IBM Spectrum Protect HSM for Windows
Version 8.1.2

Messages

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Note:
Before you use this information and the product it supports, read the information in "Notices" on page 35.

This edition applies to version 8, release 1, modification 2 of the IBM Spectrum Protect HSM for Windows (product number 5725-X14) and to all subsequent releases and modifications until otherwise indicated in new editions.

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About this publication

IBM Spectrum Protect™ HSM for Windows is an enterprise-wide storage management application for the network. It backs up and restores Microsoft Exchange Server databases to IBM Spectrum Protect storage or local shadow volumes.

This publication contains explanations and suggested actions for messages that are issued by IBM Spectrum Protect HSM for Windows.

Who should read this guide

The target audience for this publication is system administrators who use IBM Spectrum Protect HSM for Windows. In this publication, it is assumed that you have a working knowledge of the IBM Spectrum Protect HSM for Windows.

Publications

The IBM Spectrum Protect product family includes IBM Spectrum Protect Snapshot, IBM Spectrum Protect for Space Management, IBM Spectrum Protect for Databases, and several other storage management products from IBM®.

To view IBM product documentation, see IBM Knowledge Center.

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Chapter 1. Introduction to HSM for Windows messages

Messages with prefix ANS and in the range 27000-29999 are issued by the IBM Spectrum Protect HSM for Windows client.

For information about ANS messages with message numbers below 27000, see ANS 0000-9999 messages.

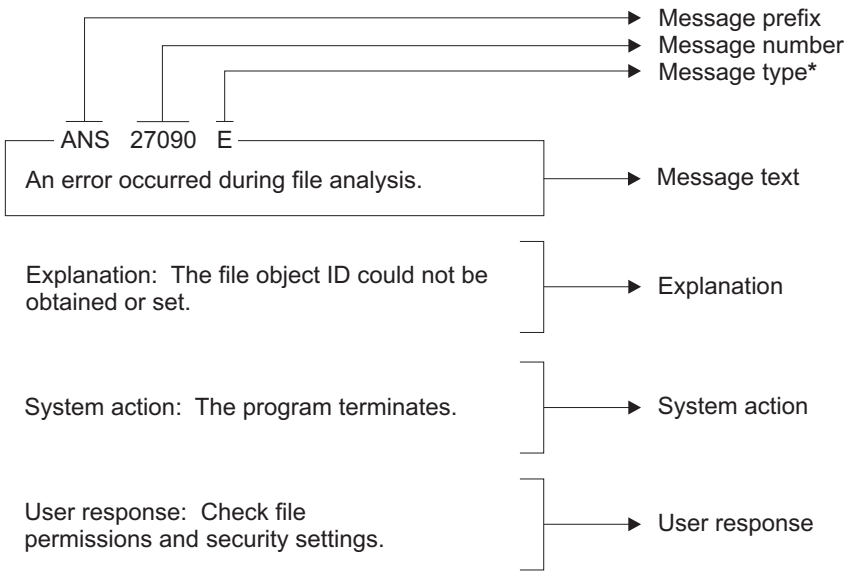
HSM for Windows client messages format

IBM Spectrum Protect HSM for Windows client messages consist of the following elements:

- A three-letter prefix.
- A numeric message identifier.
- A one-letter severity code, also called the message type.
- Message text that is displayed on screen and written to message logs.
- Explanation, System Action, and User Response texts. These texts elaborate on the message text and are accessible only in documentation.

The image presents a typical HSM for Windows client message.

The callouts on the right of the image identify each element of the message.



I = Information
* E = Error
S = Severe error
W = Warning

The severity codes give an indication of the severity of the issue that generated the message. The severity codes and their meanings are as follows:

Code	Severity	Meaning
S	Severe	The product or a product function cannot continue. User response is required.

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Code	Severity	Meaning
E	Error	An error is encountered during processing. Processing might stop. User response might be required.
W	Warning	Processing continues, but problems might occur later as a result of the warning.
I	Information	Processing continues. User response is not necessary.

Message variables in the message text are in italics.

Chapter 2. HSM for Windows client messages

IBM Spectrum Protect HSM for Windows client messages are listed in ascending numerical order. The complete message is documented, including message ID, message text, explanation, system action, and user response.

ANS27024E Failure creating IBM Spectrum Protect file space '*file space name*':
error text

Explanation: The IBM Spectrum Protect file space could be not created.

System action: The desired operation can not be executed.

User response: Check if the archive already exists, and check server permissions.

ANS27025E Failure deleting IBM Spectrum Protect file space '*file space name*':
error text

Explanation: The IBM Spectrum Protect file space could be not deleted.

System action: The desired operation can not be executed.

User response: Check if the archive exists, and check server permissions.

ANS27026E The file space '*file space name*' does not exist

Explanation: The file space does not exist on the server.

System action: The operation can not be performed due to a missing file space.

User response: Specify an existing file space for the desired operation.

ANS27027E Failure querying if file space '*file space name*' exists:
error text

Explanation: Querying the IBM Spectrum Protect server for a file space failed.

System action: The desired operation can not not be performed.

User response: Check server permissions.

ANS27028E Failure parsing configuration file '*config file name*'
error text

Explanation: The global XML configuration file could not be parsed correctly and may contain corrupted data.

System action: The desired operation can not be performed.

User response: Correct the global XML configuration file with an editor or re-install the product.

ANS27029E The configuration file '*file name*' could not be found

Explanation: The global XML job configuration file could not be found.

System action: The desired operation can not be performed.

User response: Restore the global XML configuration file or re-install the product.

ANS27030E Failure parsing job file '*job file name*':
error text

Explanation: The job file could not be parsed correctly and may contain corrupted data.

System action: The desired migration operation can not be performed.

User response: Restore the job file from backup, or delete the corrupted file and re-create the job from scratch.

ANS27031E The job file '*job file name*' could not be found

Explanation: A migration XML job file could not be found.

System action: The migration job can not be executed.

User response: Specify an existing job file or create the missing job file.

ANS27032E Failure parsing IBM Spectrum Protect option file '*opt file name*':
error text

Explanation: The IBM Spectrum Protect option file could not be parsed correctly.

System action: The desired operation can not be performed as necessary IBM Spectrum Protect

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configuration data is missing.

User response: Correct the option file or create a new option file in the installation directory using the wizard.

ANS27033E **The configuration file '***config file name***' could not be found**

Explanation: The IBM Spectrum Protect option file could not be found

System action: The desired operation can not be performed as necessary IBM Spectrum Protect configuration data is missing.

User response: Create a new option file in the installation directory using the wizard or copy an existing option file in the installation directory.

ANS27034E **The connection to server** *server name***, could not be closed correctly:**
error text

Explanation: The application could not close the TCP/IP connection to the IBM Spectrum Protect server correctly.

System action: The system will release the connection after a timeout.

User response: No user response necessary. However, you may restart your server and the application.

ANS27035E **The connection to IBM Spectrum Protect server** *server name***, port** *port number***, could not be established:**
error text

Explanation: The application could not connect to the configured IBM Spectrum Protect server.

System action: The server operation is not performed.

User response: Check if the repository server is reachable and well configured, and check your connection data in the IBM Spectrum Protect option file.

ANS27036E **Failure deleting IBM Spectrum Protect server entries for file '***file name***':**
error text

Explanation: A repository file entry could not be deleted on server.

System action: An error log entry is written and the system continues with next file entries.

User response: Check the IBM Spectrum Protect server permissions and sanity. Retry server entry file deletion.

ANS27037E **Failure querying the IBM Spectrum Protect server for file entries with pattern** *search pattern***:**
error text

Explanation: Querying the server for the requested files failed.

System action: The IBM Spectrum Protect server entry deletion operation is not performed.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the deletion operation.

ANS27038E **Failure opening file deletion transaction:**
error text

Explanation: The application could not establish the transaction context for entry deletion on the IBM Spectrum Protect server.

System action: The file entry or the file entries are not deleted on the IBM Spectrum Protect server.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the deletion operation.

ANS27039E **Failure closing file deletion transaction:**
error text

Explanation: The application could not close the transaction context for entry deletion on the IBM Spectrum Protect server.

System action: None. The operation continues with the next action.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the deletion operation.

ANS27040E **An error occured during file analysis:**
error text

Explanation: The absolute file path could not be obtained.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27041E **An error occured during file analysis**
error text

Explanation: File attributes could not be obtained.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27042E **An error occured during file analysis:** *error text*

Explanation: The backend query for the file failed.

System action: The program terminates.

User response: Check server accessibility and permissions.

ANS27043E **An error occured during file analysis:** *error text*

Explanation: File MD5 key could not be calculated.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27044E **An error occured during file analysis:** *error text*

Explanation: File reparse data could not be read.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27045E **An error occured during file analysis:** *error text*

Explanation: File security could not be obtained or evaluated.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27046E **A program initialization problem occured:** *error text*

Explanation: Registry values, file or directories where missing and could not have been created.

System action: The program terminates.

User response: Check registry values and installation directory permissions, or re-install the product.

ANS27047E **A program initialization problem occured:** *error text*

Explanation: Logging could not be started.

System action: The program terminates.

User response: Check logging directory and log file locking, permissions and security.

ANS27048E **A program initialization problem occured:** *error text*

Explanation: Memory objects could not be created by the program.

System action: The program terminates.

User response: Check the memory state of the computer running the program.

ANS27049E **Failure querying with pattern** *search pattern***:** *error text*

Explanation: Multiple entries for the same file and version have been found. This error indicates inconsistent file entries in the file space.

System action: The operation is aborted.

User response: Run the reconciliation tool. Rerun the operation.

ANS27050E **Failure querying IBM Spectrum Protect server for file entries with pattern** *search pattern***:** *error text*

Explanation: Querying the IBM Spectrum Protect server for the requested files failed.

System action: The IBM Spectrum Protect server entry listing operation is not performed.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the list operation.

ANS27051E **An error occured during a file rename operation with pattern** *search pattern***:** *error text*

Explanation: Server file entry rename operation failed.

System action: The IBM Spectrum Protect server entry rename operation is not performed.

User response: Check server configuration and permissions.

ANS27052E **Failure querying IBM Spectrum Protect server for file entries with pattern** *search pattern***:** *error text*

Explanation: Querying the IBM Spectrum Protect server for the requested files failed.

System action: The IBM Spectrum Protect server entry rename operation is not performed.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the rename operation.

ANS27053E Failure opening file rename transaction: *error text*

Explanation: The application could not open the transaction context for an entry rename operation on the IBM Spectrum Protect server.

System action: The file entry or the file entries are not renamed on the IBM Spectrum Protect server.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the rename operation.

ANS27054E Failure closing file rename transaction: *error text*

Explanation: The application could not close the transaction context for an entry rename operation on the IBM Spectrum Protect server.

System action: None. The operation continues with the next action.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the rename operation.

ANS27055E Failure restoring file '*file name***':** *error text*

Explanation: Multiple entries for the same file and version have been found. This error indicates inconsistent file entries in the file space.

System action: The operation is aborted.

User response: Run the reconciliation tool. Rerun the operation.

ANS27056E Failure querying IBM Spectrum Protect server for file entries with pattern *search pattern***:** *error text*

Explanation: Querying the IBM Spectrum Protect server for the requested files failed.

System action: The IBM Spectrum Protect server entry retrieve operation is not performed.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the retrieve operation.

ANS27057E Failure resetting connection to IBM Spectrum Protect server '*server name***':** *error text*

Explanation: After a file has been retrieved or recalled from a tape library the IBM Spectrum Protect server connection needs to be reset to release the tape.

System action: None. The application continues with the next operation.

User response: Check server TCP/IP connection and the tape library.

ANS27058E Failure retrieving files '*file name or pattern***' from IBM Spectrum Protect server '***server name***':** *error text*

Explanation: Requested files could not be retrieved from the IBM Spectrum Protect server.

System action: The retrieve operation is aborted.

User response: Check server address, configuration and permissions, check file space and disk space on file system.

ANS27059E Failure deleting file '*file name***' from the file system:** *error text*

Explanation: The file has been stored on the IBM Spectrum Protect server. Removing the file from the file system failed.

System action: The file is kept as is. File attributes and file times are recovered.

User response: Check file and volume permissions. Rerun the file migration.

ANS27060E Failure preparing file entry '*file name***' for migration to IBM Spectrum Protect server '***server name***':** *error text*

Explanation: IBM Spectrum Protect server file entry information could not be completly computed.

System action: The file is not migrated to the IBM Spectrum Protect server.

User response: Restart the file migration.

ANS27061E Failure loading files on the IBM Spectrum Protect server '*server name***':** *error text*

Explanation: During the file migration a global error occured.

System action: The file migration will be aborted.

User response: Check server address, configuration and permissions, check file space.

ANS27062E Failure turning file '*file name***' into a stub file:** *error text*

Explanation: The file has been stored on the IBM Spectrum Protect server. Turning the file into stub file failed.

System action: The file is kept as is. File attributes and file times are recovered.

User response: Check if your files have extended

attributes which is not allowed. Rerun the file migration.

ANS27063E Failure sending file data of '*file name***' to IBM Spectrum Protect server '***server name***':**
error text

Explanation: Some file content could not be send to the IBM Spectrum Protect server file space.

System action: The file content transaction is canceled. The file is not stored on the server.

User response: Check the IBM Spectrum Protect server for data space. Retry the file migration.

ANS27064E Failure opening file migration transaction:
error text

Explanation: The application could not open the transaction context for a file migration to the IBM Spectrum Protect server.

System action: The file entry or the file entries are not migrated on the IBM Spectrum Protect server.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the file migration.

ANS27065E Failure closing file migration transaction:
error text

Explanation: The application could not close the transaction context for a file migration to the IBM Spectrum Protect server.

System action: None. The operation continues with the next action.

User response: Check IBM Spectrum Protect server permissions and sanity. Retry the file migration.

ANS27066E Failure removing protection from file '*file name***':**
error text

Explanation: To migrate a file the file protection (read-only flag) must be removed.

System action: The file is not migrated. Attributes are restored.

User response: Check file permissions and user permissions.

ANS27067E Failure validating migrated file '*file name***':**
error text

Explanation: A file has been migrated to the IBM Spectrum Protect server but could not be queried on that server.

System action: The file is not turned into a stub files. Files attributes are restored on the file system.

User response: Retry file migration.

ANS27068E The file '*file name***' specified as parameter was not found**

Explanation: The file specified as parameter could not be found.

System action: The program terminates.

User response: Specify a path to an existing file.

ANS27069E The program '*program name***' was used in an incorrect way**

Explanation: The specified parameter syntax is not correct.

System action: The program terminates.

User response: Type the program name for usage information or refer to the documentation.

ANS27090E An error occured during file analysis:
error text

Explanation: The file object id could not be obtained or set.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27353E An unexpected error occurred when terminating the program.
Errno value:0x*errno String*

Explanation: An unexpected error occurred after stopping logging.

System action: The application continues.

User response: Contact IBM Software Support for help and indicate the message text information.

ANS27354E 'ALL' cannot be used as file space name.

Explanation: The HSM reserved key word 'ALL' was used as file space name.

System action: The application aborts.

User response: Check the specified file space list.

ANS27355E Unable to copy '*extension dll name*' to '%%WINDIR%%\\Cluster'.

Explanation: The application cannot copy extension dll to '%%WINDIR%%\\Cluster'.

System action: The application aborts.

User response: Check the log file for error details.

ANS27356E Unable to copy '*resource type dll name*' to '%%WINDIR%%\\Cluster'.

Explanation: The application cannot copy resource type dll to '%%WINDIR%%\\Cluster'.

System action: The application aborts.

User response: Check the log file for error details.

ANS27357E Unable to register the resource type dlls. The cluster state cannot be determined.

Explanation: The installation cannot determine the cluster state.

System action: The application aborts.

User response: Make sure that the node belongs to a cluster.

ANS27358E Unable to get windows directory of the node.

Explanation: The application cannot get windows directory of the node.

System action: The application aborts.

User response: Check the log file for error details.

ANS27359E Could not initialize backend libraries.

Explanation: Backend library initialization failed.

System action: Extension dialog can't be opened.

User response: Please verify that the backend libraries are installed and configured.

ANS27360E Could not initialize backend libraries or missing configuration file (dsm.opt).

Explanation: Backend library initialization failed or configuration file (dsm.opt) is missing.

System action: The application aborts.

User response: Verify whether the backend libraries are installed and configuration file (dsm.opt) is configured.

ANS27361E Can't save configuration. Mount path no longer exists: '*mount path*'

Explanation: Extension dialog tried to save a configuration for a mount path that meanwhile has disappeared.

System action: The configuration is not saved, but stays in registry, if it was already saved before. The dialog displays another mount path.

User response: Select the Cleanup button to interactively remove mount paths from the registry.

ANS27362E Can't save configuration of mount path: '*other mount path*'
The volume is already configured through mount path: '*other mount path*'

Explanation: Extension dialog tried to configure a volume with a mount path which is already configured through another mount path.

System action: The configuration is not saved. The mount path stays configured through the other mount path.

User response: To change the configuration, select the other mount path and apply changes there.

ANS27363E The specified volume could not be unconfigured.

Explanation: Deleting the configuration of the specified volume from registry failed unexpectedly.

System action: The configuration of the specified volume may be corrupted.

User response: Try to delete the configuration again. If deleting the configuration fails again, contact IBM Software Support.

ANS27364E Cannot unconfigure while reconcile is running on volume.

Explanation: You tried to unconfigure a volume while reconcile is running on that volume.

System action: Volume stays configured.

User response: Wait until the reconciliation of this volume is done. Then the volume can be unconfigured.

ANS27365E Unable to perform COM registration of resource type extension dll.

Explanation: The application cannot perform COM registration of resource type extension dll.

System action: The application aborts.

User response: Make sure that the resource type extension dll exists under the %%WINDIR%%\\ Cluster and check the log file for error details.

ANS27366E Unable to perform COM unregistration of resource type extension dll.

Explanation: The application cannot perform COM unregistration of resource type extension dll.

System action: The application aborts.

User response: Make sure that the resource type extension dll exists under the %%WINDIR%%\\ Cluster and check the log file for error details.

ANS27367E Unable to unregister resource type dll, because there is still reconcile configuration on the cluster.

Explanation: Unable to unregister resource type dll, because there is still reconcile configuration on the cluster.

System action: The application aborts.

User response: Delete all of reconcile configurations on the cluster and try the operation again.

ANS27368I Please create at least 1 file space before using the extension panel.

Explanation: To configure volumes for reconciliation at least one file space is required.

System action: Extension dialog is not displayed.

User response: Create a file space. Then open the extension panel.

ANS27369E Failure creating file needed for reconciliation (*expected size* **KB):** *file name*

Explanation: Reconcile hashtable file could not be created. The file is needed to store information during reconciliation.

System action: Reconcile is aborted for this volume.

User response: Make sure there is enough free space on the volume to create the file. Add some extra space as the file size is only an estimate and might need additional space.

ANS27370E Failure running the application: *error message*

Explanation: An application error occured.

System action: The application aborts.

User response: Check the log file for error details.

ANS27371E Cannot define the current node resource.

Explanation: Definition of the Microsoft cluster node failed.

System action: The application aborts

User response: Check the log file for error details.

ANS27372E Cannot define owner of the resource '*resource name***'.**

Explanation: Define owner of Microsoft cluster resource failed.

System action: The application aborts

User response: Check the log file for error details.

ANS27373E Failure deleting IBM Spectrum Protect server object.
load time: '*load time***',**
server: '*server***',**
user: '*user***',**
filespace: '*filespace***',**
IBM Spectrum Protect server object ID (hi/lo): 0x*hi* **/ 0x***lo*

Explanation: An error occurred while reconciliation tried to delete a server object.

System action: Delete operation is skipped and reconciliation proceeds.

User response: Verify that the IBM Spectrum Protect server is accurately configured and available.

ANS27374E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when deleting instance.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27375E Cannot delete resource '*resource name***'.**

Explanation: Delete Microsoft cluster resource failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27376E The file space names in the list were not unique.

Explanation: There were two file spaces with the same name.

System action: The application aborts.

User response: Check the specified file space list.

ANS27377E Unable to enumerate the registered resource types on the node.

Explanation: Unexpected error occurred when enumerating the registered resource types on the node.

System action: The application aborts.

User response: Check the log file for error details.

ANS27378E Failure validating registry key: '*registry key***'**
Error: '*error***'**

Explanation: A registry key used for reconcile configuration contains invalid data.

System action: Operation aborts.

User response: Contact IBM Software Support.

ANS27379W Failure while saving configuration for mount path:
mount path

Explanation: An error occurred while saving configuration to registry.

System action: System will reload saved configuration and apply a general validation check. Settings might differ from previous input.

User response: Check all settings of currently displayed mount path. If validation fails, contact IBM Software Support.

ANS27380E Unable to set loaded dll free.

Explanation: The application cannot set loaded dll free.

System action: The application aborts.

User response: Check the log file for error details.

ANS27381E Unable to unload the resource type extension dll.

Explanation: The application cannot unload the resource type extension dll.

System action: The application aborts.

User response: Make sure that the resource type extension dll exists under the %%WINDIR%%\\ Cluster and check the log file for error details.

ANS27382E Unable to get version number of '*dll name***'.**

Explanation: The application cannot get version number of dll.

System action: The application aborts.

User response: Make sure that dll exists and has not been modified.

ANS27383E Getting file spaces failed.

Explanation: The program was not able to get the list of file spaces.

System action: The conversion program aborts.

User response: Please check the connection to the database server.

ANS27384E Cannot get name of the resource '*resource ID***'.**

Explanation: Get name of Microsoft cluster resource failed.

System action: The application aborts

User response: Check the log file for error details.

ANS27385E Unable to get state of resource type dlls.

Explanation: Unable to get state of resource type dlls.

System action: The application aborts.

User response: Make sure that the resource type dlls (HSMResTypDLL.dll and HSMResTypDLLEx.dll) were registered and copied into the right directory and check the log file for error details.

ANS27386E Unable to get state of registration of resource type dlls.

Explanation: The application cannot get the state of registration of resource type dlls.

System action: The application aborts.

User response: Check the log file for error details.

ANS27387E hsmmonitor service has stopped due to an error. Error is written to Windows event log.

Explanation: Hsmmonitor service has been stopped with an error.

System action: Error is written to Windows event log. Scheduled reconcile tasks will not execute.

User response: Restart hsmmonitor service as soon as possible to assure that reconcile tasks will be processed.

ANS27388W hsmmonitor service has stopped.

Explanation: Hsmmonitor service has been stopped.

System action: Scheduled reconcile tasks will not execute.

User response: Restart hsmmonitor service as soon as possible to assure that reconcile tasks will be processed.

ANS27389W Hsmmonitor service has stopped with a warning. Warning is written to Windows event log.

Explanation: Hsmmonitor service has been stopped with a warning.

System action: Warning is written to Windows event log. Scheduled reconcile tasks will not execute.

User response: Restart hsmmonitor service as soon as possible to assure that reconcile tasks will be processed.

ANS27390W *service name* **is not yet running. Reconcile tasks will be delayed until it is running.**

Explanation: The service is needed for reconcile tasks to execute.

System action: Scheduled reconcile tasks will be delayed until the service is running.

User response: If the service does not start automatically, start it manually. Otherwise simply wait until it has started.

ANS27391E The HSM recall service is not running.

Explanation: If the HSM recall service is not running, stub file attributes cannot be read.

System action: Reconciliation canceled because of the missing HSM recall service.

User response: Start the HSM recall service and rerun reconciliation.

ANS27392W Found an inconsistent file: '*orphan file name***'.**

Explanation: Found a file without an external object ID or unequal object IDs.

System action: The process ignores this inconsistency and continues.

User response: This problem can be solved by remigrating the file.

ANS27393E Initialization of extension utility failed: *error message*

Explanation: Failure when initializing an extension utility.

System action: The application or reconcile dialog aborts.

User response: Make sure application is running under an administrator account. Check the log file for error details.

ANS27394E Installation of resource type dlls failed.

Explanation: The application cannot install resource type dlls.

System action: The application aborts.

User response: Check the log file for error details.

ANS27395E Versions of deleted files must be between *minimum versions of deleted files* **and** *maximum versions of deleted files***.**

Explanation: The specified value for versions of deleted files was not valid.

System action: Show the correct range for version of deleted files. The application aborts.

User response: Check the validity of the specified parameter value.

ANS27396E Versions of existing files must be between *minimum versions of existing files* **and** *maximum versions of existing files***.**

Explanation: The specified value for versions of existing files was not valid.

System action: Show the correct range for version of existing files. The application aborts.

User response: Check the validity of the specified parameter value.

ANS27397E The Next Reconcile Time was not valid.

Explanation: The specified next reconcile time was not valid.

System action: Show the correct format of next reconcile time. The application aborts.

User response: Check the validity of the specified parameter value.

ANS27398E The Reconcile Interval must be between *minimum of reconcile interval* **and** *maximum of reconcile interval***. (both inclusive)**

Explanation: The specified reconcile interval was not valid.

System action: Show the correct range of reconcile interval. The application aborts.

User response: Check the validity of the specified parameter value.

ANS27399E Please give '*yes***' or '***no***' to the RECONCILENOW-option.**

Explanation: The specified value for option RECONCILENOW was not valid.

System action: Show the correct value for option

RECONCILENOW. The application aborts.

User response: Check the validity of the specified parameter value.

ANS27400E License expired.

Explanation: License expired.

System action: Extension dialog can't open.

User response: Check license.

ANS27401E License expired.

Explanation: License expired.

System action: The application aborts.

User response: Check license.

ANS27402E License Registration failed.

Explanation: License Registration failed.

System action: Extension dialog can't open.

User response: Check license.

ANS27403E License Registration failed.

Explanation: License Registration failed.

System action: The application aborts.

User response: Check license.

ANS27404E Unable to load required dll '*dll name***'.**

Explanation: The application cannot load required dll.

System action: The application aborts.

User response: Check the log file for error details.

ANS27405E Unable to load resource type extension dll.

Explanation: The application cannot load the resource type extension dll.

System action: The application aborts.

User response: Make sure that the resource type extension dll exists under the %%WINDIR%%\\ Cluster.

ANS27406E Invalid Max Reconcile Process Number. It must be a number between *minimum number of max reconcile process* **and** *maximum number of max reconcile process***. (both inclusive)**

Explanation: Value of max reconcile process out of range.

System action: Show correct range of max reconcile process. The application aborts.

User response: Check the input value of max reconcile process.

ANS27407W A file space was not in the search list (file: '*orphan file name***'; file space: '***file space name***'; server:'***server name***'; user:'***user name***');).**

Explanation: The file space name of this stub file was not in the search list for processing.

System action: Reconcile is not able to identify and delete obsolete objects in the missing file space.

User response: If reconcile should also delete obsolete objects from this file space, add the file space for complete processing.

ANS27408E Reconcile aborted due to a removed volume in: '*volume mount point***'.**

Explanation: Hsmmonitor service was stopped and aborted the running reconciliation.

System action: Reconciliation of the volume has not entirely completed.

User response: During reconciliation do not remove any volumes. Doing so can create data loss.

ANS27409E The resource type dlls are missing.

Explanation: The installation might not be completely. The resource type dlls are missing.

System action: The application aborts.

User response: Make sure that the resource type dlls (HSMResTypDLL.dll and HSMResTypDLLEx.dll) were registered and copied into the right directory and check the log file for error details.

ANS27410W Mount path no longer exists: '*mount path***'**

Explanation: A mount path disappeared configuring the mount path.

System action: The configuration of the mount path stays in registry, if it was already saved before. The dialog displays another mount path.

User response: Select the Cleanup button to interactively remove mount paths from the registry.

ANS27411E Not enough memory.

Explanation: The application cannot allocate enough memory.

System action: The application aborts.

User response: Make sure that enough memory is available and check the log file for error details.

ANS27412E The local host is not the owner of the reconcile configuration resource *resource name***.**

Explanation: The application accessed a resource, which is does belong to the local host.

System action: Access denied. Operation on the resource aborts.

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27413E No access to a file or a directory: '*file name***'.**

Explanation: The process has no access to a file or a directory.

System action: Without access to all files, the operation cannot complete.

User response: Please check the access permissions of the file or the directory.

ANS27414E No available file space.

Explanation: No available files space.

System action: The application aborts.

User response: You need to create at least one file space.

ANS27415E Cannot take resource '*resource name***' offline.**

Explanation: Takeing the Microsoft cluster resource offline failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27416W Found an object of a pre HSM 5.4.0 client: '*file name***'.**

Explanation: Pre HSM 5.4.0 server objects are not processed by reconciliation.

System action: Reconciliation does not remove obsolete pre HSM 5.4.0 server objects.

User response: Use the tool 'dsmReconConverter.exe' to upgrade these objects.

ANS27417E Cannot bring resource '*resource name***' online.**

Explanation: Bringing the Microsoft cluster resource online failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27418E Unable to open a enumeration handle.

Explanation: The application cannot open a handle to enumeration registered resource types.

System action: The application aborts.

User response: Check the log file for error details.

ANS27419E Unable to load required function '*function name***' from '***dll name***'.**

Explanation: The application cannot load the required function from dll.

System action: The application aborts.

User response: Make sure that the dll exists and has not been modified.

ANS27420E Cannot open handle to '*resource name***'.**

Explanation: Opening the handle to Microsoft cluster resource failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27421E There is no data on the IBM Spectrum Protect Server '*server name***' under user '***user name***' for file: '***orphan file name***' (file space: '***file space name***').**

Explanation: The process found an orphan file (no data on the IBM Spectrum Protect Server).

System action: The operation cannot be completed if any orphan stub file has been found.

User response: Replace the orphan stub file with the last backup version to solve the problem.

ANS27422E The time specified for the next reconciliation is not valid. The time must be at least 1 min in the future.

Explanation: The Next Reconcile time must be set at least 1 minute in the future. The time provided was prior to that time.

System action: Processing stops.

User response: Run the command again and select a new time, which is at least 1 minute in the future.

ANS27423E Failed to read command line arguments.

Explanation: Cannot allocate enough memory to save command line arguments.

System action: The application aborts.

User response: Please reserve enough memory for the application.

ANS27424E Reading Number of Max Reconcile Process failed.

Explanation: Reading max reconcile process number from registry failed.

System action: No max reconcile process read from registry. The application aborts.

User response: Check access permission of registry.

ANS27425E Reading volume configuration from registry failed.

Explanation: Reading volume configuration from registry failed.

System action: The application aborts.

User response: Check the log file for error details.

ANS27426E Reconcile aborted due to shutdown of hsmmonitor service. Volume: '*reconcile volume***'.**

Explanation: Hsmmonitor service was stopped and aborted the running reconciliation.

System action: Reconciliation of the volume has not entirely completed.

User response: Reconciliation of this volume will be executed again when hsmmonitor service starts. No need to schedule an additional reconciliation.

ANS27427E Conversion aborts because of running reconciliation jobs.

Explanation: One or more reconciliation jobs are currently running.

System action: Conversion process aborts.

User response: Wait until reconciliation jobs are finished before restating conversion.

ANS27428E Unable to register the resource type extension dll.

Explanation: The application cannot register the resource type extension dll.

System action: The application aborts.

User response: Make sure that the resource type extension dll exists under the %%WINDIR%%\\ Cluster and check the log file for error details.

ANS27429E Unable to register the resource type dll.

Explanation: The application cannot register the resource type dll.

System action: The application aborts.

User response: Make sure that the resource type dll exists under the %%WINDIR%%\\Cluster and check the log file for error details.

ANS27430E Unexpected error. Saved configuration disappeared, mount path: '*mount path***'**

Explanation: The extension dialog cannot find a configuration after saving it. This is probably due to a manual registry manipulation.

System action: The mount path is not configured.

User response: Try to save the configuration again. If it fails again, check the log file for details or contact IBM Software Support.

ANS27431E Saving volume configuration failed.

Explanation: Saving volume configuration failed.

System action: No volume configuration will be saved into registry. The application aborts.

User response: Check access permission of registry and check the log file for details.

ANS27432E Could not restore the object ID of a file: '*orphan file name***'.**

Explanation: Restore of an external file object ID failed.

System action: The process ignores this problem and continues.

User response: Please check the access permissions of this file.

ANS27433E Setting Max Reconcile Process Number failed.

Explanation: Setting max reconcile process number failed.

System action: No max reconcile process number will be written in registry. The application aborts.

User response: Check access permission of registry.

ANS27434E Cannot set the value of NumberOfServerObjects of the resource '*resource name***'.**

Explanation: Setting the NumberOfServerObjects parameter of the Microsoft cluster resource failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27435E Cannot set value of ReconcileNow of the resource '*resource name*'.

Explanation: Setting the ReconcileNow parameter of Microsoft cluster resource failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27436E Cannot set the value of a parameter of the resource '*resource name*'.

Explanation: Setting the parameter of Microsoft cluster resource failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27437E Cannot set value of ReconcileRunning of the resource '*resource name*'.

Explanation: Setting the ReconcileRunning parameter of the Microsoft cluster resource failed.

System action: The application aborts

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27438E A program initialization problem occurred.

Explanation: Cannot start cluster features.

System action: The application aborts.

User response: Check the log file and contact IBM Software Support for help.

ANS27439E A program initialization problem occurred.

Explanation: Cannot start conversion.

System action: The application aborts.

User response: Check the log file and contact IBM Software Support for help.

ANS27440E A program initialization problem occurred.

Explanation: Cannot start domain controller.

System action: The application aborts.

User response: Check the log file and contact IBM Software Support for help.

ANS27441E A program initialization problem occurred.

Explanation: Cannot start storage.

System action: The application aborts.

User response: Check the log file and contact IBM Software Support for help.

ANS27442E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when stopping cluster features.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27443E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when stopping conversion.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27444E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when stopping domain controller.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27445E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when stopping driver.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27446E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when stopping logging.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27447E An unexpected error occurred when terminating the program.

Explanation: An unexpected error occurred when stopping storage.

System action: The application continues.

User response: Check the log file and contact IBM Software Support for help.

ANS27448E Syntax error or wrong parameter. Please check the usage.

Explanation: Syntax error or wrong parameter.

System action: Show command usage. The application aborts.

User response: Check the usage.

ANS27449E File space *file space name* **is not available on the IBM Spectrum Protect server :***server name* **under user name** *node name*

Explanation: One or more entries of the file space list do not exist on the IBM Spectrum Protect server.

System action: Processing stops.

User response: Check the specified file space list.

ANS27450E An unexpected error occurred: *unexpected error*

Explanation: An unexpected error occurred (MFC exception).

System action: Operation or program aborts.

User response: Check the log file and contact IBM Software Support for help.

ANS27451E An unknown unexpected error occurred.

Explanation: An unknown unexpected error occurred (unknown exception).

System action: Operation or program aborts.

User response: Check the log file and contact IBM Software Support for help.

ANS27452E Uninstallation of resource type dlls failed.

Explanation: The application cannot uninstall resource type dlls.

System action: The application aborts.

User response: Check the log file for error details.

ANS27453W The selected file spaces contain unknown file spaces:
file space

Explanation: A mount path configured by another mount path has unknown file spaces.

System action: Unknown file spaces are in list together with known ones.

User response: Select mount path that configures this mount path and change the setting.

ANS27454W Unknown file space not added to selection:
file space

Explanation: A file space previously set in configuration now does not exist.

System action: File space is removed from list of selected file spaces in volume reconcile configuration.

User response: The change can be accepted with 'Apply' or 'Ok'. To avoid this message, a file space should be removed from all configurations before it is deleted.

ANS27455E Unable to unregister the resource type extension dll.

Explanation: The application cannot unregister the resource type extension dll.

System action: The application aborts.

User response: Make sure that the resource type extension dll exists under the %%WINDIR%%\\ Cluster and check the log file for error details.

ANS27456E Unable to unregister the resource type dll.

Explanation: The application cannot unregister the resource type dll.

System action: The application aborts.

User response: Make sure that the resource type dll exists under the %%WINDIR%%\\Cluster and check the log file for error details.

ANS27457E Found unresolved objects.

Explanation: Unresolved objects are found during file system scan.

System action: The operation cannot complete if any unresolved objects are detected.

User response: Please solve all problems with unresolved files and restart the process.

ANS27458E **Conversion failed of a pre HSM 5.4.0 client object: '***file name***'.**

Explanation: An error occurred during conversion of a pre HSM 5.4.0 client object.

System action: Conversion stops if any upgrade failed.

User response: Check the log file and contact IBM Software Support for help.

ANS27459E **Failure getting volume for UNC path: '***UNC path***'**
Error description: *error message*

Explanation: The volume of an UNC path could not be determined.

System action: Reconciliation aborts.

User response: Make sure network connection is activated and properly configured.

ANS27460E **Failure analyzing B/A client trace file for backup failures:**
Trace file: '*B-A client trace file name***'**

Explanation: The B/A client trace file cannot be exploited to analyze backup failures.

System action: No backup will be performed before file migration.

User response: Check the log file for a more detailed reason description.

ANS27461E **Failure running IBM Spectrum Protect B/A client executable:**
originator error string

Explanation: The B/A client executable could not be run.

System action: No backup will be performed before file migration.

User response: Check the log files for more detailed information.

ANS27462E **The IBM Spectrum Protect B/A client must not be configured to prompt interactively for a password.**
Option file: '%1'

Explanation: Migration job files with the backup before migration option cannot be processed correctly.

System action: No backup will be performed before file migration.

User response: Configure the B/A client to maintain the password automatically (PASSWORDACCESS=GENERATE).

ANS27463E **No password access mode found in the IBM Spectrum Protect B/A client's option file.**
Option file: '*option file path***'**

Explanation: For migration job files with the backup before migrate option, the B/A client need be configured with password access generate.

System action: No backup will be performed before file migration.

User response: Configure the B/A client to maintain the password automatically (PASSWORDACCESS=GENERATE).

ANS27464E **The currently installed IBM Spectrum Protect backup-archive client API version** *backup-archive client API installed version* **is not supported with HSM client version** *HSM client installed version***. You need to install at least backup-archive client version** *minimum backup-archive client API version***, but lower than version** *maximum backup-archive client API version***.**

Explanation: The backup-archive client API version is too old or too new for the installed version of the HSM client.

System action: The currently installed backup-archive client API can not be used by the HSM client.

User response: Install an appropriate version of the backup-archive client API.

ANS27465E **Failure configuring target='***configuration target string***', key='***configuration key***', value='***configuration value***':**
error string

Explanation: The desired configuration changes could not be applied.

System action: The configuration has not been changed.

User response: Check if the specified target and the configuration key are valid and if the value is in range for the key.

ANS27466E **The listing file '***listing file name***' already exists.**

Explanation: IBM Spectrum Protect HSM applications need to open a new listing file during startup. The listing file name is created based on the current time.

System action: The IBM Spectrum Protect HSM application terminates.

User response: Wait a moment and restart the desired operation.

ANS27467E Failure running migration for job file '*migration job file name*':
originator message

Explanation: The migration job did not run properly.

System action: The job was not run or canceled.

User response: Check the reason for the failed migration and correct the problem.

ANS27468E Failure opening listing file '*listing file name*'

Explanation: IBM Spectrum Protect HSM applications need to open a new listing file during startup. The listing file name is created based on the current time.

System action: The IBM Spectrum Protect HSM application terminates.

User response: Make sure that the listing file directory is accessible and permissions are sufficient to write the listing file.

ANS27469E The log file '*log file name*' could not be opened.

Explanation: IBM Spectrum Protect HSM applications need to open their log files during startup.

System action: The IBM Spectrum Protect HSM application terminates.

User response: Make sure that the log file is not locked by another application, and that no other reason, like missing access rights, prevents the HSM application from opening the log file.

ANS27470E Failure retrieving content of stub file '*stub file path*' from IBM Spectrum Protect server '*server name*', file space '*file space*':
error string

Explanation: The stub file could not be restored from the IBM Spectrum Protect server.

System action: The recall for the stub file will be canceled and the recalling user application will be released from waiting.

User response: Check the log files for more detailed information. Check why the stub file could not be restored from IBM Spectrum Protect server.

ANS27480E Reparse point read error of stub file: '*filename*'.

Explanation: The process could not read the reparse point data.

System action: Without the reparse point data the operation can not be completed.

User response: Please check the file access permissions and that this file is a valid IBM Spectrum Protect HSM for Windows stub with correct version.

ANS27481E The multithreaded IBM Spectrum Protect B/A client API could not be initialized:
IBM Spectrum Protect B/A client error message

Explanation: The B/A client API reports an error during initialization. The IBM Spectrum Protect functionality cannot be used.

System action: The IBM Spectrum Protect interface library will be unloaded.

User response: Check the error message of the B/A client and solve the reported issue. Retry the desired operation.

ANS27482E Failure analyzing B/A client audit trace file for backup failures:
Audit trace file: *audit trace file name*
Error message: *error text*

Explanation: The B/A client audit trace file cannot be exploited for backup result analysis.

System action: No backup will be performed before file migration, the migration will not be run without backup.

User response: Check log file for a more detailed reason description.

ANS27483E Failure while loading configuration values for the IBM Spectrum Protect B/A client:
error text

Explanation: The IBM Spectrum Protect HSM for Windows B/A client configuration is not valid.

System action: The backup operation cannot be run.

User response: Check error text and log file for a more detailed reason description. Correct the configuration or re-install the product and retry the desired operation.

ANS27485E NTFS change journal has been truncated for volume '*volume name*' while reconcile is running.

Explanation: The NTFS change journal size was too small for all file system changes.

System action: Process has been stopped to avoid a possible data loss because of the truncted NTFS change journal.

User response: Increase the size of the NTFS change journal or choose a time with low user activity on the volume.

ANS27496E The migration candidate file *file name* was recently modified.

Explanation: A file was changed after scanning. Migration job rules may no longer apply.

System action: The file will be excluded from migration.

User response: Run the migration job once again. If the job filter criteria still apply to the file, it will be migrated then.

ANS27497E The migration candidate file *file name* could not be write protected:
error text

Explanation: To protect against external modifications, migration candidate files are write locked before the actual migration. The lock operation failed for some reason.

System action: The file will be excluded from migration.

User response: Check the log files for the reason reported by the Windows system. Run the migration job once again.

ANS27498E The file *file name* could not be backed up.

Explanation: Backup failed for some file.

System action: The file will be excluded from migration.

User response: Check the B/A client log files for a reason. If backup failed due to a global failure, also check the log files of the program you ran for migration.

ANS27499E Unknown backup result for *file name*, assuming backup failure.

Explanation: No backup result information could be found for a file during backup result analysis.

System action: A backup failure is assumed, and the file will be excluded from migration.

User response: Check the B/A client log files for a reason. If backup failed due to a global failure, also check the log files of the program you ran for migration.

ANS27500E The backup result analysis failed.

Explanation: The IBM Spectrum Protect HSM Client could not analyze backup results properly.

System action: To avoid that files that have not been backed up correctly are migrated, concerned files are not migrated.

User response: Check the log files of the program you ran for migration and the B/A Client log files. Ensure that the IBM Spectrum Protect B/A Client is executed with option -filesonly.

ANS27501E Failure running migration job '*migration job file name*':
originator message

Explanation: The migration did not run properly.

System action: The migration was not run or canceled.

User response: Check the reason for the failed migration and correct the problem.

ANS27502E The job list file '*job file name*' could not be found

Explanation: A migration job list file could not be found.

System action: The migration job list can not be executed.

User response: Specify an existing job list file or create the missing job list file.

ANS27508E The list migration candidate file '*file name*' listed in job '*job file name*' at line *line number* could not be processed:
error text

Explanation: A list migration job line, which is interpreted as a file name by the IBM Spectrum Protect HSM Client, could not be processed.

System action: The line in the list migration job file will be skipped. The migration candidate file will be excluded from migration.

User response: Correct the list migration job file and run the migration job again.

ANS27579E **The *value name* value must be in the range of *minimum* and *maximum*.**

Explanation: The specified value was not valid.

System action: Show the correct range and abort.

User response: Check the validity of the specified parameter value.

ANS27580E **The *value name* value must be set to *yes* or *no*.**

Explanation: The specified value was not valid.

System action: Show the correct values.

User response: Check the validity of the specified parameter value.

ANS27581E **The *value name* value must be set to *choice 1*, *choice 2* or *choice 3*.**

Explanation: The specified value was not valid.

System action: Show the correct values.

User response: Check the validity of the specified parameter value.

ANS27582E **File space does not exist: '*file space name*'.**

Explanation: A file space with the specified name cannot be found.

System action: Abort command.

User response: Specify the name of an existing file space.

ANS27583E **Threshold migration file space is not specified.**

Explanation: The threshold migration file space name has not been specified.

System action: Abort command.

User response: Specify the name of an existing file space.

ANS27584E **Threshold migration file space is not specified.**

Explanation: To configure a mount path for threshold migration, the file space to be used must be specified, if the mount path is not configured for threshold migration yet.

System action: Abort command.

User response: Specify the name of an existing file space.

ANS27585E **Setting Max Threshold Processes Number failed.**

Explanation: Setting max threshold processes number failed.

System action: No max threshold processes number is be written to registry. The application aborts.

User response: Check access permission of registry.

ANS27590E **Invalid Max Threshold Processes Number. It must be a number between *minimum number of max threshold processes* and *maximum number of max threshold processes*. (both inclusive)**

Explanation: The value of max threshold processes is out of range.

System action: Show the correct range of max threshold processes. The application aborts.

User response: Check the input value of max threshold processes.

ANS27591E **Reading Number of Max Threshold Processes failed.**

Explanation: Reading max threshold processes number from registry failed.

System action: The max threshold processes value is not read from registry. The application aborts.

User response: Check access permission of registry.

ANS27627E **Volume Mount Path:'*specified volume mount path*' is not a valid configuration path.**

Explanation: To be valid the path must point to a local, fixed NTFS/ReFS drive. Also the path must not contain recursively mounted volumes.

System action: Operation aborts.

User response: Specify a valid volume mount path.

ANS27663E **Unknown file space detected in configuration:** *file space*

Explanation: A mount path configured by another mount path has an unknown file space configured.

System action: The unknown file space is in the configuration.

User response: Select the mount path that configures this mount path and change the setting.

ANS27664E Unknown file space detected in configuration: *file space*

Explanation: A file space previously set in the configuration now does not exist.

System action: The file space is replaced by 'select file space' in the file space selection control.

User response: The change can be accepted with 'Apply' or 'Ok' after selecting a file space. To avoid this message, a file space should be removed from all configurations before it is deleted.

ANS27667E Failure validating registry keys: '*registry key***'**
Error: '*error***'**

Explanation: Invalid reconciliation or threshold configuration data has been detected in registry.

System action: Processing stops.

User response: Contact IBM Software Support.

ANS27668E Low threshold value '*low threshold***' can not be bigger or equal high threshold value '***high threshold***'**

Explanation: Low threshold value is bigger or equal high threshold value.

System action: Operation aborts.

User response: Set correct low and/or high threshold value.

ANS27669E Running the IBM Spectrum Protect B/A client returns an error code as result code: *error number*

Explanation: The B/A client executable returns a global warning or error failure.

System action: The backup operation will be canceled.

User response: Check the B/A client log files for more detailed information.

ANS27681E Could not open handle for candidate list file '*file path***'.**

Explanation: The specified file is supposed to contain the list of candidates for Threshold Migration of the containing volume. If the file cannot be opened (with read and write access), threshold migration cannot work properly.

System action: File handle for the candidate list could not be opened. Threshold Migration will not be able to process this volume.

User response: Check the log file (hsmmonitor.log) for details. In particular, make sure the candidate list file is not read-only or locked by another process.

ANS27682E Could not create file mapping handle for file '*file path***'.**

Explanation: The specified file is supposed to contain the list of candidates for Threshold Migration of the containing volume. If this file cannot be mapped, threshold migration cannot work properly.

System action: File mapping object for the candidate list could not be created. Threshold Migration will not be able to process this volume.

User response: Check the log file (hsmmonitor.log) for details. In particular, make sure there is enough space for the candidate list file on the volume.

ANS27683W Could not grow candidate list file '*file path***'.**

Explanation: The candidate list file for Threshold Migration tried to reserve more space but failed. This may have impact on the task that requested to append items.

System action: Growing the candidate list terminated with a failure. The overall process will not be affected, but Threshold Migration might function suboptimally.

User response: Check the log file (hsmmonitor.log) for details. In particular, make sure there is enough space for the candidate list file on the volume.

ANS27684E Unable to unregister resource type dll, because there is still hsmmonitor configuration on the cluster.

Explanation: Unable to unregister resource type dll, because there is still reconcile and/or threshold migration configuration on the cluster.

System action: The application aborts.

User response: Delete all reconcile and thresold migration configurations on the cluster and try the operation again.

ANS27685E hsmmonitor service has stopped due to an error. Error is written to Windows event log.

Explanation: hsmmonitor service has been stopped with an error.

System action: Error is written to Windows event log. Scheduled reconcile and threshold migration tasks will not execute.

User response: Restart hsmmonitor service as soon as possible to assure that reconcile and threshold migration tasks will be processed.

ANS27686W hsmmonitor service has stopped.

Explanation: hsmmonitor service has been stopped.

System action: Scheduled reconcile and threshold migration tasks will not execute.

User response: Restart hsmmonitor service as soon as possible to assure that reconcile and threshold migration tasks will be processed.

ANS27687W hsmmonitor service has stopped with a warning. Warning is written to Windows event log.

Explanation: hsmmonitor service has been stopped with a warning.

System action: Warning is written to Windows event log. Scheduled reconcile and threshold migration tasks will not execute.

User response: Restart hsmmonitor service as soon as possible to assure that reconcile and threshold migration tasks will be processed.

ANS27688W *service name* **is not yet running. Threshold Migration tasks will be delayed until it is running.**

Explanation: The service is needed for threshold migration tasks to execute.

System action: Threshold migration tasks will be delayed until the service is running.

User response: If the service does not start automatically, start it manually. Otherwise simply wait until it has started.

ANS27689E Initialization of extension utility failed: *error message*

Explanation: Failure when initializing an extension utility.

System action: The application or the reconcile/ threshold migration dialog aborts.

User response: Make sure application is running under an administrator account. Check the log file for error details.

ANS27690E The local host is not the owner of the hsmmonitor configuration resource *resource name***.**

Explanation: The application accessed a resource, which does not belong to the local host.

System action: Access denied. Operation on the resource aborts.

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS27697E An error occured during file analysis: *error text*

Explanation: File streams could not be obtained or evaluated.

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27701E Failure recalling content of stub file '*stub file path***' version=***back end version number***, requesting user: '***user name***': ***error string***

Explanation: The offline file could not be recalled to the file system.

System action: The recall for the stub file is canceled and the recalling user application is released from waiting.

User response: Check the log files for more detailed information. Look for reasons why the stub file could not be restored from IBM Spectrum Protect server.

ANS27702E The IBM Spectrum Protect options file '*optionsfile path***' is not valid, as it does not specify all of the following required options:** *missing options string*

Explanation: The option file does not work without the missing options.

System action: Actions that rely on the options file are cancelled.

User response: Specify a valid IBM Spectrum Protect options file or correct the errors in the current IBM Spectrum Protect options file.

ANS27709E An error occured during file analysis: *error text*

Explanation: File extended attributes operation failed (read, write, or delete).

System action: The program terminates.

User response: Check file permissions and security settings.

ANS27740E Failure writing to listing file '*file name***'**

Explanation: The offline file could not be recalled to the file system.

System action: The HSM application terminates.

User response: Make sure that the listing file directory is accessible and permissions are sufficient to write the listing file.

ANS27744E **Failure opening deletion-hold transaction:**
error text

Explanation: The application could not open the transaction context for a deletion-hold operation on the IBM Spectrum Protect server.

System action: The file entry or the file entries are not protected against expiration on the IBM Spectrum Protect server. In case of a migration no stub files will be created.

User response: Check the log files for a reason code. Check IBM Spectrum Protect server permissions. Retry the operation.

ANS27745E **Failure sending deletion-hold events to IBM Spectrum Protect server '***IBM Spectrum Protect server name***':**
error text

Explanation: A file could not be protected or unprotected by a deletion-hold event on the IBM Spectrum Protect server.

System action: Operations that rely on the event are cancelled: Migration candidate files are not converted to stub files, back end entries are not deleted.

User response: Check the log files for a reason code. Check IBM Spectrum Protect server licenses and permissions. Retry the operation.

ANS27746E **Failure closing deletion-hold transaction:**
error text

Explanation: The application could not close the transaction context for a deletion-hold operation on the IBM Spectrum Protect server.

System action: The file entry or the file entries are not accessible on the IBM Spectrum Protect server. In case of a deletion files cannot be deleted.

User response: Check the log files for a reason code. Check IBM Spectrum Protect server permissions. Retry the operation.

ANS27786E **Failure deleting IBM Spectrum Protect server file object:**
error text

Explanation: The application could not delete a file on the IBM Spectrum Protect server.

System action: None. The operation continues with the next action.

User response: Check IBM Spectrum Protect server permissions. Retry the deletion operation.

ANS27791E **Failure turning executable file '***file name***' into a stub file:**
error text

Explanation: The executable file has been stored on the IBM Spectrum Protect server. Turning the file into stub file failed as the Windows operating system has cached the image section of the file.

System action: The file is kept as is. File attributes and file times are recovered.

User response: The Windows operating system releases the cached file after an unpredictable time. If you need to migrate the file, unmount and mount the volume or reboot. Then run the file migration again.

ANS27811E **Failure sending retention-activate events to IBM Spectrum Protect server '***IBM Spectrum Protect server name***':**
error text

Explanation: The retention period of a file could not be initiated by a retention-activate event on the IBM Spectrum Protect server.

System action: The retention period of the object is not activated. The object remains on the IBM Spectrum Protect server.

User response: Check the log files for a reason code. Check IBM Spectrum Protect server licenses and permissions. Retry the operation.

ANS27813E **Failure starting the service '***service name***':**
error text

Explanation: The service could not be initiated.

System action: The service is not available.

User response: Make sure that you have administrative rights. Check the log files for more information.

ANS27814E **Failure stopping the service '***service name***':**
error text

Explanation: The service could not be shut down due to some problem.

System action: The service does not shut down.

User response: Make sure that you have administrative rights. Check the log files for more information.

ANS27879E **Failure turning executable file '***file name***' into a stub file:**
error text

Explanation: The file has been stored on the IBM Spectrum Protect server. Turning the file into stub file

failed as the Windows operating system keeps the file opened.

System action: The file is kept as is. File attributes and file times are recovered.

User response: The Windows operating system closes the cached file after an unprecditable time. If you need to migrate the file unmount the volume or reboot. Then run the file migration again.

ANS27882E **The modified stub file '***file name***' could not be located on the IBM Spectrum Protect server '***IBM Spectrum Protect server name***'.**

Explanation: The stub file could not be found on the IBM Spectrum Protect server. The HSM migration task cannot update the stub file on the IBM Spectrum Protect server.

System action: The modified stub file was not updated on the IBM Spectrum Protect server.

User response: Restore the file from a backup copy, or delete the stub file.

ANS27883E **The backup configuration file '***config file name***' could not be found or is not a file.**

Explanation: The backup-archive client options file could not be found or is not a valid file.

System action: The backup-before-migrate operations will not be performed and the files will not be migrated to the IBM Spectrum Protect server.

User response: Create a new backup-archive options file or correct the path to the options file you want to specify.

ANS27888E **Options file is not valid:***backup options file***. Please, select a valid backup option file.**

Explanation: The specified file is not a valid options file for the backup-archive client.

System action: Processing stops.

User response: Select a valid options file.

ANS27889E **Management class is not valid :***management class***. Select a valid management class.**

Explanation: The HSM client was not able to find the specified management class in the list of the available management classes of this node.

System action: Processing stops.

User response: Select a valid management class.

ANS27890E *management class* **management class selected for volume** *volume* **does not belong to the domain of your node.**

Explanation: The management class that is selected for the volume does not belong to domain of your node.

System action: Processing stops.

User response: Select another management class for the volume. Select a management class for the domain of your node.To see available management classes for your node, run 'dsmclc listmgmtclasses'.

ANS27897E **A backup options file is specified, but you did not choose to back up files before migration.**

Explanation: You can only specify an options file if you also choose to back up files before migration.

System action: Processing stops.

User response: Select the option to back up files before migration.

ANS27898W **Low threshold for volume** *volume* **could not be reached. Current disk usage** *disk usagepercent***.**

Explanation: Threshold migration was not able to migrate enough files to reach low threshold. There might be resident files available for migration, but these files do not match the criteria for migration such as file age or file size.

System action: Monitor continues work.

User response: Check the minimum file age and size that you configured for threshold migration candidates.

ANS27899W **Backup before migrate has been deactivated. The backup option file remains selected, but is not used during migration.**

Explanation: Option file is ignored.

System action: Operation has finished successfully.

User response: None

ANS27900W **Management class** *management class name* **has finite retention period of** *number* **days.**

Explanation: A management class with finite retention is selected. Objects are automatically removed from the IBM Spectrum Protect Server after *number* days.

System action: N/A

User response: If you want to ensure that data is not automatically removed from the IBM Spectrum Protect

server, select a management class with an unlimited retention period or with an event-based retention period.

ANS27901W Management class *class name* **does not exist on domain. Default management class has been used.**

Explanation: The configured management class does not exist on domain. Default management class has been used.

System action: Operation has finished successfully.

User response: None

ANS27902W Option file *file name* **does not exist. Default option file has been used.**

Explanation: The configured option file does not exist. Default option file has been used.

System action: Operation has finished successfully.

User response: None

ANS27914E The configured management class for threshold migration of volume *volume name* **is not valid.**

Explanation: The configured management class is not available for the HSM client node. Thus this management class cannot be used for threshold migration.

System action: Operation aborts.

User response: Select a valid management class or unconfigure threshold migration for this volume.

ANS27915E The configured option file for back up before migration for threshold migration of volume *volume name* **is not valid.**

Explanation: The configured option file for back up before migration does not exist. Thus this option file cannot be used for threshold migration.

System action: Operation aborts.

User response: Select a valid option file for back up before migration or unconfigure threshold migration for this volume.

ANS28154E Failure validating job file '*job file name***':** *specific error text*

Explanation: The job file could not be validated.

System action: The migration job is not performed.

User response: Check the log file to find the specific problems or re-create the job from scratch.

ANS28157E Deletion of objects on remote IBM Spectrum Protect server being matched by string or pattern '*string or pattern***' is not permitted.**

Explanation: The HSM client does not delete objects that belong to remote file servers.

System action: The addressed objects on the IBM Spectrum Protect server are not deleted.

User response: Delete the desired objects using the HSM client on the file server from which the objects were migrated.

ANS28165E No configuration was found for IBM Spectrum Protect server '*server name***', node '***node name***'.**

Explanation: The IBM Spectrum Protect HSM client could not find the configuration required to connect to an IBM Spectrum Protect server.

System action: Actions that rely on the configuration are not performed.

User response: Define a valid configuration for the IBM Spectrum Protect server, then retry the operation.

ANS28267W The existing file '*file name***' was not overwritten.**

Explanation: The IBM Spectrum Protect HSM Client did not overwrite an existing file on the file system.

System action: The file, that was not overwritten, is being skipped and the current operation continues.

User response: Remove the file and retry the operations, or specify option -f to force overwrite.

ANS28268E The file or directory '*file or directory name***' could not be accessed.**

Explanation: The IBM Spectrum Protect HSM Client could not access a file or directory on the file system.

System action: The operation is not executed.

User response: Make sure that the file or directory exists. Grant the required permissions to the file or directory, or switch to a user who owns the rights.

ANS28269E The reparse data of the stub file '*stub file name***' could not be accessed.**

Explanation: The IBM Spectrum Protect HSM client could not access reparse data of the stub file on the file system.

System action: The file not moved. A message is logged to the administrative log file.

User response: Grant the required permissions to the

file or directory, or switch to a user account that has the required permissions.

ANS28275W The stub file '*file name*' was not moved.

Explanation: The object on the IBM Spectrum Protect server is in retention state. Stub files that point to objects in retention state are not moved unless you specify the -d option with the dsmmove command.

System action: The stub file was not moved. A message is logged to the administrative log file.

User response: If you want to move stub files in retention state, specify the -d option with the dsmmove command.

ANS28279E Failure initializing cluster and hardware mapping features:
error text

Explanation: The cluster and hardware mapping feature are needed to convert file path names between the local disk and the IBM Spectrum Protect server.

System action: The program will terminate or run with limited functionality.

User response: Correct the problem. Use the trace file for problem analysis. Hardware mappings can be adjusted using the GUI application, dsmgui.exe.

ANS28286E HSM fails because the host or cluster name has changed.

Explanation: The host and cluster names are an integral component of the HSM client's naming conventions. Changing these names might break the client. Use hardware volume mappings to adapt to this change.

System action: The operation fails and the application stops.

User response: Use the HSM for Windows GUI to correct the volume mapping. Retry the operation.

ANS28289E Failure registering the HSM client node at the IBM Spectrum Protect server.

Explanation: HSM for Windows cannot register at the IBM Spectrum Protect server without valid configuration information.

System action: The registration operation fails.

User response: Create an IBM Spectrum Protect options file for the HSM node you want to register. Refer to the documentation for the correct syntax. Retry the registration operation.

ANS28291E The stub file '*file name*' is already in state moving.

Explanation: The stub file has already been moved by the user, and its content data is still located on the remote IBM Spectrum Protect server.

System action: The file is not moved. A message is logged to the administrative log file.

User response: Wait until the HSM tasks service has finished moving the content data of the stub file. Retry the move operation.

ANS28292E The source stub file '*file name*' could not be opened.

Explanation: The IBM Spectrum Protect HSM Client could not open the source stub file for moving.

System action: The file is not moved. A message is logged to the administrative log file.

User response: Grant the required permissions to the stub file, directory, or file share or switch to a user account that has the required permissions.

ANS28293E Remote IBM Spectrum Protect for Data Retention servers are not supported.

Explanation: The IBM Spectrum Protect HSM client does not support IBM Spectrum Protect for Data Retention remote servers. The HSM client cannot delete objects on IBM Spectrum Protect for Data Retention servers.

System action: The remote IBM Spectrum Protect server connection is denied. A message is logged to the administrative log file.

User response: Do not move stub files from IBM Spectrum Protect for Data Retention servers.

ANS28315W The content data of the moved stub file '*stub file name*' could not be deleted from the remote IBM Spectrum Protect server '*server name*':
error text.

Explanation: The stub file and its content data have been successfully moved to the target location, but the HSM client could not delete the stub content data on the remote server.

System action: The stub content data is left on the remote IBM Spectrum Protect server.

User response: Run the reconciliation service on the remote file server to delete remaining stub file data.

ANS28316E **Moving the content of stub file '***stub file name***' failed:** *error text***.**

Explanation: The prerequisites required to move the content could not be processed.

System action: The content of the stub file is not moved. The stub file can still be recalled from the remote IBM Spectrum Protect server.

User response: Check the log file for possible causes. Retry the operation after the problem is fixed.

ANS28317E **Moving the content of stub file '***stub file name***' failed:** *error text***.**

Explanation: Moving the content data of the stub file from the remote IBM Spectrum Protect server to the local IBM Spectrum Protect server failed.

System action: The content of the stub file is not moved. The stub file can still be recalled from the remote IBM Spectrum Protect server.

User response: Check the log file for possible causes. Retry the operation after the problem is fixed.

ANS28318W **The stub file '***file name***' was not moved.**

Explanation: The migrated object that corresponds to the stub file was not found on the IBM Spectrum Protect server.

System action: The stub file not moved. A message is logged to the administrative log file.

User response: Check the log file for possible causes. If the file content does not exist on the IBM Spectrum Protect server use the reconciliation service to process orphaned stub files.

ANS28319E **The stub file '***file name***' was not moved due to the following reason:** *error string*

Explanation: An error occurred when the HSM client tried to move the stub file. The reason for the error is identified.

System action: The stub file not moved. A message is logged to the administrative log file.

User response: Check the log file for possible causes. Correct the problem and retry the operation.

ANS28325E **Failure writing file name container for reconciliation:** *file name***. The current file size is (***file size* **KB).**

Explanation: Reconcile file name container could not be written. The file is used to store information during reconciliation.

System action: Reconcile is canceled for this volume.

User response: Make sure that there is enough free space on the volume to create the file. The free space should be at least twice the current file size.

ANS28326E **Failure reading file name container for reconciliation:** *file name*

Explanation: Reconcile file name container could not be read. The file is used to store information during reconciliation.

System action: Reconcile is canceled for this volume.

User response: Check the log files for detailed information.

ANS28327E **Infinite loop is determined during reconciliation of volume** *volume name* **while deleting objects on IBM Spectrum Protect server.**

Explanation: An error occured while reconciliation tried to delete a server object.

System action: Processing stops.

User response: Try to run reconciliation again. If the problem persists, contact IBM Software Support.

ANS28328E **Remote IBM Spectrum Protect server connection** *connection pair* **is already configured for reconcile of volume** *volume name***.**

Explanation: You attempted to configure the same remote IBM Spectrum Protect server connection a second time.

System action: The configuration is canceled.

User response: Check command input and retry the operation.

ANS28330W **The remote server connection pairs in the list for volume** *volume name* **are not unique.**

Explanation: There are two remote servers with the same connection pair.

System action: The duplicated name was deleted. Operation continues.

User response: No user response is necessary.

ANS28331E **The connection pair** *connection pair* **cannot be added.**

Explanation: The connection cannot be added to the configuration because no dsm.opt file for this pair exists.

System action: The configuration is canceled.

User response: Check the specified connection pair.

ANS28332E Cannot remove the connection pair *connection pair***.**

Explanation: The connection pair was not configured for reconcile. It cannot be removed.

System action: Processing stops.

User response: Check the specified connection pair.

ANS28339E Remote IBM Spectrum Protect server configurations are not available.

Explanation: No available remote IBM Spectrum Protect servers are found.

System action: Processing stops.

User response: Check for other error messages. Check the connections in the Remote IBM Spectrum Protect Server Connections window.

ANS28340E Cannot create cluster resource '*resource name***'.**

Explanation: Create Microsoft cluster resource failed.

System action: Processing stops.

User response: Make sure that the resource belongs to the local host. Check the log file for error details.

ANS28343E Failed to import configuration of volumes *volume names* **using import file** *import file name***.**

Explanation: It was not possible to import the configuration for volumes *volume names* during installation. The volumes were not accessible. The import file *import file name* was used for the operation.

System action: The installation continues.

User response: Ensure that the volumes are accessible and configure the volume manually by either using the GUI or the command line tool dsmhsmclc.

ANS28344E Volume *volume name* **is not configured for reconcile and you cannot add a remote IBM Spectrum Protect servers.**

Explanation: It is not possible to add or delete a remote IBM Spectrum Protect server if the volume is not configured for reconciliation.

System action: The operation is stopped.

User response: If you want to add a remote IBM Spectrum Protect server, you must configure the volume for reconciliation.

ANS28345W The remote IBM Spectrum Protect server (server: '*remote IBM Spectrum Protect server name***', user: '***user name***') is not in the search list. File '***stub file name***' is not processed.**

Explanation: The remote IBM Spectrum Protect server is not part of the reconciliation configuration. Stub files in state moving that are migrated to this IBM Spectrum Protect server are skipped during processing.

System action: Fewer objects are processed by the operation. Processing continues.

User response: If objects on the remote IBM Spectrum Protect server should be reconciled, add the remote IBM Spectrum Protect server to the reconciliation settings for the volume.

ANS28346E No data on the IBM Spectrum Protect Server found for file: '*orphan file name***' (file space: '***file space name***', server:'***server name***', user: '***user name***').**

Explanation: The process found an orphan file (no data on the IBM Spectrum Protect Server).

System action: The operation cannot be completed if any orphan stub file has been found.

User response: Please replace the orphan stub file with the last backup to solve the problem.

ANS28349E No suitable management class for private HSM for Windows objects was found.

Explanation: The IBM Spectrum Protect HSM client stores and maintains private data on the IBM Spectrum Protect server. For this purpose a management class, that does not expire data, is required.

System action: The data is not stored on the IBM Spectrum Protect server. The current operation is canceled.

User response: Create and activate a management class on the IBM Spectrum Protect server. Use a time based management class with infinite retention period (preferred), or a event based management class. Retry the operation.

ANS28350E Reconciliation on volume *volume name* **was stopped as the volume mapping has been changed.**

Explanation: The hardware volume mapping has been changed during running reconciliation. Reconciliation has been stopped.

System action: Reconciliation was stopped for this volume.Reconciliation will be started again at the next scheduled time.

User response: None

ANS28408W Domain controllers cannot be contacted or initialized:
error text

Explanation: The HSM client cannot contact or cannot initialize one or more domain controllers. HSM client functions might be limited.

System action: Processing continues. The domain controllers are omitted. If missing domain controllers cause problems a more specific message log message will be written.

User response: Check error text and log file for a more detailed reason description. Correct the problem and start HSM for Windows again.

ANS28427E Failed creating a VSS backup component for volume *volume_name***.**

Explanation: An error occurred while HSM Monitor running reconcile tried to create a VSS backup component.

System action: Reconciliation of the volume *volume_name* is skipped.

User response: Try to fix VSS problem and try reconciliation again. Look for clues to the VSS problem in the hsmmonitor-admin.log file and in the hsmmonitor.log file. For information about IBM Spectrum Protect and VSS, see the ""IBM Spectrum Protect Backup-Archive Clients Installation and User's Guide"". See also the ""IBM Spectrum Protect Problem Determination Guide"". See the information about using Windows Volume Shadow Copy Services in these sections: \n - Defining VSS transient errors \n - Gathering VSS diagnostic information for Microsoft assistance \n - Troubleshooting errors using a VSS trace \n - Running VSS API calls with the vsreq.exe sample program

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ANS28428E Failed creating a VSS snapshot for volume *volume_name***.**

Explanation: An error occurred while HSM Monitor running reconcile tried to create a VSS snapshot.

System action: Reconciliation of the volume *volume_name* is skipped.

User response: Try to fix VSS problem and try reconciliation again. Look for clues to the VSS problem in the hsmmonitor-admin.log file and in the hsmmonitor.log file. For information about IBM Spectrum Protect and VSS, see the ""IBM Spectrum Protect Backup-Archive Clients Installation and User's Guide"". See also the ""IBM Spectrum Protect Problem Determination Guide"". See the information about using Windows Volume Shadow Copy Services in these sections: \n - Defining VSS transient errors \n - Gathering VSS diagnostic information for Microsoft assistance \n - Troubleshooting errors using a VSS trace \n - Running VSS API calls with the vsreq.exe sample program

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ANS28429E Failed to initialize the VSS library or to set the COM security.

Explanation: An error occurred while HSM Monitor running reconcile tried to load vssapi.dll or to set the COM security parameters.

System action: Reconciliation for the volume is skipped.

User response: Try to fix VSS problem and try reconciliation again. Look for clues to the VSS problem in the hsmmonitor-admin.log file and in the hsmmonitor.log file. For information about IBM Spectrum Protect and VSS, see the ""IBM Spectrum Protect Backup-Archive Clients Installation and User's Guide"". See also the ""IBM Spectrum Protect Problem Determination Guide"". See the information about using Windows Volume Shadow Copy Services in these sections: \n - Defining VSS transient errors \n - Gathering VSS diagnostic information for Microsoft assistance \n - Troubleshooting errors using a VSS trace \n - Running VSS API calls with the vsreq.exe sample program

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ANS28430E Failed to expose of the snapshot for volume *volume_name***.**

Explanation: An error occurred while HSM Monitor running reconcile tried to expose a snapshot.

System action: The application continues, but this reconcile run is stopped. Monitor will try reconciliation again with the next start of reconciliation.

User response: Look to the hsmmonitor.log to determine the problem.

ANS28431E Drive letter *driver_letter* **is already used for a snapshot exposition .**

Explanation: An error occurred while HSM Monitor running reconcile tried to expose a snapshot.

System action: The application continues, but this reconcile run is stopped. Monitor will try reconciliation again with the next start of reconciliation.

User response: Unexpose the snapshot on the drive or set another letter to expose.

ANS28434E Failed to import configuration of volume *volume name***.**

Explanation: It was not possible to import the configuration for volume *volume name* during installation. The volume was not accessible. For example it may be a cluster volume is online on another node. There may be other reasons.

System action: The installation continues without configuring the volume for reconciliation or threshold migration.

User response: The volume was configured for reconciliation or/and threshold migration with a previous installation of HSM for Windows. Ensure that the volume is accessible and configure the volume manually by either using the GUI or the command line tool dsmhsmclc.

ANS28436W Threshold migration will be started again because configuration is updated.

Explanation: Threshold migration configuration is updated. The new configuration becomes active only after threshold migration is stopped and started again. Threshold migration is automatically stopped and started again.

System action: Threshold migration is stopped and automatically started again.

User response: No user action is required.

ANS28438W A user or group query to domain controller '*controller name***' failed with error text:**
error text

Explanation: The requested user or group information could not be obtained from the domain controller.

System action: The user or group information is not available.

User response: Make sure that the domain controller is available and repeat the operation.

ANS28444E The device *device_name* **is not ready.**

Explanation: The snapshot was deleted or VSS service was stopped during snapshot scan.

System action: The application continues, but this reconciliation run is stopped. Monitor will try reconciliation again with the next start of reconciliation.

User response: Try to determine the reason for external snapshot deletion or VSS service stopping. Run reconciliation again.

ANS28448W Recall quotas, that are assigned to domain local groups, are no longer supported since HSM client V6.4.

Explanation: Domain local groups are not suitable for quota calculations as the Windows operating system does not pass domain local security identifiers to the HSM recall driver in some domain configurations.

System action: Domain local group quotas are no longer available. The HSM client recall service ignores domain local recall quotas when it calculates recall permissions. The HSM client GUI will remove domain local quota definitions when a new recall quota configuration file is written.

User response: Use domain global groups, computer local groups, or users for recall quota definition.

ANS28449E HSM has detected a problem with the configuration of mount point '*mount path***'.**

Explanation: The reconcile or threshold migration configuration for the nested volume is inconsistent. One possible reason is that this mount point no longer exists.

System action: The application continues, but it is not possible to view or update the reconcile and threshold configuration in the HSM GUI.

User response: Restart the HSM GUI and retry the operation. If the problem still exists, check dsmgui-admin.log and dsmgui.log files or contact IBM Software Support.

ANS28501E The stub file '*file name***' could not be located on the IBM Spectrum Protect server '***IBM Spectrum Protect server name***'.**

Explanation: The stub file could not be found on the IBM Spectrum Protect server. The HSM client cannot restore the stub file from the IBM Spectrum Protect server.

System action: The stub file was not restored on the file system.

User response: Restore the file from a backup copy, or delete the stub file.

ANS28502W The stub file '*file name***' could not be located on the file system.**

Explanation: The stub file could not be found on the file system. The HSM client cannot restore the stub file.

System action: The stub file was not restored on the file system.

User response: Restore the file from a backup copy.

ANS28503W The stub file '*file name***' is locked by another application.**

Explanation: The stub file cannot be accessed because it is locked by another application. The HSM client cannot restore the file.

System action: The file was not restored from the IBM Spectrum Protect server.

User response: Make sure that the stub file is not locked by another application and try to recall the stub file again.

ANS28504W The file '*file name*' could not be located on the file system.

Explanation: The file could not be found on the file system. The HSM client cannot migrate the file.

System action: The file was not migrated to the IBM Spectrum Protect server.

User response: Specify a file that exists on the file system.

ANS28505W The file '*file name*' is locked by another application.

Explanation: The file cannot be accessed because it is locked by another application. The HSM client cannot migrate the file.

System action: The file was not migrated to the IBM Spectrum Protect server.

User response: Make sure that the stub file is not locked by another application and try to migrate the file again.

ANS28517E The management class '*management class name*' does not exist.

Explanation: The management class does not exist on the IBM Spectrum Protect server.

System action: The operation can not be performed due to a missing management class.

User response: Specify an existing management class for the desired operation.

ANS28622E The migration candidate file '*file name*' is considered invalid.

Explanation: The content of the migration candidate file has been inspected and is not valid. Files are not valid for migration if the complete content is zeroed.

System action: The migration candidate file will not be migrated.

User response: Investigate the file.

ANS28623E Retrieval of the latest ancestor content version of stub file '*file name*' failed for the following reason:
error reason

Explanation: Before an ancestor version of a stub file is retrieved, the related stub file is opened and the IBM Spectrum Protect server is queried for the file. Then the file content is retrieved from the IBM Spectrum Protect server to the file system. One of these operations failed.

System action: The stub file is not processed.

User response: Check for the reason and retry the operation.

ANS28895E An error occured during the listing file directory scan:
error text

Explanation: The listing file directory could not be scanned correctly.

System action: The listing file search dialog closes.

User response: Check the log file for the listing directory file, that caused the problem. Repair the file or move it to another place. Restart the listing file search dialog.

ANS28896E An error occured during listing file analysis:
error text

Explanation: One or more listing files could not be parsed correctly.

System action: The listing file search result dialog is not shown.

User response: Check the log file for the listing file, that caused the problem. Repair the file or move it to another place. Restart the listing file search.

ANS28897E An error occured while saving listing file search results:
error text

Explanation: The listing file search results could not be stored.

System action: The listing file search results are not stored.

User response: Check the log file for the reason. Retry saving the listing file search results.

ANS28900E The Reconcile protection age must be between *minimum of reconcile protection age* **and** *maximum of reconcile protection age***. (both inclusive)**

Explanation: The specified value for option RECONCILEPROTAGE is not valid.

System action: Displays the correct value for option RECONCILEPROTAGE. The application aborts.

User response: Check the validity of the specified parameter value.

ANS28901E Please supply '*yes*' or '*no*' to the RECONCILEPROTECTED-option.

Explanation: The specified value for option RECONCILEPROTECTED is not valid.

System action: Displays the correct value for option RECONCILEPROTECTED. The application aborts.

User response: Check the validity of the specified parameter value.

ANS29002W Password access for the IBM Spectrum Protect server '*IBM Spectrum Protect server***' was changed from 'PROMPT' to 'GENERATE'.**

Explanation: Password access 'PROMPT' is no longer supported.

System action: Password access was changed in the configuration options file.

User response: In case of any connection authentication problem run the configuration wizard.

Appendix. Accessibility features for the IBM Spectrum Protect product family

Accessibility features assist users who have a disability, such as restricted mobility or limited vision, to use information technology content successfully.

Overview

The IBM Spectrum Protect family of products includes the following major accessibility features:

- Keyboard-only operation
- Operations that use a screen reader

The IBM Spectrum Protect family of products uses the latest W3C Standard, WAI-ARIA 1.0 (www.w3.org/TR/wai-aria/), to ensure compliance with US Section 508 (www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards) and Web Content Accessibility Guidelines (WCAG) 2.0 (www.w3.org/TR/WCAG20/). To take advantage of accessibility features, use the latest release of your screen reader and the latest web browser that is supported by the product.

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Keyboard navigation

This product uses standard navigation keys.

Interface information

User interfaces do not have content that flashes 2 - 55 times per second.

Web user interfaces rely on cascading style sheets to render content properly and to provide a usable experience. The application provides an equivalent way for low-vision users to use system display settings, including high-contrast mode. You can control font size by using the device or web browser settings.

Web user interfaces include WAI-ARIA navigational landmarks that you can use to quickly navigate to functional areas in the application.

Vendor software

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Glossary

A glossary is available with terms and definitions for the IBM Spectrum Protect family of products.

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