



StorageTek™ ACSL

AUTOMATED CARTRIDGE SYSTEM LIBRARY SOFTWARE

MESSAGES

316120202

Version: 7.3

Automated Cartridge System Library Software

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Summary of Changes

EC released document table

EC	Date	Edition	Revision	Description
EC000249	April 2008	First	A	ACSL 7.3 provides support for the SL3000.
EC000758	November 2008	Second	BA	Supports 7.3 with PUT0801

Summary of Changes

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Preface

■ About this Book

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

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

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

About the Software

This guide supports ACSLS 7.3 PUT0801.

Conventions for Reader Usability

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

Typographic

The following typographical conventions are used in this book:

- **Bold** is used to introduce new or unfamiliar terminology, or it's used in steps to indicate either an action or a decision the user has to make.
- Letter Gothic is used to indicate command names, filenames, and literal output by the computer.
- Letter Gothic Bold is used to indicate literal input to the computer.
- *Letter Gothic Italic* is used to indicate that you must substitute the actual value for a command parameter. In the following example, you would substitute your name for the “username” parameter.

```
Logon username
```

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

```
Logon username | systemname
```

- Brackets [] are used to indicate that a command parameter is optional.
- Ellipses (...) are used to indicate that a command may be repeated multiple times.
- This guide shows all ACSLS commands in lowercase. You can, however, enter these commands in all lowercase, all uppercase, or any combination of uppercase and lowercase. Single underlines show minimum command abbreviations. For example, aud and au are valid forms of the audit command.

Keys

Single keystrokes are represented by double brackets [[]] surrounding the key name. For example, press [[ESC]] indicates that you should press only the escape key.

Combined keystrokes use double brackets and the plus sign (+). The double brackets surround the key name and the plus sign is used to add the second keystroke. For example, press [[ALT]]+C indicates that you should press the alternate key and the C key simultaneously.

Enter Command

The instruction to “press the <Enter> key” is omitted from most examples, definitions, and explanations in this book.

For example, if the instructions asked you to “enter” `Logon pat`, you would type in `Logon pat` *and* press <Enter>.

However, if the instructions asked you to “type” `Logon pat`, you would type in `Logon pat` and you would *not* press <Enter>.

Symbols

The following symbols are used to highlight text in this book.

WARNING: Information necessary to keep you from damaging your hardware or software.

CAUTION: Information necessary to keep you from corrupting your data.

Hint: Information that can be used to shorten or simplify your task or they may simply be used as a reminder.

Note: Information that may be of special interest to you. Notes are also used to point out exceptions to rules or procedures.

Related Documentation

ACSLs Documentation

The *ACSLs Documentation CD-ROM*, is automatically shipped with the product package and is provided in PDF format. These documents are:

- *ACSLs 7.3 Product Information*
- *ACSLs 7.3 Administrator's Guide*
- *ACSLs 7.3 Messages*
- *ACSLs 7.3 Installation Guide*
- *ACSLs 7.3 Quick Reference*

ACSLs Information on the Sun Website

In addition to the PDF collections on the *ACSLs Information CD-ROM*, the Sun website provides PDF collections for ACSLS. The URL is:

<http://docs.sun.com>

Customer Contacts

■ Customer Support

Customer support is available 24 hours a day, seven days a week, to customers with Sun or StorageTek maintenance contracts and to Sun employees.

■ Customer-initiated Maintenance

Customer-initiated maintenance begins with a telephone call from you to Sun StorageTek Support. You receive immediate attention from qualified Sun personnel, who record problem information and respond with the appropriate level of support.

To contact Sun StorageTek Support about a problem:

1. Call:

1-800-872-4786

(1-800-USA-4SUN)

2. Describe the problem to the call taker. The call taker will ask several questions and will either route your call to or dispatch a support representative.

If you have the following information when you place a service call, the process will be easier:

Account name	_____
Site location number/Sun contract number	_____
Contact name	_____
Telephone number	_____
Version of ACSLS	_____
OS platform	_____
Libraries	_____

Problem description

■ Sun's Worldwide Offices

You may contact any of Sun's worldwide offices to discuss complete storage, service, and support solutions for your organization. You can find address and telephone number information on Sun's external Web site at:

<http://www.sun.com/worldwide/>

Event Log Messages

1

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

Each message description in this book contains the following information:

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

■ Format for Messages

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

The first line of the message contains three elements:

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

The second and subsequent lines contain the following information:

- *message_number* is the number of the message.
- *classification* is a one-letter classification of the message. These classifications are as follows:
 - N - not classified
 - I - information only
 - W - warning

- E - error
- `mod_id`, `mod_ver`, and `mod_line` indicate respectively the file name of the ACSLS module that generated the message, the module version, and the module line number. These identifiers are included to help StorageTek support personnel isolate the cause of the problem. They are not intended to be used by system administrators or library users.
- `function` is the component function that generated the message. Error messages (E) generally include `function`. Informational messages (I) generally omit `function`. (See line three of the generic format for all entries, shown on the preceding page).
- `message text` is the message itself. Note that the message may take up one or more lines of text.

■ Gathering Diagnostic Information for Sun Software Support

As part of the service call, your software support representative may ask you to send the entire set of diagnostic logs and other diagnostic information for analysis by Sun. All of this data can be collected with a single command:

```
get_diags
```

When this utility has collected all of the information, it prompts you to either email the data or to make it available for manual transfer.

If you elect to email the data directly from the ACSLS machine, make sure that email communication is possible between your ACSLS machine and the Internet. Your enterprise may have a firewall to prevent email going directly from the target machine. In this case, you can email the information to yourself within the enterprise and then forward the diagnostic data to Sun.

Alternatively, you can elect to transfer the information manually. The `get_diags` utility advises you where to find the waiting tar packages for transfer. Typically, the staging area for diagnostic data is `/export/backup/diag/acsss`.

■ Messages

0 I *message text*

Explanation: An error occurred and is described by the variable *message text*.

Variable: *message text* describes the error.

Action Required: Resolve the error condition; if you need assistance, gather the information required, described above, and collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support. This error message may indicate a lost volume condition; for more information, see “Recovering Errant (Lost) Volumes” in “Appendix B: Troubleshooting” of the *ACSLS Installation, Configuration, and Administration Guide*.

1 N unexpected status = *status*

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

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

4 N LSM *lsm_id*: Access door closed

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

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

Action Required: None

5 N LSM *lsm_id*: Access door opened

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

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

Action Required: None

6 N ACS Identifier *acs_id* Invalid

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

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

Action Required: Enter the correct format (see “Component Types and Identifiers” in the “General Command Syntax” section of the “Command Reference” chapter of the *ACSL S Installation, Configuration, and Administration Guide*) for the correct format for the ACS identifier.

9 N LSM Identifier *lsm_id* Invalid

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

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

Action Required: Enter the correct format (see “Component Types and Identifiers” in the “General Command Syntax” section of the “Command Reference” chapter of the *ACSL S Installation, Configuration, and Administration Guide*) and/or the correct identifier value.

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

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

Variable:

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

37 N LMU READY received for ACS Identifier *acs_id*

Explanation: An LMU has been placed online.

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

Action Required: None

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

Explanation: The LSM has been taken offline.

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

Action Required: None

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

Explanation: The LSM has been placed online.

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

Action Required: None

43 N PORT OFFLINE received for PORT Id *port_id*

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

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

Action Required: None

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

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

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

Action Required:

1. Issue a query `request all` to see if there are any requests active for the cell. See the “Command Reference” chapter of the *ACSLs Installation, Configuration, and Administration Guide* for information on issuing commands.
2. If there are no requests active, issue an `audit request` for the sub-panel containing the designated cell. See the “Command Reference” chapter of the *ACSLs Installation, Configuration, and Administration Guide* for information on issuing commands.
3. If the problem persists, a software failure has occurred and the library server must be restarted. See the “Command Reference” chapter of the *ACSLs Installation, Configuration, and Administration Guide* for information on issuing commands.

54 N Cell *cell_id* - Missing cell detected

Explanation: The LSM robot is unable to locate a storage cell in the LSM. Possible causes are that the L-shaped target has been wiped off the cell or the cell carrier has detached from the

LSM wall. This is a library configuration error and causes the library server to terminate.

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

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

55 N Panel *panel_id* - Audit of panel completed

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

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

Action Required: None

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

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

Variable:

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

Action Required: None

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

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

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

Action Required: None.

67 N Cartridge *vol_id* not found

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

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

Action Required: None

75 N Unexpected Automatic Enter Request received:
discarded.

Explanation: The CAP closed at a time when the request queue was empty. There was no matching request to which the CAP closure should be associated. The CAP closure is ignored.

Action Required: Observe related event log messages for clues to the possible cause of this condition.

81 N ACS *acs_id* configuration failed to verify

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

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

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

83 N Drive *drive_id*: Configuration failed to verify

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

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

Action Required: Issue a `query 1sm` request to display the state of the LSM. If it is online, you must run the `acsss_config` program to redefine the configuration in the library server database:

1. Check the drive for any problems.
2. If there are drive problems, fix them.
3. Vary the drive and the LSM online.
4. If the problem persists, or if the drive is new or has been removed, run `acsss_config`. See the “Configuring your Library Hardware” chapter in the *ACSLs Installation, Configuration, and Administration Guide* for more information on procedures for reconfiguring ACSLS.

85 N LSM *lsm_id*: configuration failed to verify

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

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

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

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

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

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

Action Required: When recovery completes, do the following:

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

Yes	Vary the ACS online. Action Completed
No	Follow the remaining steps in this procedure.

3. Find and fix any problem with the port. Among other conditions, check these:

- The LMU is down.
- A cable is missing or there is a bad connection.
- The port is bad.

4. Vary the port online.
5. Vary the associated ACS(s) online.

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

88 N No server ports online

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

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

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

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

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

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

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

94 N Cell *cell_id*: Corrected cell status to status

Explanation: The status of a cell record was updated based on ACSLS processing.

Variable:

- *cell_id* is the specific cell which was updated.
- *status* indicates the new status of the cell.

Action Required: None. This is a notification only.

95 N Drive *drive_id*: Corrected drive status to status

Explanation: The status of a drive record was updated based on ACSLS processing.

Variable:

- *drive_id* is the specific drive which was updated.
- *status* indicates the new status of the drive.

Action Required: None. This is a notification only.

96 N Volume *vol_id*: Corrected volume status to status

Explanation: The status of a volume record was updated based on ACSLS processing.

Variable:

- *vol_id* is the specific volume which was updated.
- *status* indicates the new status of the volume.

Action Required: None. This is a notification only.

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

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

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

Action Required: Run the library diagnostics to help isolate the cause of the problem (see the appropriate hardware maintenance manual for instructions). If more help is needed, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

101 W LSM *lsm_id* is full; volume *vol_id* cannot be
recovered and is deleted

Explanation: ACSLS found this volume in the playground/in-transit cell or in a PCP cell while recovering an LSM. It attempted to recover the volume by moving it to a new home cell in this LSM. However, the volume could not be recovered, as the LSM was full, so the volume was marked deleted in the database.

Variable:

- *lsm_id* identifies the LSM being recovered.
- *vol_id* identifies the deleted volume.

Action Required:

1. Eject a volume from the LSM.
2. Vary the LSM offline and back online to recover the volume.

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

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

Variable:

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

- *component_id* is the identifier of the library component.

Action Required: None. If desired, resubmit the vary request.

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

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

Variable:

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required: None

122 E *surr_main* (PID *#####*): Creating socket SURROGATE failed on `"#####"`

Explanation: The Surrogate main routine tried to create a socket (using the `socket()` system call) to listen for requests from the Library Management Gateway. Each Surrogate process that is running has its own unique socket. The system's response is to use the `acsss_daemon` to abnormally terminate the IPC Surrogate and automatically restart ACSLS (up to 10 times).

Variable: *#####* is the process ID of the Surrogate trying to create a socket.

Action Required:

- Look for associated errors that may indicate why the socket() call failed.
- Kill the ACSLS system using the `kill.acsls` command, then kill any additional “zombie” ACSLS processes (using a `ps | grep acs`)
- Then restart ACSLS. It may be necessary to reboot the ACSLS host to release any hung sockets.
- If the problem persists, check to see whether UNIX system limits have been exceeded on sockets, file descriptors, or other network resources.
- If the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required: None

126 N Timed out waiting for message

Explanation: A process passed an internal request to another process. The latter did not respond within the designated timeout period.

Action Required: Observe related event log messages for clues to the possible cause of this condition.

130 E `surr_main (PID #####): Environment variable SURROGATE_QUEUE_AGE is not defined or has a null value: exiting`

Explanation: The Surrogate main routine was unable to get the SURROGATE_QUEUE_AGE dynamic environment variable or the variable is not correctly set. IPC Surrogate terminates.

Variable: ##### is the process ID of the Surrogate issuing the error.

Action Required: Define the SURROGATE_QUEUE_AGE variable with the acsss_config program.

130 E surr_main (PID ####): Environment variable SURROGATE_TIMEOUT is not defined or has a null value: exiting

Explanation: The Surrogate main routine was unable to get the SURROGATE_TIMEOUT dynamic environment variable or the variable is not correctly set. IPC Surrogate terminates.

Variable: #### is the process ID of the Surrogate issuing the error.

Action Required: Define the SURROGATE_TIMEOUT variable with the acsss_config program.

130 E surr_main (PID ####): Environment variable SURROGATE_PORT is not defined or has a null value: exiting

Explanation: The Surrogate main routine was unable to get the SURROGATE_PORT dynamic environment variable or the variable is not correctly set. IPC Surrogate terminates.

Variable: #### is the process ID of the Surrogate issuing the error.

Action Required: Define the SURROGATE_PORT variable with the acsss_config program.

135 N Unexpected ACSLH catalog status *status* detected

Explanation: After a catalog request was issued by an ACSLS component, a response was received but contained a status code which was not expected by the requesting component.

Variable: *status* is the specific status code.

Action Required: None. Refer to the event log for additional information.

141 N Unexpected message detected, IPC identifier is *ipc_id*

Explanation: An orphaned response is returned from one process to another that does not match any outstanding request.

Action Required: Observe related event log messages for clues to the possible cause of this condition.

146 N Unexpected status *status* detected

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

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

Action Required: If the message recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

148 N Volume *vol_id* Unknown media type detected

Explanation: While performing Cartridge Recovery, a cartridge with a readable label was encountered for which no volume record was recorded in the database. In the process of adding a volume record, an attempt was made to determine volume type based on media type. That attempt failed because the media type was unknown.

Variable: *vol_id* is the specific volume identifier of the cartridge.

Action Required: None.

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

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

Variable:

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

152 N Unsupported version *version* packet detected:
discarded

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

Variable: *version* is the unsupported packet version.

Action Required: Either update the client application to use a supported packet version or, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

153 N Volume *vol_id*: Found in *cell/CAP/drive/recovery*
cell_id/CAP_id/drive_id/cell added

Explanation: This message is issued when a misplaced tape is found in the library by vary or CAP processing.

Variable:

- *vol_id* is the identifier of the volume that was found.
- *cell/CAP/drive/recovery* is the location type where the volume was found.
- *cell_id/CAP_id/drive_id/cell* is the identifier of the location where the volume was found. Note that, in the case of a volume being found in the playground area (*recovery*), only the word *cell*, not the *cell_id*, is output.

Action Required: None.

154 W Misplaced cartridge detected; volume *vol_id* cannot be recovered and is deleted

Explanation: ACSLS found this volume in the playground/in-transit cell or in a PCP cell while recovering an LSM. It attempted to recover the volume by moving it to a new home cell in this LSM. However, the move failed because the destination cell contained a cartridge. The volume has not been recovered and is marked deleted in the database.

Variable: *vol_id* identifies the deleted volume.

Action Required:

1. Check to make sure that the problem is not a single misplaced cartridge.
2. If it is not, audit the LSM to update the ACSLS database to match the actual contents of the library.
3. Vary the LSM offline and back offline to recover the volume.

155 N Volume *vol_id*: New home location is cell *cell_id*

Explanation: When checking a storage cell, Cartridge Recovery encountered a cartridge that appeared to be misplaced. The recorded home cell for that cartridge was checked and found to be either empty or full with some other cartridge.

Variable:

- *vol_id* is the specific volume identifier of the cartridge.

- *cell_id* is the cell in which the cartridge was found.

Action Required: None. The volume record for this cartridge is updated to reflect the new home cell location.

187 N audit started

Explanation: Audit processing has begun.

Action Required: None

240 E Cartridge Recovery () unexpected status =
STATUS_LIBRARY_NOT_AVAILABLE

Explanation: When checking storage cells, Cartridge Recovery was unable to check an LSM that was idle.

Action Required: None

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

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

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

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

1. Check previous Event Log entries to determine the reason for the lost message(s).
2. If the *audit_completion_status* is Audit cancelled or Audit failed, the audit should be rerun.
3. If the audit continues to fail, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

243 N audit completed

Explanation: Audit processing has completed successfully.

Action Required: None

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

Explanation: A spawned audit process has sent an incomplete or unintelligible message to the parent audit

process. As a result, some errant cartridges may not be ejected.

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

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

1. Check previous Event Log entries to determine the reason for the lost message(s).
2. If the *audit_completion_status* is `Audit cancelled` or `Audit failed`, the audit should be rerun.
3. If the audit continues to fail, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.
4. If the *audit_completion_status* is `Audit complete`, no action is required, as the audit has completed successfully.

245 N audit cancelled

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

Action Required: None

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

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

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

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

1. Check previous Event Log entries to determine the reason for the lost message(s).
2. If the *audit_completion_status* is `Audit cancelled` or `Audit failed`, the audit should be rerun.
3. If the audit continues to fail, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

4. If the *audit_completion_status* is Audit complete, no action is required, as the audit has completed successfully.

247 N audit failed

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

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

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

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

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

Action Required: Resubmit the audit.

317 N Lock request size incorrect. Req = *string1*, Exp = *number1*, Rec = *number2*

Explanation: The size of the lock request submitted does not match the expected byte count.

Variable:

- *string1* is the current type of lock request.
- *number1* is the expected byte count of the current lock request.
- *number2* is the actual byte count of the current lock request.

Action Required: Re-submit the lock request with the correct information in the request.

347 N Initiation started, *acsss_version*

Explanation: Library server initiation has begun.

Variable: *acsss_version* is the ACSLS version number.

Action Required: None

351 N Initiation completed (library server)

Explanation: Product initiation completed successfully.

Action Required: None

352 N wait() return invalid PID *PID*

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

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

Action Required: Restart ACSLS, if needed. If restarting ACSLS fails after three tries, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

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

Condition	Action
Processing continues, no more errors.	No action. Message informational only.
Processing continues but the same error continues over a period of days, weeks, or months.	Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.
Processing does not continue.	Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required: Restart ACSLS, if needed. See “Restarting ACSLS” in “Chapter 1: Overview” of the ACSLS Installation, Configuration, and Administration Guide for procedures on restarting ACSLS. If restarting ACSLS fails after three tries, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

356 N Termination invoked, *termination_status*

Explanation: Library server termination has begun.

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

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

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

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

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

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

2. Did the library server restart successfully?

Yes	Go to Step 3.
No	Go to Step 4.

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

- a. `rdb.acsss` prompts you to enter a tape. Enter the most recent backup tape you have, since this utility writes over your existing database. (If you do not have a current backup tape, enter [CTRL]+C to quit out of this procedure.)
 - b. When `rdb.acsss` completes successfully, attempt to restart the library server software with the `rc.acsss` utility.
4. Perform an audit to reconcile the database with the physical contents of the library.
 5. If none of the above steps are successful, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Software Support.

If `termination_status` is `STATUS_CONFIGURATION_ERROR`, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support. Your support representative will adjust the LMU configuration to make it match the physical configuration of the library. Once this has been done, rerun the library server configuration program to redefine the library configuration in the database.

If `termination_status` is `STATUS_RECOVERY_FAILED`, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: The UNIX system call `wait()` failed.

Variable:

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

Action Required: Restart ACSLS, if needed. If restarting ACSLS fails after three tries, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

361 N *process_name* restarted, pid *process_id*

Explanation: A library server process has been automatically restarted.

Variable:

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

Action Required: If this message recurs over a period of days, weeks, or months, Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

368 N Unreadable Label *cell_id*

Explanation: The robot was unable to decipher the external label of the volume.

Variable: *cell_id* is the storage cell location where the volume resides.

Action Required: Eject the volume and inspect the label. If you cannot determine which volume to eject, submit the following command:

```
sql.sh "select volid from volumetable where  
acs=v and lsm=w and panel=x and row=y and  
column=z."
```

where v, w, x, y, and z are the corresponding values for acs, lsm, panel, row, and column.

If this error occurs frequently with good labels, contact your StorageTek Customer Service Engineer (CSE) to inspect the robotic vision system.

371 N Destination location full: *cell_id/drive_id*

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

Variable:

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

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

372 N Source location empty: *cell_id*

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

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

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

376 N Drive *drive_id*: No cleaning cartridge available

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

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

Action Required: Add more cleaning cartridges, making sure these are compatible with the drive type. See “Defining Cleaning Cartridges” in the “Cleaning Transports” section of the “Cartridge Management” chapter of the *ACSL S Installation, Configuration, and Administration* Guide for information about adding cleaning cartridges.

377 N *mc_mo_error*: Cleaning failed. Drive *drive_id*

Explanation: The mount operation involving a cleaning cartridge failed.

Variable: *drive_id* is the identifier of the drive requesting the cleaning operation.

Action Required: Observe the associated error messages in the event log to determine the root cause of the failure.

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

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

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

Action Required: Eject the cleaning cartridge.

386 N Source location empty: *cell_id*

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

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

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

387 N Cartridge in *cell_id*, unreadable label

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

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

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

400 N Volume record created for *vol_id*.

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

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

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

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

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

Variable: *m_id* is the mount request ID.

Action Required: If the problem recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

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

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

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

Variable:

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

Action Required: None

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

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

Variable:

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

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

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

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

Variable:

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

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

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

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

Explanation: An internal ACSLS failure occurred.

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

485 N *ipc_read: shared_block_read* failed, *errno* = *error_no*

Explanation: An internal ACSLS failure occurred.

Variable: *error_no* describes the failure.

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

486 N *cl_ipc_read: accept()* failed, *errno* + *error_no*

Explanation: While establishing communication between ACSLS processes, the receiving side was unable to accept an incoming connection from the sending side.

Variable: `error_no` is the error code returned from the system call to `accept()`.

Action Required: None. Additional messages in the Event Log may report a failure in inter-process communication (IPC). If this problem recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

487 N `cl_ipc_read: invalid byte_count detected`

Explanation: A packet that appeared to contain invalid data was received during communication between ACSLS processes.

Action Required: None. Additional messages in the event log may report a failure in inter-process communication (IPC). If this problem recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

528 N Invalid type *type* identifier

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

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

Action Required: Enter the correct format (see “Component Types and Identifiers” in the “General Command Syntax” section in the Command Reference” chapter of the *ACSL S Installation, Configuration, and Administration Guide*) and/or the correct identifier value.

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

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

Variable:

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

Action Required:

- Log in as `acsss`.
- `run: dv_print > filename.`
- Save the dynamic variables file for Support.

- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

536 N cl_ipc_read: read() failed, errno = error_no

Explanation: The receiving side was unable to successfully read input from the sending side during communication between ACSLS processes.

Variable: `error_no` is the error code returned from the system call to `read ()`.

Action Required: None. Additional messages in the Event Log may report a failure in inter-process communication (IPC). If this problem recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

546 N LH error type = *status*

Explanation: This message indicates that ACSLS has received an abnormal status code from the library hardware.

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

Action Required: Observe the accompanying LH error type to determine the root cause of this message.

568 E EXEC SQL Lock timeout: insert into acstable * values (acs, partition_id, acs_state acs_desired_state)

Explanation: An attempt to insert records into the table failed.

Variable:

- *acs* is the ACS identifier
- *partition_id* is the partition ID of the ACS
- *acs_state* is the actual state of the ACS
- *acs_desired_state* is the state you want for the ACS

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

569 E EXEC SQL Error on insert into acstable * values
(acs, partition_id, acs_state
acs_desired_state)

Explanation: An attempt to insert records into the table failed.

Variable:

- *acs* is the ACS identifier
- *partition_id* is the partition ID of the ACS
- *acs_state* is the actual state of the ACS
- *acs_desired_state* is the state you want for the ACS

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

713 E EXEC SQL unable to delete volume *vol_id* because of
database error

Explanation: ACSLS could not find a volume in the library and attempted to mark it deleted, but the ACSLS database interface returned an unusual status to the volumetable update. The database update failed.

Variable: *vol_id* identifies the absent volume.

Action Required:

1. Stop ACSLS (**kill.acsss**).
2. Stop the database (db_command stop).
3. Kill any hanging ACSLS processes.
4. Restart ACSLS (one time).
5. If the problem persists, you need the help of ACSLS software support to verify that the table volumetable exists and that the "acsss" user has the proper permissions to update it. Collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

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

Explanation: The ACSLM has received a message that is too small from a CSI or the ACSSA. The ACSLM did not attempt to interpret the message because it did not have enough

information. This could be a problem with either the network or the software.

Variable:

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

Action Required:

- Make sure the problem is not caused by the network or an ACSAPI client.
- If the problem is not a network or ACSAPI client problem collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: The ACSLM has encountered a fatal error, such as a database failure or an inconsistency in the library configuration. The ACSLM will automatically initiate recovery processing if it is able. If recovery fails, and if you determine that the problem is not being caused by your network or by your ACS API client software, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support. If recovery completes with a recovery incomplete status, there is no need to call; however, you should audit the libraries at your earliest convenience.

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

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

923 N Drive *drive_id* lookup failed

Explanation: While performing Cartridge Recovery, a volume record was encountered with a status that indicated a drive association (e.g., in drive, mount or dismount activity). No record was found in the database for the drive that was recorded in the volume record.

Variable: *drive_id* is the specific drive identifier that was recorded in the volume record.

Action Required: None. Cartridge Recovery proceeds as if no drive were recorded for the volume.

928 N XDR message translation failure

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

Action Required:

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

935 N Initiation Started

Explanation: CSI initiation has been started.

Action Required: None.

936 N Creation of connect queue failed

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

Action Required: Restart ACSLS by doing the following:

1. From a Command Processor window, issue an `idle` request to place the library server in a quiescent state.
2. Login as the `acsss` user, and shut down the library server using the `kill.acsss` utility.
3. Restart the library server using the `rc.acsss` utility.
4. If the error recurs, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

937 N Creation of network output queue failed

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

Action Required: Collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

938 N Initiation completed

Explanation: The specified process has completed initiation procedures.

Action Required: None.

941 N Undefined message detected: discarded

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

945 N Invalid communications service

Explanation: This entry may indicate that neither environment variable for the two available communication services has been defined. These variables are `CSI_TCP_RPCSERVICE` and `CSI_UDP_RPCSERVICE`, which can be defined through `acsss_config`. See the “Configuring Your Library Hardware” chapter in the *ACSLS Installation, Configuration, and Administration Guide* for information about using `acsss_config`. This message may also indicate that a request received from the SSI has incorrect values specified in the protocol-dependent portions of the `CSI_HEADER`.

Variable:

- `CSI_TCP_RPCSERVICE` is the TCP communication service variable.
- `CSI_UDP_RPCSERVICE` is the UDP communication service variable.
- `acsss_config` is the program used to configure your ACSLS environment.

- CSI_HEADER is the variable that specifies CSI protocols and values.

Action Required:

- Make sure that your communication service has been defined using `acsss_config`.
- If the problem still occurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

947 N Cannot send message *message*: discarded

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: The CSI is unable to get status information.

Variable:

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

949 N Queue cleanup Q-id: *queue_id*

Member: *member_id* removed

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

Variable:

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

Action Required: None

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

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

Variable:

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

Action Required: No action is required if the queue member is dropped because it is older than the connection queue aging time (defined by the `CSI_CONNECT_AGETIME` environment variable). If this error occurs before connection queue aging time has elapsed, however, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues” on page four). Then contact Support.

951 N Queue creation failure

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

Action Required:

1. Restart ACSLS.
2. If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

953 N Invalid procedure number

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

954 N Unsupported module type *module_type*
detected:discarded

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

Variable: *module_type* is the invalid entry.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

955 N RPC TCP client connection failed, *rpc_error_msg*
Errno = *error_no* Remote Internet address:
internet_add, Port: *port_id*

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

Variable:

- *rpc_error_msg* is a detailed error message generated by the RPC service itself. In most cases, this message will be Program number not registered, which indicates that either the CSI or the SSI is not running.
- *error_no* is the system error number.
- *Internet_add* is the address of the client machine to which the reply is sent.
- *port_id* is the port identifier.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: The attempted UDP connection is not possible.

Variable:

- *rpc_error_msg* is a detailed error message generated by the RPC service itself. In most cases, this message will be Program number not registered, which indicates that the CSI or SSI is not running.
- *Internet_add* is the address of the client host, expressed as an unsigned long integer.
- *port* is the port number of the client where a connection was attempted.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

957 N Invalid network protocol

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

960 N Cannot reply to RPC message

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

964 N Unmapped previously registered RPC service.

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

Action Required: None

965 N Create of RPC TCP service failed

Explanation: The RPC call to the `svctcp_create()` function has failed.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

966 N Can't register RPC TCP service

Explanation: The call to the `svc_register()` function failed.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues” on page four). Then contact Support. See the Sun network programming manual, *Remote Procedure Call Programming Guide*.

967 N Create of RPC UDP service failed

Explanation: The RPC call to the `svctcp_create()` function failed.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

968 N Can't register RPC UDP service

Explanation: The call to the `svc_register()` function failed.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

969 N Termination Started

Explanation: CSI termination has been started.

Action Required: None

970 N Termination Completed

Explanation: CSI termination has been completed successfully.

Action Required: None

971 N LH error type = `LH_ERR_TRANSPORT_BUSY` *drive_id*

Explanation: The identified drive is busy.

Variable: *drive_id* identifies the busy drive.

Action Required: None

975 N Invalid command

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

Action Required:

- Contact a representative of your ACSAPI client support organization.
- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

976 N Invalid location type

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

Action Required:

- Contact a representative of your ACSAPI client support organization.
- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

977 N Invalid type

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

Action Required:

- Contact a representative of your ACSAPI client support organization.
- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

980 N Cannot read message from ACSLM: discarded

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

981 N Operating system error *error_no*

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

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

982 N Duplicate packet from ACSLM detected:discarded

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

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1005 N Insufficient packet size = *bytes*

Explanation: An internal ACSLS failure occurred.

Variable: *bytes* is the packet size.

Action Required: If the error recurs, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required: None

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

Explanation: An enter operation was successful.

Variable:

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

Action Required: None

1021 N Initiation of CSI Failed

Explanation: CSI initiation failed.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

- *failure_msg* is the message text identifying the cause of the failure.
- *error_no* is the system error number.
- *Internet_add* is the address of the client host, expressed as an unsigned long integer.
- *port_id* is the port identifier.

Action Required: See the corresponding *failure_msg* description for an explanation and suggested action. Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

- *status* is the final status code of the function.

- *error_no* is the system error number associated with the failure (which may not be meaningful to the ACSLS error).
- *Internet_add* is the address of the client machine to which the reply is sent.
- *port_id* is the client machine port to which the reply is sent.

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

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

1025 N Unexpected signal caught, value: *signal*

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

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

- *Internet_add* is the address of the client machine to which the reply is sent.
- *port_id* is the client machine port to which the reply is sent.
- *ssid* is the identifier associated with the client-side network interface.
- *protocol_type* is the network protocol being used.
- *connection_type* is the network connect type.

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

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

1052 I Volume *vol_id* missing, home cell was *cell_id*, drive was *drive_id*, unable to examine

Explanation: This tape cartridge was not found where ACSLS expected it, but either the home cell or the drive couldn't be examined during the recovery process. The volume record will remain in the database until ACSLS can examine all recorded locations for the cartridge and determine that it is not in any of these locations.

Variable:

- *vol_id* is the volume identifier of the missing cartridge.
- *cell_id* is the storage cell location for this cartridge recorded in the database.
- *drive_id* is the tape drive containing this cartridge, as recorded in the database, or none.
- *location* identifies the cell, drive, or cell and drive that ACSLS could not examine.

Action Required: No action is required. The cartridge is recorded as being in a home cell or a drive that cannot be examined now. ACSLS will attempt to recover the cartridge when the LSM comes online or the drive is ready and communicating with the library. If ACSLS does not find the cartridge, the customer may perform an audit of the ACS to locate lost volumes.

1053 I Volume *vol_id* was not found and will be deleted

Explanation: This tape cartridge's volume record is deleted from the database.

Variable: *vol_id* is the volume identifier of the missing cartridge.

Action Required: No action is required.

1054 I Volume *vol_id* deleted, home cell was *cell_id*, drive was *drive_id*

Explanation: This tape cartridge's volume record is deleted from the database

Variable:

- *vol_id* is the volume identifier of the missing cartridge.
- *cell_id* was the storage cell location for this cartridge recorded in the database.
- *drive_id* was the tape drive containing this cartridge, as recorded in the database, or none.

Action Required: No action is required. The customer may perform an audit of the ACS to locate lost volumes.

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

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

Variable:

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

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

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

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

Variable:

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

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

1145 W ACS: *acs_id* No queue entry found

Explanation: This message indicates that a response was received from the LMU with error status but when ACSLS searched its work queue for the corresponding entry it could not find it. The actual cause is not determinable in this instance

but could be as a result of data transmission error between the LMU and ACSLS or possibly a duplicate return message from the LMU.

Variable: *acs_id* is the ACS identifier.

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

1154 I ACS: *acs_id* Unexpected acknowledge received

Explanation: The ACSLS Library Handler received an unexpected acknowledgement from the library. This extra acknowledgement was ignored.

Background: When ACSLS communicates with a library via the Host/LMU Interface (HLI), each transmission must be acknowledged. If an acknowledgement is not received within 10 seconds, ACSLS sends the transmission again. If ACSLS then receives the delayed acknowledgement, it is ignored.

Note: HLI libraries includes the 9310 and SL8500.

Variable: *acs_id* is the ACS identifier.

Action Required: None. ACSLS and the library automatically re-sends transmissions that are not acknowledged within the time-out period.

1156 N Invalid character received, line = *line_number*

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

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

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

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

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

Variable:

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

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

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

1178 W Rp error: Co_4400:Vwrite: ACS *acs_id*: No connection created yet, line = *line_nbr*

Explanation: An ACSLS request process attempted to send a request to the library when ACSLS did not have an active connection to the library.

Variables:

- *acs_id* identifies the library (ACS) to which ACSLS tried to send the request.
- *line_nbr* identifies the line of source code that issued the message.

Action Required: Before sending requests to the library, restore communication between ACSLS and the library:

- Ensure that the library is ready.
- The desired state of both the port(s) and ACS must be online. If they are not online, vary them online.
- Resolve any network communications issues between ACSLS and the library.

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

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

Variable:

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

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

1187 N Invalid or unknown media type found in transaction
Unpack LMU Message Transaction

Explanation: The LMU encountered an unknown or invalid media type associated with the object volume of the current library operation.

Action Required: Check the media type character on the physical label of the associated volume. If the media type character is garbled or missing, a new label should be attached to the volume. Multiple instances of this error may point to problems with the robotics vision system.

1292 N Volume *vol_id*: Found in *cell/CAP/drive/recovery*
cell_id/CAP_id/drive_id/cell action

Explanation: This message is issued when a misplaced tape is found in the library.

Variable:

- *vol_id* is the identifier of the volume that was found.
- *cell/CAP/drive/recovery* is the location type where the volume was found.
- *cell_id/CAP_id/drive_id/cell* is the identifier of the location where the volume was found. Note that, in the case of a volume being found in the playground area (recovery), only the word *cell*, not the *cell_id*, is output.
- *action* is either added if a volume record was created for it or recovered if this volume already had a volume record.

Action Required: None.

1328 N DBMS error. Return code *sql_code* and message
error_message. DI_STATUS = *di_status*

Explanation: ACSLS database found an invalid transaction or a system error.

Variable:

- *sql_code* is the SQL error code returned by ODBC.
- *error_message* is the description of the *sql_code*.
- *di_status* is the status returned by the database interface

Action Required: Resolve the error condition; if you need assistance, gather the information required, described above,

and collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1392 N LSM *lsm_id* offline

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

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

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

1406 N Transport failure *drive_id*

Explanation: A hardware failure occurred in the specified transport.

Variable: *drive_id* is the transport that failed.

Action Required: Contact hardware support.

1418 N Server system idle

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

Action Required: None

1419 N Server system running

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

Action Required: None

1420 N CAP *cap_id*: Cartridges detected in CAP

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

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

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

1421 N Drive *drive_id*: Clean drive

Explanation: The specified drive needs to be cleaned.

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

Action Required: If Auto Clean is FALSE, mount a cleaning cartridge in the designated drive. If Auto Clean is TRUE, this message is informational only; the drive will be cleaned automatically prior to the next mount of the drive.

1422 N Library configuration error.

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

Action Required: Rerun `acsss_config`. Then run an audit. See the “Configuring Your Library Hardware” chapter in the *ACSL S Installation, Configuration, and Administration Guide* for information about `acsss_config` and running an audit.

1423 N Data base failure

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

Action Required:

- Gather Informix database information (see “Diagnostic Information for Informix Database-Related Error Messages” on page five (5)).
- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1427 N Event log is full

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

Action Required: If you wish to keep a copy of the current Event Log for archiving purposes, move it to another directory. The Event Logger will automatically create a new file when it logs the next message. For information on managing the Event Log, see the “Reporting and Logging” chapter in the *ACSL S Installation, Configuration, and Administration Guide*.

1428 N Server system idle is pending

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

Action Required: None

1429 N CAP *cap_id*: Place cartridges in CAP

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

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

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

1430 N IPC failure on socket *socket_id*

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

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

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

1. From a `cmd_proc` window, issue an `idle` request to place the library server in a quiescent state.
2. Log in as the `acsss` user, and shut down the library server using the `kill.acsss` utility.
3. Restart the library server using the `rc.acsss` utility.
4. If the problem continues, report the error to software support. Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1431 N *component component_id*: Library error, *error_type*

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

Variables:

- *component* is the library component (for example, port or drive).
- *component_id* is the identifier of the library component.

- *error_type* is the type of error received from the library by the ACSLS server or encountered when ACSLS attempted to communicate with the library.

Action Required: If the cause of the error is not obvious from this and other messages on the Event Log, report the error to Sun Support or your Customer Services Engineer (CSE. The CSE should check the library and related hardware components to determine the cause of the library failure.

1432 N Server System network interface timeout

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

Action Required:

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

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

2. If the error persists, verify network operations.

1433 N *component component_id*: Offline

Explanation: The specified component was varied offline.

Variable:

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

Action Required: None

1434 N *component component_Id*: Online

Explanation: The specified component was varied online.

Variable:

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

Action Required: None

1435 N Software process failure

Explanation: A library request process failed. This may be due to either an error in request processing or an unexpected

process termination. This error can be ignored if you just issued an `idle force` command.

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

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

1436 N Server system recovery complete

Explanation: Library server recovery completed successfully.

Action Required: None

1437 N Server system recovery failed

Explanation: Library server recovery failed.

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

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

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

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

Action Required:

1. Query the LSM to make sure there are empty cells in the LSM.
2. If there are not empty cells in the LSM, eject cartridges to free cell space. See the “Cartridge Management” chapter in the *ACSLs Installation, Configuration, and Administration Guide* for information about ejecting cartridges.
3. Ensure that the CAP in the specified LSM is empty.
4. Vary the LSM offline, and then back online to attempt in-transit cartridge recovery.

5. If this process is unsuccessful, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1439 N Server system recovery started

Explanation: Library server recovery has been initiated.

Action Required: None

1440 N CAP *cap_id*: Remove cartridges from CAP

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

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

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

1441 N Server system network interface failure

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

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

1442 N Pool *pool_id*: high water mark warning

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

Variable: *pool_id* is the pool identifier.

Action Required: None. Unless cartridges are used from the pool or the high water mark threshold is reset, this message will be repeated when a volume is added to the specified scratch pool. See the “Cartridge Management” chapter in the *ACSLs Installation, Configuration, and Administration Guide* for information on managing scratch pools.

1443 N Pool *pool_id*: low water mark warning

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

Variable: *pool_id* is the pool identifier.

Action Required: Follow your company's procedures for adding scratch volumes unless it is not a problem to run out of scratch volumes. See the "Cartridge Management" chapter in the *ACSLs Installation, Configuration, and Administration Guide* for information on managing scratch pools.

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

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

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

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

1445 N Drive *drive_id*: Cleaned

Explanation: The specified drive has been cleaned.

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

Action Required: None

1446 N CAP *CAP_id*: CAP opened

Explanation: The CAP has been opened.

Variable:

- *CAP_id* is the identifier of the CAP that was opened.

Action Required: None

1447 N CAP *CAP_id*: CAP is uninstalled, inoperative or it is offline

Explanation: The CAP is uninstalled, inoperative, or is offline.

Variable:

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

Action Required: If the CAP is offline, make it online. If the CAP is uninstalled or inoperative, use the other available CAP.

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

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

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

Variable:

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

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

1. See “ACSLs Event Log” in “Appendix B: Troubleshooting” in the *ACSLs Installation, Configuration, and Administration Guide* for information about managing the Event Log size and rollover files.
2. See the “Database Backup and Restore” chapter of the *ACSLs Installation, Configuration, and Administration Guide* for information about database backups and managing database redo log files.

1450 N Volume identifier *vol_id* deleted

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

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

Action Required: None. However, if you believe the volume was deleted in error, then report the error to software support. Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required: None

1458 N Server system terminated

Explanation: This message indicates that the ACSLS server is being shutdown and will not take any more requests or commands.

Variable: None

Action Required: Wait for the completion of server shutdown and then re-start the ACSLS server.

1459 N *lib_cmpnt cmpnt_id* configuration changed

Explanation: The configuration of the library component identified by *cmpnt_id*, (e.g., LSM 0,0) changed.

Variable:

- *lib_cmpnt* is the library component type (LSM, ACS or CAP).
- *cmpnt_id* is the identifier of a library component, e.g., 0,0 (*lsm_id*).

Action Required: None

1460 N *lib_cmpnt cmpnt_id* port configuration changed

Explanation: The port connections of an ACS identified by *acs_id* were changed.

Variable:

- *lib_cmpnt* is the library component, such as **ACS**.
- *cmpnt_id* identifies the ACS. This is an *acs_id*, e.g., 0.

Action Required: None

1463 N Unknown media type detected. Not Entered

Validate volumes placed in CAP

Explanation: The media type of a volume found in the CAP is unknown to ACSLS and the volume will not be entered into the library.

Action Required: Remove the cartridge from the CAP and check the media-type character on the label. Make sure the label is readable and that it is associated with a valid tape device attached to the library. Multiple instances of this error may point to problems with the robotics vision system.

1571 I Backing up ACSLS control files...

Explanation: The backup of the ACSLS control files started.

Action Required: None.

1572 E Error backing up ACSLS control files *control_file*.

Explanation: There was an error while backing up the ACSLS control files *control_file*.

Variable: *control_files* are the files in \$ACS_HOME/data or \$ACS_HOME/data/external

Action Required: Observe related error messages for clues to the possible cause of this condition.

1573 I ACSLS control files *control_files* successfully backed up to device.

Explanation: Backup of ACSLS control files to the backup device was successful.

Variable: *control_files* are the files in \$ACS_HOME/data or \$ACS_HOME/data/external device is the tape device or the file the user is trying to back up to.

Action Required: None

1575 I Restoring ACSLS control files...

Explanation: The restore of the ACSLS control files started.

Action Required: None.

1577 I ACSLS control files *control_files* have been restored.

Explanation: Restore of the ACSLS control files completed successfully.

Variable: *control_files* are the files in \$ACS_HOME/data or \$ACS_HOME/data/external.

Action Required: None.

1578 E Cannot extract ACSLS control files from *restore_file*.

Explanation: There was an error while extracting ACSLS control files from the *restore_file*.

Variable: *restore_file* is the file used for ACSLS restore.

Action Required: Observe related error messages for clues to the possible cause of this condition.

1580 E Cannot rename *source_file* to *destination_file*.

Explanation: There was an error when moving *source_file* to *destination_file*

Variable:

source_file is the file to be moved

destination_file is the target location

Action Required: Check if user performing the operation has necessary permissions.

1597: Exiting Library configuration program because ACSLS services are currently running. To modify the library configuration, first 'idle' the library server and then run the command, 'acsss maint-disable'

Explanation: The *acsss_config* routine discovered that ACSLS is running.

Action Required: You must bring down ACSLS services before you can run *acsss_config*.

To do this, run `acsss maint-disable`.

1616 W ACSLS control files export failed. Database export was successful though.

Explanation: There was an error during the export of ACSLS control files. However, the export of ACSLS database completed successfully.

Action Required: Observe related event log messages for clues to the possible cause of this condition.

1617 W An export file of the ACSLS control files matching the exported database table data in *import_file* is not found. If ACSLS has been newly installed (or re-installed), this import will

not be able to restore any previous product customization, such as access control or scratch preferences.

Explanation: ACSLS control files will not be part of *import_file* if export was done from pre-ACSL5 5.2 release.

1619 W ACSLS control files import failed. Database import was successful though.

Explanation: There was an error during the import of ACSLS control files. However, the import of ACSLS database completed successfully.

Action Required: Observe related event log messages for clues to the possible cause of this condition.

1626 I Please place the ACSLS export cartridge in the tape drive.

Explanation: An operation which uses a tape device was started.

Action Required: Place the correct tape containing exported ACSLS database files in the tape drive.

1627 W Check Tape Device *tape_device*: Problems with the ACSLS export tape.

Explanation: An operation which uses Tape device was started.

Variable: *tape_device* is the Tape device used for exporting ACSLS data.

Action Required: Correct the problems seen with the tape drive.

1651 I Beginning database export phase.

Explanation: The export of the ACSLS database was started.

Action Required: None.

1656 W ACSLS must not be running to facilitate database imports and exports. Execute the ACSLS server shutdown script (*kill.acsss*).

Explanation: This error is logged when you try to stop the database while ACSLS is running. This is not allowed since the application communicates extensively with the database.

Hence, the ACSLS application must be shut down prior to shutting down the database.

Action Required:

- Stop ACSLS by executing the commands `idle` and `kill.acsss`.
- Shut down the database server using `db_command stop`.

1657 I Beginning database import phase.

Explanation: The export of the ACSLS database was started.

Action Required: None.

1662: ACSSS services must not be running while managing database imports and exports. Bring down non-database services with 'acsss maint-disable'.

Explanation: The import or export utility discovered that ACSSS services are running.

Action Required: You must first bring down the ACSSS services in order to import or export the ACSLS database. To do this, use `acsss maint-disable`.

1663 I Extracting ACSLS control files.

Explanation: The extraction of the ACSLS control files was started.

Action Required: None.

1698 E Unable to start ACSLS database.

Explanation: There was an error while starting ACSLS Database.

Action Required: See ACSLS database log files. If you need assistance, gather the information required, described above, and collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

1726 I ACSLS database recovery started.

Explanation: This message is logged when the ACSLS database recovery is started.

Action Required: None.

1727 I ACSLS recovery successfully completed.

Explanation: Restore of ACSLS completed successfully.

Action Required: None.

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

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

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

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

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

Action Required: None.

1765 E The backup media (in *device*) doesn't appear to have been generated by ACSLS database export. Please check and retry the operation with a valid tape or file.

Explanation: ACSLS database import has failed because of wrong input file or `tape_device` is specified..

Variable: *device* is the tape device or the file the user is trying to import from

Action Required: Use correct file or `tape_device`.

1775 E Failed to add necessary CRON entry for PostGres log management.

Explanation: There was an error while adding CRON entries for PostgreSQL log management.

Action Required: Verify if user has necessary permissions to add cron entry.

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

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

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

Action Required:

1. Kill the scsilh.im as acsss by running stopSCSILH.sh.
2. If stopSCSILH.sh does not work when run as acsss, run stopSCSILH.sh as root.
3. If stopSCSILH.sh fails when run as root, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required:

1. Kill the scsilh.im as acsss by running stopSCSILH.sh.
2. If stopSCSILH.sh does not work when run as acsss, run stopSCSILH.sh as root.
3. If stopSCSILH.sh fails when run as root, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: This error message indicates an ACSLS software error.

Variable:

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

Action Required:

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

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

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

Variable:

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

Action Required:

1. Kill the `scsilh` as `acsss` by running `stopSCSILH.sh`.
2. If `stopSCSILH.sh` does not work when run as `acsss`, run `stopSCSILH.sh` as `root`.
3. If `stopSCSILH.sh` fails when run as `root`, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: The UNIX system call `fork` had an error.

Variable:

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

Action Required: Restart ACSLS and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1829 E `exec1` (*program*) failed, errno=*error_desc*

Explanation: The UNIX system call `exec1` failed executing program.

Variable:

- *function* is the function that found the error.
- *program* - the program that `exec1` tried to execute.
- *error_desc* is the UNIX error description associated with `errno` returned by the UNIX `exec1` system call.

Action Required: Restart ACSLS and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1830 E SCSILH did not start, `acslh` exiting

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

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

Action Required: Restart ACSLS. If ACSLS does not restart after three tries, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

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

Action Required: Restart ACSLS. If ACSLS does not restart after three tries, contact collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support. Please have return code available.

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

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

Variable: *drive_id* is the drive identifier.

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

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

1907 E Unable to create filename file

Explanation: An ACSLS utility could not create a required file.

Variable: *filename* is the name of the file to be created

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

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

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

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

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

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

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

Variable:

- `dev` is the backup device you specified.
- `release` is the ACSLS release you are running.

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

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

Explanation: Message is self-explanatory.

Variable:

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

Action Required: Do one or more of the following:

- Lower the number of persistent query processes through `acsss_config`
- Lower the number of mount processes through `acsss_config`
- Lower the maximum number of transient processes through `acsss_config`

- Raise the maximum allowable number of processes per user. (This is system-dependent.)

1970 W Rptimeout value for *keyword* is not numeric.

Explanation: In the `$ACS_HOME/data/internal/Rptimeout` file the value for *keyword* was not all numeric data. This message will be followed by message 1974.

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1973 W Unable to open Rptimeout file.

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

1974 I Using default timeout value for *keyword*.

Explanation: This message follows message 1970, 1971, 1972, or 1973 to inform you that the default timeout value was used for the LH request type *keyword*.

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

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

2000 E Failed to get queue member.

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2001 E Don't have read permission.

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

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

2002 E Can't open file `errno=error_no`

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

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

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

If both of these conditions are met and the problem still persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support. For more information about managing a dual-LAN client configuration, see “Managing a Dual-Lan Client Configuration” in the “Library Management” chapter of the *ACSL Installation, Configuration, and Administration Guide*.

2003 E Invalid entry *displayed_line* - line ignored

Explanation: The line displayed is an invalid entry and the line is ignored.

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

Action Required: Correct the line displayed and restart ACSLS.

2004 E Duplicate addresses *displayed_line* - line ignored.

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

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

Action Required: Correct the line displayed and restart ACSLS.

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

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

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

Action Required: Do not exceed the maximum number of allowable dual clients in the `csc_ip_switch.dat` file, or, if you need more clients, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Action Required: None.

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

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

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

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

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

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

Variable:

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

Action Required: None.

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

Explanation: An invalid LMU compatibility level was detected.

Variable:

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

Action Required: None.

2027 N ACS: *acs_id* Library Recovery Complete.

Explanation: The ACSLS (library handler process) has completed processing of library requests that were affected by a switch LMU, library IPL, or when communication with the library was lost and has been re-established.

Variable: *acs_id* identifies the ACS.

Action Required: None. This message is informational only.

2028 N ACS: *acs_id* New Master LMU.

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

Variable: *acs_id* is the ACS identifier.

Action Required: None.

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

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

Variable:

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

Action Required: None.

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

Explanation: An unexpected status for a standby LMU has been returned in the response to a “query lmu” request.

Variable:

- *vol_id* is the ACS identifier.
- *standby_status* is the unexpected value which was received.

Action Required:

- Check the status of the port used by ACSLS to communicate with the standby LMU for the specified ACS. A “vary port” command may correct the status of the LMU.
- If the error persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues” in this manual). Then contact Support.

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

Explanation: The standby LMU is communicating to the specified ACS.

Variable: *acs_id* is the ACS identifier.

Action Required: None.

2032 N ACS: *acs_id* Standby LMU not communicating

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

Variable: *acs_id* is the ACS identifier.

Action Required: None.

2034 N ACSLH: Request Recoverer: *message*

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

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

Action Required: Have the error description from *message* available, and collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

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

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

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

Action Required: None.

2036 N Standalone LMU, cannot initiate switch.

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

Action Required: None.

2037 N Standby LMU not communicating, cannot initiate switch.

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

Action Required: None.

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

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

- If the ACS was configured with ports that are actually connected to different ACSs.
- If you have a dual-LMU configuration and a switchover occurs during *acsss_config*, it is possible to get this message when one of the LMUs IPLs during *acsss_config*.

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

Action Required:

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

If all hardware connections are correct and *acsss_config* still detects an empty ACS, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

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

Variable:

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2050 W Error processing command: *command - error*

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

Variable:

- *command* The command that caused the error.
- *error* The specific error that occurred.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2051 W Ipc error reading command: *error*

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

Variable: *error* The error encountered during IPC.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2052 W Unable to get value for TRACE_VOLUME dynamic variable

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2053 W Error trying to create volume statistics entry.*error_desc*.

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

Variable: *error_desc* Detailed error message describing the problem.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2054 W Move to *cell_id* failed cartridge recovery needed. Volume *vol_id* may be stuck intransit.

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

Variable:

- *cell_id* Destination cell address.

- *vol_id* Volume identifier of stuck volume.

Action Required: Do either of the following:

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

2055 W Error updating cell *cell_id* state to full.

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

Variable: *cell_id* Cell address that had the error.

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

2056 W Error update cell *cell_id* state to empty.

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

Variable: *cell_id* Cell address that had the error.

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

2057 W Error update cell *cell_id* state to reserved.

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

Variable: *cell_id* Cell address that had the error.

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

2058 W Idle command failed *information*.

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

Variable: *information* Detailed information about failure.

Action Required: The server will still be functional but you should report the problem as it may be a symptom of a larger problem. Collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2059 W Failed to close accept socket. Error: *error*

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

Variable: *error* The error that caused failure.

Action Required: This error could indicate a one-time anomaly or it could be a symptom of a bigger, underlying problem. If this message appears one time with no other error messages, then it can be ignored. If it appears multiple times or with other error messages, then collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2060 W Database Error: *error*

Explanation: There was an error processing a transaction with the database used by ACSLS.

Variable: *error* The specific error that occurred with the database.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2061 W Invalid data found in command: *information*

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

Variable: *information* Detailed description of invalid data.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2062 W Unexpected ACSLS result received by move:
information

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

Variable: *information* Detailed description of the unexpected result.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2063 E Internal error in processing the move command:
information

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

Variable: *information* Detailed information about the error.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2064 E Error getting LIB_VOL_STATS value: *explanation*.

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

Variable: *explanation* Detailed information about the error.

Action Required: Rerun `acslib` to attempt to turn on LIB_VOL_STATS and then attempt the request again. If the error persists, then collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2065 E Error creating record for Volume *vol_id*:
information.

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

Variable:

- *vol_id* Volume identifier of the volume that failed to create.
- *information* Detailed information about the error.

Action Required: Attempt to audit the expected location of the volume. If that fails, then collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2066 E Unable to update status for Volume *vol_id*:
information.

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

Variable:

- *vol_id* Volume identifier of volume that failed to create.
- *information* Detailed information about the error.

Action Required: Attempt to audit the expected location of the volume. If that fails, then collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

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

Variable:

- *vol_id* Volume identifier of the volume that was not found.
- *cell_id* is the cell location.

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

2069 N cl_vol_write failed: (*vol_id*)\n

Explanation: The process failed to update the volume record in the database.

Variable: (*vol_id*) is the volume id for the volume record that failed to be updated in the database.

Action Required: Display the volume. Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2079 I Sending first response to client %s.

Explanation: The first response that is sent to a network client is displayed. The substitution variable (%s) is the IP address.

Action Required: None. This is an informational message.

2088 E Unable to shift transaction log file on secondary disk.

Explanation: The secondary disk manager is unable to create the transaction log file on the secondary disk. This is a database error.

Variable: None.

Action Required: Rerun the secondary disk manager (sd_mgr.sh).

2107 N Cannot allocate environment handle.

Explanation: The ODBC call to allocate the environment handle has failed.

Variable: None.

Action Required: The application has to be re-started; or contact your System Administrator.

2108 N Cannot allocate database handle.

Explanation: The ODBC call to allocate the database handle has failed.

Variable: None.

Action Required: The application has to be re-started. Contact your System Administrator.

2109 N Cannot allocate statement handle.

Explanation: The ODBC call to allocate the SQL statement handle has failed.

Variable: None.

Action Required: The application has to be re-started. Contact your System Administrator.

2111 N Cannot free connection handle.

Explanation: The ODBC call to free database connection handle has failed.

Variable: None.

Action Required: None.

2112 N Cannot free environment handle

Explanation: The ODBC call to free the environment handle has failed.

Variable: None.

Action Required: None.

2113 N Cannot fetch. Return code *return_code*

Explanation: The ODBC call to fetch a row from the query result set has failed.

Variable: *return_code* The error code number returned by ODBC.

Action Required: The application has to be re-run. Contact your System Administrator.

2114 N Error in preparing statement

Explanation: The ODBC call to prepare an SQL statement for execution has failed.

Variable: None.

Action Required: The application has to be re-run. Contact your System Administrator.

2115 N Cannot reset auto commit option

Explanation: The ODBC call to set/reset the automatic commit option for all database transactions has failed.

Variable: None.

Action Required: The application has to be re-run. Contact your System Administrator.

2116 N Attempt to database recovery was aborted by the user

Explanation: During database recovery, a warning message is prompted to the user for overwriting the current database. Database recovery cannot be interrupted once it starts. With this message the user has selected to discontinue with the database recovery process.

Variable: None.

Action Required: None.

2118 E Could not create the *filename* file.

Explanation: The file creation command failed. This message is logged when the installation program is unable to create the `odbc.ini` file. The installation program fails to create this file when any one of the following environment variables is not set :

- `$ACS_HOME`
- `$INFORMIXDIR`

- \$HW_PLATFORM

Variable: *filename*. The `odbc.ini` file.

Action Required: Check whether the above-mentioned variables are set. If these are not set, please reinstall ACSLS.

2125 E ACSLS database gentle shutdown did not succeed.

Explanation: Gentle shutdown of the database failed. This error is logged when the command fails after 10 retries.

Action Required:

- If the error occurred during initial installation, reinstall the product and retry.
- If the existing database is corrupted, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2126 E ACSLS database forced shutdown did not succeed.

Explanation: The forced shutdown failed.

Action Required:

- If the error occurred during initial installation, reinstall the product and retry.
- If the existing database is corrupted, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2128 E ACSLS database fast shutdown did not succeed.

Explanation: The fast shutdown failed.

Action Required:

- If the error occurred during initial installation, reinstall the product and retry.
- If the existing database is corrupted, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2130 N There remains only %s MB of free space for ACSLS database space.

Explanation: Insufficient space for the ACSLS database. Contact support.

2131 N ACS: *acs_id* Standby LMU now communicating with master.

Explanation: The standby LMU for the specified ACS has resumed communicating with the master LMU for that ACS over their internal connection. Note that communication status between ACSLS and the standby LMU is tracked separately, and can be displayed using the “query lmu” command.

Variable: *acs_id* is the ACS identifier.

Action Require:

None. This message is informational only, and replaces message number 2031.

2132 N ACS: *acs_id* Standby LMU not communicating with master.

Explanation: The standby LMU for the specified ACS has stopped communicating with the master LMU for that ACS over their internal connection. Note that communication status between ACSLS and the standby LMU is tracked separately, and can be displayed using the “query lmu” command.

Variable: *acs_id* is the ACS identifier.

Action Required:

- No action is required for ACSLS, which continues communicating with the master LMU. This message is informational only, and replaces message number 2032.
- This message would typically be seen when an IPL of the standby LMU is performed. Once the IPL is complete, message 2131 would be expected, indicating that internal communication between the LMUs has resumed. If this does not occur, it may indicate a problem. Check the LMUs, verifying that both are operational and that the LAN cable(s) between them are properly connected.

2133 N LMU error: ACS: *acs_id* Invalid master_status *master_status*.

Explanation: An unexpected status for a master LMU has been returned in the response to a “query lmu” request.

Variable:

- *vol_id* is the ACS identifier.
- *master_status* is the unexpected value which was received.

Action Required:

- Check the status of the port used by ACSLS to communicate with the master LMU for the specified ACS. A “vary port” command may correct the status of the LMU.
- If the error persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues” in this manual). Then contact Support.

2134 I Module: Selecting another volume because scratch volume *vol_id* may be in use.

Explanation: ACSLS selected a cartridge for a mount scratch request and was updating the database. However, the cartridge’s home cell was already reserved. ACSLS then called Cartridge Recovery to investigate the cell and volume, and selected a different scratch cartridge.

Variable:

- *Module* is the ACSLS module displaying this message.
- *vol_id* is the ACS identifier.

Action Required: None.

2135 E Cannot cancel automatic enter at CAP *cap_id*

Explanation: A cancel was attempted on an automatic enter request, which is not allowed.

Variable:

cap_id identifier of the CAP where the automatic enter could not be cancelled.

Action Required: None.

2136 E Cannot cancel this request type: *request_type*

Explanation: A cancel was attempted on a request type, *request_type*, that was not allowed.

Variable:

request_type is the request type not allowed.

Action Required: None.

2137 E CAP *proc_id*: CAP *cap_id* is in a partitioned library, but the CAP is not dedicated to this

partition. Therefore, it cannot be set to automatic mode

Explanation: An attempt was made to set CAP *cap_id* to automatic mode, but automatic mode is disallowed in a partitioned library unless the CAP is dedicated to this partition.

Variable:

- *proc_id* is the name of the procedure issuing the error message.
- *cap_id* identifies the CAP .

Action Required: None

2138 E CAP *cap_id* is already reserved in partition *partition_num* by host *host_id*.

Explanation: An attempt was made to use a CAP *cap_id*, but that attempt failed due to a prior CAP reservation by another partition. If

Variable:

cap_id is the CAP you attempted to use.

partition_num is the partition which current holds the CAP reservation.

host_id is the identifier of the host using the partition that has the CAP reserved.

Action Required: In order for the CAP operation to complete, the CAP must be made available. This should be done by ending the processing of the host which is using the CAP. If that can't be done, see the library procedures for overriding a CAP reservation.

2139 E CAP *cap_id* received an unexpected CAP door opened message; ignoring.

Explanation: The ACSLM received an unexpected message pertaining to a CAP door opening event.

Variable: *cap_id* is the CAP you attempted to use

Action Required: none.

2140 E CAP *cap_id* received an unexpected CAP door closed message; ignoring.

Explanation: The ACSLM received an unexpected message pertaining to a CAP door closing event.

Variable: *cap_id* is the CAP you attempted to use

Action Required: none.

2141 I CAP *cap_id* has been set to manual mode because the CAP is now shared; it is no longer dedicated to this partition.

Explanation: The CAP is no longer dedicated to this partition and therefore cannot be in automatic mode; a CAP must be in manual mode when it is being shared.

Variable:

cap_id identifies the CAP.

Action Required: none. This message is informational only.

2142 W CAP *cap_id* is in a partitioned library, and the CAP is dedicated to another partition. Please run Dynamic Config or *acsss_config* to remove the CAP from the configuration for this ACS. The CAP will be varied offline.

Explanation: The CAP is no longer accessible to this partition, and therefore should be removed from the configuration.

Variable:

cap_id identifies the CAP.

Action Required: Either run the Dynamic Configuration utility to update the configuration for the ACS (*config acs acs_id*), or shutdown ACSLS and run *acsss_config* to reconfigure the ACS.

2143 W The library reports CAP *cap_id* as not installed. Please run Dynamic Config or *acsss_config* to remove the CAP from the configuration. The CAP will be varied offline.

Explanation: The CAP is no longer installed in the library, and therefore should be removed from the configuration.

Variable:

cap_id identifies the CAP.

Action Required: Either run the Dynamic Configuration utility to update the configuration for the ACS (*config acs acs_id*), or shutdown ACSLS and run *acsss_config* to reconfigure the ACS.

2144 I Intermediate dismount response not received when dismounting volume *vol_id* from drive *drive_id*.

Explanation: ACSLS did not receive the informational only response from the library on a dismount.

Variables:

- *vol_id* identified the volume.
- *drive_id* identifies the drive.

Action Required: None. This message is informational only.

2145 E *proc_id*: Maintenance required for *component* *component_id*.

Explanation: The library reported a problem with the specified component.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *component* identifies the component type (volume or drive).
- *component_id* identifies the component.

Action Required: Contact Sun StorageTek Support to have the component inspected.

2146 I Fault Symptom Code (FSC) *fsc* reported when dismounting volume *vol_id* from drive *drive_id*.

Explanation: The drive reported a Fault Symptom Code (FSC) on a dismount.

Variables:

- *fsc* is the four-digit Fault Symptom Code.
- *vol_id* identified the volume.
- *drive_id* identifies the drive.

Action Required: None. This message is informational only. If you continue experiencing problems with the drive or cartridge, provide this FSC to Sun Support to help them diagnose the problem.

2147 E Duplicate label *vol_id*, with media domain and type *media_domain_type*, reported in the library in component *component_id*.

Explanation: The library reported it contains two or more cartridges with the same label.

Variables:

- *vol_id* identifies the duplicate volume label.
- *media_domain_type* is the media domain immediately followed by the media type.
- *component* identifies the component type (ACS, CAP, cell, or drive).
- *component_id* identifies the component.

Action Required: Please see message 2148.

2148 E Please eject the duplicate volumes with label *vol_id* via SLConsole and re-enter the correct volume.

Explanation: The library reported it contains two or more cartridges with the same label. Since ACSLS only supports unique labels (volume serial numbers), the duplicates must be ejected.

Variable:

vol_id identifies the duplicate volume label.

Action Required: Use SLConsole's recovery move function to eject all the volumes reported in message 2147, inspect them, and re-enter the correct volume.

2149 E *proc_id*: The configuration for ACS *acs_id* is out of date. The current configuration does not include *component component_id* with volume *vol_id*. Please update the configuration using Dynamic Config or *acsss_config*.

Explanation: The configuration for the ACS is out of date, and a volume is in a component that is currently not in the configuration, and therefore not accessible.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *acs_id* identifies the ACS.

- *component* identifies the component type (cell or drive).
- *component_id* identifies the component.
- *vol_id* identifies the volume.

Action Required: Either run the Dynamic Configuration utility to update the configuration for the ACS (*config acs acs_id*), or shutdown ACSLS and run *acsconfig* to reconfigure the ACS.

2150 E Lh error: *proc_id*: ACS *acs_id* configured to ACSLS with partition ID = *partition_id*, but the library is NOT partitioned.

Explanation: The ACS is attempting to connect to a partitioned library, but the library is not partitioned.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *acs_id* identifies the ACS.
- *partition_id* is the partition to which the ACS is configured.

Action Required: If partitioning is supposed to be disabled, run *acsconfig* to reconfigure the ACS to a non-partitioned library or to remove the ACS. Otherwise, enable partitioning on the library with the partition *partition_id* defined and reconnect.

2151 E Lh error: *proc_id*: ACS *acs_id* configured to ACSLS as NOT partitioned, but the library reports that this ACS is partitioned.

Explanation: The ACS is attempting to connect to a non-partitioned library, but the library is partitioned.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *acs_id* identifies the ACS.

Action Required: If partitioning is supposed to be enabled, run *acsconfig* to reconfigure the ACS to a defined partition or remove the ACS. Otherwise, disable partitioning on the library and reconnect.

2152 E Lh error: *proc_id*: ACS *acs_id* configured to ACSLS with partition ID = *partition_id*, but the

library reports that this partition is not defined.

Explanation: The partition ID of the ACS is not a defined partition ID in the library.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *acs_id* identifies the ACS.
- *partition_id* is the partition to which the ACS is configured.

Action Required: Ensure that partitioning is enabled and the partition ID is defined on the library. If partition is enabled, but the partition ID is not defined, run *acsconfig* to reconfigure the ACS to the correct partition.

2153 E Lh error: *proc_id*: HLI Transmission header invalid for host/library compatibility level = *compat_level*.

Explanation: A communications error occurred between the ACSLS server and the library. When ACSLS communicates with a library via the Host/Library Interface (HLI), the transmission must match the compatibility level of the transmission.

Note: HLI libraries include the 9310 and SL8500.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *compat_level* is the HLI compatibility level of the transmission.

Action Required: If the problem is disruptive then:

1. Restart ACSLS.
2. If the error reoccurs, collect relevant ACSLS data (see *Gathering Diagnostic Information for ACSLS Issues*). Then contact Support.

2154 E Lh error: *proc_id*: ACS *acs_id* already defined to partition *defined_id*; attempt to connect to partition *new_id* rejected.

Explanation: The ACSLS Library Handler received a connect request with a different partition ID than already defined for the ACS.

Variables:

- *file* is the name of the procedure issuing the error message.
- *acs_id* identifies the ACS.
- *defined_id* is the partition ID already defined for a connection to the ACS.
- *new_id* is the new, rejected partition ID for the ACS.

Action Required: If the problem is disruptive then:

1. Vary the ACS offline.
2. Vary all ports for the ACS offline.
3. Vary all ports for the ACS back online.
4. Vary the ACS back online.

If the problem is still present, restart ACSLS.

If the problem reoccurs, collect relevant ACSLS data (see *Gathering Diagnostic Information for ACSLS Issues*). Then contact Support.

2155 E Lh error: *proc_id*: Port *port_id* already defined with port-name *defined_name*; attempt to connect to port-name *new_name* rejected.

Explanation: The ACSLS Library Handler received a connect request with a different port-name than already defined for the port.

Variables:

- *proc_id* is the name of the procedure issuing the error message.
- *port_id* identifies the port.
- *defined_name* is the port-name already defined to the port.
- *new_name* is the new, rejected port-name for the port.

1. Vary the ACS offline.
2. Vary all ports for the ACS offline.
3. Vary all ports for the ACS back online.
4. Vary the ACS back online.

If the problem is still present, restart ACSLS.

If the problem reoccurs, collect relevant ACSLS data (see *Gathering Diagnostic Information for ACSLS Issues*). Then contact Support.

2156 I The reservation on CAP *cap_id* was overridden by the library's CLI or SLConsole.

Explanation: ACSLS received notification from library that an operator overrode the CAP reservation held by ACSLS for a CAP in a partitioned library.

Variables:

- *cap_id* identifies the CAP.

Action Required: Any enter or eject in progress has been terminated because the CAP reservation was overridden. If there are cartridges still in the CAP, they must be removed before the other partition can use the CAP. Please label these cartridges with the partition that they were being entered into or ejected from.

2157 I ACS *acs_id* is affected by a configuration or capacity on demand change. Please run dynamic config to update the configuration of this ACS.

Explanation: ACSLS received notification from the library that this ACS is affected by either a configuration or capacity on demand change.

Variables:

- *acs_id* identifies the ACS.

Action Required: Run the Dynamic Configuration utility to update the configuration for the ACS (*config acs acs_id*).

2158 I Re-trying the mount of volume *vol_id* on drive *drive_id* using the volume's new home cell.

Explanation: The original mount of the volume failed because the volume was not in its home cell. However, ACSLS was

able to find the volume in another cell, and is thus reattempting the mount.

Variables:

- *vol_id* identifies the volume.
- *drive_id* identifies the drive.

Action Required: None. This message is informational only.

2159 I ACS *acs_id*: Library Recovery Started.

Explanation: The ACSLH (library handler process) has started processing of library requests that were affected by a switch LMU, library IPL, or when communication with the library was lost and has been re-established.

Variable:

acs_id identifies the ACS.

Action Required: None. This message is informational only.

2160 W Port *port_id* lost communication with the library and has been varied offline. If communication is reestablished, the port will automatically be varied online.

Explanation: ACSLS cannot successfully communicate with the library over the port. The port will continually attempt to reestablish communication, and when successful, it will be varied back online.

Variables:

- *port_id* identifies the Portport.

Action Required:

- Check that any cables used by the Portport are plugged in and operational.
- Check that all hubs, switches, routers, etc. used by the Portport are operational.
- Check that the physical devices on both ACSLS and the library are operational.

If the port does not come back online automatically after all checks have been made, vary the port offline and back online.

If the port still does not come online:

1. Vary the ACS offline.
2. Vary all ports for the ACS offline.
3. Vary all ports for the ACS back online.
4. Vary the ACS back online.

If the port is still offline, restart ACSLS.

If the port doesn't come online, restart the library.

If the problem reoccurs, collect relevant ACSLS data (see *Gathering Diagnostic Information for ACSLS Issues*). Then contact Support.

2161 W ACS *acs_id* lost control of the library and has been varied offline. If control is reestablished, the ACS will automatically be varied to its previous state (*previous_state*).

Explanation: ACSLS can no longer control the library. All ports capable of controlling the library (a non-standby port) have either been varied offline or have lost communication with the library. When a controlling port is either varied online or reestablishes communication, the ACS will automatically be varied to its previous state.

NOTE: In a dual LMU configuration, standby port(s) may still be online and communicating. However, because standby ports cannot control the library, the ACS was varied offline.

Variables:

- *acs_id* identifies the ACS.
- *previous_state* is the desired state of the ACS before control was lost.

Action Required:

- If a controlling port is varied offline, vary the port online.
- If all controlling port(s) are reconnecting, follow the **Action Required** section of Message 2160 to reconnect the port(s).

If the ACS does not come back to its previous state automatically after a controlling port has come online:

1. Vary the ACS offline.
2. Vary all ports for the ACS offline.
3. Vary all ports for the ACS back online.

4. Vary the ACS back online/diagnostic.

If the ACS is still offline, restart ACSLS.

- If the ACS does not come online, restart the library.
- If the problem recurs, collect relevant ACSLS data (see *Gathering Diagnostic Information for ACSLS Issues*). Then contact Support.

2162 I Port *port_id* has reestablished communication with the library and has been varied online.

Explanation: ACSLS has successfully reestablished communication with the library over the port. The port is now online and operational.

Variables:

- *port_id* identifies the Portport.

Action Required: None. This message is informational only.

2163 I ACS *acs_id* has reestablished control of the library and has been varied to its previous state (*previous_state*).

Explanation: ACSLS has reestablished control of the library and the ACS has been varied to the desired state before control was lost. This occurred because a port capable of controlling the library (a non-standby port) either successfully reestablished communication with the library or was varied online.

Variables:

- *acs_id* identifies the ACS.
- *previous_state* is the desired state of the ACS before control was lost.

Action Required: None. This message is informational only.

2164 E Port *port_id* cannot be varied offline because the desired state for ACS *acs_id* is *acs_state*. Please vary ACS *acs_id* offline first.

Explanation: The attempt to vary the port offline failed because the port is either the last port online or the last port with a desired state of online, and the ACS needs to be online or diagnostic (*previous acs_state*). You cannot vary all the ports of an ACS offline while the ACS is still needed to be online or diagnostic.

Variables:

- *port_id* identifies the port.
- *acs_id* identifies the ACS.
- *acs_state* is the desired state of the ACS.

Action Required: To vary the port offline, either vary another port for the ACS online, or vary the ACS offline.

2165 E Cannot vary ACS *acs_id new_state* because no ports for this ACS have a desired state of online. Please vary a port for ACS *acs_id* online first.

Explanation: The attempt to vary the ACS online or diagnostic failed because no ports for the ACS are in an online state. You cannot vary an ACS online or diagnostic when no ports are online.

Variables:

- *acs_id* identifies the ACS.
- *new_state* is the requested state for the ACS.

Action Required: To vary the ACS online or diagnostic, vary a port for the ACS online.

2166 I Desired state for *component component_id* set to *new_state*.

Explanation: The desired state for the component has successfully been updated set to *new_state* in the database.

Variables:

- *component* identifies the component type (ACS or port).
- *component_id* identifies the component.
- *new_state* is the desired state for the component.

Action Required: None. This message is informational only.

2167 I Module: CAP *cap_id* is an Access Expansion Module (AEM) and should not be used for small enters and ejects. Therefore maximum CAP priority is one.

Explanation: An attempt was made to set the CAP priority of an AEM to a priority higher than one (1).

AEMs are not designed for enters or ejects of small numbers of cartridges. To help prevent them from being automatically

selected when the CAP ID is wild-carded with an asterisk or an LSM ID is specified, we do not allow AEMs to be set to a priority greater than 1.

Variables:

- Module is the ACSLS module displaying this message.
- cap_id is the AEM specified in the “set cap priority” command.

Action Required: Set the priority of an AEM to only zero or one. Please do not use AEMs for entering or ejecting small numbers of cartridges.

2200 E Cannot create group acsdb.

Explanation: This error can occur only while installing the product on an AIX operating system. The installation program creates the Unix group named acsdb. It calls the Unix command `mkgroup` to create the group. This error is logged if the `mkgroup` command fails. Group ID # 106 should be available.

Action Required: Reinstall ACSLS after the problem has been corrected.

2202 E Cannot create acsdb user.

Explanation: This error can occur only while installing the product on an AIX operating system. The installation program creates the UNIX user named acsdb. It calls the UNIX command `mkuser` to create the group. This error is logged if the `mkuser` command fails. User ID # 11 should be available.

Action Required: Reinstall ACSLS after the problem has been corrected.

2205 E Group file update (acsdb) failed: updates discarded.

Explanation: This error can occur only while installing the product on a Sun Solaris operating system. The installation program creates the UNIX group named acsdb. If the group name already exists, it tries to update the entry. This error is logged if the update fails.

Action Required: Reinstall ACSLS after the problem has been corrected.

2206 E Group file move (acbdb) failed: updates discarded.

Explanation: This error can occur only while installing the product on a Sun Solaris operating system. The installation program creates the UNIX group named `acbdb`. It tries to move the previous version of group file. This error is logged if the move fails.

Action Required: Reinstall ACSLS after the problem has been corrected.

2207 E Insufficient disk space available in disk. Need *needed_space* Kb. Have *available_space* kb. You must make at least *needed_space* kb available in *disk* before installing ACSLS database.

Explanation: The installation program verifies the available disk space before commencing the installation. This message is logged if the disk where ACSLS is being installed does not have enough space to install ACSLS database software.

Variables:

- *disk* The disk on which the ACSLS product is being installed.
- *needed_space* The disk space needed to install the ACSLS database.
- *available_space* This indicates the space available on the disk.

Action Required:

- Make space in the chosen directory by deleting files,
 - Choose another directory that has more disk space, then reinstall ACSLS
- or
- Install a larger disk

2208 E ACSLS database installation failed.

Explanation: This error is logged when the ACSLS database software installation fails. The cause can be one or several of the following:

- The directory chosen to install `acbdb` is not writable.
- The disk specified for backups had insufficient space.
- Initialization of the shared memory failed.

Action Required:

- The directory chosen to install ACSLS database is not writable. Choose a directory that has write access and reinstall ACSLS.
- If the installation is being done using tapes, the tape is bad and the extraction failed. Replace the media and reinstall ACSLS.
- The disk specified for backups had insufficient space on it. Increase the available disk space and reinstall ACSLS.
- Initialization of the shared memory failed. Reinstall ACSLS.

2216 E Error in adding the device *dev*.

Explanation: During installation, the installation program registers the backup directories with Informix Storage Manager to be treated as backup devices. This message is logged when this process fails. This can happen for the following reasons:

- The backup directory does not exist.
- The backup directory is already mounted.
- Informix Storage Manager can support a maximum of four devices. If four devices have been mounted already, this error is logged.

Variable: *dev* The backup directory that is being registered as a backup device.

Action Required:

- Check to see whether the directory exists. If not, then create one with the same name and retry installation. If it exists, the permission should be 664.
- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2217 E Error in labelling *dev*.

Explanation: During installation, the install program creates backup volumes. This message is logged when this process fails. This can happen if a volume with the same name already exists.

Variable: *dev* The backup directory which is associated with the backup volume.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2218 E Error in mounting *dev*.

Explanation: During installation, the install program creates and mounts backup volumes. This message is logged when mounting a backup device fails. This can happen for the following reasons:

- The device does not exist.
- The backup volume with which the device is associated does not exist.

Variable: *dev* The directory that is getting mounted.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2220 E Error in creating new devices.

Explanation: During installation of second disk, the backup directories are shifted to directories in the second disk. This message is logged when this process fails.

Action Required: Please refer to the *sd_event.log* and see the error message number logged before this error number in order to know the exact reason for failure. One of the following errors may be the reason for failure:

- Please refer to the following error numbers in the ACSLS 6.0 Messages manual for more details : 1581, 1516, 1569, 2227, 2229, 2230, 2216, 2217, and 2218.
- Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2221 I Secondary disk already installed.

Explanation: This message is logged while doing the second disk installation if a secondary disk has already been installed.

Action Required: When this error occurs, it means that a second disk is already installed and no action is required.

2222 I ACSLS control files backup successfully completed.

Explanation: ACSLS control file backup was successful.

Action Required: None.

2225 E Error in turning mirror off for rootdbs.

Explanation: This message is logged while deinstalling the second disk.

Action Required: Contact your System Administrator or collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2226 I Second disk de-installation completed successfully.

Explanation: This message is logged when second disk deinstallation is completed successfully.

Action Required: It will not appear if the installation fails.

2227 E Error in unmounting *dev*.

Explanation: This message is logged when an error occurs while installing or deinstalling the second disk. Also, the dismount fails if the backup device is in use by a backup or restore session.

Variable: *dev* The directory being dismounted.

Action Required:

- Check to see whether any backup process is running. If so, wait till the backup is completed.
- If the error was encountered while installing the second disk option, reinstall *sd_mgr.sh*.
- If the error was encountered while deinstalling the second disk option, reinstall *sd_mgr.sh*.

2228 E Unable to mirror dbspace on Secondary disk.

Explanation: As a part of the second disk installation, ACSLS mirrors the database on to the second disk in order to provide additional security for your data against failures. This message is logged if the process of mirroring fails.

Action Required:

- Make sure the path given for the second disk is a valid one.
- Make sure the proper permissions (667) are set for the mirror dbspace on the second disk.
- If the problem still persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2230 E Unable to remove the device *dev*.

Explanation: During installation of a second disk, the backup directories are shifted to directories in the second disk. In this process, the devices used with the primary disk are removed. This message is logged when this process fails.

Variable: *dev* The directory being removed.

Action Required:

- Check to see whether any backup process is running. If so, wait till the backup has completed.
- If the error was encountered while installing the second disk option, reinstall *sd_mgr.sh*.
- If the error was encountered while deinstalling the second disk option, reinstall *sd_mgr.sh*.

2233 N *program*: Cannot set ODBC driver version. Status code (*error_code*).

Explanation: An internal error happened while ACSLS was trying to connect to the database.

Variable:

- *program* This is the name of the source file where the error was encountered.
- *error_code* The error code encountered by the application on return from the *SQLSetEnvAttr* ODBC function.

Action Required: Reboot the server and retry (suspecting memory to be the reason).

2234 I ACSLS database backup started.

Explanation: Database backup process started.

Action Required: None.

2236 I ACSLS database backup successfully completed.

Explanation: Successfully completed the backup of the database.

Action Required: None.

2237 E EXEC SQL delete from auditable.

Explanation: An attempt to delete the rows from the audit table has failed.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2240 E Unable to configure volume *backup data_volume*.

Explanation: As a part of the manual backup, the backup files are archived to a tar file. During this process, the backup devices are configured to disallow backups until the archival is complete. This message is logged if an error occurs while configuring the backup devices.

Variable: *backup data_volume* The backup volume that could not be configured. Volume names suffixed with *pri_* indicate that they are primary disk volumes. Similarly, volume names suffixed with *sec_* indicate that they are secondary disk volumes.

Action Required: Please log out, log in as *acsss* and retry the second disk installation/deinstallation.

2241 E Failed to reset *logfile_name*.

Explanation: During the course of time, some of the key Informix log files keep growing in size. In order to prevent this uncontrolled growth, these files are moved to backup files periodically.

Variable: *logfile_name* The name of the log files being moved.

Action Required: Ensure that you are logged in as the correct user to execute this utility.

- Check the file access permissions for these files.
- Check the user permissions for these files. They should be 667.
- If you find that the variable *\$ACS_HOME* was accidentally erased, please log out and log in again.

2243 E Cannot remove the directory *directory*.

Explanation: Deletion of a directory may have failed due to access permission problems.

Variable: *directory* The directory being deleted.

Action Required: Ensure that you are logged in as the correct user to execute this utility. Check the access permissions for the directory.

2246 E Failed to add necessary CRON entry for automatic backup.

Explanation: The automatic backup configuration script registers the periodic backup event with the Operating System Scheduler. This error is logged when the registration failed.

Action Required: Contact your System Administrator or collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2250 I ACSLS database recovery successfully completed. Database has been restored to the point of the specified backup.

Explanation: This message is logged after successfully restoring from a previous local disk backup.

Action Required: None. This message is informational only

2255 I ACSLS control files backup failed.

Explanation: The backup of the ACSLS control files failed.

2256 I Disk is *percentage* full, please decrease the database backup retention period to free disk space.

Explanation: The disk used for backup is running out of space. If expired volumes are not removed, there is a very high possibility of the backup disk overflowing. As a result, the automatic backup could fail to back up your data.

Variable: *percentage* The percentage indicating the amount of the disk space already used.

Action Required:

- Run the `acsss_config` script.
- Select the option 5: Set automatic backup parameters.
- Reply `n` for the prompt Would you like to modify the automatic backup settings? (y or n):
- Using the next prompt, set the retention period to a lower value. This setting automatically deletes expired backups, thereby releasing locked up disk space.

2257 E Unexpected error occurred in automatic configuration settings.

Explanation: The script that allows the user to configure the automatic backup parameters has failed. The failure may be due to the following reasons:

- The variable `$ACS_HOME` points to an incorrect directory.
- This script depends upon another script `$ACS_HOME/.acsss_env`. That script is missing.
- Could not find script `fix_autobkup_cron.sh`.
- The configuration program registers your auto backup settings with the Operating System Scheduler. This process failed.

Action Required:

- Please log out of the session and log in again. ACSLS reloads all the variables. If the error occurred because the environment variables got altered accidentally, the reloading will set it right.
- Reinstall ACSLS if any product files are missing.
- Execute the script `acsss_config` to configure the auto-backup parameters.

2258 E Expired backup files could not be removed.

Explanation: ACSLS removes expired backup files prior to initiating a backup in order to avoid overfilling the backup disk. This message indicates that the recycling of the expired files could not be completed successfully.

This can happen if:

- The environment file `$ACS_HOME/.acsss_env` is not found.
- Environment variable `RETENTION_PERIOD` is not set.
- The variable `$ACSDB_BACKUP_DIR` was altered or erased.
- The variable `$ACSDB_BACKUP_DIR` points to an incorrect directory.
- There is no permission to delete files in the directory pointed to by `$ACSDB_BACKUP_DIR`.

Action Required:

- Log out of the session and log in again with the correct user ID. ACSLS reloads all the variables. If the error occurred because the environment variables got altered accidentally, the reloading would set it right.
- Reinstall ACSLS if any product files are missing.
- Contact your System Administrator or collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2259 I Recycle of expired files completed.

Explanation: ACSLS removes expired backup files prior to initiating a backup in order to avoid overfilling the backup disk. This message indicates that the recycling of the expired files was completed successfully.

Action Required: ACSLS removes expired backup files prior to initiating a backup in order to avoid overfilling the backup.

2260 I ACSLS backup completed successfully.

Explanation: ACSLS backup has been completed successfully.

Action Required: None.

2261 I ACSLS control files backup started.

Explanation: The backup of the control files used by the ACSLS product is being started.

Action Required: None.

2262 W Failed to recycle expired files.

Explanation: An internal error occurred while trying to recycle expired **backup files**.

Action Required: No action required.

2264 I Writing ACSLS backup file to target location.

- **Explanation:** Creating final tar for the backup.

2270 E Cartridge stuck in in-transit cell. Please vary LSM *lsm_id* offline and back online again to recover the cartridge.

Explanation: A cartridge is stuck in the in-transit cell of LSM with identifier *lsm_id*.

Variable: *lsm_id* is the LSM identifier.

Action Required: Vary the LSM specified in the message offline and back online to recover the cartridge.

2271 E LSM *lsm_id* in maintenance mode.

Explanation: The LSM with the specified *lsm_id* is in maintenance mode.

Variable: *lsm_id* is the LSM identifier.

Action Required:

- Record any status information displayed on the Library.
- IPL the LSM. In ACSLS, vary the LSM online.
- If the problem persists, call your StorageTek Customer Service Engineer (CSE).

2272 I Micro-code had been changed in LSM *lsm_id*.

Explanation: The microcode level for the LSM with identifier *lsm_id* has been changed.

Variable: *lsm_id* is the LSM identifier.

Action Required: None.

2273 E Pass-thru port inoperative in LSM *lsm_id*.

Explanation: The pass-thru port in LSM with identifier *lsm_id* is inoperative.

Variable: *lsm_id* is the LSM identifier.

Action Required:

- Record any status information displayed on the Library.
- IPL the LSM. In ACSLS, vary the LSM online.
- If the problem persists, call your StorageTek Customer Service Engineer (CSE).

2274 E LSM *lsm_id* Not Ready. Manual Intervention Required.

Explanation: The LSM with identifier *lsm_id* is not ready. Possible reasons are that a door is open or a cartridge is stuck in the LSM hand.

Variable: *lsm_id* is the LSM identifier.

Action Required:

- Check the LSM hand and manually remove cartridge.
- Be sure the LSM door is closed.

2275 E Cartridge stuck in pass-thru port. Please vary any LSM in ACS *acs_id* offline and back online again to recover the cartridge.

Explanation: A cartridge is stuck in the pass-thru port of ACS *acs_id*. Vary any LSM in the ACS specified in the message offline and back online to recover the cartridge.

Variable: *acs_id* is the ACS identifier.

Action Required: Vary any LSM in the ACS specified in the message offline and back online to recover the cartridge.

2276 W LSM *lsm_id* could not recover volume *vol_id*.

Explanation: One of the LSMs could not recover a cartridge.

Variable:

- *lsm_id* is the LSM identifier.
- *vol_id* is the Volume identifier of the cartridge.

Action Required: None. The cartridge will probably be recovered by the other LSM of the L700e pair while coming online.

2277 I LSM *lsm_id* received Unit Attention Sense: *sense_code* (*sense_desc*).

Explanation: A SCSI device has returned a Sense Code for the LSM *lsm_id*.

Variable:

- *lsm_id* is the LSM identifier.
- *sense_code* is the Sense Code returned by the SCSI device.

- *sense_desc* is a brief description of the sense code returned.

Action Required: None.

2278 W LSM *lsm_id* received Sense: *sense_code* (*sense_desc*).

Explanation: A SCSI device has returned a Sense Code for the LSM *lsm_id*.

Variable:

- *lsm_id* is the LSM identifier.
- *sense_code* is the Sense Code returned by the SCSI device.
- *sense_desc* is a brief description of the sense code returned.

Action Required:

- Record any status information displayed on the Library.
- IPL the LSM. In ACSLS, vary the LSM online.
- If the problem persists, call your StorageTek Customer Service Engineer (CSE).

2280 E DB status [*err_num*] detected on delete from clienttable

Explanation: An attempt to delete a client record from the database has failed.

Variable: *err_num* is the error number.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2281 E Exec SQL lock timeout on delete from clienttable.

Explanation: An attempt to delete a locked client record from the database has failed.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2283 E Unexpected resource type *rsc_type* and resource status *rsc_status*

Explanation: An unexpected match of resource type and resource status is detected.

Variable:

- *rsc_type* is the value of resource type.
- *rsc_status* is the value of resource status.

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2284 I Status of *lib_cmpnt cmpnt_id* is changed to *status*.

Explanation: Status of a library component, e.g., LSM, CAP or DRIVE with an identifier *cmpnt_id*, e.g., 0,0(lsm_id) or 0,0,0(cap_id) or 0,0,7,1(drive_id) is changed to *status*.

Variable:

- *lib_cmpnt* is library component type, e.g., LSM, DRIVE, or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(lsm_id), 0,0,0(cap_id), or 0,0,7,1(drive_id).
- *status* is the new status value.

Action Required: None.

2285 E Invalid *lib_cmpnt cmpnt_id* received in a message from *module_type*; dropping message

Explanation: This message indicates that acsmon received a message that included an invalid component identifier. The message is dropped, and normal processing continues.

Variable:

- *lib_cmpnt* is the library component type, e.g., LSM or DRIVE
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(*lsm_id*) or 0,0,7,1(*drive_id*)
- *module_type* is the name of the module that sent the message

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2287 I Serial number of *lib_cmpnt cmpnt_id* changed to *serial_num*.

Explanation: This message is to indicate that there is a serial number change for a library component, e.g., LSM or DRIVE with an identifier *cmpnt_id*, e.g., 0,0(*lsm_id*) or 0,0,7,1(*drive_id*).

Variable:

- *lib_cmpnt* is library component type, e.g., LSM or DRIVE.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(*lsm_id*) or 0,0,7,1(*drive_id*).
- *serial_num* is the new serial number.

Action Required: None.

2288 E EXEC SQL failed to create *table_name*, error = *err_num*

Explanation: An ODBC call to prepare an SQL statement for creating a table *table_name* has failed.

Variable:

- *table_name* is table name to be created.
- *err_num* is the error number returned by ODBC.

Action Required:

- Restart the database and see if the problem persists.
- If it does, contact your System Administrator.

2289 E DB status [*err_num*] detected on delete for client id *client_id*

Explanation: An attempt to delete a client record from the database has failed.

Variable:

- *err_num* is the error number.
- *client_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2290 E EXEC SQL lock timeout on delete from clienttable
where client_id = *clnt_id*

Explanation: An ODBC call to prepare an SQL statement for deleting a client record from clienttable has failed.

Variable: *clnt_id* is an identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2291 E EXEC SQL delete from clienttable failed, where
client_id = *clnt_id*

Explanation: An attempt to delete a locked client record from clienttable has failed.

Variable: *clnt_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.

- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2292 E EXEC SQL select client_id *clnt_id* from clienttable failed

Explanation: An ODBC call to prepare an SQL statement for selecting a client record(s) from clienttable has failed.

Variable: *clnt_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2293 E EXEC SQL failed to open *cursor*.

Explanation: An ODBC call to prepare an SQL statement for opening a cursor has failed.

Variable: *cursor* is the database handle for executing SQL statement.

Action Required: The application has to be re-started. Contact your System Administrator.

2295 I Starting automatic backup to local disk.

Explanation: This message is displayed when you opt not to take backup on to a tape while exiting from rdb.acsss. In this case, an automatic backup to local disk is triggered.

Action Required: None.

2297: ACSSS services are running. You must first shutdown ACSSS services to restore the database. Run 'acsss maint-disable'.

Explanation: The database restore utility discovered that ACSSS services were running.

Action Required: You must first bring down ACSSS services before you can restore the ACSLS database. To do this, run acsss maint-disable.

2298 W ACSLS is running. To stop the database, ACSLS must first be shutdown using 'idle' and 'kill.acsss'. Exiting.

Explanation: This error is logged when you try to stop the database while ACSLS is running. This is not allowed since the application communicates extensively with the database. Hence, the ACSLS application must be shut down prior to shutting down the database.

Action Required:

- Stop ACSLS by executing the commands `idle` and `kill.acsss`.
- Shut down the database server using `db_command stop`.

2299 W ACSLS is running. To run `rdb.acsss`, ACSLS must first be shutdown using 'idle' and 'kill.acsss'. Exiting.

Explanation: This message is logged when you try to recover the database using `rdb.acsss` while the ACSLS application is running.

Action Required:

- Stop ACSLS by executing the commands `idle` and `kill.acsss`.
- Shut down the database server using `db_command stop`.

2303 E `getenv` failed for `"LSPID_FILE"` in `mod_id` at line `line_number`.

Action Required: An attempt to get the environment variable `LSPID_FILE`, which would indicate ACSLS is running, has failed.

Variable:

- `mod_id` is the name of the module issuing the error message.
- `line_number` is the location in the ACSLS code where the error was detected.

Action Required: None. The program exits after issuing the message.

2304 E stat failed for `${LSPID_FILE}` in `mod_id` at line `line_number`. `errno` is `error_no`: `error`

Explanation: An attempt to locate the `/tmp/acsss.pid` file has failed. ACSLS can not run properly without this process.

Variable:

- `mod_id` is the name of the module issuing the error message.
- `line_number` is the location in the ACSLS code where the error was detected.
- `error_no` is the error number returned if the `/tmp/acsss.pid` file doesn't exist.
- `error` is the text of the error message for `error_no`.

Action Required: None. The program exits after issuing the message.

2305 I ACSLS must be running to execute `command`

Explanation: The command that was entered can not run without an active ACSLS session.

Variable: `command` is the command that was entered by the user.

Action Required: None. The program exits after issuing the message.

2306 I Volume found in the library. Unable to delete, use EJECT.

Explanation: A manual volume delete request failed because the volume to be deleted was located by the Cartridge Recovery component. Manual volume delete can not be used to delete a verifiability present volume in an active LSM. In such a case, EJECT should be used to remove tapes from an LSM.

Action Required: None. The program exits after issuing the message.

2307 W Cartridge Recovery could not examine all recorded locations for this volume.

Explanation: The Cartridge Recovery component was unable to catalog a library location where the requested volume may reside. This can be due to an offline LSM or a non-communicating drive. User confirmation is required to delete

these volumes. This message is issued in conjunction with MSG 2308 below. This message is suppressed and confirmation assumed if the `-n` (`no_confirm` flag) was included in the original manual volume delete message.

Action Required: None. The program exits after issuing the message.

2308 I Do you really want to delete volume *vol_id* from the database? [yes|no]

Explanation: A request for user confirmation is issued whenever the Cartridge Recovery component can not examine all possible library locations for the volume (see MSG 2307 above). This message is suppressed and confirmation assumed if the `-n` (`no_confirm` flag) was included in the original manual volume delete message.

Variable: *vol_id* is the volume serial number requested for deletion.

2309 E *md_proc_init* failure: *status* = *status*

Explanation: The function to register this process for error logging failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_ipc_create()`.

Action Required: None. The program exits after issuing the message.

2310 E *mod_id*: *atexit* failure: *errno* = *error_no*: *error_msg*

Explanation: This message is issued for a failed attempt to register the database disconnect or ipc destroy wrapper functions to be executed at the time the manual volume delete process exits.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *error_no* is the error number returned if the `/tmp/acsss.pid` file doesn't exist.
- *error_msg* is the text of the error message that corresponds with *error_no*.

Action Required: None. The program exits after issuing the message.

2311 E *mod_id*: cl_db_connect failure: status = *status*

Explanation: The program was unsuccessful in connecting to the database.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from cl_db_connect().

Action Required: None. The program exits after issuing the message.

2312 E *mod_id*: cl_vol_read failure: status = *status*

Explanation: An attempt to read a volume record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from cl_vol_read().

Action Required: None. The program exits after issuing the message.

2313 E *mod_id*: cl_cel_read failure: status = *status*

Explanation: An attempt to read a cell record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from cl_cel_read().

Action Required: None. The program exits after issuing the message.

2314 E *mod_id*: cl_lsm_read failure: status = *status*

Explanation: An attempt to read an LSM record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_lsm_read()`.

Action Required: None. The program exits after issuing the message.

2315 E *mod_id*: cl_drv_read failure: status = *status*

Explanation: An attempt to read a drive record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_drv_read()`.

Action Required: None. The program exits after issuing the message.

2316 E *mod_id*: cl_loc_read failure: status = *status*

Explanation: An attempt to read a lock record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_loc_read()`.

Action Required: None. The program exits after issuing the message.

2317 E *mod_id*: cl_vac_read failure: status = *status*

Explanation: An attempt to read a volume access control record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_vac_read()`.

Action Required: None. The program exits after issuing the message.

2318 E *mod_id*: `cl_vol_destroy` failure: `status = status`

Explanation: An attempt to delete a volume record from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_vol_destroy()`.

Action Required: None. The program exits after issuing the message.

2319 E *mod_id*: `cl_cel_write` failure: `status = status`

Explanation: An attempt to update a cell record on the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_cel_write()`.

Action Required: None. The program exits after issuing the message.

2320 E *mod_id*: `cl_db_disconnect` failure: `status = status`

Explanation: An attempt to disconnect from the database failed.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from `cl_db_disconnect()`.

Action Required: None. The program exits after issuing the message.

2321 E *mod_id*: Cartridge Recovery failure: status = *status*

Explanation: The Cartridge Recovery (ACSCR) component returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from the Cartridge Recovery component (ACSCR).

Action Required: None. The program exits after issuing the message.

2322 E *mod_id*: cl_ipc_write failure: status = *status*

Explanation: The ipc write function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from cl_ipc_write().

Action Required: None. The program exits after issuing the message.

2323 E *mod_id*: cl_ipc_read failure: status = *status*

Explanation: The ipc read function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from cl_ipc_read().

Action Required: None. The program exits after issuing the message.

2324 E *mod_id*: cl_ipc_destroy failure: status = *status*

Explanation: The cl_ipc_destroy function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from the function.

Action Required: None.

2325 E *mod_id*: cl_qm_init failure: status = *status*

Explanation: The cl_qm_init function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *status* is the text of the status value returned from the function.

Action Required: None.

2326 E *mod_id*: cl_qm_qcreate failure: queue = *queue_name*

Explanation: The cl_qm_qcreate function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *queue_name* is the name of the internal queue for which the failure occurred.

Action Required: None.

2327 E *mod_id*: cl_qm_mcreate failure: queue = *queue_name*

Explanation: The cl_qm_mcreate function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *queue_name* is the name of the internal queue for which the failure occurred.

Action Required: None.

2328 E *mod_id*: cl_qm_maccess failure: member = *member_id*

Explanation: The cl_qm_maccess function returned an error.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *member_id* is the identifier of the queue member for which the failure occurred.

Action Required: None.2329 E *mod_id*: cl_qm_mlocate failure: member = *member_id***Explanation:** The cl_qm_mlocate function returned an error.**Variable:**

- *mod_id* is the name of the module issuing the error message.
- *member_id* is the identifier of the queue member for which the failure occurred.

Action Required: None.2330 E *mod_id*: cl_qm_mdelete failure: member = *member_id***Explanation:** The cl_qm_mdelete function returned an error.**Variable:**

- *mod_id* is the name of the module issuing the error message.
- *member_id* is the identifier of the queue member for which the failure occurred.

Action Required: None.2331 I Unreadable label found in *location_type*
location_id: logged as *vol_id***Explanation:** In the course of performing Cartridge Recovery, a cartridge with an unreadable label was discovered. No cartridge with a virtual label was recorded in this location.**Variable:**

- *location_type* is the type of location (cell, drive) in which the unreadable label was detected.
- *location_id* is the specific identifier of the location (cell_id or drive_id).
- *vol_id* is a generated volume identifier of the form UL@nnn where nnn begins with 001 when Cartridge

Recovery is initialized and is incremented each time an unreadable cartridge is reported. If the location is a drive, this volume identifier is recorded in the drive record.

Action Required: The unreadable cartridge is not ejected by Cartridge Recovery. If the location is a drive, the cartridge will be processed during dismount. If the location is a cell, physical removal of the unreadable cartridge may be required. Audit can be used to check the cell and will result in ejection.

2332 I Duplicate label found in *location_type* *location_id*:
label=*vol_id* logged as *dup_id*

Explanation: In the course of performing Cartridge Recovery, a cartridge was encountered which appears to be a duplicate. The cartridge was found unexpectedly while looking for some other cartridge, and when the recorded home cell for the unexpected cartridge was checked, the home cell contained what is presumed to be the original cartridge.

Variable:

- *location_type* is the type of location (cell, drive) in which the unreadable label was detected.
- *location_id* is the specific identifier of the location (cell_id or drive_id).
- *vol_id* is the volume identifier of the cartridge for which a duplicate was found. If the encountered label was unreadable, this may be a virtual label.
- *dup_id* is a generated volume identifier of the form DL@nnn where nnn begins with 001 when Cartridge Recovery is initialized and is incremented each time a duplicate cartridge is reported. If the location is a drive, this volume identifier is recorded in the drive record.

Action Required: The duplicate cartridge is not ejected by Cartridge Recovery. If the location is a drive, the cartridge will be processed during dismount. If the location is a cell, physical removal of the duplicate cartridge may be required.

Note: The eject command cannot be used to remove the cartridge, since it would eject the original rather than the duplicate, and no record exists for the generated volume identifier.

2334 I Found volume *vol_id* in *location* will check *home_cell_id* when *lsm lsm_id* comes online.

Explanation: In the course of performing Cartridge Recovery, a cartridge was encountered unexpectedly in a storage cell. When attempting to check the recorded home cell for that cartridge, the home LSM was found to be offline or inaccessible. The cartridge may be a duplicate, but that could not be determined at this time. The recorded home cell is marked as reserved, which will cause it to be checked when the LSM comes online. The volume record is updated to reflect the new location in which it was found.

Variable:

- *vol_id* is the volume identifier of the cartridge.
- *location* is the location in which the cartridge was found.
- *home_cell_id* is the recorded home cell for the cartridge.
- *lsm_id* is the identifier of the LSM containing the recorded home cell.

Action Required: None. When the LSM containing the old home cell comes online, the cell will be checked and its status corrected.

2335 I Volume *vol_id* missing, home cell was *cell_id*, drive was *drive_id*, unable to examine *location*

Explanation: This tape cartridge was not found where ACSLS expected it, but either the home cell or the drive couldn't be examined during the recovery process. The volume record will remain in the database with a missing status until ACSLS can examine all recorded locations.

Variable:

- *vol_id* is the volume identifier of the missing cartridge.
- *cell_id* is the home cell recorded for the cartridge.
- *drive_id* is the drive recorded for the cartridge.
- *location* is the location (either cell, drive, or cell and drive) that ACSLS could not examine.

Action Required: At least one recorded location could not be examined. ACSLS will automatically attempt to recover the cartridge when an LSM comes online. The missing status will be resolved when:

- The cartridge is found in one of the recorded locations by Cartridge Recovery. The volume record will be updated to reflect the location of the cartridge.
- Cartridge Recovery is able to check all recorded locations, and the cartridge is not found. In this case, the volume record will be deleted.
- Manual Volume Delete is used to delete the volume record from the database.

2336 I Volume *vol_id* was not found and will be deleted

Explanation: This tape cartridge was not found in any location recorded by ACSLS. The volume record will be deleted from the database. This message will be followed by a 1054 I message that specifies the home cell and drive id which were recorded for this volume.

Variable: *vol_id* is the volume identifier of the cartridge that will be deleted.

Action Required: None

2338 E *mod_id*: Invalid volume id *vol_id*

Explanation: This messages is issued when an invalid volume ID is entered.

Variable:

- *mod_id* is the name of the module issuing the error message.
- *vol_id* is the identifier of the volume that was found.

Action Required: Reenter the command with the correct volume ID.

2339 E Volume *vol_id*: Media type mismatch, recorded as *media_type*, read as *media_type*.

Explanation: The media type of the specified volume is recorded differently in the database than what was returned from a physical catalog of the volume's location. This could possible indicate that a label has fallen off.

Variable:

- *vol_id* is the volume serial number found by Cartridge Recovery.
- *media_type* is the volume's media type designator.

Action Required: Cartridge may need to be relabeled.
Operator intervention may be necessary.

2340 E surr_main (PID #####): Unable to set SO_REUSEADDR
on SURROGATE LISTENER socket NNNNN

Explanation: The Surrogate main routine was unable to set the SO_REUSEADDR option on the socket using the setsockopt() system call. This option allows the socket at that port number to be reused if it still exists as can be the case if ACSLS is restarted soon after it was stopped. IPC Surrogate terminates.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- NNNNN is the port number that the Surrogate is trying to set the option on.

Action Required:

1. Look for associated errors that may indicate why the setsockopt call failed.
2. Kill the ACSLS system using the `kill.acsls` command,
3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs`).
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep NNNNN` where NNNNN is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

It may be necessary to reboot the ACSLS host to release any hung sockets.

6. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2341 E surr_main (PID #####): Unable to bind SURROGATE
LISTENER socket NNNNN

Explanation: The Surrogate main routine was unable to bind the main listener socket that it uses to accept requests from the Gateway on using the bind() system call. Each Surrogate has a unique port number it is trying to bind to. IPC Surrogate terminates.

Variable:

- `#####` is the Process ID of the Surrogate issuing the error.
- `NNNNN` is the port number that the Surrogate is trying to bind() to.

Action Required:

1. Look for associated errors that may indicate why the bind() call failed.
2. Kill the ACSLS system using the `kill.acsls` command.
3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs`).
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep NNNNN` where `NNNNN` is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

It may be necessary to reboot the ACSLS host to release any hung sockets.

6. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2342 E surr_main (PID #####): Listen error on SURROGATE  
LISTENER socket NNNNN
```

Explanation: The Surrogate main routine was unable to complete a listen() system call on the main listener socket that it uses to accept requests from the Gateway. Each Surrogate has a unique port number it is trying to listen() to. IPC Surrogate terminates.

Variable:

- `#####` is the process ID of the Surrogate issuing the error.
- `NNNNN` is the port number that the Surrogate is trying to listen() to.

Action Required:

1. Look for associated errors that may indicate why the listen() call failed.
2. Kill the ACSLS system using the `kill.acsls` command.

3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs`).
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep NNNNN` where `NNNNN` is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

It may be necessary to reboot the ACSLS host to release any hung sockets.

6. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2343 I PID ##### surr_main (PID #####): Surrogate
listening on port NNNNN SURROGATE_QUEUE_AGE is
set to NN minutes SURROGATE_TIMEOUT is set to
NNN seconds TRACING is <ON/OFF> QUEUE
currently has NN active requests
```

Explanation: This message indicates what socket port the Surrogate is listening on to receive ACSLS requests from a Library Management Gateway system. It is issued when the Surrogate starts and has successfully created, bound, and is actively listening on the socket. Also shown are the current values that the program is using for `SURROGATE_QUEUE_AGE` and `SURROGATE_TIMEOUT`. These two variables and the `SURROGATE_PORT` are dynamic environment variables set in the `acsss_config` program. Also displayed is whether program tracing is set “on” or “off”. Finally, the number of requests that are currently on the queue is shown. This message is also displayed when the program receives a `SIGHUP` signal (i.e., `kill -hup #####`). The Surrogate continues running.

Variable:

- `#####` is the Process ID of the Surrogate issuing the message.
- `NNNNN` is the number of the port on which the Surrogate is listening.
- `NN` is the number of minutes that `SURROGATE_QUEUE_AGE` is set to.
- `NNN` is the number of seconds until `SURROGATE_TIMEOUT` takes effect.

- *NN* is the number of active requests in the QUEUE

Action Required: None.

```
2344 E surr_main (PID #####): Socket initialization
failed for SURROGATE LISTENER socket NNNNN;
rc=XX
```

Explanation: The Surrogate main routine was unable to complete a listen() system call on the main listener socket that it uses to accept requests from the Library Management Gateway. Each Surrogate has a unique port number it is trying to listen() to. IPC Surrogate terminates.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- NNNNN is the port number that the Surrogate is trying to listen() to.
- XX is the return code from the listen() call.

Action Required:

1. Look for associated errors that may indicate why the listen() call failed.
2. Kill the ACSLS system using the `kill.acsls` command.
3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs`).
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep NNNNN` where *NNNNN* is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

Hint: It may be necessary to reboot the ACSLS host to release any hung sockets.

6. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2345 W surr_handler (PID #####): Due to above error,
packet is dropped & GATEWAY CONNECTED socket
(NNNNN) closed
```

Explanation: The Surrogate handler routine encountered an error earlier, which rendered the current ACSLS request unable

to run to completion. Consequently, the Surrogate is forced to abort that particular request packet and close the socket that it was using to communicate with the Library Management Gateway servlet (the GATEWAY CONNECTED socket). This error is not considered fatal to the Surrogate. PC Surrogate closes the socket, removes the queue entry, and continues running.

Variable:

- ##### is the process ID of the Surrogate issuing the error.
- NNNNN is the socket number that the Surrogate has closed.

Action Required:

1. Look for an error message preceding this one that caused the packet to be dropped and socket closed.
2. Look for other associated errors on the Gateway, Adapter, and client machines.
3. Try to identify the ACSLS command that is being sent from the originating client system.
4. If possible, re-send the offending command with tracing turned on for the Surrogate, Gateway, and Adapter.
5. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2346 E surr_handler (PID #####): Write of ipc data to
GATEWAY CONNECTED socket NNNNN failed
```

Explanation: The Surrogate handler routine encountered an error trying to write data to the socket connected to the Library Management Gateway servlet (GATEWAY CONNECTED socket). The write() system call failed. This may have occurred because the socket prematurely closed before all the data was written. IPC Surrogate terminates.

Variable:

- ##### is the process ID of the Surrogate issuing the error.
- NNNNN is the socket number that the Surrogate was trying to write to.

Action Required: This could be a possible hardware or network failure.

1. Look for associated error messages preceding this one that may indicate the cause.
2. Look for other associated errors on the Gateway, Adapter, and client machines.
3. Try to identify the ACSLS command that was being sent from the originating client system.
4. If possible, re-send the offending command with tracing turned on for the Surrogate, Gateway, and Adapter.
5. If this does not fix the problem, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2347 E surr_handler (PID #####): Wrote *XX* rather than *YY* bytes of data to GATEWAY CONNECTED socket *NNNNN*

Explanation: The Surrogate handler routine encountered an error trying to write data to the socket connected to the Library Management Gateway servlet (GATEWAY CONNECTED socket). The write() system call could not write the expected number of bytes to the socket. This may be due to the socket's prematurely closing. IPC Surrogate terminates.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- *XX* is the number of bytes returned by the write() system call.
- *YY* is the number of bytes the Surrogate program attempted to write to the socket.
- *NNNNN* is the socket number that the Surrogate was trying to write to.

Action Required: This could be a possible hardware or network failure.

1. Look for associated error messages preceding this one that may indicate the cause.
2. Look for other associated errors on the Gateway, Adapter, and client machines.
3. Try to identify the ACSLS command that was being sent from the originating client system.
4. If possible, re-send the offending command with tracing turned on for the Surrogate, Gateway, and Adapter.

5. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2348 E surr_handler (PID #####): Unable to create a
      GATEWAY CONNECTED socket via ACCEPT (SURROGATE
      LISTENER #####)
```

Explanation: The Surrogate handler routine was unable to complete an accept() system call on the main listener socket that it uses to accept requests from a Gateway servlet. Each Surrogate has a unique port number it is trying to listen() to. A new socket connection for the Gateway servlet is created as a result of a successful accept() call known as a GATEWAY CONNECTED socket. IPC Surrogate terminates.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- ##### is the port number that the Surrogate is trying to listen() to.

Action Required:

1. Look for associated errors that may indicate why the accept() call failed.
2. Kill the ACSLS system using the `kill.acsls` command.
3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs` and `kill -9` the appropriate ids.
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep #####` where ##### is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

It may be necessary to reboot the ACSLS host to release any hung sockets.

6. Also look for exceeding UNIX system limits on sockets, file descriptors, or other network resources.
7. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2349 E surr_read_socket (PID #####): "Read failed on  
GATEWAY CONNECTED socket NNNNN
```

Explanation: The Surrogate read socket routine was unable to complete an read() system call on the socket that it uses to accept requests from a Library Management Gateway servlet. Each Surrogate has a unique port number it is trying to listen() to. A new socket connection for the Gateway servlet is created as a result of a successful accept() call known as a GATEWAY CONNECTED socket. The GATEWAY CONNECTED socket is closed and the IPC Surrogate continues running.

Variable:

- ##### is the process ID of the Surrogate issuing the error.
- NNNNN is the port number that the Surrogate is trying to read() from.

Action Required:

1. Look for associated errors that may indicate why the read() call failed.
2. Kill the ACSLS system using the `kill.acsls` command.
3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs` and `kill -9` the appropriate ids).
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep NNNNN` where NNNNN is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

Note: It may be necessary to reboot the ACSLS host to release any hung sockets. This may be a result of a timeout of the command and increasing network timeout parameters may alleviate the condition.

6. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2350 E surr_read_socket (PID #####): "Read X bytes from
GATEWAY CONNECTED socket (NNNNN) but expected
Y"
```

Explanation: The Surrogate read socket routine was unable to complete an `read()` system call on the socket that it uses to accept requests from a Library Management Gateway servlet. Each Surrogate has a unique port number it is trying to listen() to. A new socket connection for the Gateway servlet is created as a result of a successful `accept()` call known as a GATEWAY CONNECTED socket. It was trying to read Y number of bytes but only read X number of bytes. Surrogate continues running.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- NNNNN is the port number that the Surrogate is trying to `read()` from.
- X is the number of bytes that were successfully read.
- Y is the number of bytes that it was trying to read.

Action Required:

1. Look for associated errors that may indicate why the `read()` call failed.
2. Kill the ACSLS system using the `kill.acsls` command.
3. Then kill any additional “zombie” ACSLS processes (using a `ps | grep acs` and `kill -9` the appropriate ids).
4. See if the socket is in use (possibly by another process) with a `netstat -a | grep NNNNN` where NNNNN is the socket number shown in the error message.
5. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the `rc.acsss` command.

Note: Note: It may be necessary to reboot the ACSLS host to release any hung sockets. This may be a result of a timeout of the command and increasing network timeout parameters may alleviate the condition.

6. If this does not solve the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2351 E surr_handler (PID #####): select() call failed on
GATEWAY CONNECTED socket (NNNNN)
```

Explanation: The Surrogate handler routine failed on a select() system call. This routine blocks on the socket that it uses to accept requests from a Library Management Gateway servlet and on the socket it uses to communicate with the acslm process. Each Surrogate has a unique port number it is trying to listen() to. A new socket connection for the Library Management Gateway servlet is created as a result of a successful accept() call known as a GATEWAY CONNECTED socket. IPC Surrogate terminates.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- NNNNN is the port number for the Gateway connected to the Surrogate.

Action Required:

1. Look for associated errors that may indicate why the select() call failed.
2. See if the acslm process failed.
3. Check for the Gateway port by looking for it with the netstat -a | grep NNNNN.
4. Kill the ACSLS system using the kill .acsls command.
5. Then kill any additional “zombie” ACSLS processes (using a ps | grep acs and kill -9 the appropriate ids.
6. See if the socket is in use (possibly by another process) with a netstat -a | grep NNNNN where NNNNN is the socket number shown in the error message.
7. If the socket is in use, wait for a few minutes to see if the socket eventually times out. Then restart ACSLS with the rc.acsss command.

Note: It may be necessary to reboot the ACSLS host to release any hung sockets.

8. Also look for exceeding UNIX system limits on sockets, file descriptors, or other network resources.
9. If this does not solve the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

```
2352 W surr_handler (PID #####): COMMAND (ACK |
INTERMEDIATE | FINAL) response discarded
because original socket connection is no longer
on the queue. Advise increasing
SURROGATE_QUEUE_AGE.
```

Explanation: The ACSLS library manager returned a response to the Surrogate handler routine for the COMMAND shown, but the Surrogate could not find the outstanding request and socket connection on its queue, so its only alternative was to report the problem and discard (ignore) the response from the library manager. This may result from the library's taking too long to execute commands. For example, a mount or dismount may be taking an exceedingly long time because of hardware errors, a drive being cleaned before mounting, cartridges too far from the requested drive (i.e., different LSM), or other conditions. After a few minutes have passed (SURROGATE_QUEUE_AGE), the request on the queue is considered "stale" and removed from the queue. Eventually, when the library finally mounts or dismounts the tape, the FINAL response packet from the library manager can no longer be found on the queue and transmitted to the client. The Surrogate continues running.

Variable:

- COMMAND is the ACS command for which the Surrogate could not find an outstanding request and socket connection.
- SURROGATE_QUEUE_AGE is the dynamic environment variable that controls how long the Surrogate keeps requests on its queue.

Action Required:

1. Look for any unusual conditions that may cause ACS commands to be delayed (see the explanation above).
2. Determine if the hardware is malfunctioning or misconfigured.
3. To increase the amount of time that the Surrogate keeps requests on its queue, increase the SURROGATE_QUEUE_AGE dynamic environment variable with the `acsss_config` program.
4. Restart the Surrogate to enable the change to take effect.

2353 E surr_query_server (PID #####): Surrogate process unable to issue query server (NN seconds)

Explanation: The Surrogate issues a “Query Server” request to the library manager when it starts running to be sure the library manager is ready to receive requests and before the Surrogate begins accepting requests from the Library Management Gateway socket. The Surrogate is expecting the server to be in RUN or RECOVERY mode. After waiting the number of seconds shown, the Surrogate determined that the “Query Server” could not be completed and gave up. The Surrogate abnormally terminates and is automatically restarted (up to 10 times) by the acsss_daemon.

Variable:

- ##### is the Process ID of the Surrogate issuing the error.
- NN is the number of seconds

Action Required:

1. Look for errors in the acsss_event.log that may explain why a “query server” request cannot be completed.
2. Try the “Query Server” request in cmd_proc.

2354 W surr_query_server (PID #####): Surrogate waiting for ACSLS to come up

Explanation: The Surrogate issues a “Query Server” request to the library manager when it starts running to be sure the library manager is ready to receive requests and before the Surrogate opens the Library Management Gateway listening socket to begin accepting requests. The Surrogate is expecting the server to be in RUN or RECOVERY mode. The Surrogate will issue this message every 30 seconds (for up to 10 minutes) till a “Query Server” returns that it is in RUN or RECOVERY mode. Once it is in RUN or RECOVERY mode, the Surrogate will continue coming up. If 10 minutes passes, then the surrogate will abnormally terminate with error 2353.

Note that this can occur if the system starts up in IDLE mode.

Variable: ##### is the Process ID of the Surrogate issuing the error.

Action Required:

1. Look for errors in the acsss_event.log that may explain why a query server isn't in RUN or RECOVERY mode.
2. Try the query server request in cmd_proc.

3. Check to see if ACSLS is set to automatically start in IDLE mode using the `acsss_config` program.
4. If the system is in IDLE mode, issue a START command.

```
2355 E ss_main: Too many SURROGATE processes specified
through acsss_config. The maximum is 10
SURROGATE processes
```

Explanation: The `acsss_daemon` read the `SURROGATE_PROCESSES` dynamic environment variable in order to know how many surrogate processes to start. The number exceeds ten (10), the maximum allowed. ACSLS terminates.

Variable: `SURROGATE_PROCESSES` is the dynamic environment variable that controls the number of surrogate processes running.

Action Required: The range for the dynamic environment variable `SURROGATE_PROCESSES` has been set greater than the Surrogate program currently supports. Define the `SURROGATE_PROCESSES` variable with the `acsss_config` program to be a number less than 10.

```
2356 W surr_handler (PID #####): NN surrogate requests
(open socket) being processed; cannot accept
more until some finish. Advise reducing
SURROGATE_QUEUE_AGE.
```

Explanation: The surrogate handler routine was unable to complete an `accept()` system call on the main listener socket that it uses to accept requests from a Library Management Gateway servlet. Each `SURROGATE` has a unique port number it is trying to `listen()` to. A successful `accept()` call (known as a `GATEWAY_CONNECTED` socket) creates a new socket connection for the Gateway servlet. The error code (`errno`) and message returned by the `accept()` system call is "24 - TOO MANY OPEN FILES".

The `SURROGATE` will disregard the Library Management Gateway's attempt to connect its servlet to a `SURROGATE` socket. As requests are completed and open socket connections are closed, future attempts to connect will complete successfully. The `SURROGATE` will not abort on this error. Since it is possible for the Library Management Gateway to continue connection attempts (and fill the `acsss_event.log`), this error message will be displayed in the `acsss_event.log` no more often than every five (5) minutes. The `SURROGATE` continues running.

Variable:

- *###* is the process ID of the SURROGATE issuing the error.
- *NN* is the number of open sockets.
- *SURROGATE_QUEUE_AGE* is the dynamic environment variable that controls the length of time a request remains in the queue.

Action Required: Generally the problem is that the Library Management Gateway has sent more requests than the ACSLS system can process (or has sent them too fast) or that the ACSLS library system is processing the requests too slowly. Thus, the *SURROGATE* has reached the maximum limit of open files (sockets).

1. Look for errors in the *acsss_event.log* that may show indicate hardware or configuration errors.
2. Also try a query `request all` command in *cmd_proc* to see how many requests ACSLS are outstanding.
3. Check client software to see if many mount and dismount requests are being sent.
4. It may also be necessary to reduce the amount of time that the SURROGATE keeps outstanding requests on its queue. Reduce the *SURROGATE_QUEUE_AGE* dynamic environment variable with the *acsss_config* program.
5. Restart the SURROGATE so that the change can take effect.

2361 N Volume *vol_id*: Media type incompatible with L5500.
Not entered.

Explanation: This message pertains to L5500 LSMs only; it indicates an attempt to enter an incompatible cartridge into an L5500 CAP. Only LTO and StorageTek 9840/9940 cartridges are compatible with L5500 LSMs. Requests to enter incompatible media are rejected.

Variable: *vol_id* is the volume entered into the CAP.

Action Required:

- Remove the cartridge from the CAP.
- Substitute an LTO or StorageTek 9840/9940 cartridge.

2362 N Cell *cell_id* contains incompatible media: must be manually removed

Explanation: This message pertains to L5500 LSMs only. The message indicates that an audit found a cartridge that is neither an LTO cartridge nor a StorageTek 9840 or 9940 cartridge in an L5500 panel. Only LTO and StorageTek 9840/9940 cartridges are compatible with L5500 LSMs. (This may have been caused by someone physically entering the LSM and manually placing the cartridge in the panel.)

Variable: *cell_id* is the cell in the L5500 containing the incompatible cartridge.

Action Required: Physically enter the L5500 and manually remove the incompatible cartridge.

2363 E Request an emergency software license key from the Sun StorageTek Licensing Center.

Explanation: Software license key validation has failed due to an invalid or nonexistent key, an expired key, or because the cartridge count exceeded the library's licensed capacity.

Action Required: Follow the directions in the message to obtain an emergency software key. Contact your sales account representative to obtain a valid periodic software license key.

Note: This may result in additional charges if the software license has expired or if the cartridge count exceeds the library's current licensed capacity.

2377 N Co_ProcessResponses.C 1 484
ACS: aa; LMU error: Co_4400:st_parse_error:
Request: LSM Transport Status by PanelError:
0945 - LSM logical error: LSM off-line

Explanation:

This message number replaces message number 1377 for non-movement library failures.

Example: CAP unlock failure

2005-05-31 12:54:11 ACSLH[0]:
2377 N Co_ProcessResponses.C 1 559
ACS: 0; LMU error: Co_4400:st_parse_error:
Request: CAP Unlock
Error: 0805 - LSM hardware error: Unlock CAP failed

2378 N Co_ProcessResponses.C 1 484
LMU error: Co_4400:st_parse_error:

```
ACS: aa; Error: 0428 - General procedure error:  
Media types do not match.  
Request: Dismount  
volser; ZF1401, media domain: 0, media type: R  
source: drive aa,ll,pp,dd  
destination: cell aa,ll,pp,rr,cc  
stuck in location: LSM: 00, PTP panel: 01
```

Explanation:

This message provides information, such as: movement types (move, mount, dismount, enter, and eject), source and destination locations and types (drive, cell, CAP), if a cartridge gets stuck somewhere during the move (for example, a faulty PTP), and the cartridge location. This message number replaces message number 1377 for movement failures.

This message is written to the Event Log.

The “stuck in location” line is only displayed if a cartridge is “stuck” away from its source or destination. “stuck in location” possibilities:

```
stuck in location: LSM: 00, hand: 0  
stuck in location: LSM: 00, PTP panel: 01  
stuck in location: drive aa,ll,pp,dd
```

Source & destination types:

```
cell aa,ll,pp,rr,cc  
drive aa,ll,pp,dd  
drive w write protect aa,ll,pp,dd  
CAP cell aa,ll,c,rr,c  
diagnostic cell aa,ll,pp,rr,cc
```

Example: cartridge movement failure

In the example below, we can see: the movement attempt (dismount, forced), the cartridge involved (LA9922), the media type and domain, the source (drive 0,0,1,8) and destination (cell 0,0,2,30,0), and that the cartridge is stuck in the drive.

```
2005-05-31 12:50:50 ACSLH[0]:  
2378 N Co_ProcessResponses.C 1 1308  
ACS: 0; LMU error: Co_4400:st_parse_error:  
Error: 0977 - LSM logical error: Unable to unload drive  
Request: Dismount, forced rewind and unload  
Volser: LA9922, media domain: 0, media type: P  
Source: Drive 0,0,1,8  
Destination: Cell 0,0,2,30,0  
Stuck in location: Drive 0,0,1,8
```

2400 E EXEC SQL select failed on table *table_name*.

Explanation: An ODBC call to prepare an SQL statement for selecting records from table *table_name* has failed.

Variable: *table_name* is the name of the table from which the records were to be selected.

Action Required:

- Restart the application server.
- If the problem persists, restart the database.
- If the problem persists, contact your System Administrator.

2401 E XML Error (*error_message*) with error code (*code*).

Explanation: An XML Exception has occurred.

Variable:

- *error_message* is the XML Exception message.
- *code* is the error code from the XML Exception.

Action Required:

- Check the validity of the XML in the Request.

2402 E XML Parsing Error (*error_message*).

Explanation: An SAX Exception has occurred in parsing the XML.

Variable: *error_message* is the SAX Exception message.

Action Required: Check the validity of the XML in the Request.

2403 E Invalid DISPLAY type detected.

Explanation: The type in the display response packet is invalid.

Variable: None.

Action Required:

- Retain the request XML and the response from the display processor.
- Contact Support.

2404 I Display tables could not be loaded.

Explanation: The display reference tables could not be loaded into the database during configuration.

Variable: None.

Action Required:

- Restart the database.
- If the problem persists, contact your System Administrator.

2405 E EXEC SQL Cannot create database handle

Explanation: An ODBC call to create a handle to query the database has failed.

Variable: None.

Action Required:

- Restart the application server.
- If the problem persists, restart the database.
- If the problem persists, contact your System Administrator.

2406 E EXEC SQL Cannot register variables

Explanation: An ODBC call to specify the variables to store the records from the database has failed.

Variable: None.

Action Required:

- Restart the application server.
- If the problem persists, restart the database.
- If the problem persists, contact your System Administrator.

2407 E Unexpected XML parsing error occurred

Explanation: An unexpected parsing error occurred in the XML4c APIs.

Variable: None.

Action Required:

- Restart the application server.
- If the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

- If the problem persists, contact your System Administrator.

2408 I acsdisp failed, database query string too long.

Explanation: The database query is too long to be passed through ODBC to query the database.

Variable: None.

Action Required: Please enter a shorter query.

2409 E Error while loading Module *module_name*.

Explanation: You tried to run the `install_scsi_Linux.sh` script when the device is in use.

Variable: *module_name* is the name of the module.

Action Required:

1. Wait for all device operations to complete.
2. Idle the ACSLS server from `cmd_proc`.
3. Kill the ACSLS server using `kill.acsss`.
4. Run `install_scsi_Linux.sh`.

2410 I Module *module_name* successfully loaded.

Explanation: The module has been loaded and is ready to attach devices.

Variable: *module_name* is the name of the module.

Action Required: None.

2411 I No SCSI medium changers are attached.

Explanation: The possible reasons for this are:

- No SCSI devices are attached to the server.
- The SCSI devices are attached and the module is loaded, but it does not detect any medium changer devices.

Action Required: If you want to attach SCSI medium changers:

1. Power off the server.
2. Attach the StorageTek SCSI medium changers.
3. Boot up the server.
4. Run `install_scsi_Linux.sh` script.

2412 E Could not generate major number for SCSI device.

Explanation: GNU/Linux has a limitation of 256 major numbers (from 0-255). All of them are already used by the other device drivers.

Action Required:

1. Remove the unwanted device driver modules using `rmod`.
2. Run `install_scsi_Linux.sh`.

2413 I Node *node_name* assigned for Model-*model_name*
Channel-*channel_num* Id-*id_num*.

Explanation: This informational message describes how the hardware is mapped to the GNU/Linux OS file system. It displays the node-name that has been assigned on the file system for the SCSI medium changer which is attached to the server at the specified *channel_num* and *id_num*.

You can use this information to configure the SCSI libraries through `acsss_config`.

Variable:

- *node_name* is the name of the node on the filesystem
- *model_name* is the name of the SCSI device model attached to the server
- *channel_num* identifies the channel connected to the SCSI bus
- *id_num* represents the identifier allocated to the SCSI device

2414 E Failed to create the *node_name*.

Explanation: The script failed to create the special file for the SCSI device.

Variable: *node_name* is the name of the node for the SCSI device on the file system.

Action Required:

1. Remove the unwanted nodes using `rm`.
2. Run `install_scsi_Linux.sh`.

2415 E Failed to remove the Module *module_name*.

Explanation: The script tried to remove the module when the device was in use.

Variable: *module_name* is the name of the module.

Action Required:

1. Wait for all device operations to complete.
2. Idle the ACSLS server from `cmd_proc`.
3. Kill the ACSLS server using `kill.acsss`.
4. Run `install_scsi_Linux.sh`.

2416 E Device information file *module_info_file* not found.

Explanation: The *module_info_file* was not found or was deleted while loading the module.

Variable: *module_info_file* is the name of the file that contains information about the SCSI devices connected to the server.

Action Required:

1. Re-run `install_scsi_Linux.sh`.
2. Reboot the server.

2420 E EXEC SQL failed to fetch from *cursor*.

Explanation: An ODBC call to prepare an SQL statement for fetching a row from the database with the cursor has failed.

Variable: *cursor* is the database handle for executing SQL statement.

Action Required: The application server has to be re-started. Contact your System Administrator.

2421 W DB status [*err_num*] detected on update for client id *client_id*

Explanation: An attempt to update a client record in the database failed.

Variable:

- *err_num* is the error number.
- *client_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.

- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2422 W DB status [*err_num*] detected on insert for client id *clnt_id*

Explanation: An attempt to insert a client record into the database has failed.

Variable:

- *err_num* is the error number.
- *clnt_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2423 E EXEC SQL failed to insert client_id *clnt_id* into clienttable

Explanation: An ODBC call to prepare an SQL statement for inserting a client record into the database has failed.

Variable: *clnt_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2424 E EXEC SQL lock timeout on update of clienttable
where client_id = *clnt_id*

Explanation: An attempt to update a locked client record from clienttable has failed.

Variable: *clnt_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2425 E EXEC SQL failed to update clienttable where
client_id = *clnt_id*

Explanation: An ODBC call to prepare an SQL statement for updating a client record has failed.

Variable: *clnt_id* is the identifier of the client to be deleted.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2426 E DB status [*err_num*] detected on operation for
lib_cmpnt cmpnt_id

Explanation: An attempt to perform a database operation like the insertion, deletion or updating of a library component *lib_cmpnt*, e.g., LMU or PTP or HAND or PANEL with an identifier *cmpnt_id*, e.g., 0,0(lmu_id) or 0,0,0(panel_id or ptp_id) or 0,0,0,0(hand_id), has failed.

Variable:

- *err_num* is the error number.

- *lib_cmpnt* is the library component type, e.g., LMU, PTP, HAND or PANEL.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2427 E EXEC SQL lock timeout on delete from *table_name* where *lib_cmpnt* = *cmpnt_id*

Explanation: An attempt to delete a locked a record from the *table_name*, e.g., lmutable, ptptable or handtable for a library component *lib_cmpnt*, e.g., LMU, PTP or HAND with an identifier *cmpnt_id*, e.g., 0,0(lmu_id) or 0,0,0(ptp_id) or 0,0,0,0(hand_id), has failed.

Variable:

- *table_name* is the name of the database table from which row has to be deleted.
- *lib_cmpnt* is library component type, e.g., LMU, PTP or HAND.
- *cmpnt_id* is the identifier of the library component, e.g., 0,0(lmu_id) or 0,0,0(ptp_id) or 0,0,0,0(hand_id).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2428 E EXEC SQL delete from *table_name* failed, where
lib_cmpnt = *cmpnt_id*

Explanation: An ODBC call to prepare an SQL statement for deleting a record from the *table_name*, e.g., *lmutable*, *ptptable* or *handtable* for a library component, e.g., LMU, PTP or HAND with an identifier *cmpnt_id*, e.g., 0,0(*lmu_id*) or 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*), has failed.

Variable:

- *table_name* is the name of the database table from which row has to be deleted.
- *lib_cmpnt* is library component type, e.g., LMU, PTP or HAND.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(*lmu_id*) or 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2429 E EXEC SQL select from *table_name* failed, where
lib_cmpnt = *cmpnt_id*

Explanation: An ODBC call to prepare an SQL statement for selecting a record from the *table_name*, e.g., *lmutable*, *ptptable* or *handtable* for a library component, e.g., LMU, PTP or HAND with an identifier *cmpnt_id*, e.g., 0,0(*lmu_id*) or 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*), has failed.

Variable:

- *table_name* is the name of the database table from which row has to be deleted.
- *lib_cmpnt* is library component type, e.g., LMU, PTP or HAND.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(*lmu_id*) or 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2430 E Table *table_name* loading failed.

Explanation: ACSLS loads Access Control data files to temporary database tables before rebuilding the Access Control database tables. This message indicates that an attempt to load an Access Control data file to the specified temporary Access Control database table has failed.

Variable: *table_name* is the name of the Access Control temporary database table.

Action Required:

- If ACSLS is running, execute `acsss_config` as user "acsss" and select the option to rebuild the Access Control tables.
- If ACSLS is not running, execute `rc.acsss` as user "acsss".
- If the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2431 E Table *table_name* rebuilding failed.

Explanation: To ensure that the Access Control database tables are locked while they are rebuilt, ACSLS loads Access Control data files to temporary database tables and uses the temporary tables to rebuild the Access Control database tables. This message indicates that an attempt to rebuild a specified Access Control database table has failed.

Variable: *table_name* is the name of the Access Control database table that ACSLS failed to rebuild.

Action Required:

- If ACSLS is running, execute `acsss_config` as user "acsss" and select the option to rebuild the Access Control tables.

- If ACSLS is not running, execute `rc.acsss` as user "acsss".
- If the problem persists, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2432 I Access Control tables have been rebuilt.

Explanation: ACSLS has successfully rebuilt the Access Control tables.

Variable: None.

Action Required: None.

2433 W Near license key limit of *license_limit* volumes. You have *vol_count* volumes in ACSLS libraries. Please upgrade your ACSLS license or eject unneeded volumes.

Explanation: Your license key is only for *license_limit* volumes. You have *vol_count* volumes in libraries managed by ACSLS. When you reach the licensed limit, you will not be able to enter any volumes.

Variable:

- *license_limit* is the maximum number of volumes supported by your ACSLS license.
- *vol_count* is the total number of active volumes in your ACSLS library.

Action Required: Upgrade your ACSLS to support more volumes. Then enter your new license key with the `licensekey.sh` utility. You can also eject unneeded volumes from your library.

2434 E You are at your license key limit of *license_limit* volumes. You have *vol_count* volumes. No

volumes can be entered until you upgrade your ACSLS license or eject unneeded volumes.

Explanation: Your license key is only for *license_limit* volumes. Your libraries managed by ACSLS have reached this limit. You cannot enter any volumes. **Note.** The *vol_count* of volumes in your ACSLS library may exceed your license key limit of volumes found within libraries.

Variable: *license_limit* is the maximum number of volumes supported by your ACSLS license. *vol_count* is the total number of active volumes in your ACSLS library.

Action Required: Upgrade your ACSLS to support more volumes. Then enter your new license key with the `licensekey.sh` utility. You can also eject unneeded volumes from your libraries. Use a `volrpt` to list the volumes in your libraries, and select volumes that can be ejected.

2435 W You are running ACSLS during a trial period that will expire on *expiration_date*.

Explanation: You are running ACSLS during a trial period. This trial period ends on the expiration date shown. After the expiration date, ACSLS will automatically shut down, and you will not be able to start it.

Variable: *expiration_date* is the date that this trial period expires in year-month-day format.

Action Required: Obtain a permanent ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the `licensekey.sh` utility.

2436 E This ACSLS license key expired on *expiration_date*.

Explanation: The license key entered through `licensekey.sh` expired on the expiration date shown.

Variable: *expiration_date* is the date that this license key expired in year-month-day format.

Action Required: Obtain a permanent ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the `licensekey.sh` utility.

2440 E EXEC SQL lock timeout: on insert into *table_name*,
where *identifier* = *id*

Explanation: An attempt to insert a record into the locked table *table_name*, e.g., clienttable, lmutable, ptptable, paneltable or handtable, where identifier *identifier*, e.g., client_id, lmu_id, ptp_id, panel_id or hand_id with a value of id e.g., client1 (client_id) or 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id), has failed.

Variable:

- *table_name* is the name of the database table from which row has to be deleted.
- *identifier* is an identifier, e.g., client_id, lmu_id, ptp_id, panel_id or hand_id.
- *id* is the value of an identifier, e.g., client1(client_id), 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2441 E EXEC SQL failed lock to insert into *table_name*,
where *identifier* = *id*

Explanation: An ODBC call to prepare an SQL statement to insert a record into table *table_name*, e.g., lmutable, ptptable, paneltable or handtable, where identifier *identifier*, e.g., lmu_id, ptp_id, panel_id or hand_id with a value of id, e.g., 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id), has failed.

Variable:

- *table_name* is the name of the database table from which row has to be deleted.
- *identifier* is an identifier, e.g., lmu_id, ptp_id, panel_id or hand_id.
- *id* is the value of an identifier, e.g., 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support. For more information, see Requesting Help from Software Support.

2442 E EXEC SQL lock timeout: on update *table_name*, where *identifier = id*

Explanation: An attempt to update a record in the database for a locked table *table_name*, e.g., *lmutable*, *ptptable*, *paneltable* or *handtable*, where identifier *identifier*, e.g., *lmu_id*, *ptp_id*, *panel_id* or *hand_id* with a value of *id*, e.g., *0,0(lmu_id)* or *0,0,0(ptp_id or panel_id)* or *0,0,0,0(hand_id)*, has failed.

Variable:

- *table_name* is the name of the database table from which row has to be deleted.
- *identifier* is an identifier, e.g., *lmu_id*, *ptp_id*, *panel_id* or *hand_id*.
- *id* is the value of an identifier, e.g., *0,0(lmu_id)* or *0,0,0(ptp_id)* or *panel_id* or *0,0,0,0(hand_id)*.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2443 E EXEC SQL update of *table_name* failed, where *identifier = id*

Explanation: An ODBC call to prepare an SQL statement for updating a record in the database for the table *table_name*, e.g., *lmutable*, *ptptable*, *paneltable* or *handtable*, where identifier *identifier*, e.g., *lmu_id*, *ptp_id*, *panel_id* or

hand_id with a value of id, e.g., 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id), has failed.

Variable:

- *table_name* is the name of the database table from which a row has to be deleted.
- *identifier* is an identifier, e.g., lmu_id, ptp_id, panel_id or hand_id.
- *id* is the value of an identifier, e.g., 0,0(lmu_id) or 0,0,0(ptp_id or panel_id) or 0,0,0,0(hand_id).

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2444 E EXEC SQL fetch from handtable failed

Explanation: An ODBC call to prepare an SQL statement for fetching a record from handtable has failed.

Action Required:

- Restart the application server and see if the problem persists.
- If it does, restart the database and see if the problem persists.
- If it does, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2445 E PTP *ptp_id*, configuration failed to verify

Explanation: ACSLS has discovered a mismatch between hardware and the database during recovery. PTP information needs to be added to or deleted from the database.

Variable: The PTP identifier is *ptp_id*.

Action Required: After recovery processing terminates, rerun the library server `acsss_config` program to redefine the

library configuration in the database (see the *Installation, Configuration, and Administration Guide* for your platform).

2446 E Hand *hand_id*, configuration failed to verify

Explanation: ACSLS has discovered a mismatch between hardware and the database during recovery. Hand information needs to be added to or deleted from the database.

Variable: The HAND identifier is *hand_id*.

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

2447 I *lib_cmpnt cmpnt_id* is operative.

Variable:

- *lib_cmpnt* is the library component type, e.g., PTP, HAND, DRIVE or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*) or 0,0,0(*cap_id*) or 0,0,7,1(*drive_id*).

Action Required: None.

2448 W *lib_cmpnt cmpnt_id* is inoperative.

Explanation: This message is issued when the library component *lib_cmpnt*, e.g., PTP, HAND, DRIVE or CAP, with an identifier *cmpnt_id*, e.g., 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*) or 0,0,0(*cap_id*) or 0,0,7,1(*drive_id*), becomes inoperative.

Variable:

- *lib_cmpnt* is the library component type, e.g., PTP, HAND, DRIVE or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0,0(*ptp_id*) or 0,0,0,0(*hand_id*) or 0,0,0(*cap_id*) or 0,0,7,1(*drive_id*).

Action Required: None.

2449 I CAP *CAP_id*: CAP closed.

Explanation: The CAP with value *CAP_id* was closed.

Variable: *CAP_id* is the CAP that was closed.

Action Required: None.

2450 I *lib_cmpnt cmpnt_id* serial number changed.

Explanation: This message indicates that there is a change in serial number for a library component, e.g., LSM or drive, with an identifier *cmpnt_id*, e.g., 0,0(lsm_id) or 0,0,7,1(drive_id).

Variable:

- *lib_cmpnt* is the library component type, e.g., LSM or DRIVE.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(lsm_id) or 0,0,7,1(drive_id).

Action Required: None.

2451 I Drive *drive_id* type changed.

Explanation: The type is changed for the DRIVE identifier with the value *drive_id*.

Variable: *drive_id* is the value of the DRIVE identifier.

Action Required: None.

2452 I LMU *lmu_id* type changed.

Explanation: The type is changed for the LMU identifier with the value *lmu_id*.

Variable: *lmu_id* is the value of the LMU identifier.

Action Required: None.

2453 I LSM *lsm_id* type changed.

Explanation: The type is changed for the LSM identifier with the value *lsm_id*.

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

Action Required: None.

2454 I *lib_cmpnt cmpnt_id* added.

Explanation: A library component, e.g., DRIVE, with an identifier *cmpnt_id*, e.g., 0,0,7,1(drive_id), has been added to the database.

Variable:

- *lib_cmpnt* is the library component type, e.g., DRIVE.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0,7,1(drive_id).

Action Required: None.

2455 I *lib_cmpnt cmpnt_id* removed.

Explanation: A library component, e.g., DRIVE, with an identifier *cmpnt_id*, e.g., 0,0,7,1(drive_id), has been removed.

Variable:

- *lib_cmpnt* is the library component type, e.g., DRIVE.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0,7,1(drive_id).

Action Required: None.

2456 W *lib_cmpnt cmpnt_id* maintenance required.

Explanation: A library component, e.g., LSM, with an identifier *cmpnt_id*, e.g., 0,0(lsm_id) is in maintenance mode.

Variable:

- *lib_cmpnt* is the library component type, e.g., LSM.
- *cmpnt_id* is the identifier of a library component, e.g., 0,0(lsm_id).

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2457 I *lib_cmpnt cmpnt_id* HLI Compatibility Level changed.

Explanation: The HLI compatibility level has changed for a library component, e.g., ACS or LMU with an identifier *cmpnt_id*, e.g., 0(acs_id) or 0,0(lmu_id).

Variable:

- *lib_cmpnt* is the library component type, e.g., ACS or LMU.
- *cmpnt_id* is the identifier of a library component, e.g., acs_id or lmu_id.

Action Required: None.

2458 I LMU *lmu_id* is now standalone.

Explanation: The status of LMU with value *lmu_id* is that of a standalone LMU.

Variable: *lmu_id* is the value of the LMU identifier.

Action Required: None.

2459 I LMU *lmu_id* is now master.

Explanation: The status of LMU with value *lmu_id* is that of the master LMU.

Variable: *lmu_id* is the value of LMU identifier.

Action Required: None.

2460 I LMU *lmu_id* is now standby.

Explanation: The status of the LMU with the value *lmu_id* is that of the standby LMU.

Variable: *lmu_id* is the value of LMU identifier.

Action Required: None.

2461 I Server system configuration changed.

Explanation: This message is issued when the server system configuration is changed.

Action Required: None.

2462 I Volume *vol_id* entered.

Explanation: This message is issued when VOLUME with value *vol_id* is entered into the library.

Variable: *vol_id* is the VOLUME identifier.

Action Required: None.

2463 I Volume *vol_id* reactivated.

Explanation: This message is issued when VOLUME with value *vol_id* that was absent is reactivated.

Variable: *vol_id* is the VOLUME identifier.

Action Required: None.

2464 I Volume *vol_id* ejected.

Explanation: This message is issued when VOLUME with value *vol_id* is ejected from the library.

Variable: *vol_id* is the VOLUME identifier.

Action Required: None.

2465 I Volume *vol_id* absent.

Explanation: This message is issued when VOLUME with value *vol_id* is marked absent.

Variable: *vol_id* is the VOLUME identifier.

Action Required: None.

2466 W Cleaning cartridge *vol_id* usage limit exceeded.

Explanation: A cleaning cartridge with the value *vol_id* has exceeded its maximum usage limit.

Variable: *vol_id* is the VOLUME identifier.

Action Required: None.

2467 I Cleaning cartridge *vol_id* is spent.

Explanation: The cleaning capacity of the cleaning cartridge with the value *vol_id* is spent.

Variable: *vol_id* is the VOLUME identifier.

Action Required: None.

2468 E *lib_cmpnt cmpnt_id* reported a Unit Attention.

Explanation: An LSM reported a Unit Attention status. This message is from the Event Notification component. Look for a preceding message from ACSLH *scsilh* that reports the specific Unit Attention status. The library is still operational after a Unit Attention Status is reported, but it may be in a degraded mode.

Variable:

- *lib_cmpnt* is library component type, e.g., LSM, DRIVE or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., *lsm_id*, *cap_id* or *drive_id*.

Action Required:

1. Review the specific status reported earlier and respond to the problem reported. This may require calling StorageTek Hardware Support.
2. If this does not fix the problem, collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2469 E *lib_cmpnt cmpnt_id* reported a hardware error.

Explanation: An LSM reported a Hardware Error. This message is from the Event Notification component. Look for a preceding message from ACSLH *scsilh* that reports the specific hardware error. The library is still operational after a hardware error is reported, but it may be in a degraded mode.

Variable:

- *lib_cmpnt* is library component type, e.g., LSM, DRIVE or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., *lsm_id*, *cap_id* or *drive_id*.

Action Required:

1. Review the specific status reported earlier and respond to the problem reported. This may require calling StorageTek Hardware Support.
2. If this does not fix the problem, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2470 I LSM *lsm_id* access door closed.

Explanation: The access door of the LSM with value *lsm_id* is closed.

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

Action Required: None.

2471 I LSM *lsm_id* access door opened.

Explanation: The access door of the LSM with value *lsm_id* is open.

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

Action Required: None.

2473 E Failed to add *lib_cmpnt cmpnt_id* into the examine list

Explanation: ACSLS discovered an internal error while examining a library component, e.g., LSM, CAP or drive. To avoid recursive examines, each component being examined is added to a list. This error is reported when a failure in memory allocation prevents the addition of a component to the list.

Variable:

- *lib_cmpnt* is the library component type, e.g., LSM, DRIVE or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., lsm_id, cap_id or drive_id.

Action Required:

- Restart ACSLS.
- If the error continues to be reported, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2474 E Failed to delete *lib_cmpnt cmpnt_id* from the examine list

Explanation: ACSLS discovered an internal error while examining library component, e.g., LSM, CAP or drive. The component is deleted from the examine list when the examine is completed. This error message indicates that the component has not been deleted from the list.

Variable:

- *lib_cmpnt* is the library component type, e.g., LSM, DRIVE or CAP.
- *cmpnt_id* is the identifier of a library component, e.g., lsm_id, cap_id or drive_id.

Action Required:

- Check the component indicated to see if a vary can correct the problem.
- If the error persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

2475 I Volume *vol_id* found in *location_type location_id*, reactivated with *type=vol_type* *access_count=access_count* *pool=pool_id* *owner=owner_id*.

Explanation: The specified volume was marked as absent or ejected in the database, but ACSLS found it in the library. The volume has been reactivated, and its critical information has been preserved.

Variable:

- *vol_id* is the absent or ejected volume.

- *location_type* is the location type (drive or cell) where the cartridge was found.
- *location_id* is the specific drive_id or cell_id where ACSLS found the cartridge.
- *vol_type* is the volume type (data, scratch, or cleaning).
- *access_count* is the access count of the volume before it was marked absent.
- *pool_id* is the pool_id to which the volume belonged before it was marked absent.
- *owner_id* is the owner of the volume before it was marked absent.

Action Required: None.

2476 W Volume *vol_id*, not found in *location_type* *location_id* and was marked absent.

Explanation: Each volume has a home cell and ACSLS can record it as mounted on a drive. ACSLS could not find the specified volume in its recorded location(s), and it has been marked absent in the database to preserve its critical information.

Variable:

- *vol_id* is the absent volume.
- *location_type* is the location type (drive or cell) where the volume was recorded and where ACSLS could not find it.
- *location_id* is the specific drive_id or cell_id where the volume was recorded but was not found.

Action Required: None. An audit of the ACS or LSM may find the absent volume.

2477 W LSM *lsm_id* is full; volume *vol_id* cannot be recovered and is marked absent

Explanation: ACSLS found this volume in the playground/in-transit cell or in a PCP cell while recovering an LSM. It attempted to recover the volume by moving it to a new home cell in this LSM. However, the volume could not be recovered, as the LSM was full, so the volume was marked absent in the database.

Variable:

- *lsm_id* identifies the LSM being recovered.
- *vol_id* identifies the absent volume.

Action Required:

1. Eject a volume from the LSM.
2. Vary the LSM offline and back online to recover the volume.

2478 W LSM Misplaced cartridge detected, volume *vol_id* cannot be recovered and is marked absent

Explanation: ACSLS found this volume in the playground/in-transit cell or in a PCP cell while recovering an LSM. It attempted to recover the volume by moving it to a new home cell in this LSM. However, the move failed because the destination cell contained a cartridge. The volume has not been recovered and is marked absent in the database.

Variable: *vol_id* identifies the absent volume.

Action Required:

- Check to make sure that the problem is not a single misplaced cartridge.
- If it is not, audit the LSM to update the ACSLS database to watch the actual contents of the library.
- Vary the LSM offline and back offline to recover the volume.

2479 I Volume identifier *vol_id* already found absent

Explanation: The Manual Volume Delete utility (*del_vol*) was run for a volume that is already marked as absent in the database, but the delete option (-d) was not specified. The volume remains in absent status.

Variable: *vol_id* identifies the absent volume.

Action Required: None.

2480 E EXEC SQL Unable to mark volume *vol_id* as absent because of a database error

Explanation: ACSLS could not find a volume in the library and attempted to mark it absent, but the ACSLS database interface returned an unusual status to the volumetable update. The database update failed.

Variable: *vol_id* identifies the absent volume.

Action Required:

1. Stop ACSLS (`kill.acsss`).
2. Stop the database (`db_command stop`).
3. Kill any hanging ACSLS processes.
4. Restart ACSLS (one time).
5. If the problem persists, you need the help of ACSLS software support to verify that the table `volumetable` exists and that the "acsss" user has the proper permissions to update it. Collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2481 E EXEC SQL Unable to mark volume `vol_id` as ejected because of a database error

Explanation: ACSLS ejected a volume and attempted to mark it as ejected. The ACSLS database interface returned an unusual status to a `volumetable` update. The database update failed.

Variable: `vol_id` identifies the ejected volume.

Action Required:

1. Stop ACSLS (`kill.acsss`).
2. Stop the database (`db_command stop`).
3. Kill any hanging ACSLS processes.
4. Restart ACSLS (one time).
5. If the problem persists, you need the help of ACSLS software support to verify that the table `volumetable` exists and that the "acsss" user has the proper permissions to update it. Collect relevant ACSLS data (see "Gathering Diagnostic Information for ACSLS Issues"). Then contact Support.

2482 E Volume `vol_id` was not found and will be marked absent

Explanation: ACSLS did not find the specified volume in its home cell. If the volume was recorded as mounted on a drive, ACSLS did not find it on the drive. The volume will be marked absent in the database. An audit of the ACS or LSM may find the absent volume.

Variable: `vol_id` identifies the volume that ACSLS did not find.

Action Required: None.

2483 I *program*: Will attempt to dismount volume *vol_id* from drive *drive_id*

Explanation: This message is issued when a possible cartridge stuck-in-drive condition is encountered during a failed mount request. The dismount attempts to recover the cartridge and drive.

Variable:

- *program* is the name of the program from which the message originates.
- *vol_id* is the identifier of the volume in this mount request.
- *drive_id* is the identifier of the drive in this mount request.

Action Required: None. A dismount force request is automatically generated to recover the drive.

2484 E License Key has expired: Product *product_id*

Explanation: This message warns that your emergency license key has expired. ACSLS will not come up.

Variable: *product_id* is the ACSLS product name and version.

Action Required: Obtain a permanent ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the `licensekey.sh` utility.

2485 E License Key information not found: Product *product_id*

Explanation: ACSLS logs this message when license key information is not entered before attempting to bring up the ACSLS server. ACSLS fails to come up.

Variable: *product_id* is the ACSLS product name and version.

Action Required:

1. Run the `licensekey.sh` script and insert License Key information.
2. Run `rc.access`.

2486 E Invalid license Key entered for product *product_id*

Explanation: ACSLS logs this message when the license key information is entered incorrectly when running the `licensekey.sh` script or when license key information in the database table has been altered and is invalid. Note: Temporary license keys (T keys) are not valid for ACSLS 7.1.

Variable: *product_id* is the ACSLS product version in the license key.

Action Required: Use the `licensekey.sh` script to re-enter the license key information correctly. Hint: Copy and paste from your license key email to avoid typing errors. If the license key information in the database is invalid, you can restore the ACSLS database from a time before this corruption happened. However, you will lose all database updates after the selected backup time.

2487 E License library slot capacity exceeded:
Product *product_id*, volume count *nn*, licensed slots *ss*.

Explanation: ACSLS logs this message when the library volume count exceeds the licensed slot capacity.

Variable:

- *product_id* is the ACSLS product name and version.
- *nn* is the library volume count, excluding Absent/Missing/Ejected cartridges.
- *ss* is the licensed slot capacity.

Action Required: Either:

- Reduce the number of volumes entered in the library, or
- Purchase a new license that supports more slots from StorageTek.

2488 E EXEC SQL lock timeout on delete from table

Explanation: An attempt to delete a locked record from the database has failed.

Variable: table is the name of the locked table

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

2489 E EXEC SQL delete from table failed

Explanation: An attempt to delete records from the table failed.

Variable: table is the name of the table.

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

2490 E EXEC SQL select count(*col_name*) from *table* failed

Explanation: An attempt to count the number of records from the table has failed.

Variable:

- *col_name* is the name of one of the columns in the table.
- *table* is the name of the table.

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

2493 W This ACSLS trial period or emergency or temporary license key will expire on *expiration_date*. After that date, ACSLS will automatically shut down and will not start up. Please obtain an ACSLS license key for the number of volumes that ACSLS manages.

Explanation: You are running ACSLS during a trial period or with an emergency or temporary license key. This trial period or license key ends on the expiration date shown. After the expiration date, ACSLS will automatically shut down, and you will not be able to start it.

Variable: *expiration_date* is the date that this trial period or emergency or temporary license key expires in year-month-day format.

Action Required: Obtain a permanent ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the `licensekey.sh` utility.

2494 E This ACSLS trial period or emergency or temporary license key expired on *expiration_date*. ACSLS

is terminating. You will not be able to start it without a valid license key. Please obtain an ACSLS license key for the number of volumes that ACSLS manages.

Explanation: You were running ACSLS during a trial period or with an emergency or temporary license key. This trial period or license key expired on the expiration date shown. ACSLS terminated, and you will not be able to start it.

Variable: *expiration_date* is the date that this trial period or emergency or temporary license key expired in year-month-day format.

Action Required: Obtain a permanent ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the *licensekey.sh* utility.

2495 W This ACSLS license key will expire on *expiration_date*. Please contact your sales representative to obtain a new ACSLS license key for the number of volumes that ACSLS manages.

Explanation: Your ACSLS license key will expire on *expiration_date*.

Variable: *expiration_date* is the date that this license key expires in year-month-day format.

Action Required: Contact your sales representative to obtain a new ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the *licensekey.sh* utility.

2496 W This ACSLS license key expired on *expiration_date*. Please contact your sales representative to obtain a new ACSLS license key for the number of volumes that ACSLS manages.

Explanation: Your ACSLS license key expired on *expiration_date*.

Variable: *expiration_date* is the date that this license key expired in year-month-day format.

Action Required: Contact your sales representative to obtain a new ACSLS license key to support the number of volumes that this ACSLS system manages. Enter your permanent ACSLS license key through the *licensekey.sh* utility.

2497 E This license key is for *product_id*, and not for ACSLS. Please enter a valid ACSLS license key.

Explanation: This license key is not for ACSLS.

Variable: *product_id* is product name and version. This product is not ACSLS.

Action Required: Obtain a valid license key for this version of ACSLS. It needs to support the number of volumes that this ACSLS system will manage.

2498 E This license key is for *product_id*, and not for ACSLS Version *version_id*. Please enter a license key for this version of ACSLS.

Explanation: This license key is not for this version of ACSLS.

Variable:

- *product_id* is the ACSLS product version in the license key.
- *version_id* is this version of ACSLS.

Action Required: Obtain a valid license key for this version of ACSLS. It needs to support the number of volumes that this ACSLS system will manage.

2500 E Illegal value *illegal_port_number*. Must be numeric.

Explanation: The number you entered for the port number is non-numeric.

Variable: *illegal_port_number* is an invalid port number that was entered for use as the fixed port for inbound ACSLS client requests (in *acsss_config*).

Action Required: Enter a valid numeric number.

2501 E Out-of-bounds value *illegal_port_number*:CSI_or SSI_INET_PORT.

Explanation: You have entered a value that is outside the legal range for the port for the ACSLS CSI or SSI networking component.

Variable: *illegal_port_number* is an invalid port number that was entered for use as the fixed port for inbound ACSLS client requests (in *acsss_config*).

Action Required: Enter a value between 1024 and 65535.

2502 E Unable to allocate socket for RPC TCP service.

Explanation: ACSLS was unable to allocate a socket for network communications. Causes are typically system resource related, such as too many open descriptors.

Action Required: See your System Administrator.

2503 E Unable to set SO_REUSEADDR on socket.

Explanation: ACSLS was unable to change a critical flag on the socket which would allow the socket to be reused for communications. This is usually related to system resource details.

Action Required: See your System Administrator.

2504 E Unable to bind socket to port *port_number*.

Explanation: This indicates that the port was not bound to the socket. The most likely cause is that the port is already in use.

Variable: *port_number* is the port number that was entered for use as the fixed port for inbound ACSLS client requests (in *acsss_config*)

Action Required: Try changing the port number used by ACSLS for network communications to another (unused) port. See the Troubleshooting section or see your System Administrator for assistance.

2505 E Failed on attempt to get socket name.

Explanation: ACSLS was unable to get the name of the socket that is used for network communications. The most likely cause is an internal systems fault.

Action Required: Restart ACSLS.

2522 E ACSLS database backup area unavailable.

Explanation: Requested backup directory not available.

2553 E A drive in LSM *acs_id, lsm_id* is inoperative. Until this is corrected, the drives in this LSM cannot come online.

Explanation: The SL8500 may send a "1002" error (drive not operational) in response to "LSM Transport Status by Panel" request from ACSLS.

Variable:

- *acs_id* is the ACS identifier.
- *lsm_id* is the LSM identifier.

Action Required:

- Install the latest SL8500 microcode.
- If this does not fix the problem, identify the drive that is causing the “1002” error and remove that drive or replace that drive with a drive that is operational.
- if the inoperative drive cannot be removed or replaced, then do not use the drives that are offline in *acs_id*, *lsm_id*.

2554 W Module: LSM *lsm_id* not found in the configuration

Explanation: The specified LSM was not found in the configuration.

Variable:

- Module is the ACSLS module displaying this message.
- *lsm_id* is the LSM that is not present in the configuration.

Action Required: None

2556 N Module: *config_command* command canceled

Explanation: You cancelled the dynamic configuration utility *config_command*.

Variable:

- module processing the cancel command. Here, it is *cfg_main*.
- *config_command* is the specific dynamic configuration request that you cancelled. It can be any one of the following:
 - *config lsm lsm_id*
 - *config acs new*
 - *config acs acs_id*
 - *config acs acs_id delete*
 - *config port(s) acs_id*

Action Required: None. You can re-enter the dynamic configuration command again.

2557 1 Module: Volume *vol-id* re-entered into library to cell *location_id*, reactivated with
type=vol_type access_count=access_count
pool=pool_id owner=owner_id

Explanation: The specified volume was marked as absent or ejected in the database, and is being re-entered into the library. The volume was re-activated, and its critical information was preserved.

Variable:

- *Module* is the ACSLS module displaying this message.
- *vol_id* is the absent or ejected volume.
- *location_id* is the new home location, where ACSLS moves the cartridge that is being re-entered.
- *vol_type* is the volume type (data, scratch, or cleaning).
- *access_count* is the access count of the volume before it was marked absent.
- *pool_id* is the *pool_id* to which the volume belonged before it was marked absent.
- *owner_id* is the owner of the volume before it was marked absent.

Action Required: None

2558 N Modifier: LSM READY received for LSM identifier *lsm_id*, Modifier *modifier_number*.

Explanation: The LSM has been placed online.

Variable:

- *Module* is the ACSLS module displaying this message.
- *lsm_id* is the LSM identifier of the LSM that is online.
- *modifier_number* is the LSM READY modifier and can have the following values:
 - 1 for LSM Ready Normal
 - 2 for LSM Recover Intransit cartridge
 - 3 for LSM Ready with CAP Open

Action Required: None

2559 I New robotic hand *hand_id* detected in LSM *lsm_id*; and added to the database

Explanation: ACSLS detected a new robotic hand in the LSM and added this hand to the handtable in the database.

Note: When robotic hands are removed from the library, the records from these hands are not removed from the database.

Variable: *lsm_id* is the LSM identifier; *hand_id* is the hand identifier.

Action Required: None

2560 E DB status [*db_status*] detected on cap mode update

Explanation: An attempt to update *cap_mode* to manual in ACSLS database failed.

Variable: *db_status* identifies the status returned by database

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

2561 E EXEC SQL Lock timeout on update captable

Explanation: An attempt to update *cap_mode* to manual mode in ACSLS database failed.

Action Required:

1. Restart the application server.
2. If the problem persists, restart the database.

2562 W Additional Connect request received for port *port_id* that is already connected. Request ignored.

Explanation: When a second connect request was received by SCSI libraries the request was ignored and the warning message was logged into the product log.

Variable: *port_id* is the identifier of the ACSLS-to-library port.

Action Required: None

2563 E LSM *lsm_id* type changed from *lsm_type_db* to *lsm_type_lib*; LSM remains offline.

Explanation: LSM type changed from *lsm_type_db* to *lsm_type_lib* and LSM status reported is NOT READY. LSM will be marked offline

Variable:

- *lsm_id* LSM identifier whose type has changed
- *lsm_type_db* LSM type as present in database
- *lsm_type_lib* LSM type as reported by library

Action Required: Determine why the LSM is not ready, and address the problem to bring the LSM online.

2564 I Please update your ACSLS library configuration using Dynamic Config or *acsss_config*.

Explanation: The library configuration for ACS *acs_id* or LSM *lsm_id* has changed. The ACS or LSM involved remains offline [diagnostic] until the ACSLS configuration is updated.

Action Required: Use Dynamic Config or *acsss_config* to update the ACSLS configuration for this ACS or LSM.

2565 E Invalid ACSLS database version *acsls_db_version*. Must be less than or equal to *max_supported_db_version*.

Explanation: The ACSLS database version being imported is not supported by this ACSLS release

Variable:

- *acsls_db_version* is the version number to which ACSLS database was exported to.
- *max_supported_db_version* is the highest database version which can be imported to this ACSLS release.

Action Required:

1. Export the previous ACSLS database in a format supported by this ACSLS release.
2. Import the compatible version of the database.

2611 E %s: Cannot connect to Library manager database.
Status code (%d).

Explanation: Cannot connect to the database.

Variable: %s is the name of the file

2633 I ACSLS recovery initiated.

Explanation: Initiating database recovery process

2634 I ACSLS backup started.

Explanation: Backup of ACSLS started.

2635 I ACSLS recovery started.

Explanation: Restore of ACSLS started.

2649 E ACSLS recovery failed.

Explanation: Recovery of ACSLS failed.

2661 I ACSLS recovery aborted. ACSLS database and control
files are not restored.

Explanation: Restore aborted due to some signal interference.
Signal was received before starting ACSLS database or control
files

2662 E ACSLS recovery aborted. ACSLS database and control
files are in an inconsistent state. ACSLS
startup may fail. Perform a fresh recovery to
avoid unforeseen errors

Explanation: Restore aborted due to some signal interference.
Signal was received when ACSLS database or control files
recovery is in progress. ACSLS cannot be used and a fresh
restore is needed

2663 I ACSLS database and control files recovery
completed.

Explanation: Successful recovery of database and control
files.

2664 E ACSLS recovery aborted. ACSLS database is not
restored.

Explanation: .Restore aborted due to some signal
interference. Signal was received before the start of ACSLS
database recovery.

2665 E ACSLS recovery aborted. ACSLS database is in an inconsistent state. ACSLS startup may fail. Perform a fresh recovery to avoid unforeseen errors

Explanation: Restore aborted due to some signal interference. Signal was received when ACSLS database recovery is in progress. ACSLS cannot be used and a fresh restore is needed.

2666 I ACSLS recovery completed.

Explanation: Restore successful.

2667 E ACSLS recovery aborted. ACSLS control files are not restored.

Explanation: Restore aborted due to some signal interference. Signal was received before the start of control files recovery.

2668 E ACSLS recovery aborted. ACSLS control files are in an inconsistent state. ACSLS startup may fail. Perform a fresh recovery to avoid unforeseen errors

Explanation: Restore aborted due to some signal interference. Signal was received when control files recovery is in progress. ACSLS cannot be used and a fresh restore is needed.

2669 E ACSLS backup aborted. ACSLS database and control files are not backed up.

Explanation: Backup aborted due to signal interference. Signal was received when backup of control files or database is in progress.

2670 W ACSLS backup aborted. ACSLS backup tape will not be usable.

Explanation: Backup to tape aborted due to signal interference. Signal was received when backup of control files or database is in progress.

5002 E Received incorrect byte count from input socket:
byte_count

Explanation: An internal communication between components has failed.

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

Action Required: Retry the command.

5003 E Received invalid request type: *req_type*

Explanation: An internal communication between components has failed.

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

Action Required: Retry the command.5004 E Received invalid Sense Code: *sense_code*

Explanation: An internal communication between components has failed.

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

Action Required: Retry the command.

5005 E Received invalid Status request type: *req_type*

Explanation: An unexpected response was detected from the hardware.

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

Action Required: Collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: An unexpected response was detected from the hardware.

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

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

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

Explanation: An unexpected response was detected from the hardware.

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

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

5008 E Received 0 bytes from device: *dev_name*

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

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

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

5009 E No data received after forking process

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

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

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

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

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

Action Required: Restart ACSLS and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

5011 E Failed to set up read/Wait for process

Explanation: The scsiLh encountered an internal error.

Action Required: Restart ACSLS and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

5012 E Starting new UNIX process *dev_name*

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

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

Action Required: Retry the command. and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

5013 E Received incorrect byte count from shared memory:
byte_count

Explanation: An internal communication between components has failed.

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

Action Required: Retry the command, and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: An internal communication between components has failed.

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

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

5015 E Failed to write to socket: *socket_name*

Explanation: An internal communication between components has failed.

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

Action Required: Retry the command, and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

5016 E Timed out on request: *req_name*

Explanation: The hardware took longer than expected to respond.

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

Action Required: Verify that the hardware is online. Check the LSM logs for more information. If the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

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

Explanation: An internal communication between components has failed.

Variable:

- *nnn* is the number of bytes received.
- *byte_count* is the count of bytes read.

Action Required: Retry the command, and if the problem persists, collect relevant ACSLS data (see “Gathering

Diagnostic Information for ACSLS Issues”). Then contact Support.

5018 E Unexpected startup data received from process:
aString

Explanation: An internal communication between components has failed.

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

Action Required: Verify that the hardware is online. Check the LSM logs for more information. Retry the command, and if the problem persists, collect relevant ACSLS data (see “Gathering Diagnostic Information for ACSLS Issues”). Then contact Support.

5019 E Recovering scsiDP: *aString*

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

Variable: *aString* is the scsiDP process description.

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

5020 E Tried to access drive while cleaning cartridge installed

Explanation: An attempt was made to mount a cartridge while a cleaning cartridge was in the process of cleaning the drive. (This message is for a SCSI/Fibre-attached library, where the library automatically cleans tape drives.)

Action Required: None. ACSLS should automatically retry the mount.

If the number of mount retries is exceeded and the ACSLS automatic retries fail, re-issue the mount command.

