then re-execute the operation.

---

#### **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 Response

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 Corrective Action

Restore the target server node and storage to the normal status and then re-execute the operation.

---

#### **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 Response

The system terminates processing.

### System Administrator Corrective Action

Restore the target HBA and storage to the normal status and then re-execute the operation.

---

#### **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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target server node, HBA, and storage to the normal status and then re-execute the operation.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target CA to the normal status and then re-execute the operation.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target server node and CA to the normal status and then re-execute the operation.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target HBA and CA to the normal status and then re-execute the operation.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target server node, HBA, and CA to the normal status and then re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target storage and CA to the normal status and then re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target server node, storage, and CA to the normal status and then re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the HBA, storage, and CA to the normal status and then re-execute the operation.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the target server node, HBA, storage, and CA to the normal status and then re-execute the operation.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether the specified IP address is valid.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Determine where the Fibre Channel cable between the HBA and CA is broken, and then physically re-connect the cable.

---

#### **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 Response

The system terminates processing.

### System Administrator Corrective Action

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. Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsag0144**

A fatal error occurred during the storage operation.

### Explanation

An error was detected during command processing for the storage.

### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

Setting for the server node was executed but other processing was interrupted.

#### System Administrator Corrective Action

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 Response

Setting for the server node was executed but other processing was interrupted.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

Setting on the server node was executed but processing for the storage was interrupted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

Setting for the server node was executed but processing for the storage was interrupted.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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**swsag0152**

Fatal error occurred during switch operation.

**Explanation**

An error was detected during the execution of this operation on the switch.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

Executes the setting on the server node but interrupts the processing on the switch.

**System Administrator Corrective Action**

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 Response**

Setting for the server node was executed but processing for the switch was interrupted.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **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 Response

Executes the processing for the server node but interrupts that for the switch.

### System Administrator Corrective Action

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 Response

Executes the processing on the server node but interrupts that on the switch.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **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 Response

Executes the processing for the storage but interrupts that for the switch.

#### System Administrator Corrective Action

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 Response

Executes the processing for the storage but interrupts that for the switch.

#### System Administrator Corrective Action

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 Response

Executes the processing for the storage and server node but interrupts that for the switch.

#### System Administrator Corrective Action

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 Response

Executes the processing for the storage and server node but interrupts that for the switch.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

Executes this operation for the server node but interrupts all other processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### **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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### **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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### **swsag0172**

Internal Program Error occurred.

## Explanation

An internal error was detected in the program.

## System Response

The system terminates processing.

### System Administrator Corrective Action

This event occurs if the free disk space of the Management Server is insufficient. Check the free disk space.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Re-execute the processing later.

---

### swsag0174

Internal Program Error occurred.

#### Explanation

An internal error was detected in the program.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **swsag0176**

Internal Program Error occurred.

#### **Explanation**

An internal error was detected in the program.

#### **System Response**

The system terminates processing.

#### **System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **swsag0177**

Internal Program Error occurred.

#### **Explanation**

An internal error was detected in the program.

#### **System Response**

The system terminates processing.

#### **System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### **swsag0178**

SNMP error occurred in communication with server node.

#### **Explanation**

An SNMP error occurred during communication with the server node.

#### **System Response**

The system terminates processing.

#### **System Administrator Corrective Action**

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

If the relevant server node failed or a LAN error occurred during communication with the relevant server, remove the cause of the error.

When none of the above items apply, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the LAN environment for problems.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the applicable switch or hub for errors. Alternatively, check the LAN environment for problems.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If the firmware version of the target switch is Fabric OS V6.3 or later, check whether or not the SSH connection is disabled. Retry the operation after enabling the SSH communication for the target device.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If the firmware version of the target switch is Fabric OS V6.3 or later, check whether or not the SSH connection is disabled. Retry the operation after enabling the SSH communication for the target device.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.



If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

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 Corrective Action

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 Response

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 Corrective Action

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/SSH 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### swsag0191

Command failure on telnet/SSH 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0204

Unexpected error occurred. %IP\_ADDRESS

## Explanation

An unexpected error occurred.

## Parameters

%IP\_ADDRESS : IP address of the device to be processed

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0205

Internal Program Error occurred.

## Explanation

An internal program error was detected.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0206

SNMP error occurred on storage communication.

## Explanation

An SNMP error occurred during communication between the storage and server.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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

Even if the above action is performed, the problem is not still solved, SNMP may not be properly configured onto the Management Server.

In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

---

### swsag0207

Socket error occurred on storage communication.

#### Explanation

A socket error occurred during communication between the storage and server.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the LAN environment for problems.

---

### swsag0208

Selected storage is not found.

#### Explanation

The specified storage is not found.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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

Even if the above action is performed, the problem is not still solved, SNMP may not be properly configured onto the Management Server.

In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

---

## swsag0209

Network I/O Error on storage communication.

### Explanation

An I/O error occurred during communication with the storage.

### System Response

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 Corrective Action

Check the LAN environment for problems.

If this message is output when registering a device, the SNMP settings on the device may have been changed. Check the SNMP settings on the device, and re-register the device.

---

## swsag0210

Timeout Error on storage communication.

### Explanation

A time-out occurred during communication with the storage.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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

Even if the above action is performed, the problem is not still solved, SNMP may not be properly configured onto the Management Server.



In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

---

### swsag0212

This device is not supported.

#### Explanation

Management of the specified IP device is not supported.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

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 Corrective Action

Logout the process logged into the target device, and then re-execute it. If the user fails to explicitly log out from ETERNUS Web GUI after login, such as when the user terminates the Web server while logging into ETERNUS Web GUI, ETERNUS Web GUI remains logged in. In this case, login to ETERNUS Web GUI 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0217

No root password is registered in storage.

#### Explanation

The root password is not set in the storage.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

If the specified information is correct, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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### swsag0226

Internal Program Error: (Invalid CA Logical ID)

#### Explanation

An internal program error was detected. (An invalid CA ID was specified. )

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing. The setting for the storage has not been changed.

**System Administrator Corrective Action**

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 Response**

The system terminates processing. The setting for the storage is unclear.

**System Administrator Corrective Action**

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 Response**

The system terminates processing. The setting for the storage has been partially changed.

**System Administrator Corrective Action**

Re-enter the command.

---

**swsag0233**

Incorrect Storage Configuration.

#### Explanation

A storage internal configuration information error was detected.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsag0235**

Selected path is using by other application

#### Explanation

The diagnostic path is being used (open) by another application.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Re-enter the command.

---

#### **swsag0236**

Administrative server detected error for selected path

#### Explanation

An error occurred during diagnosis of the selected path.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Re-enter the command.

---

#### **swsag0237**

Manager cannot diagnose access path

#### Explanation

Path diagnosis cannot be executed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Re-enter the command.

---

#### **swsag0238**

Path error detected on server node.

#### Explanation

The Agent detected a path error.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

If the sanadmsh chtraprcvip command is executed, check the argument and re-execute the command.

If you still have a problem or other cases, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.



---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0248

unable to find SNMP library.

#### Explanation

A library required for the SNMP Trap handler was not detected.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether the device with the relevant IP address is supported by this software.

If the device is supported, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swsag0251

The device does not support Beacon function,

#### Explanation

The specified device does not support the beacon function.

#### System Response

None

#### System Administrator Corrective Action

No action is required.

---

#### swsag0252

The instance is already in DB of SANmgr.

#### Explanation

The specified device or instance already exists in the database.

## System Response

None

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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. Correspond either as follows when IP address on the Slave CM side is set with ETERNUS Disk storage system.
  - Execute "Detect device in subnet" again after invalidating IP address on the Slave CM side.
  - 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", 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 Response**

None

**System Administrator Corrective Action**

No action 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 Response**

The system terminates processing.

**System Administrator Corrective Action**

No action 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 Response**

The system terminates processing.

**System Administrator Corrective Action**

No action 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 Response**

The system terminates processing.

**System Administrator Corrective Action**

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

None

#### System Administrator Corrective Action

No action 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 Response

None

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action is required.

---

#### [swsag0276](#)

Could not find any accessible switch.

#### Explanation

No enabled switch is found. Check the device monitoring status.

#### System Response

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 Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

When configuring an access path, check the server nodes, HBAs, storage devices, CAs, bridges and switches on the access path route for the following points:

- The devices on the access path route are powered and no fault is found with the LAN connection.
- The user name or password of the device has not been changed since it was registered.
- For the switch, the SNMP settings on the device conform to that on this product.
- After an HBA was replaced in a server node, the **Reload Conf.** operation was executed.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

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 Corrective Action

Check whether multiple Web Consoles were used and "Delete device" was executed from another Web Console.

If not executed, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing. The setting for the storage is unclear.

#### System Administrator Corrective Action

Re-enter the command.

---

#### swsag0282

Agent version is incorrect.

#### Explanation

An error occurred during the CGI processing from the Manager to the storage.

#### System Response

The system terminates processing. The setting for the storage is unclear.

#### System Administrator Corrective Action

Re-enter the command.

---

#### swsag0283

HBA type is incorrect.

#### Explanation

An error occurred during CGI processing from the Manager to the storage.

#### System Response

The system terminates processing. The setting for the storage is unclear.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the iSCSI port setting of each device.

---

#### [swsag0292](#)

The specified HostResponse number does not in the specified storage device.

### Explanation

The specified HostResponse number does not exist in the specified storage device.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the HostResponse number that is set in the storage device and then re-execute.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [swsag0293](#)

Specified HBA WWPN is set to a different HostResponse number.

### Explanation

The specified HBA WWPN is set to a different HostResponse number.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the HostResponse number that is set in the specified HBA WWPN and then re-execute.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [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 Response

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 Corrective Action

Check for hardware abnormality in the storage device.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0295

A communication error occurred with the storage device.

#### Explanation

A communication error occurred with the storage device.

#### System Response

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 Corrective Action

Check the system environment LAN for possible trouble.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0296

Another WVOL HostAffinity of the selected Host is set for the port.

#### Explanation

Another WVOL host affinity of the selected host has been set in the specified port.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

To change the WVOL host affinity settings, after deleting the WVOL host affinity settings that were already set, re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing after changing the access path settings for some devices.

#### System Administrator Corrective Action

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.

After checking the error information displayed in "Detail", re-execute 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 Response

The system terminates processing after changing the access path settings for some devices.

#### System Administrator Corrective Action

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. After checking the error information displayed in "Detail", re-execute 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 Response

Command processing was stopped because an error was detected during processing.

#### System Administrator Corrective Action

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 Response

Command processing was stopped because an error was detected during processing.

#### System Administrator Corrective Action

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 Response

Command processing was stopped because an error was detected during processing.

## System Administrator Corrective Action

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 Response

Command processing was stopped because an error was detected during processing.

## System Administrator Corrective Action

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 Response

Command processing was stopped because an error was detected during processing.

## System Administrator Corrective Action

Contact Fujitsu Technical Support.

---

### 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 Response

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 Corrective Action

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 Response

None

## System Administrator Corrective Action

Check the system security.

When changing the security status of the switch, perform either of the following actions:

- Setting up WWPN Zoning  
Refer to "Preparations" in "Access Path Setting" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up WWPN Zoning.
- Setting up temporary zoning  
Refer to "Zoning Setting" in "Setting" in "SN200 (Brocade) Fibre Channel Switch" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up temporary zoning.

---

### 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 Response

None

## System Administrator Corrective Action

Check the system security.

When changing the security status of the switch, perform either of the following actions:

- Setting up WWPN Zoning  
Refer to "Preparations" in "Access Path Setting" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up WWPN Zoning.
- Setting up temporary zoning  
Refer to "Zoning Setting" in "Setting" in "SN200 (Brocade) Fibre Channel Switch" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up temporary zoning.

---

## 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 Response

None

### System Administrator Corrective Action

Check the system security.

When changing the security status of the switch, perform either of the following actions:

- Setting up WWPN Zoning  
Refer to "Preparations" in "Access Path Setting" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up WWPN Zoning.
- Setting up temporary zoning  
Refer to "Zoning Setting" in "Setting" in "SN200 (Brocade) Fibre Channel Switch" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up temporary zoning.

---

## 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 Response

None

### System Administrator Corrective Action

Check the system security.

When changing the security status of the switch, perform either of the following actions:

- Setting up WWPN Zoning  
Refer to "Preparations" in "Access Path Setting" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up WWPN Zoning.
- Setting up temporary zoning  
Refer to "Zoning Setting" in "Setting" in "SN200 (Brocade) Fibre Channel Switch" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up temporary zoning.

---

## 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 Response

None

## System Administrator Corrective Action

No action 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 Response

None

## System Administrator Corrective Action

No action 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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

No action 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 Response

None

#### System Administrator Corrective Action

No action 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 ETERNUS Web GUI to set host affinity directly.

#### System Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

No action is required.

---

#### [swsag0332](#)

The device does not support Port Beacon function.

#### Explanation

The specified device does not support the port beacon function.

#### System Response

None

#### System Administrator Corrective Action

No action 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 Response**

None

**System Administrator Corrective Action**

No action 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 Response**

None

**System Administrator Corrective Action**

No action 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 Response**

None

**System Administrator Corrective Action**

No action 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 Response**

None

**System Administrator Corrective Action**

No action 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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

No action 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 Response

None

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [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 Response

The system terminates processing.

### System Administrator Corrective Action

No action is required.

---

#### [swsag0345](#)

Unexpected error has occurred.

## Explanation

An unexpected exception occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swsag0400

Network communication error occurred. The target device address:

## Explanation

A network communication error occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the LAN environment for problems.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## swsag0401

Unable to find the device. The target device address:

## Explanation

The specified device was not found.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

Refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

- 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

Even if the above action is performed, the problem is not still solved, SNMP may not be properly configured onto the Management Server.

In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

---

### swsag0402

Network I/O error occurred. The target device address:

#### Explanation

An I/O error occurred during network communication.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the LAN environment for problems. Or, check the target device for problems.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the LAN environment for problems. Alternatively, check the target device for problems.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0404

No response from the device. The target device address:



### Explanation

No response was received from the specified device.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the LAN environment for problems. Alternatively, check the target device for problems.

In some cases, the community name of a device that uses the SNMPv1 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. Try the operation again after changing the community name of the target device on the Web Console.

For a device that uses the SNMPv3 protocol for communication, check whether the SNMP user settings on the device conform to the SNMP user settings registered on the Management Server. If they do not match, set them properly.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0405

SNMP protocol error occurred. The target device address:

### Explanation

An SNMP protocol error occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0406

Unrecovered SNMP error occurred. The target device address:

### Explanation

An unrecoverable SNMP error occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0410

The device is not supported by the administrative server. The target device address:

## Explanation

The specified device is not supported.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether the IP address of the specified device is correct.

---

#### swsag0413

Unexpected interrupt occurred during processing. The target device address:

#### Explanation

An interrupt occurred during processing.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### swsag0414

Unexpected error occurred. The target device address:

#### Explanation

An unexpected error occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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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 Response

None

## System Administrator Corrective Action

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 register 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 register 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.

---

### swsag0490

Command canceled.

## Explanation

The command was cancelled.

## System Response

The system closes the command.

## System Administrator Corrective Action

No action is required.

---

### swsag0491

syntax error. detail=%DETAIL

- In the case that this message is displayed with the execution of the command

## Explanation

The command syntax is invalid. 'usage' is displayed.

## Parameters

%DETAIL : One of the following is displayed.

Strings Displayed in %DETAIL	Error Cause
command is not specified.	The command was not specified.
command[value] is invalid.	The specified command (value) is invalid.
parameter is invalid.	The specified parameter is invalid.
option[value] is invalid or duplicated.	The specified option [value] is invalid.
[value] is invalid value or format.	The value or format of the option [value] is invalid.

## System Response

The system displays 'usage' and terminates processing.

#### System Administrator Corrective Action

Review the command syntax and then re-executes the operation.

- In the case that this message is displayed with the operations of the Web Console

#### Explanation

There is an error with the details configured with the Web Console.

#### Parameters

%DETAIL : The following is displayed.

Strings Displayed in %DETAIL	Error Cause
[value] is invalid value or format.	There is an error with the details configured with the Web Console.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Perform the operation again after reviewing the details configured with the Web Console.

In the case that this message is displayed when creating a volume, it is possible that the number exceeds the maximum number of volumes that can be created at once with this product. For the maximum number of volumes that can be created at once with this product, refer to the following manual:

- When using Express  
"Operations Related to Volume" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser  
"Volume Management" in the *ETERNUS SF Storage Cruiser Operation Guide*

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0492

Unexpected error has occurred.

#### Explanation

An unexpected exception occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Remove the following causes. Afterwards, operate it again.

- Start the Manager when the Manager has stopped.
- Log out when you log in the switch.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 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 Response

The command is completed normally.

## System Administrator Corrective Action

Perform manual access path processing for the storage that has the host affinity function.

---

### 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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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) or storage device (or FC-CA) 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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.)

---

### 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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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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### 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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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) and storage device (or FC-CA) 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

Partially completes the command.

### System Administrator Corrective Action

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 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 Response

Partially completes the command.

### System Administrator Corrective Action

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 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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) 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 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 Response

Partially completes the command.

## System Administrator Corrective Action

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.

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## 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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.

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#### 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 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 Response

Partially completes the command.

#### System Administrator Corrective Action

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.

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#### 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 Response

The command is completed normally.

## System Administrator Corrective Action

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.

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### 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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command is completed normally.

#### System Administrator Corrective Action

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 Response

Partially completes the command.

#### System Administrator Corrective Action

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 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 Response

The command is completed normally.



## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

Partially completes the command.

### System Administrator Corrective Action

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 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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

The command is completed normally.

### System Administrator Corrective Action

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 Response

Partially completes the command.

## System Administrator Corrective Action

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 Response

The command is completed normally.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

Check the system security.

When changing the security status of the switch, perform either of the following actions:

- Setting up WWPN Zoning  
Refer to "Preparations" in "Access Path Setting" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up WWPN Zoning.
- Setting up temporary zoning  
Refer to "Zoning Setting" in "Setting" in "SN200 (Brocade) Fibre Channel Switch" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to set up temporary zoning.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Remove the following causes. Afterwards, operate it again.

- When the server node equipped with the specified HBA is registered in this software
  - Start this server node when an access path is set up. Moreover, remove the cause when the monitoring status of HBA is not normal.
  - Stop this server node when an access path is deleted.
- Register when storage is not registered in this software.
- 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, execute the operation again.
- 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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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## swsag0601

Exit Performance Manager.

## Explanation

Confirm whether or not to end performance management.

## System Response

If **OK** is clicked, performance management ends.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

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 Corrective Action

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 Response

Creates a configuration file, updates the device tree, and deletes the displayed performance graph.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

If an error occurs during performance monitoring, processing is retried and continued. In other cases, processing is terminated.

## System Administrator Corrective Action

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 Response

If an error occurs during performance monitoring, processing is retried and continued. In other cases, processing is terminated.

## System Administrator Corrective Action

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 Automated Storage Tiering.

## Parameters

{0} : IP address of the target device

## System Response

If an error occurs during performance monitoring or the execution of Automated Storage Tiering, processing is retried and continued. In other cases, processing is terminated.

## System Administrator Corrective Action

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.

When the target device is NetApp FAS Series, check the operation mode of the target device that is registered on the ETERNUS SF system. If the operation mode is wrong, after deleting the target device from the ETERNUS SF system, re-register the target device in a correct operation mode. To check the operation mode, refer to "Display Storage Device" in the *ETERNUS SF Web Console Guide*. For the operation mode to be registered on the ETERNUS SF system, refer to "Registering Manually Embedded Device" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the device or network environment for errors.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

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#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Updating Configuration Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to update the configuration information file.

---

#### **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 Response

The system terminates processing.

### System Administrator Corrective Action

Check whether the file system is write-protected or check the size of the file system. Then, refer to "Updating Configuration Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to update the configuration information file.

---

#### **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 Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the file system is write-protected or check the size of the file system. Then, refer to "Updating Configuration Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to update the configuration information file.

---

### [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 Response

The system continues processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates performance monitoring.

#### System Administrator Corrective Action

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 Response

The system terminates performance graph display.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates performance monitoring.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the correct device is specified.

Refer to "Support Levels" in the *ETERNUS SF Storage Cruiser Operation Guide* to check whether the specified device supports the performance monitoring function.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether the correct device is specified.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swsag0679

An unexpected error occurred.

#### Explanation

This message indicates that an unexpected error such as a program internal error occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify the range where the logical volume exists.

When the device configuration is changed, refer to "Updating Configuration Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to update the configuration information file.

---

### swsag0682

The definition file has been reloaded.

## Explanation

The performance control function definition file perf.conf has been reloaded.

## System Response

The performance control function definition file perf.conf has been reloaded and reflected dynamically.

## System Administrator Corrective Action

No action is required.

---

### swsag0683

It failed on the reload of the definition file.

## Explanation

The performance control function definition file perf.conf has failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Follow the detailed messages.

If detailed messages are not displayed, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 or IP address of the target device

#### System Response

Under performance monitoring, retries processing until another login ends so that the processing can continue. In other cases, terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the target device for errors, and then re-execute the processing.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.



### System Administrator Corrective Action

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 Response

Under performance monitoring, processing is retried until another login ends, after which the processing continues. In other cases, the processing is terminated.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the target device for errors, and then re-execute the processing.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the target device for errors, and then re-execute the processing.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag0700

Internal Program error occurred.

## Explanation

An internal program error was detected.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Contact Fujitsu Technical Support.

---

### swsag2320

No access path has been configured.

#### Explanation

Access path setting failed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag3003

Failed.

#### Explanation

An OpenCIMOM internal error was detected.

#### System Response

None

## System Administrator Corrective Action

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 in a clustered system.

Check whether OpenCIMOM is active. If OpenCIMON 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. Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag3006

An invalid parameter is passed to a method.

#### Explanation

An OpenCIMOM internal error was detected.

#### System Response

None

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag3007

An invalid class is specified.

#### Explanation

An OpenCIMOM internal error was detected.

#### System Response

None

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag3008

The specified element cannot be found.

#### Explanation

An OpenCIMOM internal error was detected.

#### System Response

None

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag3009

The specified element already exists.

#### Explanation

An OpenCIMOM internal error was detected.

#### System Response

None

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsag3013**

The memory is low.

### Explanation

An OpenCIMOM internal error was detected.

### System Response

None

### System Administrator Corrective Action

Restart the OpenCIMOM daemon and restart this software.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsag3101**

unable to find the equipment/adapter.

### Explanation

A required device or adapter is not found.

### System Response

None

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsag3103**

no such association.

### Explanation

The specified association is not found.

### System Response

None

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsag3106**

failed to serialize the object.

### Explanation

Object serialization failed.

## System Response

None

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsag3107

failed to create a new instance.

## Explanation

Instance generation failed.

## System Response

None

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

None

## System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 the **Reload Conf.** operation 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 Response

None

#### System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

### System Administrator Corrective Action

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 Response

None

### System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

### System Administrator Corrective Action

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 Response

None

### System Administrator Corrective Action

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 Response

None

### System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

Refer to the manual attached to the device.

---

### **swsag4565**

A Redundant Interface Port Failed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

An error occurred in the interface port where it overlaps on a tape drive.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System Response

None

## System Administrator Corrective Action

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4566**

Fan Failed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

An error occurred in the fan on a tape drive.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System Response

None

## System Administrator Corrective Action

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4567**

Power Supply Failed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

An error occurred in the power supply where it overlaps on a tape drive.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

Insert an empty magazine in a drive. 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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

Remove an obstacle from the door of AutoLoader and put in a magazine. 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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

No action 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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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

An error occurred in the interface port where it overlaps on library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System Response

None

## System Administrator Corrective Action

Contact a Fujitsu customer engineer responsible for the device.

---

### [swsag4622](#)

Fan Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

An error occurred in the fan on library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System Response

None

## System Administrator Corrective Action

Contact a Fujitsu customer engineer responsible for the device.

---

### [swsag4623](#)

Power Supply Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

An error occurred in the power supply where it overlaps on library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

Contact a Fujitsu customer engineer.

---

### [swsag4642](#)

The PDU%value% power off occurred.

## Explanation

PDU power supply interception was detected.

## Parameters

%value% : PDU number

## System Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

No action 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 Response

None

## System Administrator Corrective Action

When it shows abnormality, contact a Fujitsu customer engineer responsible for the device.

---

### [swsag4805](#)

Unit Port state changed(%status%) 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 Response

None

## System Administrator Corrective Action

No action is required.

---

### swsag4820

%EventMessage%

## Explanation

An event message was detected.

## Parameters

%EventMessage% : Message

## System Response

None

## System Administrator Corrective Action

No action 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 Response

None

## System Administrator Corrective Action

The response varies depending on the device and event type. For a device for which the XML definition file is provided, refer to the *ETERNUS SF Event Guide* to check the event type.

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 Response

None

## System Administrator Corrective Action

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 frequently, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **swsag4900**

Setup failed. Reason = Can't setup machine attribute

## Explanation

An attempt to add a machine attribute to the node management file failed.

## System Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

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 Response

None

## System Administrator Corrective Action

Contact a Fujitsu customer engineer.

---

**swsag4903**

Setup failed. Reason = Can't setup MIB information

**Explanation**

Addition to the MIB management file failed.

**System Response**

None

**System Administrator Corrective Action**

Contact a Fujitsu customer engineer.

---

**swsag4906**

Setup failed. Reason = Can't setup event category

**Explanation**

Addition of event types failed.

**System Response**

None

**System Administrator Corrective Action**

Contact a Fujitsu customer engineer.

---

**swsag4908**

Setup failed. Reason = Systemwalker Centric Manager is not installed

**Explanation**

Systemwalker Centric Manager has not been installed.

**System Response**

None

**System Administrator Corrective Action**

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 Response**

None

**System Administrator Corrective Action**

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 Response

None

System Administrator Corrective Action

No action is required.

---

**swsag4920**

Setup failed. Reason = Can't lock file

Explanation

The file used to add event types could not be locked.

System Response

None

System Administrator Corrective Action

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 Response

None

System Administrator Corrective Action

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 Response

None

System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

Contact a Fujitsu customer engineer.

---

#### [swsag4934](#)

Setup failed. Reason = Systemwalker Centric Manager is not installed

#### Explanation

Systemwalker Centric Manager has not been installed.

#### System Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

Contact a Fujitsu customer engineer.

---

#### **swsag4936**

Setup failed. Reason = Can't read registry file

#### Explanation

Registry key values could not be obtained.

#### System Response

None

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing for updating account information

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

Interrupts the processing

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the specified server name is valid. Refer to "Starting and stopping Manager" in the *ETERNUS SF Storage Cruiser Operation Guide* for starting and stopping the Management Server.

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 Response

The system terminates processing.

## System Administrator Corrective Action

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. Confirm whether input Management Server name is correct. Or, confirm the thing that the Management Server starts normally.

## Parameters

%NAME% : Management Server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 management. Confirm the account to the Manager.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Login 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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

This is not the device that the setting is supported.

---

### swsag6020

Device does not exist in DB of SANmgr.

#### Explanation

The specified device does not exist in the database.

#### System Response

None

#### System Administrator Corrective Action

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 Response

None

#### System Administrator Corrective Action

No action 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 Response

None

#### System Administrator Corrective Action

No action 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 Response

None

#### System Administrator Corrective Action

Execute the SNMP Trap transmission destination setting on the device manually.

---

#### **swsag9200**

Unable to connect virtualization management server.

#### Explanation

Connecting with vCenter Server or Hyper-V host failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the network environment for vCenter Server or Hyper-V host.  
When you use Hyper-V host, refer to "For Hyper-V (Windows, Only for Manager)" in "End to End List Display" 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

Logging in the specified vCenter Server failed, because the username or password is incorrect or the password has expired.

#### Parameters

*ipAddress* : IP address

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify vCenter Server of the versions that are supported by this product, and execute the registration of vCenter Server. Refer to "Supported Devices" in the *ETERNUS SF Installation and Setup Guide* for information on the supported versions.

---

### swsag9203

The specified environment doesn't have necessary software.

#### Explanation

The settings of Hyper-V host or Management Server are incorrect.

#### System Response

None

#### System Administrator Corrective Action

Refer to "For Hyper-V (Windows, Only for Manager)" in "End to End List Display" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag9230

Internal error occurred.

#### Explanation

An internal error occurred.

#### System Response

None

## System Administrator Corrective Action

Check the status of VMware vCenter Server or Hyper-V host.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Storage Cruiser Operation Guide*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 20 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 Corrective Action

- Appropriate action using the command  
Cancel the registration executing the swsrpdelvol command, and execute the swsrpsetvol command to register the information again. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.
- 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**.  
The items of the Category pane change into the items concerning Advanced Copy.
    - d. On the Category 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 re-register 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 Corrective Action

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 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

- Appropriate action using the Web Console
  1. Refer to "Add/Reload Device" in the *ETERNUS SF Web Console Guide* to fetch device information.
  2. Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Corrective Action

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 Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

- 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 is a type that cannot be used with AdvancedCopy Manager.
- 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 device information of the specified device is not loaded in 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 Response

The system terminates processing.

## System Administrator Corrective Action

- If the specified device is a type that cannot be used with AdvancedCopy Manager  
Check the type of the specified device. If the device specification is incorrect, specify the correct device and re-execute the operation.
- 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 device information of the specified device is not loaded in AdvancedCopy Manager  
Refer to "Fetching Device Information on Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to fetch device information under the Managed Server, 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 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.



- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

#### swsrp0605

Command Argument is incorrect. Arg=*argument*

#### Explanation

The specified command contains an invalid argument.

#### Parameters

*argument* : Argument

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### swsrp0634

OPC cannot be run. Error=*error*

## Explanation

OPC cannot be executed.

## Parameters

*error* : Detail error message of ETERNUS Disk storage system

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Troubleshooting: Hardware or Other Error 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

1. Refer to "Refresh Copy Status of Backup Operation" in the *ETERNUS SF Web Console Guide* to update the backup status to the latest information.
2. 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. In addition, when the Storage Cluster Continuous Copy function was used, and if the logical volume number of the replication source/destination volume of the Primary Storage was changed, refer to "When Changing Storage Cluster Target Volume" in "Storage Cluster Continuous Copy Function" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

Check whether a hardware abnormality occurred, remove the cause of the error, 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.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

The process that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 cause of the error.

---

### [swsrp0657](#)

SymfoWARE/RDB command could not be run.

## Explanation

Symfoware/RDB command execution failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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, Symfoware and Symfoware Server Advanced Backup Controller must be installed.

---

### swsrp0661

The Directory cannot be found. Directory Name=*dirName*

#### Explanation

The specified directory is not found.

#### Parameters

*dirName* : Directory name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### swsrp0670

The file could not be opened. Filename=*fileName*



### Explanation

An attempt to open the file failed.

### Parameters

*fileName* : File name

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

When communication fails between the Management Server and the Managed Server, this message may be output in the system log (event log) of the Management Server. If this message is output based on a scheduled operation (for example, Managed Server stopped at backup time), no corrective action is required. If not based on a scheduled operation, check that the environment definitions of the Managed Server and Management Server and the communication path 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.
- 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.
- In inter-server replication operation, if this message is output after having done either of the following operations, the resource information may be inconsistent between the copy source server and the copy destination server:
  - The `swsrpdelvol` command was executed to the volume to be replicated.
  - Existing copy pair for replication was deleted on the Web Console.

Perform the resource adjustment for the copy source server and the copy destination server using the following method. After that, re-execute the operation causing this message to be output.

- Appropriate action using the command

Execute the `swsrprecoverres` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource. On step 6, it is necessary to click the **Recreate files from the Storage Management Server** checkbox.

---

### swsrp0688

Device information does not match. Device Name=*deviceName*

#### Explanation

Processing cannot be performed because of inconsistent device information.

#### Parameters

*deviceName* : Device name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.
- Appropriate action using the Web Console
  1. Refer to "Refresh Copy Status of Backup Operation" in the *ETERNUS SF Web Console Guide* to update the backup status to the latest information.
  2. 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 Category 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Respond to the message that appears immediately before this message, and re-execute processing.

For corrective action, follow the [System Administrator Corrective Action] with the message ID where "swsrp" is put at the head of *errCode* (digit). For example, if the following message is output, take corrective action for the swsrp3607 message in the server "job1" first and then re-execute the processing.

```
swsrp0693 A remote process error occurred. Server name=job1, Error=3607
```

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 Response

The system terminates processing.

## System Administrator Corrective Action

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command

Execute the `swsrpcoverres` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### **swsrp0695**

Connection to Communication Daemon failed.

## Explanation

No connection can be set up with the communication service.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to ["B.3 Error Codes for Repository Access"](#) to take the corrective action that is displayed in *errCode*, and re-execute the processing.

If there is no error code corresponding to ["B.3 Error Codes for Repository Access"](#), perform 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 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 Note (In Cluster Operation) in "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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp0698

A Server Information item could not be acquired. Error=*errCode*

#### Explanation

Managed Server information cannot be obtained.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Registering Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to define the Managed Server, and re-execute processing.

---

#### **swsrp0719**

EC cannot be run. Error=*error*

### Explanation

EC cannot be executed.

### Parameters

*error* : Detail error message of ETERNUS Disk storage system

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 copy source volume or a copy destination volume.

### Parameters

*deviceName* : Device name

### System Response

The system terminates processing.

### System Administrator Corrective Action

Review the device configuration so that a volume used as a copy source volume or a copy destination 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[A.4 Detail Error Messages of ETERNUS Disk Storage System](#)" to take the corrective action that is displayed 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that is displayed in *productName* is not installed.

### Parameters

*productName* : Product name

*registry* : Registry

*keyName* : Key name

*value* : Value

*errCode* : Error code

### System Response

The system terminates processing.

### System Administrator Corrective Action

The product that is displayed in *productName* is not installed. (The 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "General Notes" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*, when the drive path function is not being used.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

They are the abnormalities in the hardware. 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### [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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### [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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the database status, and re-execute the processing.

---

### swsrp0777

Backup processing was interrupted.

#### Explanation

Backup processing was interrupted.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the environment of the database for processing is correct, and re-execute.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp0779

The file could not be closed. Filename=*fileName*

#### Explanation

Closing of the file that was displayed in *fileName* failed.

#### Parameters

*fileName* : File name which the error generated

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the status (such as 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that was displayed in *dbName* resulted in an error.

### Parameters

*dbName* : Database name

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check whether the database has been created correctly on the ETERNUS Disk storage system.

---

## **swsrp0790**

Communication with SQL Server failed.

## Explanation

Communicating with an SQL Server failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check that the environment of SQL Server is correct, and re-execute.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

## **swsrp0791**

SQL Server aborted.

## Explanation

SQL Server interrupted processing.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check that the environment of SQL Server is right, and re-execute.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

### swsrp0792

ODBC processing failed. Detected API=*api*, Error=*errCode*

#### Explanation

It failed in ODBC processing.

#### Parameters

*api* : API name

*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the environment of ODBC is right, and re-execute.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp0793

The BACKUP/RESTORE statement abnormally exited.

#### Explanation

The BACKUP/RESTORE statement abnormally exited.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check that the environment of SQL Server is right, and re-execute.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, perform the following troubleshooting actions:

- Check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.
- Refer to "Checking SQL Server" in "Restore Environment Check" in the chapter "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the SQL Server environment is correct. Then, re-execute the Restore Wizard for SQL Server.

---

### swsrp0794

COM library could not be initialized.

#### Explanation

The COM library could not be initialized.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that was displayed in *deviceName*.

#### Parameters

*deviceName* : Device name

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

If the cluster operation is in progress, check that the environment variable SWSTGNODE has been set.

Refer to "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp0898

This system does not support EC-related functions.

## Explanation

This system does not support synchronous high-speed backup.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Use snapshot backup.

---

#### **swsrp0901**

An internal inconsistency occurred.

### Explanation

A system error occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that is displayed in *errCode*.

---

#### **swsrp0903**

Processing was interrupted.

### Explanation

Processing was interrupted.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates normally.

## System Administrator Corrective Action

No action 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 cancelled.

## Parameters

*deviceName* : Device name  
*drive* : Drive letter

## System Response

The system terminates normally.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

## System Administrator Corrective Action

No action 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 cancelled.

## Parameters

*drive* : Drive letter

## System Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 cancelled.

#### Parameters

*deviceName* : Device name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify a device name and re-execute.

---

#### **swsrp1023**

A command argument is invalid.

#### Explanation

The command contains an invalid argument.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the AdvancedCopy Manager file environment.

---

### swsrp1032

The OS is not supported.

#### Explanation

The operating system does not support the specified command.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 cancelled because it has been assigned to multiple drives.

#### Parameters

*drive* : Drive letter

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the device status.

---

### **swsrp1042**

An unused drive letter was not found.

### Explanation

No free drive letter is found.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system continues processing.

## System Administrator Corrective Action

No action 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 Response

The system continues processing.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 `swsrprecoveres` 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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`.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

## swsrp2606

The specified combination of volumes is in an error status.

### Explanation

The specified combination of volumes is invalid.

### System Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Stop OPC/QuickOPC/SnapOPC/SnapOPC+", "Stop EC", or "Stop REC" in the *ETERNUS SF Web Console Guide* to stop the replication operation.

---

## **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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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-/Post-processing Scripts](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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-/Post-processing Scripts](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify the correct parameter and re-execute the command.

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

- Appropriate action using the command  
Re-execute the command after executing the `swsrprecoverres` command with the `-r` option specified. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource. On step 6, it is necessary to click the **Recreate files from the Storage Management Server** checkbox.

In inter-server replication operation, if this message is output after having done either of the following operations, the resource information may be inconsistent between the copy source server and the copy destination server. Take the above action for the copy source server and the copy destination server:

- The `swsrpdelvol` command was executed to the volume to be replicated.
- Existing copy pair for replication was deleted on the Web Console.

---

### swsrp2626

At least one volume must be connected to this server.

#### Explanation

At least one volume must be connected to this server.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Use a volume that does not include VTOC.

If you change the device composition, refer to "Changing 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

If you change the device composition, refer to "Changing 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Configuring Guest Environment" in "Operation on KVM Guests" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to check whether the Host information setting file or Guest information setting file is properly specified.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console
  1. Refer to "Refresh Copy Status of Replication Operation" in the *ETERNUS SF Web Console Guide* to update the replication status to the latest information.
  2. 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=*srcVolumeName@srcServerName*,  
Replica Volume Name=*dstVolumeName@dstServerName*

#### Explanation

The specified volumes are already registered as the replication volumes.

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

To change the attribute values, perform the following action.

- Appropriate action using the command

Execute the `swsrpdvol` command to delete the attribute values. Then, execute the `swsrpsetvol` command again with the required values. Refer to "Command References" in the *ETERNUS SF Advanced Copy Manager Operation Guide* for information on the commands.

- 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**.  
The items of the Category pane change into the items concerning Advanced Copy.
- d. On the Category 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 re-register 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the specified original volume and re-execute the command.

---

#### [swsrp2636](#)

No replication volume information exists.

#### Explanation

No replication volume information exists.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

#### Explanation

The specified volumes have not been registered as the required replication volumes.

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Execute the `swsrpsetvol` command with the `-o` option to specify an operational server. Refer to "Command References" 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

### Explanation

The remote copy function cannot be used for the specified volumes.

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check for any obvious cause of a hardware problem and remediate if possible.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsrp2649**

The mount point of the volume could not be acquired.

#### Explanation

The mount point of the volume could not be acquired.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

The synchronization processing cannot be started if the synchronization processing in an opposite direction is in progress.

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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. Retry with the *-r* option.

## System Response

The system terminates processing.

## System Administrator Corrective Action

- Appropriate action using the command  
Execute the *swsrprecoverres* command again with the *-r* option specified. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource. On step 6, it is necessary to click the **Recreate files from the Storage Management Server** checkbox.

---

## swsrp2653

The SDX object status for the source volume is illegal.

## Explanation

The SDX object status for the source volume is illegal.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.  
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 "Command References" 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

#### System Administrator Corrective Action

When you create multiple volumes (partitions) on the same disk, do not select overlapping areas.

If you change the device composition, refer to "Changing 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "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 Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

If the above does not apply, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute processing without specifying the -m option.

---

### [swsrp2667](#)

The operational server in SQL Server management must be the original server. Original Volume Name=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

The operational server in SQL Server management must be the original server.

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the database status, and re-execute processing.

If this message is displayed while a Full Backup Execution Script is executed, check that the database is online state and execute the script again.

If you still have a problem, execute a Configuration Removal Script and execute the Backup Wizard for SQL Server again. Then, execute the Full Backup Execution Script again.

---

#### [swsrp2671](#)

Backup processing was interrupted.

#### Explanation

Backup processing was interrupted.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

The maximum number of databases capable of performing backup is 128. Make the number of the databases to be equal to or less than 128.

---

#### [swsrp2673](#)

The b option cannot be specified if not halt state.

#### Explanation

The -b option can be used only with the HALT state.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

- 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 "Command References" in the *ETERNUS SF Advanced Copy Manager Operation Guide* for information on the commands.

- Appropriate action using the Web Console
  1. Refer to "Stop OPC/QuickOPC/SnapOPC/SnapOPC+", "Stop EC", or "Stop REC" in the *ETERNUS SF Web Console Guide* to stop the replication operation.
  2. On the Main pane, check the target device checkbox.
  3. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
  4. Enter the necessary information, and then click **Delete**.
  5. On the Action pane, click **Create** under **Replication Group**.  
The information input screen is displayed.
  6. Enter the necessary information, and then click **Next**.  
The information input screen is displayed.
  7. 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the status of the specified group, and specify a correct group.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, perform the following troubleshooting actions:

- Check whether the registration procedure of the Managed Server is correct. Refer to "Prerequisites" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on how to register a Managed Server.  
If Managed Server is operated in a cluster environment and the port is registered with a number other than a port number of a communication service for cluster transaction, then edit the Configuration Removal Script to empty the environment variable SWSTGNODE field and execute the Configuration Removal Script. Then, redo the process, starting from registration of the Managed Server.
- Check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Review the group configuration and re-execute the command. Refer to "Creating Groups" in the *ETERNUS SF Advanced Copy 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to the hardware manual and check whether or not the server supports the function that is displayed 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

If a timeout has occurred, the character string "timeout" will be displayed as the reason for the error. In this case, refer to "Changing Timeout Value for 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 Response

The system terminates processing.

### System Administrator Corrective Action

The communication between IPv4 Managed Server and IPv6 Managed Server cannot be done. Execute the `stgxfwcmdisprv` command to confirm the IP address to communicate with the server. Then, review the specification for the copy source volume and copy destination volume. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.



### System Administrator Corrective Action

In order to perform the Symfoware backup server operation, it is necessary to create a replication group in advance. Refer to "Creating Replication Group" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to create a group.

---

#### [swwsrp2855](#)

No Symfoware backup history exists to be displayed.

#### Explanation

No Symfoware backup history exists to be displayed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

No action is required because this is an informational message only.

---

#### [swwsrp2856](#)

No Symfoware backup history exists to be deleted.

#### Explanation

No Symfoware backup history exists to be deleted.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

No action is required because this is an informational message only.

---

#### [swwsrp2857](#)

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the command usage.

---

#### [swwsrp2858](#)

The environmental setting is not executed.

#### Explanation

The environmental setting is not executed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Register the Symfoware database information executing the `swsrpdbinfo_symfoware set` command. Refer to "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp2861

The file could not be read. File Name=*fileName*

#### Explanation

Reading a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swsrp2871

The Xgroup or Xdevmap option is mandatory.

#### Explanation

This command parameter requires the -Xgroup or -Xdevmap option.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Specify the -Xgroup or -Xdevmap option to re-execute the command.

---

### swsrp2872

The database volume is not included in the group. Database Name=*dbName*, Volume Name=*volumeName*, Group Name=*groupName*

#### Explanation

The database volume is not included in the group.

#### Parameters

*dbName* : Database name  
*volumeName* : Volume name  
*groupName* : Group name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether the database volume and all its destination backup volumes are registered to the replication group. Refer to "Creating Replication Group" in "Backup and Restore of SQL Server Database" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for details.

If the Backup Wizard for SQL Server or Restore Wizard for SQL Server is in use, check whether the configuration has been changed after the backup setting using the Backup Wizard for SQL Server. If changed, refer to "Changing Configuration" in "Backup and Restore Using Wizard for SQL Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the procedure to change the configuration was correct.

---

### swsrp2873

No SQL Server backup history exists to be displayed.

#### Explanation

No SQL Server backup history exists to be displayed.

#### System Response

The system continues processing.

#### System Administrator Corrective Action

No action is required because this is an informational message only.

---

### swsrp2874

No SQL Server backup history exists to be deleted.

#### Explanation

No SQL Server backup history exists to be deleted.

#### System Response

The system continues processing.

#### System Administrator Corrective Action

No action is required because this is an informational message only.

---

#### [swsrp2875](#)

The file could not be read. File Name=*fileName*

#### Explanation

Reading a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Ensure the file access permission and free space of the device, and re-execute processing.

---

#### [swsrp2876](#)

The file could not be written. File Name=*fileName*

#### Explanation

Writing a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Ensure the file access permission and free space of the device, and re-execute processing.

---

#### [swsrp2877](#)

The file could not be opened. File Name=*fileName*

#### Explanation

Opening a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Ensure the file access permission and free space of the device, and re-execute processing.

---

### swsrp2878

The file could not be deleted. File Name=*fileName*

#### Explanation

Deleting a file has failed.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Ensure the file access permission and free space of the device, and re-execute processing.

---

### swsrp2879

An error occurred when the SQL Server backup history was being created. Group Name=*groupName*

#### Explanation

An error occurred when the SQL Server backup history was being created.

#### Parameters

*groupName* : Group name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp2880

The SQL Server backup history file is broken. File Name=*fileName*

#### Explanation

The SQL Server backup history file is broken.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp2881

The original volume and the replica volume combination does not match. Original Volume Name=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

There is an inconsistency in the combination of the copy source volume and the copy destination volume.

## Parameters

*srcVolumeName* : Copy source volume name  
*srcServerName* : Copy source server name  
*dstVolumeName* : Copy destination volume name  
*dstServerName* : Copy destination server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check that the copy source volume and copy destination volume are one of the following combinations and execute the command again:

- For the intra-box copy
  - Both the copy source volume and copy destination volume are TFOVs. Or,
  - Both the copy source volume and copy destination volume are non-TFOVs.
- For the inter-box copy
  - Both the copy source volume and copy destination volume are non-TFOVs.

---

## swsrp2882

Standby-Side Continuous Copy Session could not synchronize with Active-Side Continuous Copy Session.

## Explanation

The Standby-side Continuous Copy session is not synchronized with the Active-side Continuous Copy session.

## System Response

The system continues processing.

## System Administrator Corrective Action

When the status of TFO group is "Normal" and the phase is "Maintenance", or when the status of TFO group is "Halt", the command was executed.

As this is a warning message, no action is required until the status of the TFO group becomes "Normal".

After the status of TFO group becomes "Normal" and the phase is not "Maintenance", refer to "When Recovering Storage Cluster Continuous Copy Function" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to take appropriate action.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp3201

Volume lock is not held.

#### Explanation

A volume is not locked.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 `swsrpdelvol` command. Refer to "Command References" 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**.  
The items of the Category pane change into the items concerning Advanced Copy.
  4. On the Category 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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**.  
The items of the Category pane change into the items concerning Advanced Copy.
4. On the Category 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 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 Windows)* 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 OS Volume Shadow Copy Function
- Notes When Using -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 cancelled 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 or later 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 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 "Command References" 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the commands.
  - 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
  - Refer to "Replication Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource, and re-execute the processing.
  - 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Copy Source Volume Locking Specification File"
- "Creating 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[B.4 Error Codes of Volume Lock Function](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[B.4 Error Codes of Volume Lock Function](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[B.4 Error Codes of Volume Lock Function](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify objects that have no master-proxy relationship.

---

### [swwrp3635](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify a volume in a different disk group. Execute the `sdxinfo` command to check the disk group to which a volume belongs.

---

### [swwrp3636](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Make sure that the copy destination object is not the copy source of another SDX object.

---

### [swwrp3637](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

After removing 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check if this ETERNUS Disk storage system supports the function that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Fetching of disk information failed.

#### Parameters

*diskName* : Name of the logical unit (disk) that issued the error

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### [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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

The required action depends on the character string that is displayed 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 Character 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 Response

The system terminates processing.

## System Administrator Corrective Action

Specify an MBR disk, then re-execute.

---

## [swwrp3671](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the status of the Logical Unit (disk) that issued the error, then re-execute.

---

## [swwrp3672](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the status of the device that issued the error, then re-execute.

---

## [swwrp3674](#)

Failed to assign drive letter. Volume Name=*volumeName*

## Explanation

Failed to assign drive letter.

## Parameters

*volumeName* : Name of volume that issued the error

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the device status.

- If "User error occurred.[xxxx]" is displayed at *detail* in this message

Take actions according to swsrpxxxx 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the specified device name, and execute again.

---

### swsrp3691

The maintenance mode of the physical disk resource could not be set ON. Device Name=*deviceName*, Resource Name=*resourceName*

#### Explanation

The maintenance mode of the physical disk resource could not be set ON.

#### Parameters

*deviceName* : Device name

*resourceName* : Resource name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the WSFC environment. If something is wrong with the environment, recover it to its proper condition and then execute the command again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp3692

The maintenance mode of the physical disk resource could not be set OFF. Device Name=*deviceName*, Resource Name=*resourceName*

## Explanation

The maintenance mode of the physical disk resource could not be set OFF.

## Parameters

*deviceName* : Device name

*resourceName* : Resource name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the WSFC environment. If something is wrong with the environment, recover it to its proper condition and then execute the command again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Advanced Copy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swsrp3693

The specified function is not supported.

## Explanation

The following command does not support the Storage Cluster function. The detailed meaning of the message is as follows.

Command Name	Explanation
swsrprebuffstat command	By specifying TFOV in the replication volume, REC buffer information cannot be displayed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to the following table to take appropriate action.

Command Name	Action Plan
swsrprebuffstat command	Specify a non-TFOV for the replication volume, and execute the operation 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **swsrp4061**

An unsupported copy type is set in the copyset of the storage group. The storage group=*groupName*

#### Explanation

There is a copyset of an unsupported copy type registered for a volume in the specified storage group.

#### Parameters

*groupName* : Target storage group name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 that is displayed in *groupName*.

#### Parameters

*groupName* : Storage group name

#### System Response

The system continues processing.

#### System Administrator Corrective Action

No action 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 Response

The system continues processing.

### System Administrator Corrective Action

No action 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 Response

The system continues processing.

### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

- 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response

The system terminates processing.

### System Administrator Corrective Action

Check whether the service of Exchange Server is active.

---

#### **swsrp4619**

Unable to access Exchange Information.

### Explanation

Exchange Server could not be accessed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the following.

- Check whether the user who executed the command belongs to the Administrators group and the Domain Admin group.
- 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.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Execute the exchange command "ESEUTIL /ML *Enn*" (*nn* is a storage group number) while the storage group is dismounted. Check the error information that is displayed, and take appropriate 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Use the Exchange Management Console to obtain the log file path of the storage group. Check whether the E0n.LOG file exists in the path obtained from the Exchange Management Console. If the drive can be accessed, perform the following:

- If the `swstdbinfo_exchange` command was once executed, use the Exchange Management Console 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 Management Console 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 Fujitsu Technical Support.
- 

### swsrp4630

AdvancedCopy Manager operation has failed.

#### Explanation

An error occurred during execution of the AdvancedCopy Manage command.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the command without -m option specified.

---

### **swsrp4639**

The "-y" option cannot be specified if synchronization processing is restarted. Original Volume Name=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

The -y option cannot be specified to restart synchronous processing.

## Parameters

*srcVolumeName* : Source volume name  
*srcServerName* : Source volume server name  
*dstVolumeName* : Destination volume name  
*dstServerName* : Destination volume server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute the command without -y option specified.

---

### **swsrp4640**

Copy processing is in an error status. Original Volume Name=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

Copy processing is faulty.

## Parameters

*srcVolumeName* : Source volume name  
*srcServerName* : Source volume server name  
*dstVolumeName* : Destination volume name  
*dstServerName* : Destination volume server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **swsrp4641**

Copy processing is in a HALT status. An error occurred in remote copying. Original Volume Name=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

Copy processing is in HALT state. An error occurred during remote copying.

## Parameters

*srcVolumeName* : Source volume name  
*srcServerName* : Source volume server name  
*dstVolumeName* : Destination volume name  
*dstServerName* : Destination volume server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

The operating server for exchange operation must be an original volume server.

## Parameters

*srcVolumeName* : Source volume name

*srcServerName* : Source volume server name

*dstVolumeName* : Destination volume name

*dstServerName* : Destination volume server name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, if the backup fails due to communication timeout error caused by machine load or network load

For high frequency, edit the VSSH environment file to change the communication timeout value. Refer to "Notes on communication timeout error of VSSH" of "Backing Up Databases" in "Backup and Restore of Exchange Server Database" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for how to edit the VSSH environment file.

- When Exchange Server database backup is being performed, 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 VSSH side. Check the event ID output after "STXV" to take corrective action according to the VSSH manual. Refer to "Messages" in the *ETERNUS VSS Hardware Provider User's Guide* for error message/event ID in VSSH.

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether:

- The processing target storage group is mounted.
- The Exchange Information Store service is active.

If the above problems are not found, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

- 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 "Operation Design" 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.

- In cases other than those listed above

The copy source file may be damaged. Check and recover the database condition.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

This message is output in the circumstances shown below. Take the action that suits the circumstance.

- 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 "Reconfiguration" in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to check that the configuration is correct.

If the above does not apply, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [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 2007), or the database name in which an error occurred (for Exchange Server 2010 or later)

*fileName* : Name of the file that was not found

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check whether a backup file exists in the backup volume.

---

#### [swsrp4681](#)

COM library could not be initialized.

#### Explanation

The COM library initialization failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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.

---

#### [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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[A.4 Detail Error Messages of ETERNUS Disk Storage System](#)" to take the corrective action that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Change the copy type of the copy set to EC and re-execute the command.

---

### [swwsrp4687](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

This is a hardware error. Eliminate the cause of the hardware problem.

---

### [swwsrp4688](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the copy status of the specified storage group, and re-execute the command.

---

### [swwsrp4689](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Synchronization processing can only be forcibly suspended when the value in **Status** column displayed by the `swsrpsshadowadm_exchange` command corresponds to one of the copy statuses that are displayed 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Take the corrective action that is displayed 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Take the corrective action that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Take the corrective action that is displayed 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Execute the exchange command "ESEUTIL /ML *Enn*" (*nn* is a database number) while the database is dismounted. Check the error information that is displayed, and take appropriate 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check whether:

- The processing target database is mounted.
- The Exchange Information Store service is active.

If the above problems are not found, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response**

The system terminates processing.

#### **System Administrator Corrective Action**

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Response**

The system terminates processing.

#### **System Administrator Corrective Action**

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 Response**

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Preparation" 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.

---

#### [swsrp4901](#)

Internal Error. System returned failure.

#### Explanation

An internal error occurred.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [swsrp4902](#)

Internal Error. Exchange operation has failed.

#### Explanation

Exchange Server operation failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### [swsrp4903](#)

Internal Error. Query for exchange information has failed.

#### Explanation

Exchange information could not be referenced.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsrp4904**

Internal error. Accessing registered information has failed.

### Explanation

The registration information of the storage group or database could not be accessed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swsrp4906**

Internal Error. Insufficient memory.

### Explanation

The system has run short of memory.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

No action 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 Response

The system continues processing.

## System Administrator Corrective Action

Take the corrective action for the cause that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

No action is required.

---

## [swsrp5204](#)

The processing for PreRestore event has been completed.

## Explanation

The processing for PreRestore event has been completed.

## System Response

The system continues processing.

## System Administrator Corrective Action

No action is required because this is an informational message only.

---

## [swsrp5205](#)

Restore the following files.

## Explanation

Restore the following files.

## System Response

The system continues processing.

## System Administrator Corrective Action

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 Response

The system continues processing.

#### System Administrator Corrective Action

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 Response

The system continues processing.

#### System Administrator Corrective Action

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 Response

The system continues processing.

#### System Administrator Corrective Action

No action 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 Response

The system continues processing.

#### System Administrator Corrective Action

No action 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 Response

The system continues processing.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

## System Administrator Corrective Action

Execute the `swsrpsetvol` command to register the transaction volume and backup volume that are used for the operation. Refer to "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Re-execute processing with administrators authority.

---

## **swsrp5603**

The number of arguments is insufficient.

## Explanation

The number of arguments is insufficient.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Wait until the swsrpvrq resource backup command or the swsrpvrq 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 Response

The system terminates processing.

## System Administrator Corrective Action

Wait until processing for another command terminates, and re-execute processing.

---

### [swwrp5612](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Wait for completion of processing regarding this component set by other commands.

---

### [swwrp5613](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

Wait for completion of processing regarding this component set by other commands.

---

### [swwrp5614](#)

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

If the error still occurs, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Obtaining of the volume information failed.

## Parameters

*fileName* : File name in which the error occurred

*reason* : Reason in which the error occurred

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

To re-create the component set, execute the `swsrpvrc componentset create` command after removing it by the `swsrpvrc componentset remove` command. Refer to "Command References" in the *ETERNUS SF Advanced Copy Manager Operation Guide* for information on the commands.

---

## [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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp5632

No shadow copy exists to be deleted.

#### Explanation

No shadow copy exists to be deleted.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### [swsrp5639](#)

An error occurred in shadow copy import processing.

## Explanation

An error occurred in shadow copy import processing.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[A.4 Detail Error Messages of ETERNUS Disk Storage System](#)" to take the corrective action that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp5902

The component set definition file is broken. File Name=*fileName*

#### Explanation

The component set definition file is broken.

#### Parameters

*fileName* : File name

#### System Response

The system terminates processing.

## System Administrator Corrective Action

To re-create the component set, execute the `swsrpvrc componentset create` command after removing it by the `swsrpvrc componentset remove` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

If the error still occurs, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swsrp8901

This command arguments are incorrect.

#### Explanation

This command arguments are incorrect.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Do not execute this command. Execute the `cluster unsetup` command to unsetup the cluster setting.

Specify the correct argument for the command when performing a cluster setup using a method in one of the following sections in the *ETERNUS SF Cluster Environment Setup Guide*.

- "Customization for Solaris/Linux Clustered System" in the chapter "Customization for Management Server Transaction"
  - "Customization for Solaris/Linux/HP-UX Clustered System" in the chapter "Customization of Managed Server Transactions"
- 

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check for the presence of the cluster setting definition file that is displayed in *fileName* and the access permission. After that, 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 Response

The system terminates processing.

### System Administrator Corrective Action

The cluster setting definition file that is displayed in *fileName* may be corrupted. 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.



### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check for the presence of the command that is displayed in *commandLine*.

## Chapter 21 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 Corrective Action

No action 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 Corrective Action

No action 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 Corrective Action

No action 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 Corrective Action

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 Corrective Action

- Appropriate action using the command  
Cancel the registration executing the `swstdevinfo` command, and register information again. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console
  1. Refer to "Release Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to deregister the volume type of the target device.
  2. Refer to "Set As Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to reregister the volume type of the target device.

---

## swst0306

This Device cannot be used. This is because no Base Information exists in Repository. Device Name=*deviceName*

## Explanation

The device that is displayed in *deviceName* cannot be used because it is not defined for management in AdvancedCopy Manager.

## Parameters

*deviceName* : Device name

## System Administrator Corrective Action

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 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.
- Appropriate action using the Web Console
  1. Refer to "Add/Reload Device" in the *ETERNUS SF Web Console Guide* to fetch device information.
  2. Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

## 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 Corrective Action

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 Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

- 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 Response

The system terminates processing.

#### System Administrator Corrective Action

- 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

1. Refer to "Enable Backup Management" in the *ETERNUS SF Web Console Guide* to perform environment setup for the Managed Server.
2. Re-execute processing.

---

### swst0603

Input Device Name is incorrect. Device Name=*deviceName*

#### Explanation

One of the following events occurred:

- The specified device is a type that cannot be used with AdvancedCopy Manager.
- 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 information of the specified device is not loaded in 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)
- The specified device is TFOV.

#### Parameters

*deviceName* : Device name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

- If the specified device is a type that cannot be used with AdvancedCopy Manager  
Check the type of the specified device. If the device specification is incorrect, specify the correct device and re-execute the operation.
- If the device name is invalid  
Specify a valid device name, and execute the operation again.
- 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 execute the operation again.
- If the device information of the specified device is not loaded in AdvancedCopy Manager  
Refer to "Fetching Device Information on Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to fetch device information under the Managed Server, and re-execute processing.
- 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 execute the operation again.
- 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 execute the operation again.
- 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 execute the operation again.
- If the specified device is TFOV  
Specify a volume that is not TFOV, and execute the operation again.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 `swstsrsemth` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

#### swst0605

The number of the Command Argument is incorrect. Arg=*argument*

#### Explanation

The specified command contains an invalid argument.

#### Parameters

*argument* : Argument

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

- Appropriate action using the command  
Delete the related backup history information executing the `swsthistdel` command, and re-execute processing. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console
  1. Refer to "Delete Backup History" in the *ETERNUS SF Web Console Guide* to delete the backup history information.
  2. Re-execute processing.

---

### swst0607

This Command Parameter requires the Transaction Volume.

### Explanation

The command requires a transaction volume to be specified in an argument.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Specify a server name and re-execute processing.

---

#### swst0611

Backup Command Option is invalid.

### Explanation

The specified command contains an invalid option.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify a valid option for the `swstbackup` command to re-execute processing. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

- 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.
- Appropriate action using the Web Console
  1. Refer to "Delete Backup History" in the *ETERNUS SF Web Console Guide* to delete the backup history information.
  2. 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 Response

The system terminates processing.

### System Administrator Corrective Action

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.  
If GDS volume is backed up, refer to "To Back Up PRIMECLUSTER GDS Volume" in "General Notes" in the *ETERNUS SF Advanced Copy Manager Operation Guide (for Linux)* to create volumes that 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 `swstsrsemth` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 `swstsrsemth` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 `swstsrsemitch` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 `swstsrsemitch` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console
    1. Refer to "Display Transaction Volume" in the *ETERNUS SF Web Console Guide* to display transaction volume details.
    2. 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
  - Appropriate action using the Web Console
    1. Refer to "Display Transaction Volume" in the *ETERNUS SF Web Console Guide* to display transaction volume details.
    2. 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Register as the Transaction Volume using the following method, and re-execute processing.

- Appropriate action using the command  
Execute the `swstdevinfo` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
  - Appropriate action using the Web Console  
Refer to "Set As Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to set the device as transaction volume.
- 

#### swst0621

The Storage Server Information could not be found.

## Explanation

The device is not defined as a Managed Server.

## System Response

The system terminates processing.

## System Administrator Corrective Action

- Appropriate action using the command  
Execute the `swstsvrset` command to define Managed Server information, and re-execute processing. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console
  1. Refer to "Enable Backup Management" in the *ETERNUS SF Web Console Guide* to perform environment setup for the Managed Server.
  2. Re-execute processing.

---

### swst0622

The History Information could not be found. Device Name=*deviceName*

## Explanation

Backup history information is not found.

## Parameters

*deviceName* : Device name

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Register as the Backup Volume using the following method, and re-execute processing.

- Appropriate action using the command  
Execute the `swstdevinfoaset` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Set As Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to set the device as backup volume.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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. Refer to "Refresh Copy Status of Backup Operation" in the *ETERNUS SF Web Console Guide* to update the backup status to the latest information.
2. 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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 `swstsrsemth` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 `swstsrsemitch` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

## swst0627

The Backup Policy is undefined. Device Name=*deviceName*

## Explanation

A required backup policy has not been setup.

## Parameters

*deviceName* : Device name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Define a backup policy using the following method, and re-execute processing.

- Appropriate action using the command

Execute the `swstbkpolset` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Set/Display/Delete Backup Policy" in the *ETERNUS SF Web Console Guide* to define a backup policy.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the contents of the pre-processing script for backup execution, and remove the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error Codes of Pre-/Post-processing Scripts](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the contents of the post-processing script for backup execution, and remove the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error Codes of Pre-/Post-processing Scripts](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the contents of the pre-processing script for restoration execution, and remove the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error Codes of Pre-/Post-processing Scripts](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the contents of the post-processing script for restoration execution, and remove the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error Codes of Pre-/Post-processing Scripts](#)" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 (for Solaris).
- 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Set As Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to set the device as backup volume.

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 swstsrsemth command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console  
Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### swst0636

This Command requires the Directory Name.

#### Explanation

The command requires a directory name to be specified as an argument.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.
- Appropriate action using the Web Console
  1. Refer to "Delete Backup History" in the *ETERNUS SF Web Console Guide* to delete the backup history information.
  2. Confirm that the backup history information of the target device is deleted.
  3. Refer to "Set/Display/Delete Backup Policy" in the *ETERNUS SF Web Console Guide* to delete the backup policy.
  4. Re-execute processing.

---

### swst0638

This Command cannot be run. This is because copy run earlier failed.

#### Explanation

Copying performed previously was unsuccessful.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Troubleshooting: Hardware Error 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the options of the `swsthstdel` command.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console
  1. Refer to "Refresh Copy Status of Backup Operation" in the *ETERNUS SF Web Console Guide* to update the backup status to the latest information.
  2. 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 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 the cause of the error, and re-execute the processing.

If another disk drive was mounted by using the drive pass function, cancel the mount, and 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 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

The process that is displayed 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 cause of the error.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Cancel the mounting, change the device configuration, and re-execute.



Refer to "Changing 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, Symfoware and Symfoware Server Advanced Backup Controller must be installed.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 `swtsrsemtd` command. Refer to "Command References" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Perform the resource adjustment using the following method:

- Appropriate action using the command

Execute the `swstsrsemth` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Execute the `swstcancelrest` command to delete the information on the restoration that terminated abnormally, and recover the data. Then, re-execute processing. Refer to "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
  - Appropriate action using the Web Console
    1. Refer to "Stop Synchronous Processing" in the *ETERNUS SF Web Console Guide* to stop the synchronous processing.
    2. 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 Response

The system terminates processing.

## System Administrator Corrective Action

Execute the `swsthistdisp` command to check the relative generation number. Refer to "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Execute the `swsthistdisp` command to check the absolute generation number. Refer to "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 `swstsrsemctch` command.

Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

- Appropriate action using the Web Console

1. Refer to "Refresh Copy Status of Backup Operation" in the *ETERNUS SF Web Console Guide* to update the backup status to the latest information.
2. 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 Response

The system terminates processing.

## System Administrator Corrective Action

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command

Execute the `swstsrsemctch` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command

Execute the `swstsrsemth` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

---

### swst0695

Connection to Communication Daemon failed.

#### Explanation

No connection can be set up with the communication service or daemon.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[B.3 Error Codes for Repository Access](#)" to take the corrective action that is displayed in *errCode* and re-execute the processing.

If there is no error code corresponding to "[B.3 Error Codes for Repository Access](#)", perform 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 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 Note (In Cluster Operation) in "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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swst0698

A Server Information item could not be acquired. Error=*errCode*

## Explanation

Managed Server information cannot be obtained.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 `swtsrsemctch` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Registering Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to define the Managed Server and re-execute processing.

---

## swst0719

EC cannot be run. Error=*error*

## Explanation

EC cannot be executed.

## Parameters

*error* : Detail error message of ETERNUS Disk storage system

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

- Appropriate action using the command

Execute the `swstdevinforeset` command to cancel the registration of the job volume and register the volume again. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

1. Refer to "Release Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to deregister the volume type of the target device.
2. Refer to "Set As Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to set the device as transaction volume again.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

#### swst0726

Resource Matching Command cannot be run.

### Explanation

The `swstsrsemth` command failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[A.4 Detail Error Messages of ETERNUS Disk Storage System](#)" to take the corrective action that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 that is displayed in *productName* is not installed.

## Parameters

*productName* : Product name  
*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

The product that is displayed in *productName* is not installed. (The 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "General Notes" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*, when the drive path function is not being used.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Change the state of the mount, and change the device configuration. Then, re-execute.

Refer to "Changing 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 `swstsrsemctch` 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 Response

The system terminates processing.

## System Administrator Corrective Action

When you set a backup policy for a log group, specify the interval days and the number of preservation generations in the command option. 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 Response

The system terminates processing.

## System Administrator Corrective Action

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**.  
The items of the Category pane change into the items concerning Advanced Copy.
    4. On the Category 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**.  
The items of the Category pane change into the items concerning Advanced Copy.
    4. On the Category 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**.
- Refer to "Set As Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to set a device other than the device that an error occurred as backup volume.

---

#### swst0762

Failed to acquisition of the replication volume information of Replication Management.

#### Explanation

Acquisition of the replication volume information of replication management failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.



---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the database status and re-execute processing.

---

### swst0777

Backup processing was interrupted.

### Explanation

Backup processing was interrupted.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check that the processing environment of the database is correct and re-execute.

---

#### swst0779

The file could not be closed. Filename=*fileName*

### Explanation

Closing of the file that was displayed in *fileName* failed.

### Parameters

*fileName* : File name which the error generated

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the status (such as 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that was displayed in *dbName* resulted in an error.

### Parameters

*dbName* : Database name

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check that the environment of the SQL Server is correct and re-execute.

---

#### swst0791

SQL Server aborted.

### Explanation

SQL Server interrupted processing.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 that was displayed in *deviceName*.

### Parameters

*deviceName* : Device name

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 `swsttrkstat` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

1. Refer to "Display Tracking Status" in the *ETERNUS SF Web Console Guide* to display the tracking status.
  2. 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

- Appropriate action using the Web Console

1. Refer to "Delete Backup History" in the *ETERNUS SF Web Console Guide* to delete the backup history information.
2. 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 Response**

The system terminates processing.

**System Administrator Corrective Action**

Re-enter the command with the -bd or -all option specified.

---

**swst0807**

The estimate processing has already started.

**Explanation**

A monitor session has already started.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

To perform another update estimate, first stop the monitor session that is currently executing, and rerun the command.

---

**swst0808**

The estimate processing is not executed.

**Explanation**

A monitor session is not being executed.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Check the status of the specified volume and specify the correct volume.

---

**swst0809**

The estimate processing is in error suspend status.

**Explanation**

The monitor session is in the error suspend state.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

The monitor session has entered the error suspend state because a hardware fault has occurred on the copy source volume. Stop the monitor session, and check the hardware status. If there is a hardware fault, remove the cause of 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

If cluster operation is in progress, check that the environment variable SWSTGNODE is set.

Refer to "Command References" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Use snapshot backup.

---

#### swst0901

An internal inconsistency occurred.

### Explanation

A system error occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 that is displayed in *errCode*.

---

### swst0903

Processing was interrupted.

## Explanation

Processing was interrupted.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates normally.

## System Administrator Corrective Action

No action 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 cancelled.

#### Parameters

*deviceName* : Device name

*drive* : Drive letter

#### System Response

The system terminates normally.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 cancelled.

#### Parameters

*drive* : Drive letter

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 cancelled.

#### Parameters

*deviceName* : Device name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Specify a device name and re-execute.

---

#### swst1023

A command argument is invalid.

### Explanation

The command contains an invalid argument.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the AdvancedCopy Manager file environment.

---

### swst1032

The OS is not supported.

#### Explanation

The operating system does not support the specified command.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 cancelled because it has been assigned to multiple drives.

**Parameters**

*drive* : Drive letter

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the device status.

---

### swst1042

An unused drive letter was not found.

#### Explanation

No free letter was available for assignment to a drive.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 `swstdevinforeset` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Release Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to release the setting as a transaction volume or backup volume.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console

Refer to "Release Transaction Volume or Backup Volume" in the *ETERNUS SF Web Console Guide* to release the setting as a transaction volume or backup volume.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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.

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 Response

The system terminates processing.

### System Administrator Corrective Action

- 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 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 (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 Windows)* 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 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 cancelled 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 *errCode* 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 "Command References" 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 *swstsrsemctch* command to unlock the backup volume. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the commands.

- Appropriate action using the Web Console

Refer to "Backup Error Recovery" in the *ETERNUS SF Web Console Guide* to adjust the resource.

If the above actions cannot handle this error, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to the following section 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Advanced Copy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "[B.4 Error Codes of Volume Lock Function](#)" 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "[B.4 Error Codes of Volume Lock Function](#)" 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "[B.4 Error Codes of Volume Lock Function](#)" 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

After removing 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 swstsrsemth command.

---

### swst3646

A GDS Information could not be acquired.

## Explanation

Obtaining GDS information failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check if this ETERNUS Disk storage system supports the function that is displayed 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swst3676

There is no Snap Data Pool.

## Explanation

Snap Data Pool is not set up in the object storage device.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Specify Snap Data Volume.

---

#### swst3678

The number of command Argument is incorrect.

### Explanation

The specified command contains an invalid argument.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the device status.

- If "User error occurred.[xxxx]" is displayed at *detail* in this message

Take actions according to swstxxxx 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.

---

### swst3691

The maintenance mode of the physical disk resource could not be set ON. Device Name=*deviceName*, Resource Name=*resourceName*

#### Explanation

The maintenance mode of the physical disk resource could not be set ON.

#### Parameters

*deviceName* : Device name

*resourceName* : Resource name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the WSFC environment. If something is wrong with the environment, recover it to its proper condition and then execute the command again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swst3692

The maintenance mode of the physical disk resource could not be set OFF. Device Name=*deviceName*, Resource Name=*resourceName*

#### Explanation

The maintenance mode of the physical disk resource could not be set OFF.

#### Parameters

*deviceName* : Device name

*resourceName* : Resource name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the WSFC environment. If something is wrong with the environment, recover it to its proper condition and then execute the command again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swst3693

The specified function is not supported.

#### Explanation

The following command does not support the Storage Cluster function. The detailed meaning of the message is as follows.

Command Name	Explanation
swstsdv command (when the sub command "stat" or "poolstat" has been specified)	By specifying TFOV in the volume or access volume, the status of Snap Data Volume or Snap Data Pool cannot be displayed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to the following table to take appropriate action.

Command Name	Action Plan
swstdv command (when the sub command "stat" or "poolstat" has been specified)	Specify a non-TFOV in the volume or access volume, and execute the operation again.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swst8901

This command arguments are incorrect.

## Explanation

The command arguments are incorrect.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Do not execute this command. Execute the cluster unsetup command to unsetup the cluster setting.

Specify the correct argument for the command when performing a cluster setup using a method in one of the following sections in the *ETERNUS SF Cluster Environment Setup Guide*.

- "Customization for Solaris/Linux Clustered System" in the chapter "Customization for Management Server Transaction"
- "Customization for Solaris/Linux/HP-UX Clustered System" in the chapter "Customization of Managed Server Transactions"

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check for the presence of the cluster setting definition file that is displayed 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 Response

The system terminates processing.

### System Administrator Corrective Action

The cluster setting definition file that is displayed in *fileName* may be corrupted. 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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check for the presence of the command that is displayed in *commandLine*.

## Chapter 22 Messages of Swstf Prefix

### swstf2001

The AdvancedCopy Manager registry could not be accessed.

#### Explanation

Access to the registry of AdvancedCopy Manager failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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/logical/nodeName/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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

### swstf2002

There was a memory shortage.

#### Explanation

A memory shortage occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2005

The repository could not be accessed.

#### Explanation

Accessing to the repository failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2008

The repository could not be accessed. (transaction finishing error)

#### Explanation

Accessing to the repository failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2102

The repository did not start.

## Explanation

The repository has not been activated.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2103

The repository could not be accessed (*sqlState*).

## Explanation

Access to the repository ended in failure.

## Parameters

*sqlState* : SQLSTATE

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf2107

The Storage Server Data is inconsistent.

## Explanation

The information in the repository is inconsistent.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf2108

AdvancedCopy Manager registry could not be accessed.

## Explanation

Accessing to the registry failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf2109

Storage Management Server unable to delete server.

### Explanation

The Management Server information cannot be deleted.

### System Response

The system terminates processing.

### System Administrator Corrective Action

No action is required.

---

## swstf2110

Server data inaccessible.

### Explanation

The Managed Server failed to obtain the server information.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the status on the Managed Server side to try the operation again.

The value of the environment variable PATH may exceed 800 characters. Check the number of characters. If the number of characters exceeds 800 characters, after changing the characters to 800 or less, execute the operation again.

If you still have a problem, check whether the dynamic disk used for the repository database is out of space. For the required dynamic disk space, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Installation and Setup Guide* to recalculate the space. As a result of recalculation, if it is clear that the dynamic disk is out of space, increase dynamic disk space and try the operation again.

Role of ETERNUS SF Manager	Reference Sections
Express's manager	"Required Disk Space for Operation" in "Required Resources for Operation (for Operation as Express's Manager)"
AdvancedCopy Manager's manager	"Required Disk Space for Operation" in "Required Resources for Operation (for Operation as AdvancedCopy Manager's Manager)"

---

## swstf2111

Connection to Storage Server failed.

### Explanation

Connection to the Managed Server ended in failure.

### System Response

The system terminates processing.

### System Administrator Corrective Action

- Check that the Managed Server communication daemon or communication service has been started.

If started, check that the port number is correct.

If not started, restart the communication daemon or communication service to execute the operation again. Refer to the following manual for information on how to check and start the communication daemon or communication service.



- For Solaris, Linux, HP-UX, or AIX (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*
- 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 Operating Environment" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on change methods.
- For servers to which multiple IP addresses are allocated, if ETERNUS SF Manager is installed using any of the following installation methods, an optional IP address is automatically set to the IP address of the Management Server.
  - For Solaris or Linux
    - Interactive installation using the default values
    - Interactive custom installation in which the value of "Management\_server\_IP\_address" in the installation parameter file is omitted
    - Silent installation in which the value of "Management\_server\_IP\_address" in the installation parameter file is omitted
  - For Windows
    - Interactive installation using the default values
    - Silent installation in which the value of "Management\_server\_IP\_address" in the installation parameter file is omitted

Check the automatically set IP address of the Management Server with one of the following methods:

- Check with the command  
Execute the `stgxfwcmdispsrv` command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Check with the Web Console  
Check the information on the Main pane that is displayed by clicking **Server** on the global navigation tab.

If an unintended IP address is set, refer to "Changing IP Address of Management Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change the IP address of the Management Server.

---

## swstf2112

Library could not be accessed.

### Explanation

An error occurred while reading the library used for configuration management.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf2113

Code conversion error occurred.

#### Explanation

An error occurred during the code conversion. Unsupported code is included.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

- 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Remove the cause of the error and re-execute the operation.

---

#### swstf2116

Specified device does not exist.

#### Explanation

The device selected for update of the specific device is not subject to management.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the latest information, and then re-execute by specifying the existence server.

- Action to confirm using the command

Execute the stgxfwcmdisprv command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Action to confirm using the Web Console

On the global navigation tab, click **Server**.

The registered servers are displayed on the Main pane.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Remove the cause of the error and re-execute the operation.

If you still have a problem, check whether the dynamic disk used for the repository database is out of space. For the required dynamic disk space, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Installation and Setup Guide* to recalculate the space. As a result of recalculation, if it is clear that the dynamic disk is out of space, increase dynamic disk space and try the operation again.

Role of ETERNUS SF Manager	Reference Sections
Express's manager	"Required Disk Space for Operation" in "Required Resources for Operation (for Operation as Express's Manager)"
AdvancedCopy Manager's manager	"Required Disk Space for Operation" in "Required Resources for Operation (for Operation as AdvancedCopy Manager's Manager)"

---

### swstf2119

The IP address already exists.

Explanation

The same IP address is already registered.

System Response

The system terminates processing.

System Administrator Corrective Action

Check the latest server information.

swstf2120

Server already exists.

Explanation

The same server name is already registered.

System Response

The system terminates processing.

System Administrator Corrective Action

Change the server name and try again.

swstf2121

Device Data unobtainable.

Explanation

The Managed Server failed to obtain the device information.

System Response

The system terminates processing.

System Administrator Corrective Action

Check the status on the Managed Server side.

Check whether the Managed Server daemon or service is activated.

If 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.

If you still have a problem, check whether the dynamic disk used for the repository database is out of space. For the required dynamic disk space, refer to the following sections in the *ETERNUS SF AdvancedCopy Manager Installation and Setup Guide* to recalculate the space. As a result of recalculation, if it is clear that the dynamic disk is out of space, increase dynamic disk space and try the operation again.

Role of ETERNUS SF Manager	Reference Sections
Express's manager	"Required Disk Space for Operation" in "Required Resources for Operation (for Operation as Express's Manager)"
AdvancedCopy Manager's manager	"Required Disk Space for Operation" in "Required Resources for Operation (for Operation as AdvancedCopy Manager's Manager)"

swstf2122

Memory is insufficient.

Explanation

There is insufficient free space in memory.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 single-byte alphanumeric characters, -, \_, #, or .) or it does not begin with a single-byte alphanumeric character.

## System Response

The system terminates processing.

## System Administrator Corrective Action

- 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system completes processing.

## System Administrator Corrective Action

No action is required.

---

### swstf2402

usage:stgcmmodnode [-i IP-Address] [-n Server-Name] [-p Port-Number]

#### Explanation

The command was used incorrectly.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

- For Solaris, Linux, HP-UX, or AIX  
Perform as the root user.
  - For Windows  
Perform as a user who belongs to an Administrators group.
- 

### swstf2404

Storage Server Type unobtainable.

#### Explanation

The server type could not be obtained.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 cases other than those listed above, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 cases other than those listed above, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Advanced Copy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **swstf2407**

Storage Management Server IP Address is incorrect.

#### Explanation

The format of the specified IP address is not correct.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the server name and then execute the command again.

---

#### **swstf2410**

A conversion error occurred.



### Explanation

The server name failed to convert.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2411

AdvancedCopy Manager registry could not be accessed. (write error)

### Explanation

Writing to the AdvancedCopy Manager registry failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2412

AdvancedCopy Manager registry could not be accessed. (read error)

### Explanation

Reading of the AdvancedCopy Manager registry ended in failure.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system completes processing.

#### System Administrator Corrective Action

No action is required.

---

#### swstf2415

Storage Management Server repository updated.

#### Explanation

The Management Server repository has been updated normally.

#### System Response

The system completes processing.

#### System Administrator Corrective Action

No action is required.

---

#### swstf2416

AdvancedCopy Manager registry could not be obtained.

#### Explanation

Information on the Management Server could not be obtained from the registry.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2417

A fork error occurred.

#### Explanation

An error occurred at the fork function.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Wait for a while and then execute the command again.

If the same error occurs again, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2431

Maximum number of connections to repository exceeded.

#### Explanation

The number of connections to the repository exceeds the limit.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Wait for a while and then execute the command again.

---

#### swstf2432

Repository could not be accessed. (*sqlState*)

### Explanation

Accessing to the repository failed.

### Parameters

*sqlState* : SQLSTATE

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2433

The repository did not start.

### Explanation

The repository is not activated.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2434

Memory is insufficient.

### Explanation

A memory shortfall occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Take appropriate action according to the last message displayed to remove the cause of the error, 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] for the message that is displayed 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 swsprecoverres 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 "Command References" 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf2503

The AdvancedCopy Manager port number is not set.

## Explanation

The port number and/or protocol name of `stgxfw`s is not correctly specified in the following file.

- For Solaris or Linux  
/etc/services
- For Windows  
%SystemRoot%\system32\drivers\etc\services

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Configuring 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf2508

A memory shortage occurred.

#### Explanation

A memory shortfall occurred.

#### System Response

The system terminates processing.



## System Administrator Corrective Action

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

Accessing to the registry failed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2512

AdvancedCopy Manager registry could not be accessed.

#### Explanation

Accessing to the registry failed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2800

Unregistered user name. Enter a user name registered in the OS.

#### Explanation

The specified user name is not registered with the OS.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Specify a valid password for the specified user name, and re-execute.

---

### swstf2802

System error.

#### Explanation

An error occurred during processing.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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.

If the above did not cause the error, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2803

Temporary file cannot be created.

## Explanation

A temporary file could not be created.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

If the server is a Management Server transaction on a clustered system, 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**swstf2805**

Memory shortage occurred.

**Explanation**

A memory shortage occurred.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2905

Process creation failed. *code*

#### Explanation

Generating a new process failed.

#### Parameters

*code* : Internal code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf2909

An internal inconsistency occurred. *code*

#### Explanation

An internal inconsistency occurred.

#### Parameters

*code* : Internal code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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.

---

### 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 Response

The system completes processing.

#### System Administrator Corrective Action

No action 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 Response

The system completes processing.

#### System Administrator Corrective Action

Delete the output directory as necessary.

---

### swstf3002

usage: stgmgrinfoaset [-del | -d Directory-name -c Manager-code]

#### Explanation

An incorrect option is specified.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf3005

An execution server is already registered.

#### Explanation

The server is already registered as the server used to execute the stgmgrinfobkup command.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

No action is required.

---

#### swstf3006

An error is in the specified directory name.

#### Explanation

The specified directory name is incorrect.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 stgmgrinfobkup command.

---

### swstf3010

usage: stgmgrinfobkup [-n Server-name] [-t Backup-type]

#### Explanation

An incorrect option is specified.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf3012

Memory is insufficient.

#### Explanation

A memory shortage occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system continues processing.

### System Administrator Corrective Action

No action is required.

---

### swstf3015

It is the outside for support.

### Explanation

This is not supported.

### System Response

The system executes the next server processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the policy file.

---

### swstf3017

Data was unacquirable from the policy file.

### Explanation

No data can be obtained from the policy file.

### System Response

The system executes the next server processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

### System Administrator Corrective Action

If the `stgmgrinfobkup` 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 `stgmgrinfobkup` 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 is a non-clustered system or local task in Windows  
`workDir\var\stgmgrinfo.log`
- The target server is a cluster task in Windows  
`sharedDrive:\var\opt\swstorage\var\stgmgrinfo.log`
- The target server is a non-clustered system or a local task in Solaris, Linux, HP-UX, or AIX  
`/var/opt/FJSVswstf/stgmgrinfo.log`
- The target server is a cluster task in Solaris, Linux, or HP-UX  
`/var/opt/FJSVswstf//logical/NodeName/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 Response

The system continues processing.

#### System Administrator Corrective Action

No action 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 Response

The system completes processing.

#### System Administrator Corrective Action

No action 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf3024

Backup of the function besides an object was specified.

#### Explanation

Backing up of an unsupported function is specified.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 `stgmgrinfobkup` 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Take action according to the backup command error message output after this message.

If no backup command error message is output after this message, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

- 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Advanced Copy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf3028

The error occurred in reading of basic information.

## Explanation

Reading of basic information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

No action is required.

---

### swstf3031

usage: stgarcext input-file-name output-directory-name

#### Explanation

An incorrect option is specified.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf3034

It is not the archive file created by AdvancedCopy Manager.

#### Explanation

This is not an archive file created by AdvancedCopy Manager.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Confirm that the archive file is transferred in a mode other than binary mode.

Collect the following data, and contact Fujitsu Technical Support:

- Archive file
- Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to collect the information required for troubleshooting.



---

### swstf3035

The stgarcext command was ended normally.

#### Explanation

The stgarcext command ended successfully.

#### System Response

The system completes processing.

#### System Administrator Corrective Action

No action is required.

---

### swstf5003

Access to the AdvancedCopy Manager definition file failed.

#### Explanation

The AdvancedCopy Manager definition file could not be accessed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Use **Updates to Latest Information** to update the contents of the screen and check whether the server is displayed.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Wait a few minutes and then re-execute processing.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5016

A communication error occurred during accessing repository of server data. *code*

#### Explanation

A communication error occurred.

#### Parameters

*code* : Internal code

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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*

Execute the `stgenvdisp` command and check that the Management Server IP address managed by AdvancedCopy Manager is correct. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

If the Management Server IP address is wrong, refer to "Changing IP Address of Management Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change the Management Server IP address.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5018

Memory allocation failed during accessing repository of server data. *code*

#### Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Fetch device information in the Managed Server to check that the device information is displayed by the following actions.

- Action using command

Execute the `stgxfwcmdispdev` command. Refer to "Command References" 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.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check whether another user performed the following operations:

- Fetching device information in the Managed Server
- Deleting the device information using the Web Console or `stgxfwcmdeldev` command

When the above operation was performed, check the latest device information by the following actions. Then, re-execute by specifying the Managed device.

- Action using command

Execute the `stgxfwcmdispdev` command. Refer to "Command References" 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Wait a few minutes and re-execute processing.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5036

A communication error occurred during accessing repository of device data. *code*

## Explanation

A communication error occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf5038

Memory allocation failed during accessing repository of device data. *code*

## Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5052

Memory allocation failed during acquisition of the repository code. *code*



## Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5101

The server name is invalid. The name must not exceed 255 bytes.

## Explanation

The server name that was entered is incorrect.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Specify any port number from 1,024 to 65,535.

---

### swstf5104

An internal error occurred during server addition. *code*

### Explanation

Processing cannot be continued because of an internal error.

### Parameters

*code* : Internal code

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5105

Memory allocation failed during server addition. *code*

### Explanation

A memory shortage occurred.

### Parameters

*code* : Internal code

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5107

Memory allocation failed during server changing. *code*

### Explanation

A memory shortage occurred.

### Parameters

*code* : Internal code

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5109

Memory allocation failed during server deletion. *code*

## Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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. Perform 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 Response

The system terminates processing.

## System Administrator Corrective Action

The Management Server must have IP addresses of the same version as the version of IP addresses of the registered all Managed Servers. Perform 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf5122

Memory allocation failed during acquisition of device information. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf5124

Memory allocation failed during processing for validating device information. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5126

An internal error occurred during device deletion. *code*

## Explanation

Processing cannot continue because an internal error occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5127

Memory allocation failed during device deletion. *code*

## Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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
- stgxfwcmdelsrv command
- stgxfwcmsetdev command
- stgxfwcmdeldev command

## System Response

The system terminates processing.

## System Administrator Corrective Action

After the management information has been changed completely by the Web Console or commands, re-execute processing.

---

### 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 Response

The system terminates processing.



## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5172

Access to the AdvancedCopy Manager property file failed.

#### Explanation

The AdvancedCopy Manager property file could not be accessed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5173

AdvancedCopy Manager port number is not obtained.

#### Explanation

An attempt to obtain a port number for AdvancedCopy Manager failed.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

- For Solaris or Linux

Check whether the port number definition that is described 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 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- For Windows

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed 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 Response

The system continues processing.

## System Administrator Corrective Action

No action 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] regarding the message that is displayed in *reason*. Take corrective action for the error, and re-execute the processing.

---

## swstf5410

Failed to access the registry.

## Explanation

Registry access failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5411

Library could not be accessed.

### Explanation

An error occurred when reading a library.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5413

An internal inconsistency occurred.

### Explanation

An internal inconsistency occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5414

Memory is insufficient.

### Explanation

A memory shortage occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 stgenvsp command is executed.

---

### swstf5416

Code conversion error occurred.

### Explanation

A code conversion error occurred.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf5418

Access to the AdvancedCopy Manager definition file failed.

### Explanation

Access to the AdvancedCopy Manager definition file failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

For Solaris or Linux, check that the /etc/opt/swstorage/swstg.ini file exists.

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 (the settings may not be appropriate for an existing device; for example, the Advanced Copy license is not set, or the copy 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check if the specified device is LVM or VxVM.

When the device does not correspond to one of the abovementioned types, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf6001

Usage : stgenvdisp [-n Logical-Node-Name]

#### Explanation

An invalid option was specified with the command.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system continues processing.

## System Administrator Corrective Action

For *code1*, refer to the table below and take appropriate action.

Corresponding messages are displayed in information on erroneous transactions in a clustered system.

Table 22.1 Internal Code Explanations and Actions

Value of <i>code1</i>	Explanation	Action Plan
1	Access of the management file failed.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
2	Activation of the internal command failed.	
3	An error occurred when information on the Management Server environment was displayed.	If the error occurred in a clustered system, 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.  If no server was added in the Managed Server and Managed Server transaction, then "???" is displayed for the <b>Manager IP address</b> and the corresponding message is output.  If the error occurred in a non-clustered system or in a clustered system with the shared disk mounted or online, collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
4	The port number is not set.	Check the port number of the corresponding daemon/service in the following services file:  - For Solaris, Linux, HP-UX, or AIX /etc/services  - For Windows %SystemRoot%\system32\drivers\etc\services

\*1: Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting.

---

## swstf8000

Registry reading failed.

## Explanation

The registry could not be read.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check whether AdvancedCopy Manager is installed correctly.



---

**swstf8001**

Registry information file reading failed.

**Explanation**

The registry information file could not be read.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Check whether AdvancedCopy Manager is installed normally.

---

**swstf8002**

DB environment setup failed.

**Explanation**

The DB environment could not be set up.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**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 Response**

The system terminates processing.

**System Administrator Corrective Action**

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to start the AdvancedCopy Manager service.

---

**swstf8008**

Service activation failed. Service name = *serviceName*

#### Explanation

The service that was displayed in *serviceName* could not be started.

#### Parameters

*serviceName* : Service name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to start the service that is displayed 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 Response

The system ends processing normally.

#### System Administrator Corrective Action

In accordance with the procedure for creating a clustered system 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 Response

The system ends processing normally.

#### System Administrator Corrective Action

In accordance with the procedure for creating a clustered system 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 Response

The system ends processing normally.

#### System Administrator Corrective Action

In accordance with the procedure for deleting a clustered system 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 Response

The system ends processing normally.

### System Administrator Corrective Action

In accordance with the procedure for deleting a clustered system 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 Response

The system terminates processing.

### System Administrator Corrective Action

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

Acquiring of information from the cluster file failed.

### Parameters

*errCode* : Error code

*fileName* : Cluster file name

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

### System Administrator Corrective Action

- For Solaris, Linux, or HP-UX
  - Verify that a correct mount point name is used for the shared disk.
  - Check the mount status of the shared disk.
- For Windows
  - Contact Fujitsu Technical Support.

---

### swstf8107

The cluster setup has been completed.

### Explanation

The cluster setup has been completed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

- 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 clustered system 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8109

The processing was canceled.

### Explanation

The processing was cancelled.

### System Response

The system terminates processing.

### System Administrator Corrective Action

No action 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	WSFC
MCSG	MC/ServiceGuard
VCS	VERITAS Cluster Server
PRM	PRIMECLUSTER
GEN	Clustered system used by the method of the following sections in the <i>ETERNUS SF Cluster Environment Setup Guide</i> : <ul style="list-style-type: none"><li>- "Customization for Solaris/Linux Clustered System" in the chapter "Customization for Management Server Transaction"</li><li>- "Customization for Solaris/Linux/HP-UX Clustered System" in the chapter "Customization of Managed Server Transactions"</li></ul>

### System Response

The system terminates processing.

### System Administrator Corrective Action

Use the cluster setup command supported by the current OS to create a clustered system 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 clustered system environments that can be registered

### System Response

The system terminates processing.

### System Administrator Corrective Action

Unsetup other clustered system environments and re-execute processing.

If no other clustered system environments can be modified, contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

Check the version of AdvancedCopy Manager.

---

### swstf8114

Failed to create a cluster environment on a shared disk. Error Code=*errCode1-errCode2*

#### Explanation

Creating of a clustered system environment on a shared disk failed.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System Response

The system terminates processing.

## System Administrator Corrective Action

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 clustered system 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, or HP-UX
  - 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 Fujitsu Technical Support.

### swstf8116

Failed to read the command definition file for creating a cluster environment.

---

## Explanation

Reading of the command definition file for creating a clustered system environment failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8117

Failed to set up information in the cluster file. Error Code = *errCode*, File Name = *fileName*

## Explanation

Setting up information in the cluster file failed.

## Parameters

*errCode* : Error code

*fileName* : Cluster file name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8118

The service name is already used in another cluster environment *nodeName*.

## Explanation

The service name (job name) was already being used in another clustered system environment.

## Parameters

*nodeName* : Name of AdvancedCopy Manager logical node that uses the service name (job name)

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8120

The node name is in an invalid format.

## Explanation

The node name is in an invalid format.

## System Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the AdvancedCopy Manager code.

---

### swstf8126

The primary node does not have a cluster environment.

#### Explanation

The primary node is not configured with a clustered system environment.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Configure a clustered system 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the AdvancedCopy Manager version.

---

### swstf8130

No cluster environment has been created.

#### Explanation

No clustered system environment has been created.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Verify that an AdvancedCopy Manager clustered system 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 clustered system 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 Response

The system terminates processing.

## System Administrator Corrective Action

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, or HP-UX  
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 Fujitsu Technical Support.

---

### swstf8132

The cluster environment of the secondary node has not been deleted.

## Explanation

The clustered system environment of the secondary node has not been deleted.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After deleting the clustered system environment of the secondary node, re-execute processing.

Execute processing after deleting the clustered system environment of all secondary nodes in cluster operation.

---

### swstf8133

Failed to clear the cluster file. Error Code = *errCode*, File Name = *pathName*

## Explanation

Clearing of the cluster file failed.

## Parameters

*errCode* : Error code

*pathName* : Cluster file path

## System Response

The system continues processing.

## System Administrator Corrective Action

Although the clustered system environment was deleted, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8134

Failed to delete the cluster file. Error Code = *errCode1-errCode2*, File Name = *pathName*

## Explanation

The cluster file deletion failed.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

*pathName* : Cluster file path

## System Response

The system continues processing.

## System Administrator Corrective Action

Although the clustered system environment was deleted, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf8135

Deletion of the cluster in forced mode has been completed.

## Explanation

Deletion of the clustered system in forced mode has been completed.

## System Response

The system ends processing.

## System Administrator Corrective Action

In accordance with the procedure for deleting a clustered system environment, perform the next step.

---

## swstf8136

No cluster environment with the node name (*nodeName*) has been created.

## Explanation

No clustered system environment with the specified node name has been created.

## Parameters

*nodeName* : Specified AdvancedCopy Manager logical node name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the AdvancedCopy Manager logical node name.

---

## swstf8137

The node was not deleted.

## Explanation

The node was not deleted.

## System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

- For Solaris, Linux, or HP-UX

Check the mount status of the shared disk.

- For Windows

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8139

Failed to restore the registry information file. Error Code = *errCode*

### Explanation

The registry information file failed to restore.

### Parameters

*errCode* : Error code

### System Response

The system continues processing.

### System Administrator Corrective Action

Although the clustered system environment was deleted, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8141

The secondary node has a cluster environment.

### Explanation

The secondary node is configured with a clustered system environment.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 is configured with a clustered system environment.

#### Parameters

*nodeName* : AdvancedCopy Manager logical node name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 clustered system environment deletion of the secondary node has been completed. Next, delete the clustered system environment of another secondary node.

#### System Response

The system ends processing.

#### System Administrator Corrective Action

In accordance with the procedure for deleting a clustered system environment, perform the next step.

---

### swstf8199

An internal inconsistency occurred.

#### Explanation

An internal conflict occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8200

*value1* or *value2* must be specified in *option*.

#### Explanation

The value that is displayed in *value1* or *value2* must be specified with the option that is displayed in *option*.

#### Parameters

*option* : Option

*value1* : Specifiable value 1

*value2* : Specifiable value 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Re-execute processing using correct values.

---

#### swstf8201

*value* must be specified in *option*.

### Explanation

The value that is displayed in *value* must be specified with the option that is displayed in *option*.

### Parameters

*option* : Option

*value* : Specifiable value

### System Response

The system terminates processing.

### System Administrator Corrective Action

Re-execute processing using correct values.

---

#### swstf8202

Failed to start the command. Error Code = *errCode1-errCode2*, Command Name = *commandName*

### Explanation

The command failed to start.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

*commandName* : Command name

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.



### System Administrator Corrective Action

Check the option value.

---

#### swstf8208

Do not mount the shared disk.

#### Explanation

Do not mount the shared disk.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

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

The mount check command failed to start.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 clustered system environment of AdvancedCopy Manager was removed. Carry out treatment corresponding to the message being output.

#### System Response

The system ends processing.

### System Administrator Corrective Action

Comply with [System Administrator Corrective Action] 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Mount the last time used device and re-execute processing.

---

#### swstf8215

The service is not offline.

### Explanation

The service is not offline.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Stops the transactions and re-execute a command.

---

#### swstf8300

AdvancedCopy Manager has not been installed.

#### Explanation

AdvancedCopy Manager has not been installed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Check the IP address or subnet mask.

---

#### swstf8302

Failed to connect to the service control manager. Error Code = *errCode*

#### Explanation

Connecting to the service control manager failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8303

Failed to open the service. Service Name: *serviceName*, Error Code = *errCode*

#### Explanation

Opening of the service failed.

## Parameters

*serviceName* : Service name  
*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8304

Failed to acquire the service status. Service Name: *serviceName*, Error Code = *errCode*

## Explanation

Acquiring of the service status failed.

## Parameters

*serviceName* : Service name  
*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8305

Failed to wait for a thread. Error Code = *errCode*

## Explanation

Waiting for a thread failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8306

Failed to stop the service. Service Name: *serviceName*, Error Code = *errCode*

## Explanation

The service failed to stop.

## Parameters

*serviceName* : Service name  
*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Manually stop the service.

---

#### swstf8307

Failed to stop the service (timeout). Service Name: *serviceName*

#### Explanation

The service failed to stop due to a timeout.

#### Parameters

*serviceName* : Service name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing if **Yes** is clicked.

#### System Administrator Corrective Action

Select **Yes** to cancel setup.  
Select **No** to continue setup.

---

#### swstf8309

No parameter was entered.

#### Explanation

No parameter was entered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the IP address or subnet mask.

---

### swstf8312

Failed to create a directory. Directory = *pathName*

### Explanation

A directory creation failed.

### Parameters

*pathName* : Directory path

### System Response

The system terminates processing.

### System Administrator Corrective Action

After creating a directory, re-execute processing.

---

### swstf8313

Failed to set up registry information.

### Explanation

Setting up registry information failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8314

The cluster environment will not be released if you cancel the unsetup now. Do you want to cancel the unsetup?

### Explanation

The clustered system environment will not be released if you cancel the unsetup now. Do you want to cancel the unsetup?

### System Response

The system terminates processing if **Yes** is clicked.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Select a logical node name.

---

### swstf8316

Failed to create a thread. Error Code = *errCode*

### Explanation

A thread creation failed.

### Parameters

*errCode* : Error code

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8317

Are you sure the cluster environment may be forcibly released?

### Explanation

Are you sure the clustered system environment may be forcibly released?

### System Response

The clustered system environment is forcibly released if **Yes** is clicked.

### System Administrator Corrective Action

Select **Yes** to continue forcibly unsetup.  
Select **No** to cancel forcibly unsetup.

---

### swstf8318

Failed to fetch computer name. Error Code = *errCode*

#### Explanation

Fetching of the computer name failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

After checking the command, re-execute processing.

---

#### swstf8403

Failed to register the status transition procedure. Error Code = *errCode1-errCode2*

#### Explanation

Registering of the status transition procedure failed.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.



---

#### swstf8404

SynfinityCluster or PRIMECLUSTER has not been installed.

#### Explanation

SynfinityCluster or PRIMECLUSTER has not been installed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the SynfinityCluster or PRIMECLUSTER environment.

---

#### swstf8406

Failed to delete the status transition procedure. Error Code = *errCode1-errCode2*

#### Explanation

The status transition procedure deletion failed.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8407

For the Storage Management Server transaction, specify an IP Address.

#### Explanation

For the Management Server transaction, specify an IP Address.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

The command line resource deletion failed.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 clustered system environment.

### Parameters

*nodeName* : Storage MGR logical node name that is using the network resource

### System Response

The system terminates processing.

### System Administrator Corrective Action

Ensure the network resource as specified is the correct one.

---

#### swstf8457

Failed to add AdvancedCopy Manager resource.

### Explanation

AdvancedCopy Manager resource registration failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Contact your Fujitsu system engineer.

---

#### swstf8459

Failed to delete the AdvancedCopy Manager resource.

### Explanation

The AdvancedCopy Manager application resource deletion failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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.

---

#### swstf8500

A parameter was specified.

### Explanation

A parameter was specified.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Execute the command without specifying a parameter.

---

#### swstf8501

Cluster Service was not started.

### Explanation

Cluster Service was not started.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the MSCS or cluster service environment.

---

#### swstf8502

MSCS has not been installed.

### Explanation

The cluster software (WSFC) has not been installed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the MSCS or cluster service environment. Verify the following:

- whether the cluster software (WSFC) is installed
- whether setup of the cluster software (WSFC) is completed

---

### swstf8503

Failed to acquire the drive name from the physical disk resource.

### Explanation

Acquiring of the drive name from the physical disk resource failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the cluster service environment.

---

### swstf8504

The usage of the IP address was not specified.

### Explanation

The usage of the IP address was not specified.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Specify the IP address.

---

### swstf8505

Failed to acquire the quorum disk name. Error Code = *errCode*

### Explanation

Acquiring of the quorum disk name failed.

### System Response

*errCode* : Error code

### System Response

The system terminates processing.

### System Administrator Corrective Action

Verify that the quorum disk is operating normally.

---

### swstf8506

Failed to acquire the quorum disk information.

### Explanation

Acquiring of the quorum disk information failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Acquire the ownership of the quorum disk.

---

### swstf8507

Failed to acquire the quorum disk information. Error Code = *errCode*

## Explanation

Acquiring of the quorum disk information failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Verify that the quorum disk is operating normally.

---

### swstf8508

Failed to acquire the primary node name. Error Code = *errCode*

## Explanation

Acquiring of the primary node name failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8509

Failed to check the cluster group. Error Code = *errCode*

## Explanation

Checking of the cluster group failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8510

Failed to create a cluster group. Error Code = *errCode*

#### Explanation

A cluster group creation failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8511

Failed to set up the property information of the cluster group. Error Code = *errCode*

#### Explanation

Setting up the property information of the cluster group failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the following.

- Check whether the cluster name is correct.
- Check whether the Failover Cluster Command Interface is installed. (Only for Windows Server 2012 or later)

---

### swstf8512

Check whether group *groupName* exists. Error Code = *errCode*

#### Explanation

Check whether the group exists.

#### Parameters

*groupName* : Cluster group name  
*errCode* : Error code

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Verify that the group exists.

---

### swstf8513

Failed to create a cluster resource. Error Code = *errCode*



## Explanation

A cluster resource creation failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8514

Failed to set up the property information of the cluster resource. Error Code = *errCode*

## Explanation

Setting up the property information of the cluster resource failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the followings:

- Whether the Failover Cluster Command Interface is installed. (Only for Windows Server 2012 or later)
- 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.
- Whether the name resolution of the cluster name and server name (primary/secondary node) is possible.

---

### swstf8515

Failed to add a cluster dependence relationship. Error Code = *errCode*

## Explanation

Adding of a cluster dependence relationship failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf8516

Failed to copy *registry* registry. Resource Name = *resourceName*

### Explanation

The registry failed to replicate.

### Parameters

*registry* : Registry

*resourceName* : Resource name

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## swstf8517

Failed to set up the priority ownership. Error Code = *errCode*

### Explanation

Setting up the priority ownership failed.

### Parameters

*errCode* : Error code

### System Response

The system terminates processing.

### System Administrator Corrective Action

A check is performed as to whether the cluster group specified by the service name (job name) in Failover Cluster Manager 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

Acquiring of the local node name failed.

### Parameters

*errCode* : Error code

### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8519

Acquire the ownership of *groupName* group.

#### Explanation

Acquire the ownership of the group.

#### Parameters

*groupName* : Cluster group name

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Acquire the ownership of the cluster group.

---

### swstf8520

Failed to check the ownership of the group. Error Code = *errCode*

#### Explanation

Checking of the ownership of the group failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8521

Failed to place *resourceName* offline. Error Code = *errCode1-errCode2*

#### Explanation

The resource failed to place offline.

#### Parameters

*resourceName* : Resource name

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System Response

The system terminates processing.

## System Administrator Corrective Action

After manually placing the resource offline, re-execute processing.

---

### swstf8522

Failed to delete the resource. Resource Name = *resourceName*, Error Code = *errCode*

#### Explanation

The resource deletion failed.

#### Parameters

*resourceName* : Resource name

*errCode* : Error code

#### System Response

The system continues processing.

#### System Administrator Corrective Action

Manually delete the resource.

---

### swstf8523

Failed to move the group. Error Code = *errCode*

#### Explanation

Failed to move the group.

#### Parameters

*errCode* : Error code

#### System Response

The system continues processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8524

Failed to find the cluster file. File Name = *fileName*

#### Explanation

Failed to find the cluster file.

#### Parameters

*fileName* : Cluster file name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Verify that the shared disk is online.

---

### swstf8551

For the primary node, specify all options.

#### Explanation

For the primary node, specify all options.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8601

For the primary node, specify a node name, service name.

### Explanation

For the primary node, specify a node name, service name.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check the environment of VERITAS Cluster Server.

---

#### swstf8604

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

### Explanation

Making of the AdvancedCopy Manager application failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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

Deleting of the AdvancedCopy Manager application failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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

Registering of the status transition procedure failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8654

PRIMECLUSTER has not been installed.

### Explanation

PRIMECLUSTER has not been installed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the PRIMECLUSTER environment.

---

#### swstf8656

Failed to delete the status transition procedure. Error Code = *errCode1-errCode2*

### Explanation

Deleting of the status transition procedure failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2



### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8657

For the Storage Management Server transaction, specify an IP address.

### Explanation

For the Management Server transaction, specify an IP Address.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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

Deleting of the command line resource failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8660

It failed in the registration of the CmdLine resource. Error Code=*errCode1-errCode2*

## Explanation

Registering of the command line resource failed.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8800

An internal inconsistency occurred.

## Explanation

An internal inconsistency occurred.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8801

No port number was entered.

## Explanation

No port number was entered.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Enter the port number and retry.

---

### swstf8802

The same port number was entered.

## Explanation

The same port number was entered.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Check the port number.

Check whether the port number is right. 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

The service registration failed.

## Parameters

*serviceName* : Service name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8807

Failed to delete service *serviceName*.

## Explanation

The service deletion failed.

## Parameters

*serviceName* : Service name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8809

Failed to acquire an account of AdvancedCopy Manager.

## Explanation

Acquiring of an account of AdvancedCopy Manager failed.

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### swstf8810

Failed to register to the port number management file. Error=*errCode*

## Explanation

Registering to the port number management file failed.

## Parameters

*errCode* : Error code

## System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8811

Failed to read the port number management file. Error=*errCode*

#### Explanation

Reading of the port number management file failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8812

Failed to write the port number. Error=*errCode*

#### Explanation

Writing of the port number failed.

#### Parameters

*errCode* : Error code

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8813

Failed to acquire machine information.

#### Explanation

Acquiring of machine information failed.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

- If the clustered system is customized by the user belonging to the Domain Administrators group in a clustered system environment for Windows

Check whether Computer Browser service is running or not. Refer to "Customization for Windows Clustered System" in the *ETERNUS SF Cluster Environment Setup Guide* about the Computer Browser service.

- In the case other than mentioned above

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8814

An invalid password was entered.

#### Explanation

An invalid password was entered.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the password.

---

#### swstf8815

Failed to write the linefeed.

#### Explanation

Writing of the linefeed failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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

Confirming of the linefeed failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf8901

This command arguments are incorrect.

#### Explanation

The command arguments are incorrect.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Do not execute this command. Execute the cluster unsetup command to unsetup the clustered system settings.

Specify the correct argument for the command when performing a cluster setup using a method in one of the following sections in the *ETERNUS SF Cluster Environment Setup Guide*.

- "Customization for Solaris/Linux Clustered System" in the chapter "Customization for Management Server Transaction"
- "Customization for Solaris/Linux/HP-UX Clustered System" in the chapter "Customization of Managed Server Transactions"

---

#### 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check for the presence of the cluster setting definition file that is displayed 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 Response

The system terminates processing.

### System Administrator Corrective Action

The cluster setting definition file that is displayed in *fileName* may be corrupted. 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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response**

The system terminates processing.

**System Administrator Corrective Action**

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

## System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Check for the presence of the command that is displayed in *commandLine*.

---

#### swstf9001

For the primary node, specify a node name, service name.

## Explanation

For the primary node, specify a node name, service name.

## System Response

The system terminates processing.

## System Administrator Corrective Action

After checking the command, re-execute processing.

---

### swstf9004

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

Making of the AdvancedCopy Manager application failed.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Deleting of the AdvancedCopy Manager application failed.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf9051

For the primary node, specify a node name, service name.

### Explanation

For the primary node, specify a node name, service name.

### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking the command, re-execute processing.

---

#### swstf9052

VERITAS Cluster Server has not been installed.

### Explanation

VERITAS Cluster Server has not been installed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the environment of VERITAS Cluster Server.

---

#### swstf9054

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

### Explanation

Making of the AdvancedCopy Manager application failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 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 Response

The system terminates processing.

### System Administrator Corrective Action

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

Deleting of the AdvancedCopy Manager application failed.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System Response

The system terminates processing.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### swstf9101

For the primary node, specify a node name, service name.

### Explanation

For the primary node, specify a node name, service name.

### System Response

The system terminates processing.

### System Administrator Corrective Action

After checking the command, re-execute processing.

---

#### swstf9102

VERITAS Cluster Server has not been installed.

### Explanation

VERITAS Cluster Server has not been installed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check the environment of VERITAS Cluster Server.

---

#### swstf9104

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

### Explanation

Making of the AdvancedCopy Manager application failed.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Response

The system terminates processing.

## System Administrator Corrective Action

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

Deleting of the AdvancedCopy Manager application failed.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 23 Messages of Vmlink Prefix

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### vmlink00001

Internal error occurred.

#### Explanation

An internal error has occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### vmlink00003

Two or more operations were executed at the same time for the virtual machine or ETERNUS Disk storage system.

Server name : *serverName*

Storage device name : *storageName*

#### Explanation

Multiple operations were simultaneously executed for the virtual machine or the ETERNUS Disk storage system.

#### Parameters

*serverName* : Name of the virtual machine in which the operation failed

*storageName* : Name of the ETERNUS Disk storage system in which the operation failed

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

For the virtual machine that is displayed in *serverName* or the ETERNUS Disk storage system that is displayed in *storageName* from the ETERNUS SF system, multiple operations may have been executed simultaneously.

In the **Operation History** screen of the Web Console, check whether any processes are running for the virtual machine that is displayed in *serverName* or the ETERNUS Disk storage system that is displayed in *storageName*.

If a running process exists, after that the process is completed, re-execute the operation.

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

---

### vmlink00004

The information on operational object was not found.

Error code : *errCode*

#### Explanation

The information of the operation target did not exist.

#### Parameters

*errCode* : Error number

#### System Response

The system terminates processing.



## System Administrator Corrective Action

In the **Operation History** screen of the Web Console, check whether the operations for the target resource are conflicted and take appropriate action according to the error number that is displayed in *errCode*. If you still have a problem or if the error number that does not exist in the following table is displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

Value of <i>errCode</i>	Action Plan
1	After re-registering the ETERNUS Disk storage system, re-execute the operation.
2	<ul style="list-style-type: none"> <li>- If this error occurred during the Snapshot restore, Clone restore, or Single item restore operation Re-execute the operation.</li> <li>- If this error occurred during an operation other than those above After re-registering the virtual machine, re-execute the operation.</li> </ul>
3	<p>Check whether the VM host where virtual machines run is registered. If not, after re-registering the VM host, re-execute the operation.</p> <p>Check whether vCenter Server managing the VM host where virtual machines run is registered. If not registered, after re-registering vCenter Server, re-execute the operation. If registered, the configuration of the VMware environment may have been changed after vCenter Server was registered. After reloading vCenter Server, re-execute the operation.</p> <p>If both the VM host and vCenter Server are registered, performing a name resolution might not be possible for the VM host on the Management Server. Configure the DNS settings so that a name resolution can be performed for the VM host using both DNS lookup and reverse DNS lookup on the Management Server. After configuring the DNS settings so that a name resolution can be performed, reload vCenter Server, and re-execute the operation.</p>
4	Check whether a Clone backup VVOL datastore exists. If not, after creating a Clone backup VVOL datastore, re-execute the operation.
5	The process failed because Storage vMotion was in progress for the target virtual machine. After Storage vMotion has been completed, re-execute the operation.
6	<ul style="list-style-type: none"> <li>- If this error occurred during the Clone backup operation <ul style="list-style-type: none"> <li>- The volume that is assigned to the virtual machine may have been deleted. Re-execute the operation.</li> <li>- The device information may be synchronized between the ETERNUS Disk storage system and the ETERNUS SF system. After waiting for a while, re-execute the operation. If you still have a problem, after performing the <b>Reload Conf.</b> operation, re-execute the operation.</li> </ul> </li> <li>- If this error occurred during the Snapshot restore, Single item restore, or Snapshot backup history deletion operation <ul style="list-style-type: none"> <li>- The target Snapshot may have been deleted from vCenter Server. Check whether the target Snapshot exists on vCenter Server. If not, specify any existing Snapshot and re-execute the operation.</li> <li>- The device information may be synchronized between the ETERNUS Disk storage system and the ETERNUS SF system. After waiting for a while, re-execute the operation. If you still have a problem, after performing the <b>Reload Conf.</b> operation, re-execute the operation.</li> </ul> </li> </ul>
7	<p>The target Snapshot backup may have been deleted for other operation such as Snapshot backup or Snapshot backup history deletion.</p> <p>Check whether the target Snapshot exists on vCenter Server. If not, specify any existing Snapshot and re-execute the operation.</p>
8	In the VVOL Backup Management screen of the Web Console, check whether the virtual machine exists. If not, review the operation target.

Value of <i>errCode</i>	Action Plan
9	In the VVOL Backup History screen of the Web Console, check whether the Clone backup history exists. If not, Clone backup history deletion and restore from Clone backup cannot be performed. Review the executed operation.
10	The communication from the Management Server to the ETERNUS Disk storage system may have failed, or a Clone backup destination volume may be removed from the ETERNUS Disk storage system. Check the status of the ETERNUS Disk storage system and whether there is any fault in the network communication path between the Management Server and the ETERNUS Disk storage system. If an error has occurred, after removing the cause of the error, re-execute the operation. If there is no error, the Clone backup history deletion and restore from Clone backup cannot be performed because the Clone backup destination volume is deleted from the ETERNUS Disk storage system. Review the executed operation.
11	The target scheduler task was deleted.  - If this error occurred when executing the scheduler task to delete the temporary volume that was created by executing Single item restore  From vCenter Server, check whether the temporary volume for Single item restore is assigned to the virtual machine. If so, delete the temporary volume manually.  - If this error occurred when executing the scheduler task to perform the virtual machine backup  The virtual machine backup could not be performed because the policy was changed. To perform the auto execution of virtual machine backup, reset the <b>Operation Mode</b> of the virtual machine backup policy to "Auto" from vCenter Server.  - If this error occurred in cases other than the case of scheduler task execution  No action is required.
13	The communication from the Management Server to the ETERNUS Disk storage system has failed. Check the status of the ETERNUS Disk storage system and whether there is any fault in the network communication path between the Management Server and the ETERNUS Disk storage system. If an error has occurred, after removing the cause of the error, re-execute the operation.

---

#### vmlink00007

Failed to backup because the size of Volume had been changed.

Volume name : *volumeName*

VMDK file name : *vmdkName*

#### Explanation

Clone backup cannot continue because the size of the volume for the Clone backup has been changed.

#### Parameters

*volumeName* : Volume name

*vmdkName* : VMDK file name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

With the Web Console, delete the Snapshot backup history and the Clone backup history. After that, re-execute the operation.

---

#### vmlink00008

The license required to perform this function is not registered.

Storage device name : *storageName*

## Explanation

The necessary license to execute this function has not been registered.

## Parameters

*storageName* : Storage device name

## System Response

The system terminates processing.

## System Administrator Corrective Action

With the Web Console, register the ETERNUS SF AdvancedCopy Manager Local Copy License for the ETERNUS Disk storage system that is displayed in *storageName*. After that, re-execute the operation.

---

## vmlink00010

Failed to create the volume for Clone backup.

Command : *commandLine*

Content of error : *detail*

## Explanation

Creating a volume for Clone backup failed.

## Parameters

*commandLine* : Storage Cruiser command name

*detail* : Error context returned by the Storage Cruiser command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] of the Storage Cruiser error message that is displayed in *detail* and take the required action. After that, re-execute the operation.

If the content of the error is not displayed in *detail*, check whether the service for the Storage Cruiser's manager is running. If not running, start the service for the Storage Cruiser's manager. Refer to "Starting and Stopping Manager" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to check and start the service for the Storage Cruiser's manager. After that, re-execute the operation.

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

---

## vmlink00019

A virtual machine of the same name already exists.

Server name : *serverName*

## Explanation

A virtual machine with the same name already exists.

## Parameters

*serverName* : Virtual machine name

## System Response

The system terminates processing.

## System Administrator Corrective Action

Specify a different virtual machine name and re-execute the operation.

---

## vmLink00020

The ETERNUS Disk storage system is not registered on ETERNUS SF AdvancedCopy Manager Copy Control Module.  
Storage device name : *storageName*

### Explanation

The ETERNUS Disk storage system that is connected to the virtual machine to be run is not registered in AdvancedCopy Manager Copy Control Module.

### Parameters

*storageName* : Storage device name

### System Response

The system terminates processing.

### System Administrator Corrective Action

With the Web Console, set the connection configuration of the ETERNUS Disk storage system that is displayed in *storageName*. Refer to "Configuration of Advanced Copy Connection Type" in the *ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes* for information on how to set the connection configuration.

After that, re-execute the operation.

---

## vmLink00021

There is no Clone backup VVOL datastore existing.  
Storage device name : *storageName*

### Explanation

A Clone backup VVOL datastore does not exist.

### Parameters

*storageName* : Storage device name

### System Response

The system terminates processing.

### System Administrator Corrective Action

Create a Clone backup VVOL datastore for the ETERNUS Disk storage system that is displayed in *storageName*. After that, re-execute the operation.

---

## vmLink00022

Operation failed because restore from Clone backup was being processed.  
Copy group : *copyGroup*  
Storage device name : *storageName*

### Explanation

The operation failed because a restore from a Clone backup is currently in progress.

### Parameters

*copyGroup* : Copy group name  
*storageName* : Storage device name

### System Response

The system terminates processing.

## System Administrator Corrective Action

The volume in the copy group that is displayed in *copyGroup* may be executing a physical copy. After the physical copy is complete, re-execute the operation.

Or the repository information of the ETERNUS SF system may not be up to date. Reload the configuration for the ETERNUS Disk storage system that is displayed in *storageName*. After that, re-execute the operation.

---

### vmLink00023

vCenter Server is not registered.  
IP address : *ipAddress*

#### Explanation

vCenter Server is not registered.

#### Parameters

*ipAddress* : IP address of vCenter Server

#### System Response

The system terminates processing.

## System Administrator Corrective Action

The information of vCenter Server that is displayed in *ipAddress* is not registered in the ETERNUS SF system. Or the information of vCenter Server that was registered in the ETERNUS Disk storage system may have been deleted or changed. In the **Operation History** screen of the Web Console, check whether the information of vCenter Server that is displayed in *ipAddress* has been deleted or changed.

If the information has been deleted, after re-registering vCenter Server, re-execute the operation.

If the information has been changed, re-execute the operation.

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

---

### vmLink00024

A temporary volume for Single Item Restore already exists.

#### Explanation

A temporary volume for Single item restore already exists.

#### System Response

The system terminates processing.

## System Administrator Corrective Action

Execute the Remove Temporary Volume task registered on the scheduler task to remove the temporary volume. Refer to "Regarding Temporary Volume for Single Item Restore Connected to Virtual Machine" in "Restoration" in the *ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes* for details of the scheduler task that deletes a temporary volume.

After that, re-execute the operation.

If the temporary volume deletion task has been deleted before executing the temporary volume deletion task registered in the scheduler task, the temporary volume is not deleted. In this case, after manually deleting the temporary volume assigned to the virtual machine, re-execute the operation.

---

### vmLink00032

Failed to delete the volume for Clone backup.  
Command : *commandLine*  
Content of error : *detail*

#### Explanation

Deleting the volume for Clone backup failed.

## Parameters

*commandLine* : Command name  
*detail* : Error context returned by the command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Perform the following action according to the command that is displayed in *commandLine*.

- If the command name begins with "ac"  
Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager Copy Control Module error message that is displayed in *detail* and take the required action.
- If the command name begins with "storageadm"  
Refer to [System Administrator Corrective Action] of the Storage Cruiser error message that is displayed in *detail* and take the required action.

After that, re-execute the operation.

If the command name and the contents of the error are not displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## vmlink00036

Failed to execute Clone backup.  
Command : *commandLine*  
Content of error : *detail*

## Explanation

Executing a Clone backup failed.

## Parameters

*commandLine* : AdvancedCopy Manager Copy Control Module command name  
*detail* : Error context returned by the AdvancedCopy Manager Copy Control Module command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager Copy Control Module error message that is displayed in *detail* and take the required action. After that, re-execute the operation.

If the command name and the contents of the error are not displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## vmlink00037

Failed to restore from Clone backup.  
Command : *commandLine*  
Content of error : *detail*

## Explanation

Restoration from the Clone backup failed.

## Parameters

*commandLine* : AdvancedCopy Manager Copy Control Module command name  
*detail* : Error context returned by the AdvancedCopy Manager Copy Control Module command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager Copy Control Module error message that is displayed in *detail* and take the required action. After that, re-execute the operation.

If the command name and the contents of the error are not displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **vmlink00038**

Failed to copy the temporary volume for Single Item Restore.

Command : *commandLine*

Content of error : *detail*

## Explanation

Copying a temporary volume for Single item restore failed.

## Parameters

*commandLine* : AdvancedCopy Manager Copy Control Module command name

*detail* : Error context returned by the AdvancedCopy Manager Copy Control Module command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager Copy Control Module error message that is displayed in *detail* and take the required action. After that, re-execute the operation.

If the command name and the contents of the error are not displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **vmlink00046**

Failed to obtain a list of ETERNUS Disk storage systems.

Command : *commandLine*

Content of error : *detail*

## Explanation

Obtaining the list of ETERNUS Disk storage systems failed.

## Parameters

*commandLine* : AdvancedCopy Manager Copy Control Module command name

*detail* : Error context returned by the AdvancedCopy Manager Copy Control Module command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager Copy Control Module error message that is displayed in *detail* and take the required action. After that, re-execute the operation.

If the command name and the contents of the error are not displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **vmlink00047**

No Tier pool exists for which Clone backup can be created.  
Storage device name : *storageName*

#### Explanation

Tier pools where a Clone backup can be performed do not exist.

#### Parameters

*storageName* : Storage device name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

In a Clone backup VVOL datastore for the ETERNUS Disk storage system that is displayed in *storageName*, add a Tier pool that can secure enough capacity for performing a Clone backup. After that, re-execute the operation.

---

### **vmlink00049**

Two or more operations were executed at the same time for the virtual machine.  
Server name : *serverName*

#### Explanation

Multiple operations were simultaneously executed for the virtual machine.

#### Parameters

*serverName* : Virtual machine name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

For the virtual machine that is displayed in *serverName* from vCenter Server, multiple operations may have been executed simultaneously. Check whether any processes are running for the virtual machine that is displayed in *serverName* from vCenter Server.

If a running process exists, after that process is completed, re-execute the operation.

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

---

### **vmlink00052**

An unexpected error occurred during operation of vCenter Server.  
Content of error : *detail*

#### Explanation

An unexpected error occurred in the operation of vCenter Server.

#### Parameters

*detail* : Error context

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

From the error contents that are displayed in *detail*, take corrective action according to the error number that is displayed in "Error Code =".



If you still have a problem or if the error number that does not exist in the following table is displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

Error Number	Action Plan
1, 2, 3	<ul style="list-style-type: none"> <li>- Check whether there are any problems in the network environment between the Management Server and vCenter Server. If there is a problem, after resolving the network abnormality, re-execute the operation.</li> <li>- Check whether vCenter Server is running normally. If not running, after starting vCenter Server, re-execute the operation.</li> <li>- Check whether vCenter Server is in a maintenance mode. When in a maintenance mode, after canceling maintenance mode, re-execute the operation.</li> <li>- Check whether the vCenter Server information (username and password) that is registered in the ETERNUS SF system is correct. If there is an error in the registration information, after updating the vCenter Server information that is registered in the ETERNUS SF system with the correct information, re-execute the operation.</li> <li>- Grant system administration privileges to the vCenter Server login account that is used with the ETERNUS SF system, or register the account that has system administration privileges in the ETERNUS SF system. After that, re-execute the operation.</li> <li>- Check whether the following vCenter Server information is changed: <ul style="list-style-type: none"> <li>- IP address</li> <li>- Port number</li> </ul> </li> </ul> <p>If information was changed, after deleting the vCenter Server registration information that is registered in the ETERNUS SF system, re-register vCenter Server to the ETERNUS SF system. After that, re-execute the operation.</p>
4, 5, 6, 8, 9	<ul style="list-style-type: none"> <li>- If this error occurred during the Single item restore operation <ul style="list-style-type: none"> <li>- From vCenter Server, check the status of the operation target virtual machine. After taking corrective action for the error that is occurring in the virtual machine, re-execute the operation.</li> <li>- The operation target virtual machine cannot connect all disks of the VMDK files that are specified with Single item restore. When performing Single item restore, adjust the number of selected VMDK files so that the number of disks that are connectable with the virtual machine is not exceeded. Or change the configuration of the virtual machine so that all disks of the selected VMDK files can connect. After that, re-execute the operation. If there is no space in the SCSI controller, after adding a SCSI controller, re-execute the operation.</li> </ul> </li> <li>- If this error occurred during an operation other than those above <p>From vCenter Server, check the status of the operation target virtual machine. After taking corrective action for the error that is occurring in the virtual machine, re-execute the operation.</p> </li> </ul>
10	<p>There may be an error with the settings or the operating environment of vCenter Server and the VM host where the operation target virtual machine is running. If an error is output for vCenter Server and the VM host, after taking corrective action according to the error, re-execute the operation.</p>
12, 13	<p>From vCenter Server, check the status of the operation target virtual machine. After taking corrective action for the error that is occurring in the virtual machine, re-execute the operation.</p>
14, 21, 27	<p>There may be an error with the settings or the operating environment of vCenter Server and the VM host where the operation target virtual machine is running. If an error is output for vCenter Server and the VM host, after taking corrective action according to the error, re-execute the operation.</p>
40, 41	<ul style="list-style-type: none"> <li>- Check whether there are any problems in the network environment between the Management Server and vCenter Server. If there is a problem, after resolving the network abnormality, re-execute the operation.</li> </ul>

Error Number	Action Plan
	<ul style="list-style-type: none"> <li>- Check whether vCenter Server is running normally. If not running, after starting vCenter Server, re-execute the operation.</li> <li>- Check whether vCenter Server is in a maintenance mode. When in a maintenance mode, after canceling maintenance mode, re-execute the operation.</li> <li>- Check whether the vCenter Server information (username and password) that is registered in the ETERNUS SF system is correct. If there is an error in the registration information, after updating the vCenter Server information that is registered in the ETERNUS SF system with the correct information, re-execute the operation.</li> <li>- Grant system administration privileges to the vCenter Server login account that is used with the ETERNUS SF system, or register the account that has system administration privileges in the ETERNUS SF system. After that, re-execute the operation.</li> <li>- Check whether the following vCenter Server information is changed: <ul style="list-style-type: none"> <li>- IP address</li> <li>- Port number</li> </ul> </li> </ul> <p>If information was changed, after deleting the vCenter Server registration information that is registered in the ETERNUS SF system, re-register vCenter Server to the ETERNUS SF system. After that, re-execute the operation.</p>
100, 101	<ul style="list-style-type: none"> <li>- If this error occurred during the restoration operation from Clone backup <ul style="list-style-type: none"> <li>- The VM host name, IP address, or datastore name may have been changed after the time of Clone backup. After returning the VM host or datastore configuration to the time of Clone backup, re-execute the operation.</li> <li>- From vCenter Server, check whether the operation target virtual machine exists. If the virtual machine exists, re-execute the operation by specifying another name.</li> <li>- For the operation target virtual machine, the following resources may have been removed or changed from vCenter Server: <ul style="list-style-type: none"> <li>- Virtual machine</li> <li>- Connected disk</li> </ul> </li> </ul> <p>From vCenter Server, check the status of the above resources. If an error has occurred, after removing the cause of the error, re-execute the operation.</p> </li> <li>- If this error occurred during an operation other than those above <p>For the operation target virtual machine, the following resources may have been removed or changed from vCenter Server:</p> <ul style="list-style-type: none"> <li>- Virtual machine</li> <li>- Connected disk</li> <li>- WWOL datastore</li> <li>- VM host</li> <li>- Snapshot</li> </ul> <p>From vCenter Server, check the status of the above resources. If an error has occurred, after removing the cause of the error, re-execute the operation.</p> </li> </ul>
110	Re-execute the operation.
113	The number of disks for connecting to the restoration target virtual machine may have reached the upper limit. When performing Single item restore, adjust the number of selected VMDK files so that the number of disks that

Error Number	Action Plan
	<p>are connectable with the virtual machine is not exceeded. Or change the configuration of the virtual machine so that all disks of the selected VMDK files can connect. After that, re-execute the operation.</p> <p>If there is no space in the SCSI controller, after adding a SCSI controller, re-execute the operation.</p>
115, 116	Re-execute the operation.
201	<ul style="list-style-type: none"> <li>- When "Timeout occurred in waiting for the response." is displayed in <i>detail</i></li> </ul> <p>Snapshot of a virtual machine to be backed up may have been created. Check the task with vCenter Server for whether any snapshot not existing in the snapshot backup history on the ETERNUS SF system is created. If any snapshot is created, after removing it, re-execute the operation.</p> <p>Also, the vCenter Server environment and Management Server may be highly loaded. If they are highly loaded, after removing the cause, re-execute the operation.</p> <ul style="list-style-type: none"> <li>- In a case other than listed above</li> </ul> <p>From vCenter Server, check the task. If an error has occurred, after taking corrective action according to the error, re-execute the operation.</p> <p>If the error cause cannot be determined from the tasks of vCenter Server, take the following actions:</p> <ul style="list-style-type: none"> <li>- Check the status of the storage device where the volume of the virtual machine exists and the connection status between the storage device and the VM host. If an error has occurred, after removing the cause of the error, re-execute the operation.</li> <li>- Check whether the ETERNUS Information Provider service of the Management Server is stopped. If the ETERNUS Information Provider service is stopped, after starting the service, re-execute the operation.</li> <li>- The number of generations of Snapshot backups may have reached the upper limit. If the number of generations has reached the upper limit, after deleting any unnecessary Snapshot backups from vCenter Server, re-execute the operation.</li> <li>- In the vSphere HA environment, VM host switchover may have been in progress by a failover. If a failover is in progress, after completing VM host switchover, re-execute the operation.</li> </ul>
202	<ul style="list-style-type: none"> <li>- When "Timeout occurred in waiting for the response." is displayed in <i>detail</i></li> </ul> <p>The virtual machine specified at restore time may have been created. Check the task with vCenter Server for whether the virtual machine with the name specified at restore time is created. If the virtual machine is created, after removing it, re-execute the operation.</p> <p>Also, the vCenter Server environment and Management Server may be highly loaded. If they are highly loaded, after removing the cause, re-execute the operation.</p> <ul style="list-style-type: none"> <li>- In a case other than listed above</li> </ul> <p>From vCenter Server, check the task. If an error has occurred, after taking corrective action according to the error, re-execute the operation.</p> <p>If the error cause cannot be determined from the tasks of vCenter Server, take the following actions:</p> <ul style="list-style-type: none"> <li>- Check the status of the storage device where the volume of the virtual machine exists and the connection status between the storage device and the VM host. If an error has occurred, after removing the cause of the error, re-execute the operation.</li> <li>- Check whether the ETERNUS Information Provider service of the Management Server is stopped. If the ETERNUS Information Provider service is stopped, after starting the service, re-execute the operation.</li> <li>- A virtual machine with the same name as the virtual machine name that was specified at restore may exist. In that case, specify another virtual machine name and re-execute the operation.</li> <li>- Due to VVOL datastore free space shortage, the creation of the virtual machine that was specified at restore may have failed. Check whether there is enough free space in the VVOL datastore. If not, after adding a Tier pool that can secure enough free space to create a virtual machine, re-execute the operation.</li> </ul>

Error Number	Action Plan
	<ul style="list-style-type: none"> <li>- In the vSphere HA environment, VM host switchover may have been in progress by a failover. If a failover is in progress, after completing VM host switchover, re-execute the operation.</li> </ul>
203	<ul style="list-style-type: none"> <li>- When "Timeout occurred in waiting for the response." is displayed in <i>detail</i></li> </ul> <p>A temporary volume of Single item restore may have been created. Check with vCenter Server the disks connected to the virtual machine to be restored. If any temporary volume is added, after removing it, re-execute the operation.</p> <p>Also, the vCenter Server environment and Management Server may be highly loaded. If they are highly loaded, after removing the cause, re-execute the operation.</p> <ul style="list-style-type: none"> <li>- In a case other than listed above</li> </ul> <p>From vCenter Server, check the task. If an error has occurred, after taking corrective action according to the error, re-execute the operation.</p> <p>If the error cause cannot be determined from the tasks of vCenter Server, take the following actions:</p> <ul style="list-style-type: none"> <li>- Check the status of the storage device where the volume of the virtual machine exists and the connection status between the storage device and the VM host. If an error has occurred, after removing the cause of the error, re-execute the operation.</li> <li>- Check whether the ETERNUS Information Provider service of the Management Server is stopped. If the ETERNUS Information Provider service is stopped, after starting the service, re-execute the operation.</li> <li>- A temporary volume for Single item restore may already exist. If any temporary volume exists in the virtual machine, delete it from vCenter Server. Also, if the VMDK file specified for the temporary volume exists in the datastore, delete the VMDK file. Refer to "Single Item Restore" in the <i>ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes</i> for details of the temporary volume.</li> <li>- The number of disks for connecting to the restoration target virtual machine may have reached the upper limit. When performing Single item restore, adjust the number of selected VMDK files so that the number of disks that are connectable with the virtual machine is not exceeded. Or change the configuration of the virtual machine so that all disks of the selected VMDK files can connect. After that, re-execute the operation. If there is no space in the SCSI controller, after adding a SCSI controller, re-execute the operation.</li> <li>- In the vSphere HA environment, VM host switchover may have been in progress by a failover. If a failover is in progress, after completing VM host switchover, re-execute the operation.</li> </ul>
204	<ul style="list-style-type: none"> <li>- When "Timeout occurred in waiting for the response." is displayed in <i>detail</i></li> </ul> <p>The vCenter Server environment and Management Server may be highly loaded. If they are highly loaded, after removing the cause, re-execute the operation.</p> <ul style="list-style-type: none"> <li>- In a case other than listed above</li> </ul> <p>From vCenter Server, check the task. If an error has occurred, after taking corrective action according to the error, re-execute the operation.</p> <p>If the error cause cannot be determined from the tasks of vCenter Server, take the following actions:</p> <ul style="list-style-type: none"> <li>- Check the status of the storage device where the volume of the virtual machine exists and the connection status between the storage device and the VM host. If an error has occurred, after removing the cause of the error, re-execute the operation.</li> <li>- Check whether the ETERNUS Information Provider service of the Management Server is stopped. If the ETERNUS Information Provider service is stopped, after starting the service, re-execute the operation.</li> <li>- If you perform the Snapshot from vCenter Server while a temporary volume exists, the temporary volume may not be deleted. After deleting all Snapshots taken after creating a temporary volume, re-execute the operation.</li> </ul>

Error Number	Action Plan
	<ul style="list-style-type: none"> <li>- If you perform the Snapshot backup while a temporary volume exists, the temporary volume may not be deleted. After deleting histories of all Snapshot backups performed after creating a temporary volume, re-execute the operation. When performing automatic backup operation, stop automatic backup operation temporarily while a temporary volume exists.</li> <li>- In the vSphere HA environment, VM host switchover may have been in progress by a failover. If a failover is in progress, after completing VM host switchover, re-execute the operation.</li> </ul>
205, 206	<ul style="list-style-type: none"> <li>- When "Timeout occurred in waiting for the response." is displayed in <i>detail</i> The vCenter Server environment and Management Server may be highly loaded. If they are highly loaded, after removing the cause, re-execute the operation.</li> <li>- In a case other than listed above From vCenter Server, check the task. If an error has occurred, after taking corrective action according to the error, re-execute the operation. If the error cause cannot be determined from the tasks of vCenter Server, take the following actions: <ul style="list-style-type: none"> <li>- Check the status of the storage device where the volume of the virtual machine exists and the connection status between the storage device and the VM host. If an error has occurred, after removing the cause of the error, re-execute the operation.</li> <li>- Check whether the ETERNUS Information Provider service of the Management Server is stopped. If the ETERNUS Information Provider service is stopped, after starting the service, re-execute the operation.</li> <li>- In the vSphere HA environment, VM host switchover may have been in progress by a failover. If a failover is in progress, after completing VM host switchover, re-execute the operation.</li> </ul> </li> </ul>
999	An internal error has occurred in vCenter Server. Collect the information required for troubleshooting and contact Fujitsu Technical Support.

### vmLink00057

Resource data is not consistent.  
Server name : *serverName*

#### Explanation

Inconsistency in resource information occurred between the ETERNUS SF system and vCenter Server.

#### Parameters

*serverName* : Virtual machine name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

The following resources may have been removed or changed from vCenter Server during operation as to the virtual machine that is displayed in *serverName*:

- Virtual machine
- Snapshot
- Connected disk
- WOL datastore
- VM host

From vCenter Server, check the status of the above resources. If an error has occurred, after removing the cause of the error, re-execute the operation.

From vCenter Server, check whether the virtual machine exists. If the virtual machine does not exist, no action is required.

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

---

### vmLink00063

Failed to delete Snapshot backup.

Task name : *taskName*

#### Explanation

Deleting the Snapshot backup failed because the Snapshot backup is a backup for the temporary volume source of Single item restore.

#### Parameters

*taskName* : Scheduler task name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Execute the scheduler task that is displayed in *taskName* to remove the temporary volume. Refer to "Regarding Temporary Volume for Single Item Restore Connected to Virtual Machine" in "Restoration" in the *ETERNUS SF Operation Guide for VMware vSphere Virtual Volumes* for details of the scheduler task.

After that, re-execute the operation.

---

### vmLink00064

The Clone backup volume information was not found.

Storage device name : *storageName*

#### Explanation

The volume information for Clone backup is not found because the information failed to obtain from the ETERNUS Disk storage system.

#### Parameters

*storageName* : ETERNUS Disk storage system name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

To update to the latest information, reload the configuration for the ETERNUS Disk storage system that is displayed in *storageName*. After that, re-execute the operation.

---

### vmLink00065

Processing was terminated because virtual machine backup scheduler task was being executed.

Task name : *taskName*

#### Explanation

Processing is terminated because the scheduler task of the virtual machine backup is being executed.

#### Parameters

*taskName* : Scheduler task name

## System Response

The system terminates processing.

## System Administrator Corrective Action

After the completion of the execution of the scheduler task of the virtual machine backup that is displayed in *taskName*, re-execute the operation.

---

### **vmlink00067**

Failed to delete the backup created beyond the number of generations.

Copy group(s) : *copyGroupName*

Snapshot name(s) : *snapshotName*

## Explanation

The Snapshot resources or Clone backup resources that are a generation overflow failed to delete.

## Parameters

*copyGroupName* : Copy group name

*snapshotName* : Snapshot name

## System Response

The system continues processing.

## System Administrator Corrective Action

If a copy group name is displayed in *copyGroupName*, refer to the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* and delete the copy group.

If a Snapshot name is displayed in *snapshotName*, the retained generation number of Snapshots is temporarily exceeded. Delete unnecessary Snapshot histories so as to reduce them to the maximum retainable generation number or less.

---

### **vmlink00068**

Failed to delete the Clone backup history.

Command : *commandLine*

Content of error : *detail*

## Explanation

Deleting the Clone backup history failed.

## Parameters

*commandLine* : AdvancedCopy Manager Copy Control Module command name

*detail* : Error context returned by the AdvancedCopy Manager Copy Control Module command

## System Response

The system terminates processing.

## System Administrator Corrective Action

Refer to [System Administrator Corrective Action] of the AdvancedCopy Manager Copy Control Module error message that is displayed in *detail* and take the required action. After that, re-execute the operation.

If the command name and the contents of the error are not displayed, collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **vmlink00070**

Temporary volumes for Single Item Restore were not found on the virtual machine configuration.

VMDK file names : *temporaryVolumeName*

## Explanation

The temporary volume could not be deleted because the temporary volume was not found in the virtual machine configuration information.

## Parameters

*temporaryVolumeName* : Undeleted temporary volume (VMDK file)

## System Response

The system continues processing.

## System Administrator Corrective Action

- The temporary volume may have been disconnected from the virtual machine.  
Since a temporary volume may exist in the datastore, check whether the temporary volume (VMDK file) that is displayed in *temporaryVolumeName* exists in the datastore of vCenter Server. If so, delete the temporary volume (VMDK file).
- When a temporary volume was connected to the virtual machine, the virtual machine migration (Storage vMotion) may have been performed.  
The VMDK file name of the temporary volume connected to the VM may be changed and different to the temporary volume (VMDK file) that is displayed in *temporaryVolumeName*. Delete the temporary volume that is currently connected to the virtual machine manually.
- The virtual machine may have been deleted.  
From vCenter Server, check whether the virtual machine exists. If not, no action is required.

---

## vmLink00072

The process was terminated because the auto execution of virtual machine backup had already been enabled.

Server name : *serverName*

Task name : *taskName*

## Explanation

The process was terminated because the auto execution of virtual machine backup had already been enabled.

## Parameters

*serverName* : Virtual machine name

*taskName* : Scheduler task name

## System Response

The system terminates processing.

## System Administrator Corrective Action

The auto execution of virtual machine backup is already enabled. Check whether the status of the scheduler task that is displayed in *taskName* is "Waiting".

---

## vmLink00073

The process was terminated because the auto execution of virtual machine backup had already been disabled.

Server name : *serverName*

Task name : *taskName*

## Explanation

The process was terminated because the auto execution of virtual machine backup had already been disabled.

## Parameters

*serverName* : Virtual machine name

*taskName* : Scheduler task name



## System Response

The system terminates processing.

## System Administrator Corrective Action

The auto execution of virtual machine backup is already disabled. Check whether the status of the scheduler task that is displayed in *taskName* is "Disable".

---

### **vmlink00074**

Resource data is not consistent.

WVOL Datastore name(s) : *datastoreName*

VM Host name : *vmHostName*

## Explanation

The restoration from Clone backup failed because inconsistency occurred in the resource information of vCenter Server after the time of Clone backup.

## Parameters

*datastoreName* : WVOL datastore name

*vmHostName* : VM host name

## System Response

The system terminates processing.

## System Administrator Corrective Action

The following resources may have been changed after the time of Clone backup:

- WVOL datastore

From vCenter Server, check whether the WVOL datastore that is displayed in *datastoreName* exists. If the WVOL datastore does not exist, after performing one of the following actions, re-execute the operation:

- Create a WVOL datastore with the name that is displayed in *datastoreName*
- Change the name of the restore source WVOL datastore of Clone backup to the name that is displayed in *datastoreName*

- VM host

From vCenter Server, check whether the VM host that is displayed in *vmHostName* exists. If the VM host does not exist, after changing the name of the VM host where the restore source virtual machine of Clone backup exists to the name that is displayed in *vmHostName*, re-execute the operation.

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

---

### **vmlink00080**

Failed to execute Clone backup.

Server name : *serverName*

Message : *message*

## Explanation

As an error occurred during Clone backup, Clone backup failed.

## Parameters

*serverName* : Name of the virtual machine in which the operation failed

*message* : Error Message

## System Response

The system terminates processing.

## System Administrator Corrective Action

- If the *message* starts with "STXS"  
Take appropriate action indicated by [System Administrator Corrective Action] in "A.2 Messages of STXS Prefix".
- If the *message* is "errorCode=0060"  
Another processing may be using the device. After waiting for a few minutes, re-execute the operation.
- If the *message* is "errorCode=03" or "errorCode=5324"  
A failure may have occurred in the hardware. Check the status of the volume whose number is displayed in *message*. If an error has occurred, after removing the cause of the error, re-execute the operation.
- If the *message* is "errorCode=5316"  
Cascade copy (copy to another volume) from a Clone backup volume is in progress. After waiting for the cascade copy from the Clone backup volume of virtual machine that is displayed in *serverName* to complete, re-execute the operation.
- If the *message* is "errorCode=5373"  
Backup failed because, during backup, another operation was executed toward the volume to be backed up from the ETERNUS SF system. After the operation toward the volume to be backed up has finished, re-execute the operation.  
During backup, do not perform any other operation toward the volume to be backed up from the ETERNUS SF system.
- If the *message* is "errorCode=5360" or "errorCode=5395"  
Currently, the specified operation is not executable. After waiting for a few minutes, re-execute the operation.
- In cases other than those listed above  
While the backup was in progress, for the virtual machine that was displayed in *serverName*, the following resources may have been removed or changed from vCenter Server:
  - Virtual machine
  - Snapshot
  - Connected diskFrom vCenter Server, check the status of the above resources. If an error has occurred, after removing the cause of the error, re-execute the operation.

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

---

### vmLink90001

Failed to apply policy. Two or more operations were executed at the same time for the virtual machine specified for "Server". Execute the operation again. If this error is repeated, contact the system administrator.

Server name : *serverName*

#### Explanation

The policy failed to apply.

#### Parameters

*serverName* : Virtual machine name

#### System Response

The system terminates processing.

#### Operator Corrective Action

Multiple operations may have been performed simultaneously for the virtual machine that is displayed in *serverName*.

From vCenter Server, check whether any processes are running for the virtual machine that is displayed in *serverName*. If a running process exists, after that process is completed, re-execute the operation.

If this error repeats, contact the system administrator.

### System Administrator Corrective Action

Multiple operations may have been performed for the virtual machine that is displayed in *serverName* at one time.

In the **Operation History** screen of the Web Console, check whether any processes are running for the virtual machine that is displayed in *serverName*.

If a running process exists, after that the process is completed, re-execute the operation.

If this error repeats, collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 24 Messages That Begin with 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 24.1 Function Number and Name

Function Number of <i>yy</i>	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 Response

The system terminates processing.

#### System Administrator Corrective Action

This error can possibly occur when the installation directory includes spaces.

Do not specify a directory with spaces (for example, Program Files) as the installation directory.

If you still have a problem, contact Fujitsu Technical Support.

---

### 111

A port number could not be set.

#### Explanation

The port number could not be set.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Check access permissions for the %SystemRoot%\system32\drivers\etc\services file and then retry.

If you still have a problem, contact Fujitsu Technical Support.

---

## 208

The service could not be registered. Service Name: [serviceName]

### Explanation

The service that was displayed in *serviceName* could not be registered.

### Parameters

*serviceName* : Name of the service that could not be registered

### System Response

The system terminates processing.

### System Administrator Corrective Action

Ensure that no existing service has the same name and then retry.

If you still have a problem, contact Fujitsu Technical Support.

---

## 211

SymfoWARE could not be installed.

### Explanation

Symfoware could not be installed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

An old version of Symfoware may have been installed. If Symfoware is already installed, check its version.

If you still have a problem, contact Fujitsu Technical Support.

---

## 215

Symfoware Client could not be installed.

### Explanation

Installation of Symfoware Client failed.

### System Response

The system terminates processing.

### System Administrator Corrective Action

Contact Fujitsu Technical Support.

---

## 216

Failed to set up the ACCLI.

#### Explanation

Set up of the ACCLI function failed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Contact Fujitsu Technical Support.

---

### 217

The AdvancedCopy Manager's manager is already installed.

#### Explanation

The AdvancedCopy Manager's agent failed to install because the AdvancedCopy Manager's manager has already been installed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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

The AdvancedCopy Manager's agent failed to install because the AdvancedCopy Manager's agent has already been installed.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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

The AdvancedCopy Manager's agent failed to install because the displayed service is running.

#### Parameters

*serviceName* : Service name

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Check the status of the displayed service.

If the service is running, perform the installation procedure again after stopping the service.

---

**220**

Temporary file cannot be created.

**Explanation**

A temporary file could not be created.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

Ensure that the drive containing the program directory specified during installation has enough free space.

---

**309**

Symfoware Server in a different version-level has already been installed.

**Explanation**

A different version of Symfoware Server has already been installed.

**System Response**

The system terminates processing.

**System Administrator Corrective Action**

It is possible that a Symfoware Server that is not handled is installed. If the Symfoware Server is already installed, perform the following actions:

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 24.1 Function Number and Name](#)".)

s1: Agent

**System Administrator Corrective Action**

No action 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 24.1 Function Number and Name](#)".)

s1: Agent

**System Administrator Corrective Action**

If an initialization error message is output, check the content.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1: Agent

d1: Return value of CreateEvent()

#### System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 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 Corrective Action

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 24.1 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 Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 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 Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 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 Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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.

---

## 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 24.1 Function Number and Name](#)".)
- s1* : Path of the registry that could not be opened

### System Administrator Corrective Action

The registry information may have been damaged. Check the path of the registry that could not be opened.

If there is no system problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1 : Path of registry that could not be read

#### System Administrator Corrective Action

The registry information may have been damaged. Check the path of the registry that could not be read.

If there is no system problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1 : HBA product name

#### System Administrator Corrective Action

Check the driver registry information. If possible, reinstall the driver and retry.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

#### System Administrator Corrective Action

Check wwpn.dat. If an invalid statement is found, correct it and then retry.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name](#)".)

*s1*: Line number which detects abnormality

## System Administrator Corrective Action

Check `sanm.ip`. If an invalid statement as IP address is found, correct it and then retry.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 24.1 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 Corrective Action

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 Corrective Action

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 Corrective Action

Check whether the FUJITSU PCI Fibre Channel (`fjpfca`) driver installation is correct.

If this message is output even though the driver installation is correct, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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 Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- When *s1* 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 Corrective Action

Check the definition in the fjpfca.conf file, correct any errors, and then re-execute.

- When *s1* is "Invalid output of IOMPADM."

#### Explanation

An invalid value was detected while multipath configuration information was read.

#### System Administrator Corrective Action

Check whether MPHD or MPLB is installed correctly. If this message is output even though the driver is installed correctly, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- When *s1* 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 Corrective Action

Check whether the driver installation is correct. Alternatively, check whether the driver version is supported.

- When *s1* 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 Corrective Action

Check the binding definition in the lpfc.conf file, correct any errors, and then re-execute.

- When *s1* 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 Corrective Action

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 24.1 Function Number and Name".)

*s1*: IP address of the Management Server that issued a device deletion request

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 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 Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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 24.1 Function Number and Name".)  
*d1*: OS platform ID obtained by GetVersionEx()

#### System Administrator Corrective Action

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 24.1 Function Number and Name".)  
*d1*: OS major number obtained by GetVersionEx()  
*d2*: OS minor number obtained by GetVersionEx()

#### System Administrator Corrective Action

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 24.1 Function Number and Name".)  
*d1*: Invalid value

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**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 24.1 Function Number and Name".)

s1: Explanation of processing

d1: Tolerance

System Administrator Corrective Action

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 24.1 Function Number and Name".)

d1: Error information

System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**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 24.1 Function Number and Name".)

d1: Length of received IP address

System Administrator Corrective Action

If there is no system problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**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 24.1 Function Number and Name".)

d1: Request Action value received from the Management Server



## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

*s1* : Message that reports a detected error

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

*s1* : MIB keyword

*d1* : Received value

## System Administrator Corrective Action

If there is no system problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

*d1* : Data type value of received OID

*d2* : OID request value that was received

## System Administrator Corrective Action

If there is no system problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name](#)".)  
*d1*: OID request value that was received

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 24.1 Function Number and Name](#)".)  
*s1*: Detail information

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 24.1 Function Number and Name](#)".)  
*s1*: Error information

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 24.1 Function Number and Name](#)".)  
*s1*: IP address of the Management Server that issued a device addition request

## System Administrator Corrective Action

No action 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 24.1 Function Number and Name](#)".)

## System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 24.1 Function Number and Name](#)".)

System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

- 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 24.1 Function Number and Name](#)".)

`s1` : Library name

`s2` : Supplementary information

System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1: Library name

#### System Administrator Corrective Action

Check the system environment including the operating statuses of other applications for problems.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1: Library name

s2: Supplementary information

d1: Error number (errno)

s3: Error message character string (strerror (errno))

#### System Administrator Corrective Action

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

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1: Processing to be performed upon the occurrence of an error

### System Administrator Corrective Action

Check the disk capacity and syslog to check the system environment for problems. If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1 : Processing to be performed upon the occurrence of an error

### System Administrator Corrective Action

Check the disk capacity and syslog to check the system environment for problems. If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1 : Name of failing backup file

s2 : Absolute path of failing backup file

### System Administrator Corrective Action

The agent has been started even though the information failed to back up. 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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1 : IP address

### System Administrator Corrective Action

Re-execute the device addition operation executed immediately before this message is output.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 24.1 Function Number and Name".)

s1: Processing to be performed upon the occurrence of an error

#### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Corrective Action

No action is required.

---

### 00002 agent is stopped

Severity

INFO

Explanation

The agent has stopped.

System Administrator Corrective Action

No action is required.

---

**00003 agent is not started**

Severity

INFO

Explanation

The agent was not started.

System Administrator Corrective Action

No action is required.

---

**10001: SSC Agent started.**

priority

daemon.notice

Severity

INFO

Explanation

The agent has started.

System Administrator Corrective Action

No action is required.

---

**11001:s1 (ETERNUS-SSC 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 Corrective Action

- When *s1* is "service is started."

No action is required.

- When *s1* is "service is normally stopped."

No action is required.

- When *s1* is "service is abnormally stopped."

The installation environment may have a problem.

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 20001: SSC Agent failed to initialize.

#### priority

daemon.err

#### Severity

ERROR

#### Explanation

An attempt to start the agent failed.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Corrective Action

Refer to "Correlation.ini Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide* to correct the Correlation.ini parameter and restart the agent.

---

### 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 Corrective Action

Check whether the agent is active. If not, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 21001: s1 s2 (s3)

##### Severity

INFO

##### Explanation

An attempt to start the agent was cancelled for the reason described in the detailed information.

##### Parameters

s1 : Error description  
s2 : Detailed information  
s3 : Event source name

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### 50001: Multipath setting instruction is executed.

##### priority

daemon.notice

##### Severity

INFO

##### Explanation

A multipath setting instruction was issued.

### System Administrator Corrective Action

Wait until multipath setting is completed.

The server node is restarted when multipath setting is completed.

## Chapter 25 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 Response

The system terminates processing.

#### System Administrator Corrective Action

Try again under OS administrator privilege.

---

### **ERROR:1011:Syntax error occurred in parameters or arguments.**

#### Explanation

Syntax error occurred in parameters or arguments.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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

Logon failed because the specified user ID and/or password may be incorrect.

##### System Response

The system terminates processing.

#### System Administrator Corrective Action

Confirm the specified user ID and password, and try again.

---

#### **ERROR:1032: Registration of license information failed.**

##### Explanation

Registering of license information to the target ETERNUS Disk storage system failed.

##### System Response

The system terminates processing.

#### System Administrator Corrective Action

Confirm whether the specified parameters related to the ETERNUS Disk storage system are correct. If incorrect parameters are specified, specify the correct parameters and re-execute the operation.

Even if the specified parameters are correct, this message is output when a license registration is executed while any user is logged in to the ETERNUS Web GUI. Register a license when no user is logged in to the ETERNUS Web GUI.

If this message is output in a case other than listed above, there may be a problem with network environments. After checking that the network is properly configured for the Management Server (for example, the configuration of default gateway or DNS server is proper), re-execute the operation.

---

#### **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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

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 Response

The system terminates processing.

System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information for License Management Function" in the *ETERNUS SF Installation and Setup Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**ERROR:5001:Reading license database failed.**

Explanation

Reading of the license management database failed. The database may be broken.

System Response

The system terminates processing.

System Administrator Corrective Action

Restore the license management database from a backup, and try again.

---

**ERROR:5002:Updating license database failed.**

Explanation

Updating of the license management database failed. The database may be broken.

System Response

The system terminates processing.

#### System Administrator Corrective Action

Restore the license management database from a backup, and try again.

---

#### **ERROR:7000:An unknown error occurred.**

#### Explanation

An unknown error occurred.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information for License Management Function" in the *ETERNUS SF Installation and Setup Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 26 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 Response

The system terminates processing.

#### System Administrator Corrective Action

If this message is output by operation on the screen of the Automated Storage Tiering, perform the **Reload Conf.** operation for the target storage device. If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Function* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

## Chapter 27 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 Corrective Action

Confirm whether the SNMP Trap monitoring daemon is starting normally by executing the following command.

```
# /bin/ps -ef| grep snmp | grep trapd
```

Restart when the SNMP Trap monitoring daemon has stopped.

Restart the Storage Cruiser's manager daemon when the situation is not improved.

Refer to "Starting and stopping Manager" in the *ETERNUS SF Storage Cruiser Operation Guide* for the daemon starting and stopping methods.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### 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 Corrective Action

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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Storage Cruiser Operation Guide* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

# 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 Corrective Action

Correct the parameter and try again.

If "No parameter" is displayed 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 Corrective Action

After checking the REC transfer buffer definition status and checking the ID, re-execute the command.

---

### STXC1000 ERROR Insufficient Snap Data Pool. Required capacity=(*capacity*).

#### Explanation

Snap Data Pool area is insufficient and the command cannot be executed.

#### Parameters

*capacity* : Capacity

#### System Administrator Corrective Action

After securing free Snap Data Pool capacity that is larger than the capacity notified by the message, 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 the ETERNUS Disk storage system is disconnected. (Only when operating with the Copy command via LAN)
- REC path is not set.

#### Parameters

*volumeName* : Logical volume name

#### System Administrator Corrective Action

Perform the following action:

- If the access volume in the ETERNUS Disk storage system is invalid  
Execute the `acarray detail` command to check the access volume. If the access volume is wrong, refer to "Access Volume Settings" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to set a valid access volume.
- If a communication path between the CCM Server and the ETERNUS Disk storage system is disconnected  
Check the communication path between the CCM Server and the ETERNUS Disk storage system.
- If an REC path has not been set  
Check that an REC path has been set by using the following GUI. If an REC path has not been set, perform a configuration.

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>

---

### STXC1003 ERROR Logical volume is already defined in another copy operation.

#### Explanation

For the specified logical volume, a copy is currently running for a different copy session.

#### System Administrator Corrective Action

The following cases are assumed. After reviewing the specification for the logical volume of the copy source and copy destination, try again.

- A copy operation that was combined with a copy type that is not supported by the storage device was executed.
- In a cascade copy session, a copy operation that logical volume size is not same was executed.
- A copy operation was executed with an unsupported cascade copy configuration.
- In the REC Consistency mode, a copy operation that serves as a multi copy to the same cabinet was executed.
- A copy operation was executed for a logical volume in which an existing ODX session exists.
- A copy operation was executed for a logical volume in which an existing XCOPY session exists.
- A copy operation was executed to start a session in the reverse direction for the session in the error suspend state.

In this case, refer to "Resolving Hardware Error" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to check the hardware status and after removing the cause of the error, re-execute the operation.

- A copy operation was executed by specifying the copy destination logical volume for the volume of the currently migrating data using Online Storage Migration.

In this case, review the specified copy destination volume and re-execute the operation.

For details of cascade copy and multi copy, check the manual of the ETERNUS Disk storage system in use.

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 AdvancedCopy Manager 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 AdvancedCopy Manager 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 Corrective Action

Check the sessions, delete the unneeded ones among them, and try again.  
For the number of sessions that can be operated simultaneously, check the manual of the ETERNUS Disk storage system in use.

---

#### **STXC1005 ERROR Another copy has already started.**

##### Explanation

For the specified logical volume, a copy operation of another type is already running.

#### System Administrator Corrective Action

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 Corrective Action

Review the specification for the copy destination logical volume name.

---

#### **STXC1007 ERROR Logical volume is already reserved.**

##### Explanation

The logical volume is already being used by another process.

#### System Administrator Corrective Action

The following cases are assumed. Take corrective action that is described below for the corresponding:

- A copy operation was executed by specifying the currently used device as another copy destination for the copy destination device.  
In this case, specify a device that is not used for another copy session as the copy destination device and re-execute the operation.
- A session was started during the Snap Data Volume initialization.  
In this case, after the Snap Data Volume initialization is completed, re-execute the operation.

---

#### **STXC1008 ERROR Parameter is not specified.**

##### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **STXC1009 ERROR Logical volume is busy.**

##### Explanation

The logical volume is being used by another user.

#### System Administrator Corrective Action

After waiting for a few seconds, try again.

---

#### **STXC1010 ERROR Specified option is invalid.**

#### Explanation

The specified option is invalid.

#### System Administrator Corrective Action

Correct the processing option settings and try again.

---

### **STXC1011 ERROR Invalid parameter. Parameter=(parameterName).**

#### Explanation

The parameter is incorrect.

#### Parameters

*parameterName* : Parameter name

#### System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

The following cases are 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 Corrective Action

The following cases are 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 Corrective Action

After checking that the specified logical volume is correct, re-execute the command.

---

### **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 Corrective Action

After checking the copy pair specified in the parameters and the group file contents, re-execute the command.

---

### **STXC1020 ERROR Logical volume size is incorrect.**

#### Explanation

The size of the logical volume is incorrect.

#### System Administrator Corrective Action

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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1022 ERROR This ETERNUS is already defined in SCSI interface.**

#### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1023 ERROR The specification of user information is incorrect.**

#### Explanation

The specified user name or password is incorrect.

#### System Administrator Corrective Action

After checking the user name and password, try again.

---

### **STXC1024 ERROR An error occurred during REC Buffer operation.**

#### Explanation

An error occurred during REC Buffer operation.

#### System Administrator Corrective Action

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 Corrective Action

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 a bad sector exists.
- A session with an expired license exists.
- A session undergoing Concurrent OPC exists.

#### System Administrator Corrective Action

After removing the cause of the error, try again.

---

#### **STXC1027 ERROR The copy source logical volume contains invalid data.**

##### Explanation

The copy source logical volume contains invalid data.

#### System Administrator Corrective Action

Check the data contents of the relevant copy source logical volume.

---

#### **STXC1028 ERROR RAID Migration is currently being performed.**

##### Explanation

RAID Migration is in progress for the specified volume.

#### System Administrator Corrective Action

After RAID Migration is complete, try again.

---

#### **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 Corrective Action

After removing the cause of the error, 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 Corrective Action

After deleting the target number of sessions, 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 Corrective Action

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 (Readying).

#### System Administrator Corrective Action

After checking the SnapOPC+ session status of the previous generation, 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 Corrective Action

After the restoration copy is complete, try again.

---

#### **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 the ETERNUS Disk storage system.

#### System Administrator Corrective Action

If the command was executed during a failover or a failback, after the failover or failback completes, re-execute the command.

If not, 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` command with the `-remote` option. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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, after registering the ETERNUS Disk storage system by referring to "Changing Information Other than ETERNUS Names and Access Volumes" in "Changing Registered Information for ETERNUS Disk Storage System" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*, re-execute the command.

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 AdvancedCopy Manager Operation Guide for Copy Control Module*.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 the ETERNUS Disk storage system.

#### System Administrator Corrective Action

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` command with the `-remote` option. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager 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, after registering the ETERNUS Disk storage system by referring to "Changing Information Other than ETERNUS Names and Access Volumes" in "Changing Registered Information for ETERNUS Disk Storage System" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*, re-execute the command.

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 AdvancedCopy Manager Operation Guide for Copy Control Module*.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Corrective Action

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. Or the Box ID of the remote ETERNUS Disk storage system is registered incorrectly.

### System Administrator Corrective Action

After checking that the logical volume specification is correct, try again. Or specify and execute the -remote option for the acarray list command, and check if the Box ID of the remote ETERNUS Disk storage system is correct. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* for information on the command.

If the Box ID is incorrect, re-register the remote ETERNUS Disk storage system with the correct Box ID according to the procedures in "Changing Information Other than ETERNUS Names and Access Volumes" of the above manual. After that, re-execute this command.

---

### STXC1102 ERROR Invalid Snap Data Volume.

#### Explanation

The specification for Snap Data Volume is invalid.

### System Administrator Corrective Action

The following cases are assumed. After reviewing the specification for the logical volume, try again.

- The copy destination logical volume specified when starting SnapOPC+ copying is a volume other than Snap Data Volume, TPV, and FTV.
- 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 Corrective Action

- Check the copy status. If you have any cases that correspond to the following cases, take corrective action:
  - Suspend was executed for a session that is not in the equivalency maintenance state.  
In this case, after the equivalency maintenance state has been achieved, re-execute the operation.
  - Suspend was executed for a session in the Suspend state.  
If a case corresponds to this situation and if there are any problems with the current Suspend state, after restarting the copy session, re-execute the operation.
  - Copy stop, copy resume, or copy direction reversal was executed for a session in a state other than Suspend.  
In this case, temporarily suspend the copy session and re-execute the operation.
  - A stop operation was executed for the SnapOPC+ session of the current Restore OPC.  
In this case, after the Restore OPC is completed, re-execute the operation.

- The currently processing Concurrent OPC session exists in the specified operation.  
In this case, after the Concurrent OPC is completed, re-execute the operation.
- The copy direction was reversed in a state where the data that is not transferred remains in the REC buffer.  
In this case, use the concurrent suspend function or after all the transfers to the copy destination are completed, re-execute the operation.
- A timeout occurred because the data that is not transferred remains in the REC buffer.  
In this case, re-execute the operation when the I/O load is low in the copy source.
- No REC session exists in the remote box.  
In this case, after stopping the REC session of the relevant box, re-execute the operation.
- Check the hardware status. If you have any cases that correspond to the following cases, take corrective action:
  - A stop operation was executed for the session in the Error Suspend state or the Halt state.
  - The command was executed in a state where bad sectors exist in the copy source logical volume.
  - A suspend operation was executed in a state where the data that is not transferred due to all paths being closed.  
If your situation corresponds to any of the above three cases, refer to "Resolving Hardware Error" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to remove the cause of the error and then re-execute the operation.
  - A RAID close is occurring.  
In this case, refer to the ETERNUS Disk storage system manuals to remove the cause of the error and then re-execute the operation.
- If you have any cases that correspond to the following cases, take corrective action:
  - An initialization was executed for the Snap Data Volume currently being operated by the SnapOPC+ session.  
In this case, after stopping the SnapOPC/SnapOPC+ session, re-execute the operation.
  - A start/resume of the session was executed for the copy destination logical volume that was configured by the copy volume protection function.  
In this case, check whether volume protection is enabled for the backup destination volume. If it is enabled, disable the volume protection or re-execute the operation for volumes that volume protection is disabled.
  - A logical volume whose type combined with the operation is not supported was specified.  
In this case, after checking the type of supported volumes and reviewing the specified logical volume, re-execute the operation. For the type of supported volumes, refer to the manual of the ETERNUS Disk storage system in use.
  - A start operation of the SnapOPC+ copy was executed by specifying the Dedup volume in the copy destination.  
In this case, after reviewing the specified logical volume, re-execute the operation.
  - A volume whose type is different from the existing SnapOPC+ generations was specified for the copy destination volume to start the SnapOPC+ copy.  
In this case, after reviewing the specified copy destination logical volume or stopping the copy session of the existing generation, re-execute the operation.

---

### **STXC1106 ERROR Insufficient memory.**

#### Explanation

Memory shortage occurred.

#### System Administrator Corrective Action

After performing the following action, 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 Corrective Action

After re-registering the ETERNUS Disk storage system, re-execute 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 copy source logical volume or the copy destination logical volume is incorrect.

#### System Administrator Corrective Action

Check the specified copy source logical volume or the copy destination logical volume.

- If you have any cases that correspond to the following cases, take corrective action:
  - A start location or copy size that exceeds 2 TB was specified for a copy operation to an ETERNUS Disk storage system which does not support copy operations over 2 TB.
  - The copy source logical volume or the copy destination logical volume does not exist.
- Other than "0" is specified for the start location, but "0" is specified for the extent size.
- A size that is larger than actual capacity is specified for the extent size.

If your situation corresponds with either of the above two cases, specify an available logical volume and re-execute the operation.

If your situation corresponds with either of the above two cases, specify a correct extent size and re-execute the operation.

If nothing is wrong with the copy source and the copy destination logical volumes, check the following cases as well:

- A copy restart operation was executed for the session in which Reverse/Mode Change terminated abnormally due to a path error between the boxes and caused an error related to the ETERNUS Disk storage system of the copy source or the copy destination device.

In this case, after recovering the path between the boxes, perform the following steps:

1. Execute the `acec query` command to check whether the direction of the copy session 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 this operation was performed.
2. Re-execute the `acec resume` command.

Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* for information on the commands.

---

### **STXC1109 ERROR ETERNUS cannot be recognized.**

#### Explanation

The ETERNUS Disk storage system cannot be recognized.

#### System Administrator Corrective Action

The following cases are assumed. Correct the physical information description.

- Disk information was reconfigured after the routing information was set.  
In this case, after setting the routing information, try again.
- Connection path between ETERNUS Disk storage systems is not established (for REC).

In this case, after checking that the path condition between ETERNUS Disk storage systems is normal, try again.

- At all the RA ports of the paths between ETERNUS Disk storage systems, the Transfer mode to be used is disabled.

In this case, modify the configuration of the RA ports of the paths between ETERNUS Disk storage systems or specify the Transfer mode that is enabled at any of the RA ports and try again.

---

### **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 Corrective Action

Confirm that the ETERNUS Disk storage system alias name specified as the copy source has been registered. If it is not registered, after registering the routing information, re-execute the command.

---

### **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 Corrective Action

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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1201 ERROR Internal inconsistency.**

#### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1202 ERROR Unsupported function.**

#### Explanation

An unsupported function was called.

#### System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

After checking the status of the copy session and the connection status of the device, 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 Corrective Action

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 Corrective Action

The following cases are assumed. Take corrective action that is described below for the corresponding case:

- The Advanced Copy option license is not registered.

In this case, after registering the Advanced Copy Option license that is required for the device, re-execute the operation.

- The copy table size is not set or the copy table size is insufficient.

In this case, after reviewing whether the copy table size of the ETERNUS Disk storage system is properly set, re-execute the operation.

- The REC buffer size is not set.

In this case, after reviewing whether the REC buffer size of the ETERNUS Disk storage system is properly set, re-execute the operation.

- The REC buffer is being recovered.

In this case, check the REC buffer status of the ETERNUS Disk storage system. After the REC buffer status becomes "Active", re-execute the operation.

- Due to the high load in the REC buffer and the REC Disk buffer, newly transferred data cannot be stored.

In this case, check the load status of the REC buffer with the `acrecbuff stat` command. If the Rate display is "100%", it is in a high load state. After the copy session has been recovered, re-execute the operation that caused the error. If it occurs frequently, reconsider the size of the REC buffer.

Also, if the status of copy session is "EC Hardware Suspend", refer to "Resolving Hardware Error" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to recover the copy session.

---

### **STXC1212 ERROR Disk drive off by the ECO mode.**

#### Explanation

The disk drive is stopped due to the Eco-mode.

#### System Administrator Corrective Action

Try again when the disk drive is activated.

---

### **STXC1213 ERROR Invalid file system.**

#### Explanation

The file system is invalid.

#### System Administrator Corrective Action

The file system is unsupported. After checking the file configuration, try again.

---

### **STXC1214 ERROR Preconditions for copy operation are not satisfied.**

#### Explanation

The preconditions for the copy operation are not satisfied.

#### System Administrator Corrective Action

Check the copy status and take corrective action that is described below for the corresponding case:

- Tried to start SnapOPC+ session for a copy pair for which a SnapOPC+ session already exists.

In this case, after waiting for a while, re-execute the operation.

- 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.

If your case falls under either of the above two cases, after checking whether the specified logical volume is correct, re-execute the operation.

- Retried to suspend a copy session without removing the cause of the error.

In this case, after removing the cause of the error, re-execute the operation.

- The concurrent OPC operation was executed when the copy status was different within the copy group.

In this case, after reviewing the operational status of each volume in the copy group, re-execute the operation.

To replicate the concurrent OPC by using QuickOPC, all the volumes in the copy group must be in a state of currently being tracked or not tracked yet.

---

### **STXC1215 ERROR The concurrent operation failed because the copy pair in the group file has been configured with two or more ETERNUS storage systems.**

#### Explanation

An internal inconsistency occurred.

#### System Administrator Corrective Action

If the command was executed during a failover or a failback, after the failover or failback completes, re-execute the command.

If not, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1217 ERROR TFOV was specified without the physical information format.**

#### Explanation

An internal inconsistency occurred.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Corrective Action

- When *detail* is "NOT\_CHANGED"  
After checking the device connection status, try again.
- When *detail* is "CROSS"  
After checking the device connection status, 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 Corrective Action

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 Corrective Action

Perform one of the following troubleshooting actions:

- Check that the ETERNUS Disk storage system firmware version is the same between boxes.  
Contact Fujitsu Technical Support when ETERNUS Disk storage system firmware version cannot be confirmed.
- If a copy operation was executed while the controller firmware was under maintenance, after waiting until the controller firmware maintenance is completed, re-execute the operation.
- 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 AdvancedCopy Manager 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 Corrective Action

After checking the device connection status, try again.

---

### **STXC1225 ERROR MPHD environment is incorrect.**



#### Explanation

The multipath driver environment is incorrect.

#### System Administrator Corrective Action

Correct the multipath driver settings.

---

### **STXC1226 ERROR GDS environment is incorrect.**

#### Explanation

The GDS environment is incorrect.

#### System Administrator Corrective Action

Correct the GDS environment settings.

---

### **STXC1250 ERROR Specified LUN\_V Number is invalid.**

#### Explanation

The specified LUN\_V number is incorrect.

#### System Administrator Corrective Action

The following cases are assumed. After checking the parameter settings and the status of the ETERNUS Disk storage system, 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 an unencrypted volume.
- A volume which contains bad sector was specified.

In this case, refer to "Resolving Hardware Error" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to check the hardware status and after removing the cause of the error, and re-execute the operation.

- The NAS system volume was specified for the copy source or copy destination to start copy.
- 

### **STXC1252 ERROR Operation is not supported.**

#### Explanation

Operation cannot be performed as operation is not supported.

#### System Administrator Corrective Action

The following cases are assumed. Correct the parameter settings, and try again.

- Tried to execute a copy operation of a size that exceeds 2 TB. (For Linux)
- 

### **STXC1300 ERROR Time out detected.**

#### Explanation

Timeout was detected while Suspend was being executed.

#### System Administrator Corrective Action

Re-execute the command.

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 Corrective Action

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 Corrective Action

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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1402 ERROR ACCC parameter name is not defined. Parameter=(*parameterName*).**

#### Explanation

Internal inconsistency occurred.

#### Parameters

*parameterName* : Parameter name

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **STXC1403 ERROR ACCC parameter value is not allowed. Parameter=(*parameterName*).**

#### Explanation

Internal inconsistency occurred.

#### Parameters

*parameterName* : Parameter name

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1404 ERROR ACCC parameter value is out of range. Parameter=(parameterName).****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1405 ERROR The combination of ACCC parameters is incorrect.****Explanation**

Internal inconsistency occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1406 ERROR Waiting time cannot be set.****Explanation**

Internal inconsistency occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1407 ERROR ACCC parameter is not defined. Parameter=(parameterName).****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1409 ERROR ACCC (parameterName) parameter is already defined.****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **STXC1410 ERROR Alias number reached the maximum.**

##### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **STXC1411 ERROR Alias is already defined.**

##### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **STXC1412 ERROR Alias identifier does not exist.**

##### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **STXC1500 ERROR Error occurred recognition of ETERNUS management file. Cause=(cause).**

##### Explanation

Internal inconsistency occurred.

##### Parameters

*cause* : Cause code

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Corrective Action

After registering the ETERNUS Disk storage system, 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 Corrective Action**

The following may be causes. Take appropriate action according to 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 Corrective Action**

After checking the group file name specified in the parameter, 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 Corrective Action**

After checking the contents of the group file specified in the parameter, 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 Corrective Action**

After checking the contents of the group file specified in the parameter, 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 Corrective Action**

Take appropriate action 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 Corrective Action**

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 Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1902 ERROR Failed to start the LAN interface management service.****Explanation**

The LAN interface management service failed to start.

**System Administrator Corrective Action**

Check that the port number used by the Copy command via LAN is not already used by another service.

---

**STXC1903 ERROR The LAN interface management service is not running.****Explanation**

Internal inconsistency occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC1904 ERROR Failed to log in to the ETERNUS Disk storage system. [disk array=boxID]****Explanation**

Logging in to the ETERNUS Disk storage system failed.

**Parameters**

*boxID* : Box ID of ETERNUS Disk storage system

**System Administrator Corrective Action**

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. [disk array=boxID]****Explanation**

Unable to connect to the ETERNUS Disk storage system.

**Parameters**

*boxID* : Box ID of ETERNUS Disk storage system

**System Administrator Corrective Action**

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 Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC2001 ERROR The values of the parameter exceed the range allowed.****Explanation**

Internal inconsistency occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC2002 ERROR The parameter specifications exceed the number of specifications allowed.****Explanation**

Internal inconsistency occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC2003 ERROR The parameter specifications are insufficient.****Explanation**

Internal inconsistency occurred.

**System Administrator Corrective Action**

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

**STXC2004 ERROR The combination of parameters is not correct.**

## Explanation

Internal inconsistency occurred.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **STXC2005 ERROR The specified status for the parameter is invalid.**

### Explanation

Internal inconsistency occurred.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **STXC2006 ERROR The specified parameter is invalid.**

### Explanation

Internal inconsistency occurred.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **STXC2007 ERROR The specified size is invalid.**

### Explanation

Internal inconsistency occurred.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **STXC2008 ERROR The specified parameter does not match the model type of the ETERNUS Disk storage system.**

### Explanation

Internal inconsistency occurred.

### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **STXC2009 ERROR An internal error occurred.**

### Explanation

Internal inconsistency occurred.



#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **STXC2010 ERROR Another session has exclusive rights.**

##### Explanation

Another session has exclusive rights.

#### System Administrator Corrective Action

After stopping the other commands or operations from the Web Console, or after waiting for a while, try again.

---

#### **STXC2011 ERROR The specified capacity or number has reached the limit.**

##### Explanation

Internal inconsistency occurred.

#### System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Corrective Action

After checking the encryption mode of the ETERNUS Disk storage system, try again.

---

#### **STXC2013 ERROR Cannot be used because of the Slave CM.**

##### Explanation

Try again using the Master CM.

#### System Administrator Corrective Action

Use the Master CM and try again.

---

#### **STXC2014 ERROR Insufficient memory.**

##### Explanation

There is not enough memory.

#### System Administrator Corrective Action

After securing sufficient memory, try again.

---

#### **STXC2015 ERROR The specified target does not exist.**

##### Explanation

The specified target does not exist.

#### System Administrator Corrective Action

After checking that the specified target exists, try again.

---

#### **STXC2016 ERROR Unsupported model is selected as the REC target.**

Explanation

An unsupported model is selected as the REC target.

System Administrator Corrective Action

After checking that the correct device is selected, try again.

---

**STXC2017 ERROR The specified value has already been registered.**

Explanation

The specified value has already been registered.

System Administrator Corrective Action

Specify a value that has not been registered and try again.

---

**STXC2018 ERROR Encrypted volumes exist.**

Explanation

There are encrypted volumes.

System Administrator Corrective Action

After decrypting the encrypted volumes, try again.

---

**STXC2019 ERROR Shutdown or startup is currently being performed.**

Explanation

Shutdown or startup is currently being performed.

System Administrator Corrective Action

After waiting for shutdown or startup to complete, try again.

---

**STXC2020 ERROR A Quick Format is currently being performed.**

Explanation

A Quick Format is currently being performed.

System Administrator Corrective Action

After waiting for the Quick Format to complete, try again.

---

**STXC2021 ERROR Encryption or decryption is currently being performed.**

Explanation

Encryption or decryption is currently being performed.

System Administrator Corrective Action

After waiting for encryption or decryption to complete, try again.

---

**STXC2022 ERROR An Advanced Copy is currently being performed.**

Explanation

An Advanced Copy is currently being performed.

System Administrator Corrective Action

After waiting for the Advanced Copy to complete, try again.

---

**STXC2023 ERROR RAID Migration is currently being performed.**

Explanation

RAID Migration is currently being performed.

System Administrator Corrective Action

After waiting for RAID Migration to complete, try again.

---

**STXC2024 ERROR LDE is currently being performed.**

Explanation

Logical Device Expansion is currently being performed.

System Administrator Corrective Action

After waiting for Logical Device Expansion to complete, try again.

---

**STXC2025 ERROR A REC session exists.**

Explanation

A REC session exists.

System Administrator Corrective Action

After stopping the REC session, try again.

---

**STXC2026 ERROR Controller firmware is currently being registered.**

Explanation

The controller firmware is currently being registered.

System Administrator Corrective Action

After the completion of the controller firmware registration, re-execute the operation.

---

**STXC2027 ERROR Remote maintenance is currently being performed.**

Explanation

Remote maintenance is currently being performed.

System Administrator Corrective Action

After waiting for remote maintenance to complete, try again.

---

**STXC2028 ERROR The Thin Provisioning License is not registered.**

Explanation

The Thin Provisioning License is not registered.

System Administrator Corrective Action

Register the Thin Provisioning License.

---

**STXC2029 ERROR There is no copy license.**

Explanation

There is no copy license.

System Administrator Corrective Action

Register the copy license.

---

**STXC2030 ERROR The current copy phase is not correct.**

#### Explanation

The specified session is not currently usable.

#### System Administrator Corrective Action

After checking the specified session status, re-execute the operation.

If your situation corresponds to the following case, after reviewing the specified copy destination logical volume or stopping the copy session of the existing generation, re-execute the operation:

- A volume with a type that is different from the existing SnapOPC+ generations was specified for the copy destination volume to start the SnapOPC+ copy.

---

#### **STXC2031 ERROR A copy path error occurred.**

#### Explanation

A communication error has occurred between storage cabinets.

#### System Administrator Corrective Action

Check the path information,

---

#### **STXC2032 ERROR The command is invalid.**

#### Explanation

The executed command is not supported by the other storage cabinet.

#### System Administrator Corrective Action

After checking the other storage cabinet model and firmware version, re-execute the operation.

---

#### **STXC2033 ERROR The number of logical volumes exceeds the maximum.**

#### Explanation

The maximum number of logical volumes has been exceeded.

#### System Administrator Corrective Action

Check the storage device configuration.

---

#### **STXC2034 ERROR The logical volume type is invalid.**

#### Explanation

For the executed operation, the volume type of the specified logical volume cannot be used.

#### System Administrator Corrective Action

After checking the volume types that are supported and reviewing the specifications of the logical volume, re-execute the operation.

For the type of supported volumes, refer to the manual of the ETERNUS Disk storage system in use.

---

#### **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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

Check the specified logical volume configuration (accessible or not).

---

### **STXC2041 ERROR Parameter error.**

#### Explanation

The parameter error occurred.

#### System Administrator Corrective Action

In the system configuration is not supported by the ETERNUS Disk storage system, the Advanced Copy may be executed. Refer to "System Configuration" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF Advanced Copy Manager Operation Guide for Copy Control Module*) of the product in use to check the system configuration for the ETERNUS Disk storage system.

---

### **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 Corrective Action

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 Corrective Action**

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. Re-execute the acec resume command.

Refer to "Command References" in the *ETERNUS SF Advanced Copy Manager 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 Corrective Action**

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 Corrective Action**

Check the existing session of the specified logical volumes.

---

**STXC2046 ERROR The copy destination logical volume is being duplicated.****Explanation**

The logical volume specified for the copy destination is currently being used as a copy source logical volume for another process.

**System Administrator Corrective Action**

Check the operational status of the specified copy destination logical volume.

If data is being migrated by Online Storage Migration, a copy start operation may have been executed by specifying a volume that is currently performing a data migration for the copy destination volume. In this case, after a data migration using Online Storage Migration, re-execute the operation.

---

**STXC2047 ERROR The range of the cascade copy is invalid.****Explanation**

A copy operation was executed with an unsupported cascade copy configuration.

**System Administrator Corrective Action**

Check the existing session of the specified logical volume.

For details of cascade copy, check the manual of the ETERNUS Disk storage system in use.

---

**STXC2048 ERROR Unable to restore the copy session.**

Explanation

The restore copy session is already being restored.

System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 close state.

System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 operable sessions has been exceeded for the specified copy destination logical volume.

#### System Administrator Corrective Action

Check the existing sessions of the specified copy destination volume.

If your situation corresponds to the following case, specify a volume that is not being used by another copy process for the destination logical volume, and re-execute the operation:

- A copy operation was executed by specifying a volume that is being used as another copy destination for the copy destination 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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

After setting the copy table using ETERNUS Web GUI, try again.

---

#### **STXC2070 ERROR The copy table size is insufficient.**

##### Explanation

The copy table size is insufficient.

#### System Administrator Corrective Action

After reviewing the copy table size, try again.

---

#### **STXC2071 ERROR REC Buffer error.**

##### Explanation

The REC Buffer status is not "Active".

#### System Administrator Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

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 Corrective Action

Check the specified parameter and the specified logical volume configuration (LU type).

---

### **STXC2083 ERROR Retry required**

Explanation

The operation must be retried.

System Administrator Corrective Action

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 Corrective Action

Check the storage device status, or .contact Fujitsu Technical Support.

---

**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 Corrective Action

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 Corrective Action

After checking the SnapOPC+ session status of the previous generation, 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 Corrective Action

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 Corrective Action

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 situations may be a possibility:

- 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 Corrective Action

After confirming that the specified logical volume XCOPY session is complete with the Web Console or accopy query command, try again.

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 AdvancedCopy Manager 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 Corrective Action

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 Corrective Action

After the restoration copy is complete, try again.

---

## **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 Corrective Action

After checking whether an appropriate storage system is specified, try again.

---

## **STXC2093 ERROR Insufficient resource in ETERNUS.**

### Explanation

Not executable due to ETERNUS Disk storage system resource shortage.

### System Administrator Corrective Action

After securing sufficient resource of the ETERNUS Disk storage system, 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 Corrective Action

Check the firmware version of the copy source ETERNUS Disk storage system.  
If you cannot check the firmware version, contact Fujitsu Technical Support.

---

## 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 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, 0x00005401	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.
0x00005402	Transfer mode used for all the RA ports making up a REC path is inactive.

## System Administrator Corrective Action

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, 0x00005401	After Concurrent OPC has completed, try again.
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, refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## 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 Corrective Action

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.

After checking the specification for copy source logical volume and copy destination logical volume or remove the cause of the error, 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 Corrective Action**

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.

After checking the specification for the copy source logical volume and the copy destination logical volume, 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 Corrective Action**

Check the specification for the copy source logical volume and the copy destination logical volume.

After checking that the copy range is not overlapped with the existing copy session, 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 Corrective Action**

After checking the status of the target copy session or volume and remove the cause of the error, 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 Corrective Action**

After deleting unnecessary copy sessions, 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 Corrective Action**

After checking the specification of the copy destination volume, 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 Corrective Action

Check that the copy table size is set correctly.

If the REC buffer status is abnormal, after removing the cause of the error, 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 Corrective Action

After checking the specification of the copy destination logical volume, 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 Corrective Action

After removing the cause of the communication error between cabinets, 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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### **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 Corrective Action

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 operation, 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 Corrective Action

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 Corrective Action

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 Corrective Action

Check the execution status of the copy session.

After checking the specification for the copy source logical volume and the copy destination logical volume, 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 Corrective Action

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 Corrective Action

Refer to "Collecting Troubleshooting Information" in the Operation Guide (*ETERNUS SF Express Operation Guide* or *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module*) of the product in use to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

#### **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 Corrective Action

Check the execution status of the copy session for each ETERNUS Disk storage system.

If the copy session remains either of the storage system, after deleting the relevant copy session, 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 Corrective Action

After waiting until the firmware update is complete, 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 Corrective Action

After corresponding the copy resolution setting for the copy source and copy destination ETERNUS Disk storage systems, 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 Corrective Action

The configuration settings of the ETERNUS Disk storage system may possibly be concurrently performed.

After checking that the configuration settings are not performed, 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 Corrective Action

Check the ETERNUS Disk storage system status.

After removing the cause of the status being invalid (NotReady), 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 Corrective Action

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 CM in the ETERNUS Disk storage system is disabled and the copy session control failed.

#### System Administrator Corrective Action

After removing the cause bringing about the degeneracy of CM, try again.

---

### **STXC2119 ERROR Failed to resume the copy session because of the change error.**

#### Explanation

Due to the remaining inconsistency caused by abnormal end of reverse or change of the Transfer mode, the copy session failed to resume.

#### System Administrator Corrective Action

The inconsistency caused by abnormal end of Reverse or Transfer mode change can be resolved by recovering the communication paths between ETERNUS Disk storage systems. Try again after communication path recovery.

If this error should still occur after retry, contact Fujitsu Technical Support.

---

### **STXC2120 ERROR The number of connections has reached the maximum number allowed.**

## Explanation

The number of concurrent connections to the ETERNUS Disk storage system has reached the upper limit.

## System Administrator Corrective Action

After disconnecting unnecessary connections to the ETERNUS Disk storage system, 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 Corrective Action

After checking the cascade copy source session status, 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 AdvancedCopy Manager Operation Guide for Copy Control Module*.

---

### **STXC3001 ERROR The copy logical source volumes are made by multiple ETERNUS Disk storage systems.**

## Explanation

Any of the following situations may be a possibility:

- 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.
- The REC that turns the concurrent suspend copy source into the cascade copy source extends multiple boxes.

## System Administrator Corrective Action

After checking the target logical volume, 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 Corrective Action

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 AdvancedCopy Manager 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 Corrective Action

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 AdvancedCopy Manager 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 situations may be a possibility:

- 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 Corrective Action

After confirming that the specified logical volume ODX session is complete with the Web Console or accopy query command, try again.

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 AdvancedCopy Manager Operation Guide for Copy Control Module*.

---

#### **STXC3008 ERROR The copy session is used by cascade copy session.**

##### Explanation

The copy session to be cascade-copied is running on the specified copy destination volume.

##### System Administrator Corrective Action

The following cases are assumed. Take corrective action that is described below for the corresponding case:

- A start or a stop was attempted for the cascade source OPC or QuickOPC while a cascade copy session was running for a copy destination volume.

In this case, the cascade source session is not operable until a physical copy of the cascade source session and the cascade destination session is completed. After waiting for the physical copy to finish or after stopping the session of the cascade destination, re-execute the operation.

- A start or a stop was attempted for the cascade source SnapOPC while a cascade copy session was running for a copy destination volume.

In this case, after stopping the session of the cascade destination, re-execute the operation.

For details of cascade copy, check the manual of the ETERNUS Disk storage system in use.

---

#### **STXC3009 ERROR This operation cannot be executed for the NAS resource.**

##### Explanation

This operation is not executable for the NAS resource.

- The NAS system volume was specified for the copy source or copy destination to start copy.

##### System Administrator Corrective Action

After reviewing the logical volume specified for the copy source or copy destination, try again.

---

#### **STXC3010 ERROR This operation cannot be executed for the NAS resource is in use.**

##### Explanation

This operation is not executable for the NAS resource in use.

- The NAS volume was specified for the copy destination to start copy.
- The mounted NAS backup volume was specified for the copy destination to start copy.

##### System Administrator Corrective Action

After reviewing the logical volume specified for the copy destination, try again.

When specifying the NAS backup volume for the copy destination, after unmounting it, try again.

---

#### **STXC3012 ERROR A transparent failover volume was specified.**

##### Explanation

The operation of which the access volume is TFOV cannot be executed. Any of the following situations may be a possibility:

- The access volume setting by specifying TFOV has been executed.
- A logical volume having been used as access volume was set as TFOV.

## System Administrator Corrective Action

When setting the access volume, specify a volume that is not a TFOV and try again.

For other operations, it is possible that a logical volume used as an access volume has been set as a TFOV. After changing the access volume to a volume that is not a TFOV, re-execute the operation. Refer to "Changing Registered Information for ETERNUS Disk Storage System" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* for information on changing the access volume.

---

## **STXC3013 ERROR A transparent failover volume was specified for the copy operation.**

### Explanation

A copy operation cannot be executed because the operation is not supported by the Storage Cluster function. Any of the following situations may be a possibility:

- In the copy source and copy destination, a TFOV in the ETERNUS Disk storage system with a firmware version that does not support the Storage Cluster Continuous Copy function was specified.
- When starting REC copy, a TFOV was specified in the copy source or copy destination.
- QuickOPC or EC was executed by specifying a non-TFOV for the copy source and a TFOV that is in an ETERNUS Disk storage system with an "Active" TFO status was specified for the copy destination.
- A non-TFOV was specified for the copy source, and a TFOV that is in an ETERNUS Disk storage system with a "Standby" TFO status was specified for the copy destination.
- A copy source or copy destination was specified with a TFOV that was not synchronized between the Primary Storage and the Secondary Storage, and a copy operation other than Stop was executed.
- The command was executed during a failover or a failback.
- A copy operation that was using the Storage Cluster Continuous Copy function was executed while the bitmap ratio of the copy table sizes for the Primary Storage and the Secondary Storage was in a state that did not match.

## System Administrator Corrective Action

After checking whether the specified volume is correct, try again.

If the command was executed during a failover or a failback, upon completion of the failover or the failback, re-execute the command.

After synchronizing the TFOV that is not synchronized between the Primary Storage and the Secondary Storage, re-execute the operation.

If the firmware version of the ETERNUS Disk storage system that is in use does not support the Storage Cluster Continuous Copy function, after applying a firmware version that supports the Storage Cluster Continuous Copy function, re-execute the operation.

When using the Storage Cluster Continuous Copy function, check the bitmap ratio of the copy table sizes for the Primary Storage and the Secondary Storage. If the copy table size varies per storage device, after matching the copy table sizes for both the storage devices, re-execute the command.

---

## **STXC3014 ERROR Copy protection cannot be set for a transparent failover volume.**

### Explanation

The copy protection cannot be set for a TFOV.

## System Administrator Corrective Action

Specify a volume other than a TFOV, and try again.

---

## **STXC3015 ERROR A cascade copy cannot be performed because a transparent failover volume is included.**

### Explanation

The cascade copy that includes a TFOV already has an existing copy session for the specified logical volume. Any of the following situations may be a possibility:

- When executing copy with a TFOV as the copy source, the copy destination volume is the source volume of a copy session.
- When executing copy with a TFOV as the copy destination, the copy source volume is a destination volume of a copy session.
- When executing copy from a volume that is not a TFOV to another one that is also not TFOV, the copy source volume is the destination volume for a copy session from a TFOV.
- When executing copy from a volume that is not a TFOV to another one that is also not TFOV, the copy destination volume is the source volume for a copy session to a TFOV.

When using the Storage Cluster Continuous Copy function, one of the following causes is a possibility:

- A Standby-side Continuous Copy session that cannot synchronize with an Active-side Continuous Copy session exists.
- A Standby-side Continuous Copy session exists when an Active-side Continuous Copy session does not exist.

### System Administrator Corrective Action

Check the specified logical volume and the TFOV session, and re-execute after the session has stopped.

Refer to "Cascade Copies with TFOV" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* for information on the cascade copy from TFOV to non-TFOV.

Refer to "Cascade Copy" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* for information on the cascade copy from TFOV to TFOV by using the Storage Cluster Continuous Copy function.

If one of the following causes is a possibility, forcibly stop the copy by using the command or Web Console, and re-execute the operation:

- A Standby-side Continuous Copy session that cannot synchronize with an Active-side Continuous Copy session exists.
- A Standby-side Continuous Copy session exists when an Active-side Continuous Copy session does not exist.

When dealing with the command, specify the storage device where the TFO status is "Standby" to the -a option of the `accopy fcancel` command, and execute the command. Refer to "Command References" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* for information on the command.

When dealing with the Web Console, refer to "Display/Forcible Suspend/Forcible Cancel Copy Session" in the *ETERNUS SF Web Console Guide*.

---

### STXC3016 ERROR The wrong copy pair is specified.

#### Explanation

The copy source volume and the copy destination volume of the specified copy pair do not belong to the same TFO group. Or a copy pair with a different TFO group is included in the specified copy group.

#### System Administrator Corrective Action

The logical volume of either the Primary Storage copy pair or the Secondary Storage copy pair that is registered in the copy group has been changed. Review the Storage Cluster configuration. Or delete the copy pair and add the correct copy pair by using the command or Web Console, and re-execute the command.

- When dealing with the command
  - Delete the copy pair with the `acpair remove` command and after adding the correct copy pair with the `acpair add` command, re-execute the command.
- When dealing with the Web Console
  - Refer to "Add/Display/Delete Copy Pair" in the *ETERNUS SF Web Console Guide*, delete the copy pair, add the correct copy pair, and re-execute the operation.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

### STXC3017 ERROR A copy operation cannot be performed because the specified volumes are unavailable.

#### Explanation

A copy operation cannot be executed because the system control volume in the ETERNUS Disk storage system, that cannot be copied, is specified as the copy source or copy destination.

### System Administrator Corrective Action

After reviewing the logical volume specified as the copy source or copy destination, re-execute the operation.

---

### **STXC3018 ERROR Unsupported operation.**

#### Explanation

An unsupported operation was specified.

### System Administrator Corrective Action

Any of the following operation/specification errors are a likely cause:

- An unsupported volume type was specified.
- A copy pair of an unsupported configuration was specified.
- A copy pair of an unsupported copy status was specified.

Make sure that the performed operation and the operation object are correct.

## **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 Response

The system terminates processing.

### System Administrator Corrective Action

Execute the `acinq ag` command to check the specified affinity group number.

Refer to "Command References" in the *ETERNUS SF Advanced Copy Manager 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.**

#### Explanation

The user name and password have not been registered on the ETERNUS Disk storage system.

#### System Response

The system terminates processing.

### System Administrator Corrective Action

Check whether the user name and password are correct.

---

### **STXS2002 ERROR The specified user does not have privileges greater than that of an administrator.**

#### Explanation

The user does not have Administrator privileges.

### System Response

The system terminates processing.

### System Administrator Corrective Action

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*]**

### Explanation

The user name and password have not been registered on the ETERNUS Disk storage system.

### Parameters

*ipAddress* : IP address

### System Response

The system terminates processing.

### System Administrator Corrective Action

The ETERNUS Web GUI user account has either been changed or deleted.

Refer to "Changing Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to change the registration information for the ETERNUS Disk storage system.

---

## **STXS2009 ERROR The operation cannot be performed with the user privileges when registering the device. [IP address=*ipAddress*]**

### Explanation

The user does not have Administrator privileges.

### Parameters

*ipAddress* : IP address

### System Response

The system terminates processing.

### System Administrator Corrective Action

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*]**

### 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

### System Response

The system terminates processing.



### System Administrator Corrective Action

- When the maximum number of connections to the ETERNUS Disk storage system has been reached

After waiting for a while, try again.

- When the user information does not match

After checking the user name, password, privileges, or role registered in the ETERNUS Disk storage system by using ETERNUS Web GUI, 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 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.**

#### Explanation

The specified user does not have the "Software" role.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

Execute the `acinq ag` command to check the specified affinity group number.

Refer to "Command References" in 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

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, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF Advanced Copy Manager Operation Guide for Copy Control Module* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **STXS5003 ERROR The number of connections has reached the maximum number allowed. [IP address=ipAddress]**

### Explanation

The number of connections to the ETERNUS Disk storage system has reached the maximum limit due to other operation being concurrently performed.

## Parameters

*ipAddress* : IP address of ETERNUS Disk storage system

## System Response

The system terminates processing.

## System Administrator Corrective Action

On completion of that other operation being concurrently performed, try again.

If you still have a problem, refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **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 Response

The system terminates processing.

## System Administrator Corrective Action

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 re-execute the command:

- When using Express  
"Configuring Network Environment" in "Setup of Express's Manager" in the *ETERNUS SF Installation and Setup Guide*
- When using Storage Cruiser  
"Configuring 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 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 Response

The system terminates processing.

## System Administrator Corrective Action

Refer to "Collecting Troubleshooting Information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module* to collect the information required for troubleshooting and contact Fujitsu Technical Support.

---

## **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 Response

The system terminates processing.

### System Administrator Corrective Action

After stopping the use of the resource or waiting for a while, 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 Response

The system terminates processing.

### System Administrator Corrective Action

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 Response

The system terminates processing.

### System Administrator Corrective Action

After securing sufficient memory, 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 Response

The system terminates processing.

### System Administrator Corrective Action

After waiting for shutdown or startup to complete, try again.

## A.3 Messages of Non STXC/STXS Prefix

---

### no such session.

#### Explanation

There is no session for the specified copy pair.

#### System Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF Advanced Copy Manager 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 Response

The system terminates processing.

#### System Administrator Corrective Action

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 "Command References" in the *ETERNUS SF Advanced Copy Manager Operation Guide for Copy Control Module* for information on the command.

## A.4 Detail Error Messages of ETERNUS Disk Storage System

---

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

Error Code	Error Message	Explanation	Action Plan
			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 (STXGetVolumeInfo))	Ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)
4	invalid source BoxID.	An internal conflict occurred. (The copy source box identifier was invalid.)	
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.
		A copy restart operation was executed for the session in which Reverse/Mode Change terminated abnormally due to a path error between the boxes and caused an error related to the ETERNUS Disk storage system of the copy source or the copy destination device.	After recovering the path between the boxes, perform the following steps:  1. Execute the swsrpstat command to check whether the direction of the copy session is the same as before this operation was performed. If the direction is different, execute the swsrprevsync command to make the direction the same as before this operation was performed.  2. Re-execute the swsrpstartsync command.  Refer to "Command References" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> for information on the commands.
11	invalid source extent size.	An internal conflict occurred. (Not entire volume copy but copy size is 0.)	Ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)
12	invalid copy interval.	The specified copy interval is invalid.	

Error Code	Error Message	Explanation	Action Plan
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.	After checking the status of the copy session and the connection status of the device, try again. If you still have a problem, contact a Fujitsu customer engineer.
25	SCSI condition met.	A SCSI error (Condition met) was detected.	
26	SCSI command busy.	One of the following events has occurred. Check the corresponding event, and take appropriate action. If you still have a problem, contact Fujitsu Technical Support.	
		In the case of the cascade copy, any of the following may occur:  <ul style="list-style-type: none"> <li>- The combination of copy types is not supported by the storage device.</li> <li>- The copied data size at each session of the cascade copy is the different.</li> <li>- A copy operation for a cascade configuration that is not supported by the storage device was executed.</li> </ul> The above cascade copy indicates the following:  <ul style="list-style-type: none"> <li>- Add a copy for the copy destination volume which a copy has been set.</li> <li>- Add a copy for the copy source volume which a copy has been set.</li> </ul>	Ensure the following:  <ul style="list-style-type: none"> <li>- Whether the combination of copy types is supported by the storage device.</li> <li>- Whether the copied data size at each session of the cascade copy is the same.</li> <li>- Whether the cascade configuration is supported by the storage device.</li> </ul> For details of cascade copy, check the manual of the ETERNUS Disk storage system in use.
		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.	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.)
		The specified copy target device is already being used for another copy target.	After specifying a device that is not used for other copies as the copy destination device, re-execute the operation.

Error Code	Error Message	Explanation	Action Plan
		For the specified logical volume, a copy operation of another type is already running.	Review the specified logical volume and the specified session.
		A session was started during the Snap Data Volume initialization.	After the Snap Data Volume initialization is completed, re-execute the operation.
		The maximum number of copy sessions that can run concurrently in the storage device has already been reached.	After waiting until the copy of the device specified by the backup execution status display command ends, re-execute the operation.
		BUSY was detected in the SCSI path.	After waiting for about five seconds, re-execute the operation.
		The copy that is not managed by AdvancedCopy Manager is done.	Confirm the status of the copy by using ETERNUS Web GUI. After specifying a device that is not used elsewhere, re-execute the copy.
		A copy start operation was performed, which specify the volume during a data migration using Online Storage Migration for a copy destination volume.	Review the specified copy destination volume and re-execute the operation.
		The number of concurrently operable copy sessions that can be set for the same logical unit or the same partition/slice is exceeded.	Operate so that the number of concurrently operable copy sessions is not exceeded.  In the QuickOPC / SnapOPC / SnapOPC+ operation, copy session exists even after copy completion. This may cause the number of concurrently operable copy sessions that can be set for the identical logical unit or identical partition/slice to be exceeded when a new copy is done. For the number of concurrently operable copy sessions, check the manual for ETERNUS Disk storage system in use.
		An XCOPY session has already been performed for the specified logical volume.	After confirming that the specified logical volume XCOPY session is complete with the Web Console, try again. 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> .
		A copy operation was executed to start a session in the reverse direction for the session in the error suspend state.	Refer to the following sections in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to check the hardware status and remove the cause of the error, and re-execute the operation:



Error Code	Error Message	Explanation	Action Plan
			<ul style="list-style-type: none"> <li>- "Troubleshooting: Hardware Error During Backup"</li> <li>- "Troubleshooting: Hardware or Other Error During Replication"</li> </ul> <p>If you still have a problem, ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)</p>
		A copy operation of multicopy was executed in the REC Consistency mode for the same box.	<p>Check whether the multicopy configuration is supported by the storage device.</p> <p>For details of multicopy, check the manual of the ETERNUS Disk storage system in use.</p>
27	SCSI command conflict.	A SCSI error (a command conflict) was detected.	<p>After checking the status of the copy session and the connection status of the device, try again.</p> <p>If you still have a problem, contact a Fujitsu customer engineer.</p>
28	SCSI queue full.	A SCSI error (queue full) was detected.	
29	unexpected SCSI error.	A SCSI error (abnormal state) was detected.	
33	different STX.	<p>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 information for AdvancedCopy Manager.</li> <li>- The Storage Cluster environment was changed without deleting the definition information for AdvancedCopy Manager.</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 "Changing Device Configuration" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to reset the environment configuration for AdvancedCopy Manager.</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 where the error occurred, and 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 Fujitsu Technical Support to collect the information required for troubleshooting. (*1)

Error Code	Error Message	Explanation	Action Plan
38	invalid SynfinityDISK environment.	SynfinityDISK resource is not supported.	Specify a resource other than SynfinityDISK.
39	out of sequence.	One of the following events has occurred. Check the corresponding event, and take appropriate action. If you still have a problem, contact Fujitsu Technical Support.	
		The status does not allow execution of this command.	After checking the processing status, try again.
		Invalid state or invalid phase detected for the SCSI access.	After checking the session status, try again.
		Replication cancellation was executed to a SnapOPC+ generation other than the oldest generation.	After checking the Snap generation number, try again.
		Using AdvancedCopy Manager Copy Control Module, the volume protection function-set volume was specified for the copy destination and the copy operation was executed.	Check whether the volume protection function is set to the copy 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 AdvancedCopy Manager Operation Guide for Copy Control Module</i> for information on the volume protection function.
		An initialization was executed for the Snap Data Volume currently being operated by the SnapOPC+ session.	After stopping the SnapOPC/SnapOPC+ session, re-execute the operation.
		A volume whose type is different from the existing SnapOPC+ generations was specified for the copy destination volume to start the SnapOPC+ copy.	After reviewing the specified copy destination logical volume or stopping the copy session of the existing generation, re-execute the operation.
		A start operation of the SnapOPC+ copy was executed by specifying the Dedup volume in the copy destination.	After reviewing the specified logical volume, re-execute the operation.
		A stop operation was executed for the SnapOPC+ session of the current Restore OPC.	After the Restore OPC is completed, re-execute the operation.
		The Concurrent OPC function cannot be used because a session currently processing Concurrent OPC exists.	After checking the status of the session, re-execute the operation.
		The copy direction was reversed in a state where the data that is not transferred remains in the REC buffer.	Use the concurrent suspend function or after all the transfers to the copy destination are completed, re-execute the operation.
A timeout occurred because the data that is not transferred remains in the REC buffer.	Re-execute the operation when the I/O load is low in the copy source.		

Error Code	Error Message	Explanation	Action Plan
		No REC session exists in the remote box.	After stopping the REC session of the relevant box, re-execute the operation.
		A bad sector exists in the copy source logical volume.	Refer to the following sections in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to check the hardware status and remove the cause of the error, and re-execute the operation: <ul style="list-style-type: none"> <li>- "Troubleshooting: Hardware Error During Backup"</li> <li>- "Troubleshooting: Hardware or Other Error During Replication"</li> </ul> If you still have a problem, ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)
		The copy source logical volume or the copy destination logical volume is in the RAID close state.	Refer to the ETERNUS Disk storage system manuals to remove the cause of the error, and re-execute the operation.
		A stop operation was executed for the session in the Error Suspend state or the Halt state.	Refer to the following sections in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to check the hardware status and remove the cause of the error, and re-execute the operation: <ul style="list-style-type: none"> <li>- "Troubleshooting: Hardware Error During Backup"</li> <li>- "Troubleshooting: Hardware or Other Error During Replication"</li> </ul>
48	invalid OLU.	The specified copy source or destination device is invalid because: <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> <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>	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 Fujitsu Technical Support. (*1)
		For the performed operation, the type of the specified copy source device or the copy destination device cannot be used.	After checking the type of the supported volumes and reviewing the specified copy source device or the copy destination device, re-execute the operation. For the type of supported volumes,

Error Code	Error Message	Explanation	Action Plan
			refer to the manual of the ETERNUS Disk storage system in use.
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. If you still have a problem, contact a Fujitsu customer engineer.
		At all the RA ports of the paths between ETERNUS Disk storage systems, the Transfer mode to be used is disabled.	Modify the configuration of the RA ports of the paths between ETERNUS Disk storage systems or specify the Transfer mode that is enabled at any of the RA ports and try again.
58	invalid role.	The specified remote copy direction is invalid.	Check the connection conditions between boxes, and try again. If you still have a problem, contact a Fujitsu customer engineer.
59	setup is inadequate	One of the following events has occurred. Check the corresponding event, and take appropriate action. If you still have a problem, contact Fujitsu Technical Support.	
		The Advanced Copy license is not set.	Register the Advanced Copy license.
		The copy table size is not set or insufficient.	Check whether the table size of the ETERNUS Disk storage system is properly set.  If an REC operation is used, the resolution of the copy table size should be the same between cabinets. Check whether the resolution of the bitmap is the same between boxes.
		The REC buffer size is not set.	Check whether the REC buffer size of the ETERNUS Disk storage system is properly set.
		All the networks connecting the devices have been disconnected (when all copy routes are closed).	Check that there are no problems in the copy path of the inter-box copy.
		The REC buffer is being recovered.	Check the status of the REC buffer of the ETERNUS Disk storage system. After the REC buffer status becomes "Active", re-execute the operation.
		When starting the REC in Consistency mode, the load on the REC buffer caused a data transfer error.	New transfer data cannot be kept because of high loads on the REC buffer and the REC Disk buffer. Check the load status of the REC buffer with the swsrprebuffstat command. If "100%" is displayed in the Rate column, the load state is high. After recovering the copy session, re-execute the operation where the error

Error Code	Error Message	Explanation	Action Plan
			<p>occurred.</p> <p>If the problem occurs frequently, review the REC buffer capacity.</p> <p>When the copy session status is "halt", refer to "Error (halt) on Remote Copy Processing" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to recover the copy session.</p>
60	bit map resolution disagree.	The bitmap resolution between boxes is inconsistent.	Check whether the magnification of the Advanced Copy table size matches between the ETERNUS Disk storage system containing a copy source device and the ETERNUS Disk storage system containing a copy destination device.
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.	One of the following events has occurred. Check the corresponding event, and take appropriate action. If you still have a problem, contact Fujitsu Technical Support.	
		The version of firmware of one box is not supported.	Check that the ETERNUS Disk storage system firmware version is the same between boxes. If this message is output when the concurrent suspend function is in use, check whether it falls under the conditions listed under "Concurrent Suspend Function" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> .
		A copy operation was executed while the controller firmware was under maintenance.	After waiting until the controller firmware maintenance is completed, re-execute the operation.
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 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.	<p>One of the following has occurred:</p> <ul style="list-style-type: none"> <li>- An error has occurred accessing a Snap Data volume.</li> <li>- Reverse copy was implemented when there was not a SnapOPC session.</li> <li>- The specification for Snap Data Volume is invalid.</li> </ul>	<p>After reviewing the specification for the logical volume, try again.</p> <p>If you still have a problem, refer to the following sections in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to check the hardware status and remove the cause of the error, and re-execute the operation:</p> <ul style="list-style-type: none"> <li>- "Troubleshooting: Hardware Error During Backup"</li> </ul>

Error Code	Error Message	Explanation	Action Plan
			- "Troubleshooting: Hardware or Other Error During Replication"
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.	Check the settings status of the REC transfer buffer, and rerun the command. If you still have a problem, contact a Fujitsu customer engineer and system engineer.
67	the operation of concurrent suspend was failed.	A concurrent suspend operation has failed. (However, the original status remains as is.)	Check the status of all sessions, and 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. If you still have a problem, contact Fujitsu Technical Support.
68	invalid Snap Data volume.	A Snap Data volume specification error has been detected.  - SnapOPC/SnapOPC+ has been specified but the copy destination is not a Snap Data volume, TPV, and FTV.  - SnapOPC/SnapOPC+ has been specified but the copy source is a Snap Data volume.  - OPC/QuickOPC or EC/REC was specified but either the copy source or the copy destination is a Snap Data volume.  - A volume other than a Snap Data volume was specified for Snap Data volume initialization.	Check the partition information for the copy source or copy destination device, and rerun the command. If you still have a problem, contact a Fujitsu customer engineer and system engineer.
69	not support in GR-API.	The specified volume is not supported.	Check that the size of the specified volume is less than 2 TB.
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:  - A session with a protected copy destination volume exists.  - A volume with a bad sector exists.  - A session with an expired license exists.  - A session undergoing Concurrent OPC exists.	After removing the cause of the error, try again.

Error Code	Error Message	Explanation	Action Plan
81	The copy source logical volume contains invalid data.	A bad sectors exist in the copy source logical volume.	Refer to the following sections in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to check the hardware status and remove the cause of the error, and re-execute the operation: <ul style="list-style-type: none"> <li>- "Troubleshooting If Bad Sector Occurred in Transaction Volume"</li> <li>- "Troubleshooting If Bad Sector Occurred in Copy Source Volume"</li> </ul>
82	RAID Migration is currently being performed.	RAID Migration is in progress for the specified volume.	After RAID Migration is complete, try again.
83	Unable to start the Concurrent OPC function because of invalid parameter.	The Concurrent OPC function is unable to start due to one of the following reasons: <ul style="list-style-type: none"> <li>- There are deleted sessions.</li> <li>- The same session is specified multiple times.</li> </ul>	After removing the cause of the error, 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.	After deleting the target number of sessions, try again.
85	Failed to restore the copy session because the phase of the target session is readying.	The restoration copy failed due to one of the following reasons: <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.	The Concurrent OPC function is unable to start due to the following reason: <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>	After checking the SnapOPC+ session status of the previous generation, try again.
87	Unable to start the Concurrent OPC function because a restoration copy session exists.	The Concurrent OPC function is unable to start due to the following reason: <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>	After the restoration copy is complete, try again.
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.	After checking the cascade copy source session status, 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

Error Code	Error Message	Explanation	Action Plan
			on Snapshot High-speed Backup" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> .
89	ERROR The copy logical source volumes are made by multiple ETERNUS Disk storage systems.	One of the following events has occurred: <ul style="list-style-type: none"> <li>- 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.</li> <li>- The REC that turns the concurrent suspend copy source into the cascade copy source extends multiple boxes.</li> </ul>	After checking the target logical volume, 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.	
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. Any of the following situations may be a possibility: <ul style="list-style-type: none"> <li>- The session that configures a cascade with an existing ODX session is started.</li> <li>- An OPC restoration process is performed for a session that configures multiple copies with an existing ODX session.</li> <li>- Reverse is performed for a session that configures multiple copies with an existing ODX session.</li> </ul>	After confirming that the specified logical volume ODX session is complete with the Web Console, try again. 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> .
93	Used by cascade copy session.	The copy session to be cascade-copied is running on the specified copy destination volume.	The following cases are assumed. Take corrective action that is described below for the corresponding case: <ul style="list-style-type: none"> <li>- A start or a stop was attempted for the cascade source OPC or QuickOPC while a cascade copy session was running for a copy destination volume.</li> </ul> <p>In this case, the cascade source session is not operable until a</p>



Error Code	Error Message	Explanation	Action Plan
			<p>physical copy of the cascade source session and the cascade destination session is completed. After waiting for the physical copy to finish or after stopping the session of the cascade destination, re-execute the operation.</p> <p>- A start or a stop was attempted for the cascade source SnapOPC while a cascade copy session was running for a copy destination volume.</p> <p>In this case, after stopping the session of the cascade destination, re-execute the operation.</p> <p>For details of cascade copy, check the manual of the ETERNUS Disk storage system in use.</p>
96	A copy operation cannot be performed because the specified volumes are unavailable.	A copy operation cannot be executed because the system control volume in the ETERNUS Disk storage system, that cannot be copied, is specified as the copy source or copy destination.	After reviewing the logical volume specified as the copy source or copy destination, re-execute the operation.
99	ERROR A transparent failover volume was specified.	A TFOV cannot be specified.	After checking whether the specified volume is correct, try again.
100	ERROR A transparent failover volume was specified for the copy operation.	A copy operation cannot be executed because the operation is not supported by the Storage Cluster function. One of the following events has occurred. Check the corresponding event, and take appropriate action.	
		When starting the REC copy, a TFOV has been specified as the copy source or copy destination.	After checking whether the specified volume is correct, try again.
		A TFOV has been specified as the copy source or copy destination.	<p>If the specified volume is correct, the logical volume of either the Primary Storage copy pair or the Secondary Storage copy pair has been changed.</p> <p>Review the configuration of Storage Cluster. Or after deleting the registration with the swsrpdelvol command, re-register with the swsrpsetvol command. Refer to "Command References" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> for information on the commands.</p>
	A copy source or copy destination was specified with a TFOV that was not synchronized between the Primary Storage and the Secondary Storage, and a copy operation other than Stop was executed.	After synchronizing the TFOV, re-execute the operation.	

Error Code	Error Message	Explanation	Action Plan
		<p>A TFOV in the ETERNUS Disk storage system with a firmware version that does not support the Storage Cluster Continuous Copy function was specified.</p>	<p>If the firmware version of the ETERNUS Disk storage system that is in use does not support the Storage Cluster Continuous Copy function, after applying a firmware version that supports the Storage Cluster Continuous Copy function, re-execute the operation.</p>
		<p>A copy operation that was using the Storage Cluster Continuous Copy function was executed while the bitmap ratio of the copy table sizes for the Primary Storage and the Secondary Storage was in a state that did not match.</p>	<p>When using the Storage Cluster Continuous Copy function, check the bitmap ratio of the copy table sizes for the Primary Storage and the Secondary Storage. If the copy table size varies per storage device, after matching the copy table sizes for both the storage devices, re-execute the operation.</p>
101	ERROR Copy protection cannot be set for a transparent failover volume.	The copy protection cannot be set for a TFOV.	Specify a volume other than a TFOV, and try again.
103	ERROR A cascade copy cannot be performed because a transparent failover volume is included.	<p>The cascade copy that includes a TFOV already has an existing copy session for the specified logical volume. Any of the following situations may be a possibility:</p> <ul style="list-style-type: none"> <li>- When executing copy with a TFOV as the copy source, the copy destination volume is the source volume of a copy session.</li> <li>- When executing copy with a TFOV as the copy destination, the copy source volume is a destination volume of a copy session.</li> <li>- When executing copy from a volume that is not a TFOV to another one that is also not TFOV, the copy source volume is the destination volume for a copy session from a TFOV.</li> <li>- When executing copy from a volume that is not a TFOV to another one that is also not TFOV, the copy destination volume is the source volume for a copy session to a TFOV.</li> </ul> <p>When using the Storage Cluster Continuous Copy function, one of the following causes is a possibility:</p> <ul style="list-style-type: none"> <li>- A Standby-side Continuous Copy session that cannot synchronize with an Active-side Continuous Copy session exists.</li> </ul>	<p>Check the copy session that exists in the specified logical volume, and re-execute the operation after the session has stopped.</p> <p>Refer to "Cascade Copy" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> for information on the cascade copy from TFOV to TFOV by using the Storage Cluster Continuous Copy function.</p> <p>If one of the following causes is a possibility, forcibly stop the copy by using the command or Web Console, and re-execute the operation:</p> <ul style="list-style-type: none"> <li>- A Standby-side Continuous Copy session that cannot synchronize with an Active-side Continuous Copy session exists.</li> <li>- A Standby-side Continuous Copy session exists when an Active-side Continuous Copy session does not exist.</li> </ul> <p>When dealing with the command, specify the storage device where the TFO status is "Standby" for the -a option of the accopy fcancel command to execute the operation. Refer to "Command References" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module</i> for information on the command.</p> <p>When dealing with the Web Console,</p>

Error Code	Error Message	Explanation	Action Plan
		<ul style="list-style-type: none"> <li>- A Standby-side Continuous Copy session exists when an Active-side Continuous Copy session does not exist.</li> </ul>	refer to "Display/Forcible Suspend/Forcible Cancel Copy Session" in the <i>ETERNUS SF Web Console Guide</i> .
104	When a transparent failover volume is specified, Failover or failback has occurred.	An error occurred because Advanced Copy was executed by using the Storage Cluster Continuous Copy function during a failover or a failback.	Upon completion of the failover or the failback, check the status of Advanced Copy, and re-execute the command.
105	The wrong copy pair is specified.	<p>In environments that use the Storage Cluster Continuous Copy function, Advance Copy was executed for an incorrect volume combination. One of the following causes is a possibility:</p> <ul style="list-style-type: none"> <li>- The replication source volume and the replication destination volume do not belong to the same TFO group.</li> <li>- All the replication volumes that are registered in the group that was created with the <code>swsrpsetvol</code> command do not belong to the same TFO group.</li> </ul>	Review the TRO group where the replication volumes belong, reconfigure the replication volume information. Refer to "When Changing Configurations/Settings" in "Storage Cluster Continuous Copy Function" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> for information on the modification procedure.
106	Unsupported operation.	An unsupported operation was executed.	<p>Any of the following operation/specification errors are a likely cause:</p> <ul style="list-style-type: none"> <li>- An unsupported volume type was specified.</li> <li>- A copy pair of an unsupported configuration was specified.</li> <li>- A copy pair of an unsupported copy status was specified.</li> </ul> <p>Make sure that the executed operation and the operation object are correct.</p>
65536	undefined message.	An internal conflict occurred.	Ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)
65538	not support in virtual GR-API.	Execution of an unsupported Advanced Copy function was tried.	Check the supported functions and command format.
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.

Error Code	Error Message	Explanation	Action Plan
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.	The Advanced Copy operation failed to execute on the host OS.	For the Advanced Copy execution on the host OS, an error that cannot be continued occurs. If the version level of AdvancedCopy Manager of the host OS is older than the guest OS, install the same version level of AdvancedCopy Manager as the guest OS on the host OS. In a case other than listed above, ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)
65547	server API error and no result.		
65548	internal error.	An internal conflict occurred.	Ask Fujitsu Technical Support 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 Fujitsu Technical Support 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 Fujitsu Technical Support 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.

Error Code	Error Message	Explanation	Action Plan
			Or, check that it is able to execute the <code>virsh dumpxml info</code> command on the host OS.
65564	setupdi function error.	The device information could not be obtained from Windows operating system.	Ask Fujitsu Technical Support to collect the information required for troubleshooting. (*1)
65565	registry access error.	Accessing to the registry failed.	
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.
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 <code>udevadm info</code> 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 Troubleshooting 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/FJSVswtrc/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.4 Detail Error Messages of ETERNUS Disk Storage System" to take the appropriate action.
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.	Execute acquisition/reflection of information on all devices. (for Windows)
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.	Check the INI file status. (for Windows)
4	[ERROR]Reading the inifile failed. Filename= <i>fileName</i> Section= <i>section</i> Key= <i>key</i>	Reading the INI file failed.	Check the INI file status. (for Windows)
5	[ERROR]An API call exited abnormally. API= <i>api</i> Device= <i>deviceName</i> Error= <i>errno</i> message	Calling the API failed.	Check the device status. (for Solaris, Linux, HP-UX, or AIX)
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.	Check the device status. (for Windows)
7	[ERROR]A created process is exited abnormally. Command= <i>commandName</i> ExitCode= <i>exitCode</i>	An internally executed command ended with an error.	After removing the cause of the command error, 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 Fujitsu Technical Support. (*1)

\*1: Refer to "Collecting Troubleshooting 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

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 the operation.
2	The specified directory does not exist.	The specified directory does not exist.	Specify an existing directory and re-execute the operation.
3	The operation was interrupted.	The operation was interrupted for one of the following reasons. Check the corresponding phenomenon, and take the appropriate action.	

No.	Error Message	Explanation	Action Plan
		A user without permission executed the command.	After checking the permissions of the user who executed the command, re-execute the operation.
		There is insufficient disk space (capacity).	After securing sufficient disk space (capacity), re-execute the operation.
4	An internal error has occurred.	An internal error has occurred.	Collect files under the specified directory and contact Fujitsu Technical Support.

## A.7 Error Messages on StgDbSetup Command


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 the -f option does not exist.	After checking that the file specified with the -f option exists, re-execute the operation.
3	Failed to obtain cluster information.	The logical node name is not set in clsetup.ini file specified with the -f option.	After checking that the logical node name is set in clsetup.ini file specified with the -f option, re-execute the operation.

## A.8 Error Messages of 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.	<p>One of the following events has occurred. After checking the corresponding event, take appropriate action:</p> <ul style="list-style-type: none"> <li>- Switch zoning has not been set for the access path. Check the zoning setting of the Fibre Channel switch.</li> <li>- No physical paths exists for configuring the access path. If only the host affinity or the zoning settings have been configured in an environment without a physical path, delete this setting. For environments with physical paths, it is possible that the connection point is wrong. Check whether the connection destination of the physical path is correct.</li> <li>- The password of the FC switch is different from the one specified for Storage Cruiser. Refer to "Reset FC Switch Password" in the <i>ETERNUS SF Web Console Guide</i> to update the FC switch password.</li> </ul>
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.

No.	Error Message	Explanation and Action Plan
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 FUJITSU Storage 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.
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.	<p>Click  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:</p> <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> <p>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.</p> <p>If the password for the FC switch is different from that specified for Storage Cruiser, refer to "Reset FC Switch Password" in the <i>ETERNUS SF Web Console Guide</i> to reset the FC switch password.</p>



## A.9 Error Messages of NAS

The following is a description of the error messages about ETERNUS Disk storage system output when performing backup/restore operation of NAS volume and performing mount/unmount operation of NAS backup volume.

The error message is output in the following format.

```
ERROR: commandName: number: message
```

*commandName* : command name in which an error occurred

*number* : error number

*message* : error message

The meaning of each output message and its action plan are as follows.

Table A.6 Error Message at NAS Operation

Error Message	Explanation	Action Plan
Parameter error.	There is an error in script parameter.	An internal error occurred. Collect the information required for troubleshooting to contact Fujitsu Technical Support.
NAS volume is not mounted.	NAS volume is not mounted.	After mounting NAS volume, re-execute the operation.
NAS backup volume is mounted.	NAS backup volume is mounted.	After unmounting NAS backup volume, re-execute the operation.
Cannot get device name [for NAS volume][for NAS backup volume][of volume] <i>oluNumber</i> .	The device name of NAS volume or NAS backup volume cannot be found.	An error occurred in NAS environment of ETERNUS Disk storage system. Collect the information required for troubleshooting to contact a Fujitsu customer engineer.
pdfsumount error. 1: ERROR: pdfsumount: 0016: <i>mountPoint</i> busy	NAS volume or NAS backup volume cannot be unmounted because it is in use.	After disconnecting the network connection from the client to the NAS volume or the NAS backup volume, re-execute the operation.
Cannot unmount volume <i>oluNumber</i> because busy.		
Requested process cannot continue because Snapshot process exists.	Since snapshot collection is started, backup or restore process cannot continue.	After stopping snapshot collection, perform backup or restore process again. Refer to "Start/Stop Automatic Snapshot Collection" in the <i>ETERNUS SF Web Console Guide</i> for information on how to stop the automatic snapshot collection.
Requested process cannot continue because other process exists. <i>statusCode:message</i>	Since another process is running, the required operation cannot continue.	After waiting for a while, re-execute the operation.
Shared settings after the restore will be over the limit. Please delete ( <i>number</i> ) shared settings.	The number of shared folders after restore exceeds the upper limit of the device, so that restore cannot be performed.	After deleting the number of shared folders displayed in <i>number</i> of message, perform restore again. If no deletable shared folder exists, mount a NAS backup destination volume and restore the data to the NAS volume on a per file basis.
Quota settings after the restore will be over the limit. Please delete ( <i>number</i> ) quota settings.	The number of quota settings after restore exceeds the upper limit of the device, so that restore cannot be performed.	After deleting the number of quota settings displayed in <i>number</i> of message, perform restore again.

Error Message	Explanation	Action Plan
		If no deletable shared folder exists, mount a NAS backup destination volume and restore the data to the NAS volume on a per file basis.
<i>command error. statusCode:message</i>	Command error occurred.	An error occurred in NAS environment of ETERNUS Disk storage system.  If the same trouble still occurs after retry, collect the information required for troubleshooting and contact a Fujitsu customer engineer.
Cannot backup NAS sharing configuration. <i>statusCode:message</i>	Backup of NAS shared configuration information failed.	
Cannot [make write] a temp file. <i>statusCode:message</i>	Creating/writing temporary file failed.	
Cannot modify construction information file. <i>statusCode:message</i>	Configuration information file cannot be edited.	
Cannot stop [ctdb nfs]. <i>statusCode:message</i>	CTDB or NFS service cannot be stopped.	
Cannot restore NAS sharing configuration. <i>statusCode:message</i>	Restore of NAS shared configuration information failed.	
Cannot start [ctdb nfs]. <i>statusCode:message</i>	CTDB or NFS service cannot be started.	
Cannot construct filesystem information for [NAS volume NAS backup volume]. <i>statusCode:message</i>	File system configuration information of NAS volume or NAS backup volume cannot be created.	
Cannot make a temp directory. <i>statusCode:message</i>	Creating temporary directory failed.	
Cannot [copy rename move] ACL CTDB Files. <i>statusCode:message</i>	ACL information file failed to be copied, renamed or moved.	
Cannot add [samba nfs] configuration for NAS backup volume. <i>statusCode:message</i>	The samba or NFS configuration for NAS backup volume cannot be added.	
Cannot get CM number. <i>statusCode:message</i>	The CM number cannot be obtained.	
Cannot update AD/LDAP certification information. <i>statusCode:message</i>	Authentication information of Active Directory or LDAP failed to be updated.	
Cannot remove NAS sharing configuration. <i>statusCode:message</i>	Deleting of NAS sharing setting information failed.	
Other messages	An error has occurred that is not described above.	

## Appendix B Error Codes

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

When using transactions in a clustered system, 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

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 Fujitsu Technical Support. (*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 Fujitsu Technical Support. (*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/daemon.  If no abnormality is found, collect the information required for troubleshooting and contact Fujitsu Technical Support. (*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/daemon.  If no abnormality is found, collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
32	An internal error occurred.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*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/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 Fujitsu Technical Support. (*1)
52	A file-read-error occurred on the requesting server.	
53	A file-write-error occurred on the requesting server.	

Error Code	Explanation	Action Plan
61	The AdvancedCopy Manager registry cannot be read.	
62	An internal error occurred.	
101		
102		
103		
105	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.
106		
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 Fujitsu Technical Support. (*1)
151	The destination server that sent the request failed in opening a file.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*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	An internal error occurred.	
165		
172	An internal error occurred.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
175	The function definition of the repository driver cannot be found.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
176	The libraries of the general purpose functions cannot be found.	
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.	
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 Fujitsu Technical Support. (*1)

\*1: Refer to "Collecting Troubleshooting 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

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 Fujitsu Technical Support. (*1)
2	An internal error occurred.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*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 Fujitsu Technical Support. (*1)
5	Inconsistent repository data.	
8	The character code conversion failed when accessing the repository.	<p>If the Management Server OS is Solaris 11, check that the following packages are installed. Refer to "Operating Environment of ETERNUS SF Manager" in the <i>ETERNUS SF Installation and Setup Guide</i> for details.</p> <ul style="list-style-type: none"> <li>- system/locale/extra package</li> <li>- system/library/iconv/extra package</li> <li>- system/library/iconv/unicode package</li> <li>- text/gnu-grep package</li> </ul> <p>If they are installed, collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)</p>
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>envDi\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 Fujitsu Technical Support. (*1)</p>
199	An internal error occurred.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*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.

Error Code	Explanation	Action Plan
202	A communication error occurred.	<p>Make sure that the Management Server and the communication service/daemon of the Management Server are active.</p> <p>If the communication service/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> <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 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/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 a clustered system, after checking that the environment variable SWSTGNODE is set, 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>envDi\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 Fujitsu Technical Support. (*1)</p>
299	An internal error occurred.	<p>Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*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 Fujitsu Technical Support. (*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 Fujitsu Technical Support. (*1)</p>
404 405 406	Repository access failed.	<p>Check whether the repository is active. If it is, collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)</p>

Error Code	Explanation	Action Plan
407 408		
409 499	An internal discrepancy was detected on the Management Server.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
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 Fujitsu Technical Support. (*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 Fujitsu Technical Support. (*1)

\*1: Refer to "Collecting Troubleshooting 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

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/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 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 a clustered system, after checking that the environment variable SWSTGNODE is set, 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>envDi\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 Fujitsu Technical Support. (*2)</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 "Collecting Troubleshooting Information" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> to collect the information required for troubleshooting and contact Fujitsu Technical Support.</p>
Others	An error has occurred that is not described above.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*2)

\*1: The *logicalNodeName* is the value specified during cluster setup.

\*2: Refer to "Collecting Troubleshooting 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

Table B.4 Error Codes of Volume Lock Function

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 Fujitsu Technical Support. (*1)



Error Code	Explanation	Action Plan
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 Fujitsu Technical Support. (*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.	If the command is executed in a clustered system, after checking that the environment variable SWSTGNODE is set, re-execute the command.  If you still have a problem, collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)
17 18	An error occurred during volume lock processing.	Collect the information required for troubleshooting and contact Fujitsu Technical Support. (*1)

\*1: Refer to "Collecting Troubleshooting 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-/Post-processing Scripts

Table B.5 Error Codes of Pre-processing and Post-processing Scripts

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:  - The pre-processing or post-processing script does not have the execution privilege.  - A syntax error exists in the pre-processing or post-processing script.  Check if the script file privilege is correct. Also check if a syntax error exists in the pre-processing or post-processing script.
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.	An attempt to unmount the volume has failed. The volume that you attempted to unmount may be in use. (*1)  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.

Error Code	Message	Explanation	Action Plan
			<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>
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/volumeGroupName.conf file.</p>

Error Code	Message	Explanation	Action Plan
			Check the volume group configuration information file. If the configuration information is backed up to another file, customize the script.
31	vgcfgrestore error	vgcfgrestore failed.	<p>An attempt to restore the volume group configuration information has failed.</p> <p>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 <i>/var/opt/FJVSwssts/\$SWSTGNODE/log/deviceName.vgcfgrestore</i></li> <li>- Replication management <i>/var/opt/FJVSwsrp/\$SWSTGNODE/log/deviceName.vgcfgrestore</i></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 <i>/var/opt/FJVSwssts/\$SWSTGNODE/log/deviceName.varyoffvg</i></li> <li>- Replication management <i>/var/opt/FJVSwsrp/\$SWSTGNODE/log/deviceName.varyoffvg</i></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 <i>/var/opt/FJVSwssts/\$SWSTGNODE/log/deviceName.varyonvg</i></li> <li>- Replication management <i>/var/opt/FJVSwsrp/\$SWSTGNODE/log/deviceName.varyonvg</i></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> <ul style="list-style-type: none"> <li>- Backup management <i>/var/opt/FJVSwssts/\$SWSTGNODE/log/deviceName.chfs</i></li> <li>- Replication management <i>/var/opt/FJVSwsrp/\$SWSTGNODE/log/deviceName.chfs</i></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>

Error Code	Message	Explanation	Action Plan
			<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. 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. 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.	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.
Others	Other error	Some other error occurred.	An error other than on of the above errors occurred. Check if the customized part is correct.

\*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