

IBM Storage Protect HSM for Windows Messages

8.2.0



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Note:

Before you use this information and the product it supports, read the information in “Notices” on page 95.

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

About this publication

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

This publication contains explanations and suggested actions for messages that are issued by IBM® Storage Protect .

Who should read this guide

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

Publications

The IBM® Storage Protect product family includes IBM® Storage Protect Plus, IBM® Storage Protect for Virtual Environments, IBM® Storage Protect for Databases, and several other storage management products from IBM®.

To view IBM® product documentation, see [IBM® Documentation](#).

Introduction to messages

Explanations and suggested actions are available for messages that are issued by .

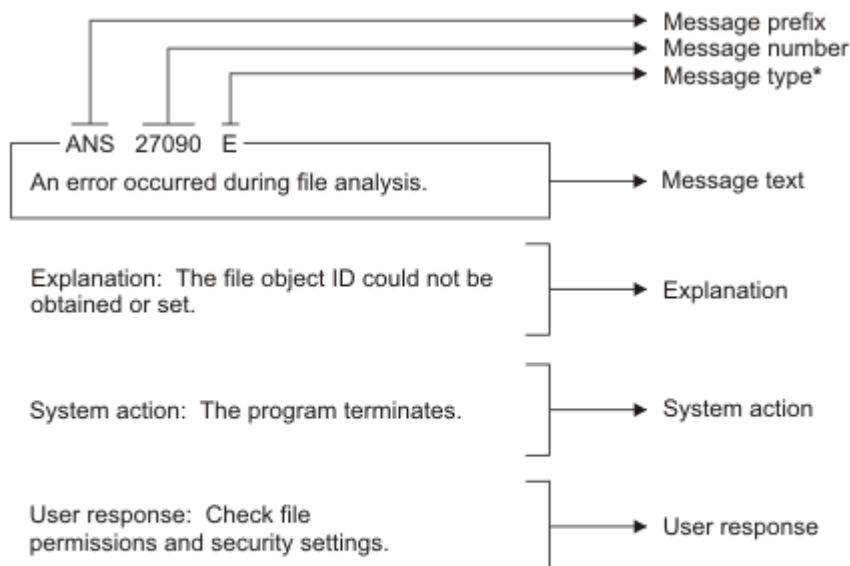
messages format

IBM® Storage Protect 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 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.
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.

ANS messages list

IBM® Storage Protect messages are listed in ascending numerical order. The complete message is documented, including message ID, message text, explanation, system action, and user response.

ANS messages: Failure creating IBM® Storage Protect file space *'file space name': error text*

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

Explanation

The IBM® Storage 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® Storage Protect file space '*file space name*': *error text*

Explanation

The IBM® Storage 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® Storage 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® Storage Protect option file '*opt file name*': *error text***Explanation**

The IBM® Storage Protect option file could not be parsed correctly.

System action

The desired operation can not be performed as necessary IBM® Storage Protect 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® Storage Protect option file could not be found

System action

The desired operation can not be performed as necessary IBM® Storage 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® Storage 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® Storage Protect server *server name*, port *port number*, could not be established: *error text*

Explanation

The application could not connect to the configured IBM® Storage 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® Storage Protect option file.

ANS27036E: Failure deleting IBM® Storage 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® Storage Protect server permissions and sanity. Retry server entry file deletion.

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

Explanation

Querying the server for the requested files failed.

System action

The IBM® Storage Protect server entry deletion operation is not performed.

User response

Check IBM® Storage 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® Storage Protect server.

System action

The file entry or the file entries are not deleted on the IBM® Storage Protect server.

User response

Check IBM® Storage 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® Storage Protect server.

System action

None. The operation continues with the next action.

User response

Check IBM® Storage Protect server permissions and sanity. Retry the deletion operation.

ANS27040E: An error occurred 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 occurred 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 occurred 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 occurred 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 occurred 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 occurred 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 occurred: *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 occurred: *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 occurred: *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® Storage Protect server for file entries with pattern *search pattern: error text***Explanation**

Querying the IBM® Storage Protect server for the requested files failed.

System action

The IBM® Storage Protect server entry listing operation is not performed.

User response

Check IBM® Storage Protect server permissions and sanity. Retry the list operation.

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

Server file entry rename operation failed.

System action

The IBM® Storage Protect server entry rename operation is not performed.

User response

Check server configuration and permissions.

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

Querying the IBM® Storage Protect server for the requested files failed.

System action

The IBM® Storage Protect server entry rename operation is not performed.

User response

Check IBM® Storage 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® Storage Protect server.

System action

The file entry or the file entries are not renamed on the IBM® Storage Protect server.

User response

Check IBM® Storage 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® Storage Protect server.

System action

None. The operation continues with the next action.

User response

Check IBM® Storage 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® Storage Protect server for file entries with pattern *search pattern*: *error text***Explanation**

Querying the IBM® Storage Protect server for the requested files failed.

System action

The IBM® Storage Protect server entry retrieve operation is not performed.

User response

Check IBM® Storage Protect server permissions and sanity. Retry the retrieve operation.

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

Explanation

After a file has been retrieved or recalled from a tape library the IBM® Storage 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® Storage Protect server '*server name*': *error text*

Explanation

Requested files could not be retrieved from the IBM® Storage 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® Storage 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® Storage Protect server '*server name*': *error text*

Explanation

IBM® Storage Protect server file entry information could not be completely computed.

System action

The file is not migrated to the IBM® Storage Protect server.

User response

Restart the file migration.

**ANS27061E: Failure loading files on the IBM® Storage Protect server
'*server name*': *error text*****Explanation**

During the file migration a global error occurred.

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® Storage 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® Storage
Protect server '*server name*': *error text*****Explanation**

Some file content could not be send to the IBM® Storage 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® Storage 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® Storage Protect server.

System action

The file entry or the file entries are not migrated on the IBM® Storage Protect server.

User response

Check IBM® Storage 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® Storage Protect server.

System action

None. The operation continues with the next action.

User response

Check IBM® Storage 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® Storage 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 occurred 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: *0xerrno 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 occurred.

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® Storage Protect server object. load time: '*load time*', server: '*server*', user: '*user*', filespace: '*filespace*', IBM® Storage 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® Storage 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**

Taking 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage Protect HSM applications need to open their log files during startup.

System action

The IBM® Storage 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® Storage Protect server '*server name*', file space '*file space*': *error string*

Explanation

The stub file could not be restored from the IBM® Storage 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® Storage 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® Storage Protect HSM for Windows stub with correct version.

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

Explanation

The B/A client API reports an error during initialization. The IBM® Storage Protect functionality cannot be used.

System action

The IBM® Storage 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® Storage Protect B/A client: *error text*

Explanation

The IBM® Storage 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 truncated 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® Storage 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® Storage 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® Storage 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® Storage 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 threshold 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 occurred 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® Storage Protect server.

ANS27702E: The IBM® Storage 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 canceled.

User response

Specify a valid IBM® Storage Protect options file or correct the errors in the current IBM® Storage Protect options file.

ANS27709E: An error occurred 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® Storage Protect server.

System action

The file entry or the file entries are not protected against expiration on the IBM® Storage 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® Storage Protect server permissions. Retry the operation.

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

Explanation

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

System action

Operations that rely on the event are canceled: 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® Storage 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® Storage Protect server.

System action

The file entry or the file entries are not accessible on the IBM® Storage Protect server. In case of a deletion files cannot be deleted.

User response

Check the log files for a reason code. Check IBM® Storage Protect server permissions. Retry the operation.

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

Explanation

The application could not delete a file on the IBM® Storage Protect server.

System action

None. The operation continues with the next action.

User response

Check IBM® Storage 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® Storage 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® Storage Protect server 'IBM® Storage Protect *server name*': *error text*

Explanation

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

System action

The retention period of the object is not activated. The object remains on the IBM® Storage Protect server.

User response

Check the log files for a reason code. Check IBM® Storage 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® Storage 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 unpredictable 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® Storage Protect server 'IBM® Storage Protect *server name*'.

Explanation

The stub file could not be found on the IBM® Storage Protect server. The HSM migration task cannot update the stub file on the IBM® Storage Protect server.

System action

The modified stub file was not updated on the IBM® Storage 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® Storage 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 'dsmc lc 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage Protect server '*server name*', node '*node name*'.**Explanation**

The IBM® Storage Protect HSM client could not find the configuration required to connect to an IBM® Storage Protect server.

System action

Actions that rely on the configuration are not performed.

User response

Define a valid configuration for the IBM® Storage Protect server, then retry the operation.

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

Explanation

The IBM® Storage 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® Storage 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® Storage 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® Storage 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 dsmove 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® Storage 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, dsogui.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® Storage Protect server.

Explanation

HSM for Windows cannot register at the IBM® Storage Protect server without valid configuration information.

System action

The registration operation fails.

User response

Create an IBM® Storage 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® Storage 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® Storage 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® Storage Protect for Data Retention servers are not supported.

Explanation

The IBM® Storage Protect HSM client does not support IBM® Storage Protect for Data Retention remote servers. The HSM client cannot delete objects on IBM® Storage Protect for Data Retention servers.

System action

The remote IBM® Storage Protect server connection is denied. A message is logged to the administrative log file.

User response

Do not move stub files from IBM® Storage 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® Storage 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® Storage 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® Storage 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® Storage Protect server to the local IBM® Storage 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® Storage 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® Storage 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® Storage 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® Storage Protect server.

Explanation

An error occurred 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® Storage Protect server connection *connection pair* is already configured for reconcile of volume *volume name*.

Explanation

You attempted to configure the same remote IBM® Storage 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® Storage Protect server configurations are not available.

Explanation

No available remote IBM® Storage Protect servers are found.

System action

Processing stops.

User response

Check for other error messages. Check the connections in the Remote IBM® Storage 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 dsmhsmclic.

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

Explanation

It is not possible to add or delete a remote IBM® Storage 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® Storage Protect server, you must configure the volume for reconciliation.

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

Explanation

The remote IBM® Storage Protect server is not part of the reconciliation configuration. Stub files in state moving that are migrated to this IBM® Storage 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® Storage Protect server should be reconciled, add the remote IBM® Storage Protect server to the reconciliation settings for the volume.

ANS28346E: No data on the IBM® Storage 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® Storage 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® Storage Protect HSM client stores and maintains private data on the IBM® Storage 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® Storage Protect server. The current operation is canceled.

User response

Create and activate a management class on the IBM® Storage 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® Storage Protect and VSS, see the ""IBM® Storage Protect Backup-Archive Clients Installation and User's Guide"". See also the ""IBM® Storage 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

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® Storage Protect and VSS, see the ""IBM® Storage Protect Backup-Archive Clients Installation and User's Guide"". See also the ""IBM® Storage 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

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® Storage Protect and VSS, see the ""IBM® Storage Protect Backup-Archive Clients Installation and User's Guide"". See also the ""IBM® Storage 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

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 dsmhsmcl.

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® Storage Protect server 'IBM® Storage Protect *server name*'.

Explanation

The stub file could not be found on the IBM® Storage Protect server. The HSM client cannot restore the stub file from the IBM® Storage 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® Storage 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® Storage 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® Storage 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® Storage 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® Storage Protect server is queried for the file. Then the file content is retrieved from the IBM® Storage 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 occurred 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 occurred 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 occurred 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® Storage Protectserver 'IBM® Storage 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.

ANS29021E: The password is not strong enough.**Explanation**

The password you entered does not meet the minimum strength requirements.

System action

The operation is canceled.

User response

Enter a password that meets the minimum strength requirements. The minimum password length is 14 characters. A password needs to have at least one lowercase character, one uppercase character, and one digit or special character. Each character cannot occur more than three times in a password. No more than two consecutive characters of the password can be identical.

ANS29022E: The passwords do not match.**Explanation**

The two passwords you entered do not match.

System action

The operation is canceled.

User response

Repeat entering passwords.

ANS29040E: Certificate error. The certificate file '*file name*' does not exist or could not be used.

Explanation

The web server, CivetWeb, did not start because OpenSSL could not use the certificate file.

System action

The HSM HTTPS service, hsmnet, stops.

User response

Ensure that the certificate file exists, that it contains a valid certificate and private key, and that the passwords match. If necessary, create new certificate files by using dsmcertificate.exe. Check the hsmnet log file, hsmnet.log, for details.

ANS29046E: The next scan time was not valid.

Explanation

The specified next scan time was not valid.

System action

Show the correct format of the next scan time. The application stops.

User response

Check the validity of the specified parameter value.

ANS29047E: The scan interval must be between *minimum of scan interval* and *maximum of scan interval*, inclusive

Explanation

The specified scan interval was not valid.

System action

Show the correct range of the scan interval. The application stops.

User response

Check the validity of the specified parameter value.

ANS29048E: Specify '*yes*' or '*no*' for the SCANNOW option.

Explanation

The specified value for the SCANNOW option was not valid.

System action

Show the correct value for the SCANNOW option. The application stops.

User response

Check the validity of the specified parameter value.

ANS29049E: The time that is specified for the next scan is not valid. The time must be at least 1 minute in the future.

Explanation

The next scan time must be set to at least 1 minute in the future. The time provided was before 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.

Accessibility features for the IBM® Storage 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® Storage Protect family of products includes the following major accessibility features:

- Keyboard-only operation
- Operations that use a screen reader

The IBM® Storage Protect family of products uses the latest W3C Standard, [WAI-ARIA 1.0 \(www.w3.org/TR/wai-aria/\)](http://www.w3.org/TR/wai-aria/), to ensure compliance with US Section 508 and [Web Content Accessibility Guidelines \(WCAG\) 2.0 \(www.w3.org/TR/WCAG20/\)](http://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.

The product documentation in IBM® Documentation is enabled for accessibility.

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

The IBM® Storage Protect product family includes certain vendor software that is not covered under the IBM license agreement. IBM makes no representation about the accessibility features of these products. Contact the vendor for accessibility information about its products.

Related accessibility information

In addition to standard IBM help desk and support websites, IBM has a TTY telephone service for use by deaf or hard of hearing customers to access sales and support services:

TTY service
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(within North America)

For more information about the commitment that IBM has to accessibility, see [IBM Accessibility \(www.ibm.com/able\)](http://www.ibm.com/able).

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