

# IBM Storage Protect for Mail Data Protection for Microsoft Exchange Server

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 94.

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This edition applies to version 8, release 2 of IBM Storage Protect for Mail (product number 5725-X02) and to all subsequent releases and modifications until otherwise indicated in new editions.

## About this publication

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IBM Storage Protect for Mail, Data Protection for Microsoft® Exchange Server 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 for Mail, Data Protection for Microsoft® Exchange Server.

## Who should read this guide

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The target audience for this publication is system administrators who use IBM Storage Protect for Mail, Data Protection for Microsoft® Exchange Server. In this publication, it is assumed that you have a working knowledge of IBM Storage Protect for Mail, Data Protection for Microsoft® Exchange Server.

## Publications

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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 Data Protection for Microsoft® Exchange Server messages

Messages with prefix ACN are issued by IBM Storage Protect for Mail, Data Protection for Microsoft® Exchange Server. Data Protection for Microsoft® Exchange Server interacts with the IBM Storage Protect backup-archive clients. When Data Protection for Microsoft® Exchange Server runs, you might see messages from backup-archive clients. Backup-archive clients messages have prefix ANS or prefix FMV, depending on which licenses you installed.

For information about ANS messages, see [ANS 0000-9999 messages \(http://www.ibm.com/support/knowledgecenter/SSEQVO\\_8.1.7/client.msgs/r\\_client\\_messages.html\)](http://www.ibm.com/support/knowledgecenter/SSEQVO_8.1.7/client.msgs/r_client_messages.html).

For information about FMV messages, see [FMV messages \(http://www.ibm.com/support/knowledgecenter/SSEFV\\_8.1.7/fcm.msgs/fcm\\_fmv\\_messages.html\)](http://www.ibm.com/support/knowledgecenter/SSEFV_8.1.7/fcm.msgs/fcm_fmv_messages.html).

A list of new and changed messages since the previous product modification level is available in the `client_message.chg` file in the installation directory.

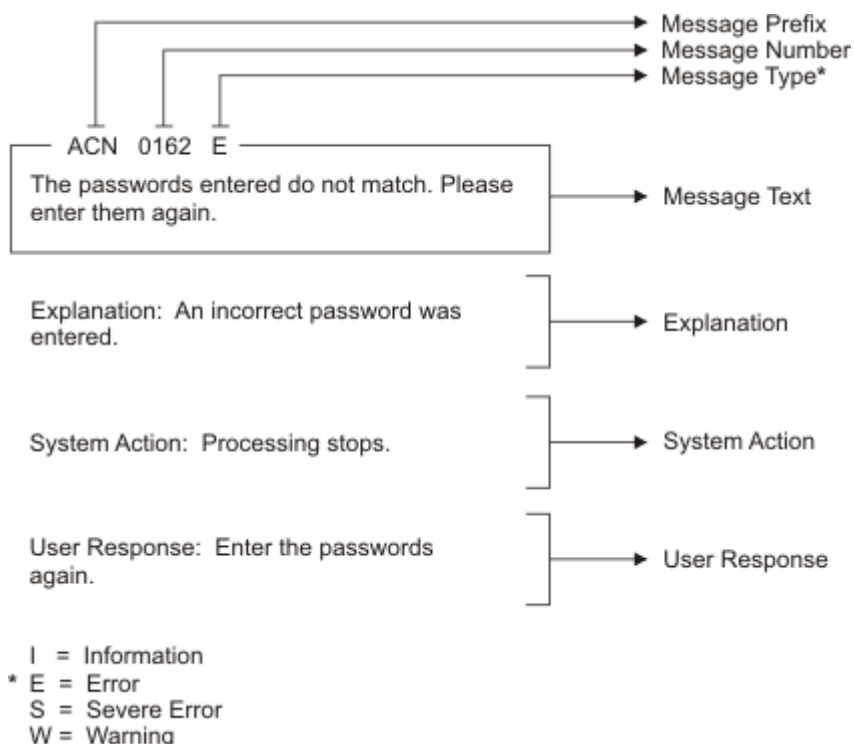
## Data Protection for Microsoft® Exchange Server messages format

IBM Storage Protect for Mail, Data Protection for Microsoft® Exchange Server 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 Data Protection for Microsoft® Exchange Server message.

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



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:

<b>Code</b>	<b>Severity</b>	<b>Meaning</b>
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.

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## Data Protection for Microsoft® Exchange Server messages

IBM Storage Protect for Mail, Data Protection for Microsoft® Exchange Server messages are listed in ascending numerical order. The complete message is documented, including message ID, message text, explanation, system action, and user response.

### ACN messages: An internal processing error has occurred.

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#### ACN0003S: An internal processing error has occurred.

##### Explanation

An internal processing error has occurred.

##### System action

Processing ends.

##### User response

Retry the operation. If this error persists, contact your service representative.

#### ACN0004E: An unknown error has been detected.

##### Explanation

An internal processing error has occurred that prevents the generation of a message for a return code.

##### System action

Processing continues.

##### User response

Retry the operation. If this error persists, contact your service representative.

#### ACN0005E: Out of memory. Stop other processes and try the operation again.

##### Explanation

The machine has run out of memory.

##### System action

Processing continues.

##### User response

Close unnecessary processes and try the operation again.

## **ACN0053E: License file (*licensefile*) could not be opened.**

### **Explanation**

An attempt to read from the license file failed.

### **System action**

Processing ends.

### **User response**

Install the product again. This ensures that the correct license file is installed.

## **ACN0054E: Read failure on license file (*licensefile*).**

### **Explanation**

An attempt was made to read from the license file. This attempt failed.

### **System action**

Processing ends.

### **User response**

Reinstall the product. This will ensure that the correct license file is installed.

## **ACN0055E: Write failure on license file (*licensefile*).**

### **Explanation**

An attempt to write to the license file failed.

### **System action**

Processing ends.

### **User response**

Make sure enough space exists on the workstation to write to the license file. If enough space exists, run the command again.

## **ACN0056E: Data in the license file (*licensefile*) is not in a valid format.**

### **Explanation**

An attempt to read information from the license file failed.

### **System action**

Processing ends.

### **User response**

Install the product again.

## **ACN0057E: The checksum in the license file (*licensefile*) does not match the license string text.**

### **Explanation**

An attempt was made to read information from the license file. The checksum was not valid so it appears that the license file is not at the correct level.

### **System action**

Processing ends.

### **User response**

Reinstall the product.

## **ACN0058E: The 'Try and Buy' license has expired.**

### **Explanation**

This 'Try and Buy' license that was detected has expired.

### **System action**

Processing ends.

### **User response**

This product is no longer valid for use. A valid license must be obtained before running the product.

## **ACN0100E: Incomplete command:**

### **Explanation**

This message displays the incomplete command that was entered.

### **System action**

Processing ends.

### **User response**

Re-enter the complete command.

## **ACN0101E: Invalid argument:**

### **Explanation**

This message displays the command that was entered, up to and including the invalid command or option argument that was detected.

### **System action**

Processing ends.

**User response**

Re-enter the command specifying a valid argument for the command or option.

**ACN0102E: Invalid command:****Explanation**

This message displays the invalid command that was entered.

**System action**

Processing ends.

**User response**

Re-enter a valid command.

**ACN0103E: Invalid option for the specified command:****Explanation**

This message displays the command that was entered, up to and including the option that was detected as invalid for the command.

**System action**

Processing ends.

**User response**

Re-enter the command specifying valid command options.

**ACN0104E: Invalid option:****Explanation**

This message displays the command that was entered, up to and including the invalid option that was detected.

**System action**

Processing ends.

**User response**

Re-enter the command specifying valid command options.

**ACN0105E: Missing argument:****Explanation**

This message displays the command that was entered, up to and including the command or option whose required argument is missing.

**System action**

Processing ends.

**User response**

Re-enter the command specifying a valid argument for the command or option.

**ACN0132W: Tracing could not be started. Processing will continue.****Explanation**

A problem prevented tracing from beginning.

**System action**

Processing will continue with the command entered.

**User response**

Refer to the other messages that display with this message to determine the problem.

**ACN0133W: Could not locate installation directory. Attempting to continue...****Explanation**

An attempt was made to read the registry to determine where the Data Protection application client was installed. This attempt failed.

**System action**

Processing will continue with the command entered.

**User response**

There should be other messages along with this one. Refer to the other messages to determine the problem. If the problem can not be determined, it may be necessary to reinstall the application client code. This will ensure that the registry entries are set up correctly.

**ACN0134W: Could not locate log directory. Processing will continue...****Explanation**

An attempt was made to read the registry to determine where the Data Protection application client log is located. This attempt failed.

**System action**

Processing will continue with the command entered.

**User response**

There should be other messages along with this one. Refer to the other messages to determine the problem. If the problem can not be determined, it may be necessary to reinstall the application client code. This will ensure that the registry entries are set up correctly.

## **ACN0150I: Operation canceled by user.**

### **Explanation**

The user has requested the application client end by entering ctrl-C.

### **System action**

Processing ends.

### **User response**

None

## **ACN0151E: Errors occurred while processing the request.**

### **Explanation**

Attempting to process the request entered, an error occurred.

### **System action**

Processing ends.

### **User response**

Attempt to determine the source of the errors from viewing the log file. Correct the problems and try running the command again.

## **ACN0152I: Performance stats: *seconds* seconds spent in *apicall* API calls**

### **Explanation**

The indicated number of seconds were spent making API calls for the indicated system.

### **System action**

Processing continues.

### **User response**

None

## **ACN0153I: Performance stats: *seconds* seconds spent in *function***

### **Explanation**

The indicated number of seconds were spent the named function.

### **System action**

Processing continues.



### User response

None

**ACN0154E: The Data Protection for Microsoft Exchange Server application client cannot work with the version of the IBM Storage Protect API you have installed. Please install version *version.release.level* or greater.**

### Explanation

The version of the IBM Storage Protect API currently installed on the system is older than the version used to build the Data Protection for Microsoft Exchange Server application client.

### System action

Processing ends.

### User response

Install a version of the IBM Storage Protect API at or later than the indicated level. A copy is distributed with the Data Protection for Microsoft Exchange Server application client.

**ACN0155E: The Data Protection for Microsoft Exchange Server application client cannot work with the release of IBM Storage Protect API you have installed. Please install release *version.release.level* or greater.**

### Explanation

The release of the IBM Storage Protect API currently installed on the system is older than the release used to build the Data Protection for Microsoft Exchange Server application client.

### System action

Processing ends.

### User response

Install a release of the IBM Storage Protect API at or later than the indicated level. A copy is distributed with the Data Protection for Microsoft Exchange Server application client.

**ACN0156E: Could not load the IBM Storage Protect API.**

### Explanation

The IBM Storage Protect API could not be loaded.

### System action

Processing ends.

### User response

Ensure the IBM Storage Protect API is correctly installed. Run the Data Protection for Microsoft Exchange Server application client with the /TRACEFLAGS=API /TRACEFILE=filename options and view the tracefile to determine why it could not be loaded. Another possible cause is that the TSMAPI.DLL does not exist in the system directory. Re-install the IBM Storage Protect API, if this is the case.

## **ACN0160E: An authentication error occurred with your stored IBM Storage Protect password.**

### **Explanation**

You were unable to log on to the IBM Storage Protect server due an authentication error.

### **System action**

Processing stops.

### **User response**

The stored IBM Storage Protect password may have become corrupted. Contact your IBM Storage Protect server administrator.

## **ACN0161E: Authentication error. The password entered is not valid. You are not logged on to the IBM Storage Protect server.**

### **Explanation**

An incorrect password was entered.

### **System action**

Processing stops.

### **User response**

Enter the correct IBM Storage Protect password and try again.

## **ACN0162E: The passwords entered do not match. Please enter them again.**

### **Explanation**

An incorrect password was entered.

### **System action**

Processing stops.

### **User response**

Enter the passwords again.

## **ACN0163E: The directory path needs to be fully-qualified.**

### **Explanation**

The /intopath option was specified without a fully-qualified path.

### **System action**

Processing stops.

**User response**

Enter the command again and specify a fully-qualified path in the /intopath option.

**ACN0167E: The fully-qualified file name is too long.****Explanation**

An attempt was made to use a fully-qualified file name that was too long. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0200E: File (*filename*) could not be opened for reading.****Explanation**

An attempt was made to open a file for reading. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0201E: File (*filename*) could not be opened for writing.****Explanation**

An attempt was made to open a file for writing. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0202E: Read failure on file (*filename*).****Explanation**

An attempt was made to read from a file. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0203E: Write failure on file (*filename*).****Explanation**

An attempt was made to write to a file. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0204E: File (*filename*) could not be closed.****Explanation**

An attempt was made to close a file. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0205E: File (*filename*) statistics could not be obtained.****Explanation**

An attempt was made to obtain file statistics. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0206E: Directory (*directory*) could not be created.****Explanation**

An attempt was made to create a directory. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0207E: Directory path (*directorypath*) is too long.****Explanation**

An attempt was made to use a directory path that was too long. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0208E: There is not enough disk space for the operation attempted.****Explanation**

An attempted operation required more disk space than was available. The attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0209E: The rename of file (*filename1*) to (*filename2*) failed.****Explanation**

An attempt was made to rename a file. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0210E: The IBM Storage Protect high level qualifier is too long.****Explanation**

An attempt was made to use a IBM Storage Protect high level qualifier that was too long. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0211E: The IBM Storage Protect low level qualifier is too long.****Explanation**

An attempt was made to use a IBM Storage Protect low level qualifier that was too long. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0212E: The IBM Storage Protect filespace name is too long.****Explanation**

An attempt was made to use a IBM Storage Protect filespace name that was too long. This attempt failed.

**System action**

Processing ends.

**User response**

None

**ACN0213E: The maximum number of objects allowed per IBM Storage Protect transaction is too small.****Explanation**

In order to maintain backup data integrity, multiple backup objects are sent to the IBM Storage Protect server in a single transaction. The IBM Storage Protect server has indicated that the maximum number of objects allowed per transaction is less than the minimum required by the Data Protection for Microsoft Exchange Server application client.

**System action**

Processing ends.

**User response**

Increase the maximum number of objects allowed per transaction on the IBM Storage Protect server and retry the operation.

## **ACN0214E: The backup object's management class backup copy group does not exist.**

### **Explanation**

The IBM Storage Protect server has indicated that the backup object's management class backup copy group does not exist.

### **System action**

Processing ends.

### **User response**

Contact your IBM Storage Protect server administrator.

## **ACN0215E: All backup objects do not have the same management class backup copy destination.**

### **Explanation**

In order to maintain backup data integrity, multiple backup objects are sent to the IBM Storage Protect server within a single transaction. All backup objects within a single transaction are required to have the same management class backup copy destinations.

### **System action**

Processing ends.

### **User response**

Contact your IBM Storage Protect server administrator.

## **ACN0216E: Unable to obtain space information for volume (*vol*umename).**

### **Explanation**

An attempt was made to obtain space information for a volume. This attempt failed.

### **System action**

Processing ends.

### **User response**

None

## **ACN0217E: The IBM Storage Protect filesystem name is invalid.**

### **Explanation**

The filesystem name or directory delimiter is invalid.

### **System action**

Processing ends.

**User response**

Check that the filespace name length, characters, and directory delimiters are valid.

**ACN0218E: The IBM Storage Protect high level qualifier is invalid.****Explanation**

The high level qualifier name or directory delimiter is invalid.

**System action**

Processing ends.

**User response**

Check that the high level qualifier name length, characters, and directory delimiters are valid.

**ACN0219E: The IBM Storage Protect low level qualifier is invalid.****Explanation**

The low level qualifier name or directory delimiter is invalid.

**System action**

Processing ends.

**User response**

Check that the low level qualifier name length, characters, and directory delimiters are valid.

**ACN0256E: The password in your IBM Storage Protect options file has expired. Please change your password on the IBM Storage Protect server using the 'change password' command and then either change or remove the password value in your options file.****Explanation**

Your IBM Storage Protect password has expired. You need to change your password.

**System action**

Processing ends.

**User response**

Obtain a new password for your IBM Storage Protect server; node using the change password command or by asking your IBM Storage Protect administrator to change your password.

**ACN0257E: Your password has expired.****Explanation**

Your IBM Storage Protect password has expired. A new password needs to be obtained.



**System action**

Processing ends.

**User response**

Obtain a new password for your IBM Storage Protect node using the change password command or by asking your IBM Storage Protect administrator to change your password.

**ACN0258E: You did not enter a valid password. Processing ends.****Explanation**

The password that was entered was not a valid password.

**System action**

Processing ends.

**User response**

Re-enter the command specifying a valid password.

**ACN0259E: The password you entered for verification does not match the password you entered for your new password. Your password will not be changed.****Explanation**

The password you entered for verification of your new password does not match the new password that was entered.

**System action**

Processing ends.

**User response**

Try again to change your password being sure to enter the same password for the new password and for the verification password.

**ACN0260I: Password successfully changed.****Explanation**

The change password command completed successfully

**System action**

Processing ends.

**User response**

None

## **ACN0261I: There are no backups for the server named *servername*.**

### **Explanation**

There are no backups on the IBM Storage Protect server for the specified server name.

### **System action**

Processing ends.

### **User response**

None

## **ACN0262E: Errors occurred while processing the VSS operation. Examine the Windows Event Logs and DSMERROR.LOG for additional details.**

### **Explanation**

While attempting to process a VSS operation, an unexpected error occurred.

### **System action**

Processing ends.

### **User response**

Attempt to determine the source of the error by examining the Data Protection for Exchange log file, the client error log file (DSMERROR.LOG), the Windows Application Event Log, the Windows System Event Log, and the VSS provider log file, if applicable. Additional instructions for Windows VSS operations are located in the ISP Problem Determination Guide. Correct the problem and retry the operation. If this error persists, contact your service representative.

## **ACN0267E: The verify password entered does not match the new password entered.**

### **Explanation**

The verify password does not match the new password.

### **System action**

Processing ends.

### **User response**

Retry the command with a matching verify password.

## **ACN0292E: An unknown error has been detected. rc = *rc***

### **Explanation**

An error occurred without an error message. The return code is displayed.

**System action**

Processing ends.

**User response**

Retry the operation. If this error persists, contact your service representative.

**ACN0300E: Invalid restore type.****Explanation**

The type of restore requested is invalid.

**System action**

Processing ends.

**User response**

Re-enter the command specifying a valid restore type.

**ACN0301E: Invalid backup type.****Explanation**

The type of backup requested is invalid.

**System action**

Processing ends.

**User response**

Re-enter the command specifying a valid backup type.

**ACN0351E: Invalid trace keyword - '*keyword*'****Explanation**

A TRACEFLAG option in the user configuration file or on the command line is incorrect.

**System action**

Client program did not initialize or tracing was not enabled in the applet.

**User response**

Correct the value.

**ACN0368E: Invalid trace file name (name too long).****Explanation**

A TRACEFILE option in the preferences files used a file name that is too long.

**System action**

Client program did not initialize.

**User response**

Change the file name used as the TRACEFILE so that it is equal to or less than 255 characters in length.

**ACN0383E: Specifying the trace file '*link*' as a symbolic link is not allowed.****Explanation**

Trace file '*linkname*' cannot be a symbolic link.

**System action**

The symbolic link '*linkname*' is deleted, the trace file is recreated, and processing stops.

**User response**

Specify the trace file location with the 'tracefile' option.

**ACN0384E: Symbolic link '*linkname*' to '*target*' was successfully deleted.****Explanation**

Log '*linkname*' cannot be a symbolic link.

**System action**

The symbolic link '*linkname*' is deleted, the log is recreated, and processing stops.

**User response**

Check the location of the new file. To specify the location of log files, refer to the user's manual for the 'errorlogname' option, the 'schedlogname' option, and the 'DSM\_LOG' environmental variable.

**ACN0385E: Unable to delete symbolic link '*link*'.****Explanation**

Log '*linkname*' cannot be a symbolic link.

**System action**

Processing stops.

**User response**

Delete the symbolic link '*linkname*'.

## **ACN0476E: *program-name*: cannot open file *file-spec*: error.**

### **Explanation**

Cannot open the file. The reason is given in the message.

### **System action**

Cannot complete the requested operation.

### **User response**

Retry the operation. If the problem continues, check with your system administrator.

## **ACN0480I: Temp object renamed (Filespace: ", HL: ", and LL: ').**

### **Explanation**

After a legacy backup operation, it might be a temp object remains on TSM server but for SQL Server this backup is successful already. Rename this temp object to have consistent backup.

### **System action**

### **User response**

No action is required.

## **ACN0487E: Specifying the error log '*link*' as a symbolic link is not allowed.**

### **Explanation**

Error log '*linkname*' cannot be a symbolic link.

### **System action**

The symbolic link '*linkname*' is deleted, the error log is recreated, and processing stops.

### **User response**

Check the location of the new error log. To specify the location of the error logs, refer to the user's manual for the 'errorlogname' option and 'DSM\_LOG' environmental variable.

## **ACN0488E: Initialization functions cannot open the error log: *log-name*. errno = *errno-value*,**

### **Explanation**

The file *log-name* could not be opened during initialization. The system set the error code *errno-value*. If the reason given is "access denied," the current user does not have permission to write to the log in the directory specified. It is also possible that no space is available at the given log location. If the reason is `errno = 13`, Permission denied, you have the following policy setting control enabled, User Account Control: Turn on Admin Approval Mode.

### System action

Processing terminates.

### User response

Set the DSM\_LOG (or DSMI\_LOG) environment variable to a directory into which the current user can write. You may also use the ERRORLOGNAME option to specify a file to which the current has write permission. If the reason is errno = 13, Permission denied, you should run the same operation in administrator mode.

## **ACN0495E: Failure writing to a IBM Storage Protect log or log-related file: *file-name*, errno = *errno-value*, reason**

### Explanation

A failure was encountered when writing to one of the log files or a related file named *file-name*. The system set the error code *errno-value*. *reason* is the system explanation of that error code. Among other things, it is possible that no space is available at the given log location.

### System action

Processing terminates.

### User response

Set the DSM\_LOG (or DSMI\_LOG) environment variable to a directory with adequate space to write the log data.

## **ACN0496I: Converting the *log-file* from continuous (pruning) mode to wrapping mode. This process may take several minutes.**

### Explanation

The *log-file* was previously in continuous mode where the only size control was through the use of ERRORLOGRETENTION or SCHEDLOGRETENTION option. This is the first occasion where ERRORLOGMAX or SCHEDLOGMAX is specified for this log, so its format must be changed and old data saved.

### System action

Transition processing continues.

### User response

None.

## **ACN0497I: DP is converting the *log-file* from wrapping mode to continuous (pruning) mode. This process may take several minutes.**

### Explanation

The *log-file* was previously in wrapping mode where the size control was through the use of the ERRORLOGMAX or SCHEDLOGMAX option. This is the first occasion where ERRORLOGMAX or SCHEDLOGMAX is not specified for this log, so its format must be changed and old data saved.

### System action

Transition processing continues.

**User response**

None.

**ACN0498I: *count* log records processed.****Explanation**

This is just a progress report to let you know the process is still ongoing.

**System action**

Transition processing continues.

**User response**

None.

**ACN0501E: Invalid Proxy Configuration Detected: Target Node '*targetnode*' is not listed as a valid node to proxy to for Node Name '*nodename*'.****Explanation**

The proxy node configuration on the ISP Server is not correct to support this VSS operation.

**System action**

The VSS operation stops.

**User response**

Contact the ISP Server administrator to have the correct GRANT PROXY commands issued to enable proxy authority for the nodes. If the error persists, contact your service representative.

**ACN0515E: Invalid DSMAGENT Node configuration found for node '*dsmagentnode*'.****Explanation**

The DSMAGENT Node specified is not configured properly.

**System action**

The VSS operation stops.

**User response**

Verify that the DSMAGENT Node specified is correct and that the client acceptor is running for the DSMAGENT Node. If the error persists, contact your service representative.

## ACN0516I: The Windows console event handler received a '*event*' console event.

### Explanation

A console event was received by one of the Data Protection for Microsoft Exchange Server processes or programs. The following events can be received:

- Ctrl-C - This indicates either the user entered the ctrl-c sequence or that one of the Windows services was stopped.

### System action

None.

### User response

None.

## ACN0517I: An unexpected error was encountered. function name : *function-name* function : *function-desc* return code : *TSM-rc* file : *file-name* (*line-number*)

### Explanation

None.

### System action

Processing stops.

### User response

Contact the DP administrator with the information provided in this message.

## ACN0518E: Backups selected for restore must have the same backup location (ISP or LOCAL).

### Explanation

A VSS restore operation was submitted that specified multiple backup objects. The backup objects chosen had different backup locations. This is not allowed. All backup objects submitted in the same VSS restore operation must have the same backup location, either ISP or LOCAL, but not both.

### System action

The VSS restore operation stops.

### User response

Retry the VSS restore operation specifying one backup object at a time.



## **ACN0519E: The VSS operation failed with rc = *returncode*.**

### **Explanation**

There was a failure when ISP performed the VSS operation.

### **System action**

The VSS operation stops.

### **User response**

Verify that the client acceptor is installed, configured, and running properly on the machine. Retry the operation. If the error persists, contact your service representative.

## **ACN0520E: Failed to connect to Local DSMAGENT Node '*localdsmagentnode*' at address:port '*address:portnumber*'. Verify that the client acceptor is installed, configured, and running properly.**

### **Explanation**

An attempt was made to connect to the client acceptor running on the local machine. A communication error occurred when this connection was attempted.

### **System action**

The operation stops.

### **User response**

In order to perform VSS operations, you must have a client acceptor and a ISP Remote Client Agent Service (DSMAGENT) installed and configured properly. In addition, the client acceptor must be running. Verify that the client acceptor is installed, configured, and running properly on the local machine. If the error persists, contact your service representative.

## **ACN0521E: Pruning functions cannot open the prune files: *log-name*. errno = *errno-value*,**

### **Explanation**

The file "*log-name*" could not be opened during pruning. The system set the error code *errno-value*. If the reason given is "access denied," the current user does not have permission to write to the file in the directory specified. It is also possible that no space is available at the given file location or another IBM Storage Protect process started by different user id is performing pruning at the same time.

### **System action**

Pruning stops, processing continues.

### **User response**

Set the DSM\_LOG (or DSMI\_LOG) environment variable to a directory into which the current user can write.

## ACN0522E: DIAG:

### Explanation

The message text is provided for diagnostic purposes and is meant to provide information to IBM support in problem determination.

### System action

None.

### User response

None.

## ACN0524S: Error '*errtxt*' (errno=*errno*) occurred trying to write to audit log '*file-name*'. The audit log function is disabled.

### Explanation

There was an error encountered writing to the audit log (for example, there is not enough space on the disk).

### System action

Audit logging is disabled for the rest of the operation. The return code for the operation is set to 12 to indicate that the contents of the audit log are incomplete.

### User response

If this is an out of space condition either free up space on the volume or try to write the audit log to a volume with more space.

## ACN0555E: Invalid number of snapshots:

### Explanation

### System action

Policy was not created.

### User response

Specify a number in the range: range: 1...9999 or NOLimit

## ACN0556E: Invalid number of days:

### Explanation

### System action

The Policy was not created.

**User response**

Specify a number in the range: range: 0...9999 or NOLimit

**ACN0571E: The specified policy was not found: '*policy*'****Explanation****System action****User response**

Please make sure that the specified policy exists.

**ACN0572E: The specified policy already exists: '*policy*'****Explanation****System action**

Policy was not created.

**User response**

Enter a different name for the policy.

**ACN0573E: The specified policy could not be updated: '*policy*'****Explanation**

This is due to a problem in virtual server database.

**System action**

Processing stops.

**User response**

Make sure that IBM Storage Protect Snapshot is configured correctly.

**ACN0574E: The specified policy could not be deleted: '*policy*'****Explanation**

This is due to a problem in virtual server database.

**System action**

Processing stops.

**User response**

Make sure that IBM Storage Protect Snapshot is configured correctly.

## **ACN0575E: The specified policy could not be created: '*policy*'**

### **Explanation**

This is due to a problem in virtual server database.

### **System action**

Processing stops.

### **User response**

Make sure that IBM Storage Protect Snapshot is configured correctly.

## **ACN0576I: There were no items found.**

### **Explanation**

The query completed successfully, but no results were found.

### **System action**

None.

### **User response**

Change the specified search criteria.

## **ACN0581E: Volume *volume-name* could not be locked.**

### **Explanation**

The system call to lock the volume failed.

### **System action**

Processing stopped.

### **User response**

Please verify that no other application is accessing the volume. During restore of an image exclusive use of the volume is required.

## **ACN0583E: Invalid name of policy specified. Valid input characters include alphanumeric characters and underscore.**

### **Explanation**

### **System action**

Policy was not created.

### **User response**

Please specify a valid name.

## **ACN0585E: Unable to connect to the client acceptor.**

### **Explanation**

Possible causes of this message include: The client acceptor is not running. The VSSALTSTAGINGDIR option setting in the TDP option file is not set to the same value as the VSSALTSTAGINGDIR option setting in the Data Protection for Microsoft Exchange Server Remote Client Agent Service (DSMAGENT) option file. They must be set to the same value.

### **System action**

The VSS operation stops.

### **User response**

Ensure that the client acceptor is running. Ensure that the VSSALTSTAGINGDIR option setting in the TDP option file is set to the same value as the VSSALTSTAGINGDIR option setting in the Data Protection for Microsoft Exchange Server Remote Client Agent Service (DSMAGENT) option file. After correcting the VSSALTSTAGINGDIR option inconsistency, retry the operation.

## **ACN0588E: The value for the BACKUPDESTination option is not allowed. Data Protection for Microsoft Exchange Server is only licensed to run data protection operations to a IBM Storage Protect server. It is not licensed to backup or to restore locally managed snapshots.**

### **Explanation**

The value for the configuration option is not allowed. The only allowed value is ISP. Data Protection for Microsoft Exchange Server is only licensed to run data protection operations to a IBM Storage Protect server. It is not licensed to backup or to restore locally managed snapshots.

### **System action**

Processing ends.

### **User response**

Set the backup destination to ISP. In order to create and restore local VSS backups it is required to use and install a fully-featured valid license or to purchase an upgrade, and install IBM Storage Protect Snapshot.

## **ACN0589E: You are not allowed to set REMOTEDSMAGentnode option. Data Protection for Microsoft Exchange Server is not licensed to perform offloaded VSS backups.**

### **Explanation**

The REMOTEDSMAGentnode option is used to perform offloaded VSS backups.

### **System action**

The operation stops.

### **User response**

In order to perform offloaded VSS backups install a valid fully-featured license.

## **ACN0590E: A Data Protection communication error with the IBM Storage Protect server has occurred.**

### **Explanation**

Communications with the IBM Storage Protect server has been lost.

### **System action**

The operation stops.

### **User response**

Correct the TCP/IP communications error with the IBM Storage Protect server and retry the operation.

## **ACN0591I: Communications with the IBM Storage Protect server recovered.**

### **Explanation**

Communications with the IBM Storage Protect server has been successfully recovered.

### **System action**

None.

### **User response**

Continue with normal operations.

## **ACN0592E: The TCP/IP session with the IBM Storage Protect server was canceled.**

### **Explanation**

The TCP/IP session with the IBM Storage Protect server was cancelled.

### **System action**

The operation stops.

### **User response**

Correct the reason the IBM Storage Protect server administrator cancelled the session and retry the operation.

## **ACN0593E: Data Protection for Microsoft Exchange Server is not licensed to perform offloaded VSS backups.**

### **Explanation**

Currently installed license does not allow to perform offloaded VSS backups. In order to use this feature it is necessary to install a valid fully-featured license.

**System action**

The operation stops.

**User response**

In order to perform offloaded VSS backups install a valid fully-featured license.

**ACN0594E: You cannot perform offloaded VSS backups in a standalone configuration.****Explanation**

OFFLOAD option is not available in a standalone configuration.

**System action**

The operation stops.

**User response**

In order to perform offloaded VSS backups you have to configure IBM Storage Protect Snapshot to manage snapshot backups using a IBM Storage Protect server. To do this, you can use the configuration wizard.

**ACN0595E: The options file '*optfile*' does not exist. It is required for proper operation.****Explanation**

The specified ISP API options file could not be found. It is required in order to complete the command.

**System action**

Processing ends.

**User response**

Make sure to complete IBM Storage Protect configuration and try the operation again.

**ACN0598E: The application cannot run in safe mode.****Explanation**

The application requires either Services or Drivers that are not available when running in safe mode.

**System action**

The application processing stops.

**User response**

Restart the system using the normal startup. When the system is started, run the application.

## **ACN0599E: The application cannot establish a remote powershell connection.**

### **Explanation**

The application attempted to establish a remote powershell connection. The operation failed.

### **System action**

The application processing stops.

### **User response**

Verify you are using the correct credentials. For more information, see the Microsoft [about\\_Remote\\_Troubleshooting](#) Help topic.

## **ACN0601E: There is a problem that causes processing to stop. To identify the source of the problem and the solution, look for details in the service level trace file.**

### **Explanation**

This problem occurs when either the local or remote Powershell cmdlet or script reports an error. Details about the error are not available until more trace file information is analyzed.

### **System action**

Application processing stops.

### **User response**

To identify the problem, look for information in the service level trace files. For more information about viewing trace files, see the Troubleshooting section of the technical documentation provided with the software.

## **ACN0602E: While attempting to communicate with the remote client, a version check reveals that the versions do not match.**

### **Explanation**

During initialization between the local client and the remote client, version checking reveals that the versions do not match. This is usually the result of an upgrade of one client module without upgrading other client modules that are part of product solution.

### **System action**

The calling procedure returns and control is passed back the user.

### **User response**

Check the versions of all ISP Client products that communicate with each other and ensure that they are all at the same version, release, and level.



## **ACN0603S: File '*file-name*' could not be found, or it cannot be read.**

### **Explanation**

Common reasons for this error include:

- The default options file does not exist.
- The DSM\_CONFIG (or DSMI\_CONFIG if you are using the Data Protection for Microsoft Exchange Server API) environment variable specifies an options file that does not exist.
- You specified the TSMOPTFILE or FCMOPTFILE option when starting the Data Protection for Microsoft Exchange Server client, but the option file you provided does not exist.
- You specified the TSMOPTFILE or FCMOPTFILE option when starting the Data Protection for Microsoft Exchange Server client, but the configuration file that you provided does not have appropriate read permissions for the user that is running the operation.
- You specified the CONFIGFILE option when starting the Data Protection for Microsoft Exchange Server client, but the configuration file you provided does not exist.
- You specified the CONFIGFILE option when starting the Data Protection for Microsoft Exchange Server client, but the options file that you provided does not have appropriate read permissions for the user that is running the operation.

### **System action**

Data Protection for Microsoft Exchange Server client processing stops.

### **User response**

Make sure that the file you want to use exists, it has the read rights set for the user that is running the operation, and it is in the standard file encoding of the system. For example, on Windows the expected file encoding is ANSI. Review the configuration information in the Data Protection for Microsoft Exchange Server client manual specific to your operating system. If the problem persists, ask your Data Protection for Microsoft Exchange Server administrator for further assistance.

## **FMF0604E: The Backup you are mounting is not located on a SAN Volume Controller volume.**

### **Explanation**

Mounting with Snap Of A Snap is only supported with SVC volumes.

### **System action**

Processing stopped.

### **User response**

You may mount backups located as Read Only or Read Write with Snap Of A Snap disabled.

## **FMF0605E: The SVC Hardware Provider is not installed.**

### **Explanation**

Mounting with Snap Of A Snap is only supported by the SVC Hardware Provider.

### **System action**

Processing stopped.

**User response**

Install the SVC Hardware Provider. Or you may mount backups as Read Only or Read Write with Snap Of A Snap disabled.

**FMF0606E: The SVC Hardware Provider is not at minimum level.****Explanation**

Mounting with Snap Of A Snap is only supported by the SVC Hardware Provider version 4.12 or higher.

**System action**

Processing stopped.

**User response**

Install SVC Hardware Provider version 4.12 or higher. Or you may mount backups as Read Only or Read Write with Snap Of A Snap disabled.

**FMF0607E: The SVC VSS Hardware Provider has reported an error.****Explanation**

The SVC VSS Hardware Provider has reported an error.

**System action**

Processing stopped.

**User response**

See the SVC VSS Hardware Provider log for more details.

**FMF0608E: The backup type is not a COPY backup type.****Explanation**

Only COPY or COPYFULL backup types maybe mounted read write when not using the Snap Of A Snap feature

**System action**

Processing stopped.

**User response**

Enable the USESNAPOFASNAPTmount configuration option if you have a supported environemnt.

**FMF0609E: The backup has been modified and cannot be restored.****Explanation**

When you mount COPY or COPYFULL type backups as read/write, the backup data is modified. A backup with modified data cannot be used for restore operations.

**System action**

Processing stopped.

**User response**

Use an alternative backup, one that has not been modified, for your restore operations.

**ACN0649E: The disk provider does not support the snap of a snap feature. See more details in the VSS Requester error log file (baclient\dsmerror.log).**

**Explanation**

You can use the snap of a snap feature only on SVC and Storwize systems.

**System action**

Processing ends.

**User response**

Reset the USESNAPOFASNAPTOMOUNT option to No in the Data Protection configuration file and set MOUNTRW=Yes to mount the read/write backup.

**ACN0650E: The mount point provided is invalid. It must be an existing empty folder, or a drive letter in case you mount a file system backup.**

**Explanation**

The mount point provided is invalid. It must be an existing empty folder, or a drive letter in case you mount a file system backup.

**System action**

Processing ends.

**User response**

Provide an existing empty folder, or a drive letter in case you mount a file system backup.

**ACN1225E: The *command\_stream* command is not supported without an IBM Storage Protect Snapshot license.**

**Explanation**

To issue the command, a license for IBM Storage Protect Snapshot is required. If an IBM Storage Protect Snapshot license does not exist, the command is not supported.

**System action**

None.

**User response**

Install an IBM Storage Protect Snapshot license, then issue the command again.

**ACN1226E: The local backup or clone cannot be deleted from current machine. It must be deleted from the machine where its snapshot was created.**

**Explanation**

Delete operation failed because the snapshot information for the local backup or clone cannot be found in local machine.

**System action**

The operation stops.

**User response**

Delete the local backup or clone from the machine where its snapshot was created.

**ACN1227E: Node '*nodename*' does not connect or register properly with IBM Storage Protect Server.**

**Explanation**

DSMAgent node cannot be connected or register properly.

**System action**

The VSS operation stops.

**User response**

Verify that the DSMAGENT Node specified is correct and that SSL is config correctly. If the error persists, contact your service representative.

**ACN3528E: Data Protection for Microsoft Exchange Server is only licensed to run data protection operations to a IBM Storage Protect server. It is not licensed to back up or to restore using locally managed snapshots.**

**Explanation**

Currently installed license allows to create and restore only ISP VSS backups. In order to create backups and to restore local VSS backups, Data Protection for Exchange verifies that the Exchange Server supports VSS backup (that is, it is at least Exchange Server 2003), and that a valid fully-featured license for IBM Storage Protect Snapshot is installed.

**System action**

The operation stops.

**User response**

In order to create and restore local VSS backups it is required to purchase and install a fully-featured valid license for IBM Storage Protect Snapshot.

## **ACN5050I: A new configuration file has been created.**

### **Explanation**

The /configfile value specified a file name that does not exist. A new file has been created.

### **System action**

Processing continues.

### **User response**

None.

## **ACN5051I: The configuration file cannot be found, using default settings.**

### **Explanation**

The /configfile value specified a file that cannot be found. Default settings will be used.

### **System action**

Processing continues using default settings.

### **User response**

Ensure that the configuration file exists, and enter the command again.

## **ACN5052E: An error occurred trying to set the *preference* preference.**

### **Explanation**

An error occurred while writing to the preferences file.

### **System action**

Processing ends.

### **User response**

View any other messages that were displayed. Fix any of the problems indicated and enter the command again.

## **ACN5053E: The value for the *preference* preference is not valid. See the TDPEXCC HELP SET output or the User's Guide for valid SET command parameters.**

### **Explanation**

The preference being set is not valid.

### **System action**

Processing ends.

**User response**

Run the "tdpexcc help set" command or see the User's Guide for valid SET command parameters.

**ACN5054I: The preference has been set successfully.****Explanation**

The preference was set successfully.

**System action**

Processing ends.

**User response**

None

**ACN5055E: The Microsoft Exchange API could not be loaded.****Explanation**

If running on Microsoft Exchange 5.5, the dll that is attempting to load is edbbcli.dll. If running on a later version of Microsoft Exchange, the dll that is attempting to load is esebcli2.dll.

**System action**

Processing ends.

**User response**

Ensure that the Microsoft Exchange Server has been correctly installed.

**ACN5056I: The *logfile* log file could not be pruned. Processing will continue.****Explanation**

An attempt to prune the log was unsuccessful.

**System action**

Processing continues.

**User response**

Ensure that the log file name is valid and that the log file exists. If a valid log file name was specified, view the log for indications of what the problem may be.

**ACN5057I: The *logfile* log file has been pruned successfully.****Explanation**

The specified log file was pruned successfully.

**System action**

Processing continues.

**User response**

None.

**ACN5058W: The length of the log file name is greater than the maximum allowed. Processing will continue using a log file name of *logfile* in the current directory.**

**Explanation**

The log file name entered was not fully qualified. When the fully qualified log file name was created, it was longer than the maximum allowed length for a log file name.

**System action**

Processing continues creating and using a log file in the current directory.

**User response**

Update the log file name using a fully qualified path.

**ACN5059W: The *logfile* log file cannot be opened for writing. There will be no logging of events.**

**Explanation**

The specified log file could not be opened for append and logging of events will not occur. The log file may be read-only or the log file name is not valid.

**System action**

Processing continues without logging.

**User response**

Determine why the log could not be opened. You may need to ensure that the log file is not read-only, or ensure that a valid drive or partition is specified in the log file name.

**ACN5060E: A IBM Storage Protect API error has occurred. Examine the Windows Event Logs and DSMERROR.LOG for additional details.**

**Explanation**

A IBM Storage Protect API api error has occurred.

**System action**

Processing ends.

**User response**

Try the operation again. If the error persists, contact your service representative.

## **ACN5061E: A Microsoft Exchange api error has occurred.**

### **Explanation**

A Microsoft Exchange api error has occurred.

### **System action**

Processing ends.

### **User response**

Try the operation again. If the error persists, contact your service representative.

## **ACN5062E: The version of Microsoft Exchange that is running is not a supported version for IBM Storage Protect for Mail.**

### **Explanation**

IBM Storage Protect for Mail has detected a version of Microsoft Exchange Server that is not supported.

### **System action**

Processing ends.

### **User response**

Refer to the software requirements section of the product documentation to view a list of the supported versions of Microsoft Exchange Server. If the version of Microsoft Exchange Server running is a supported version, try the operation again. If the error persists, contact your service representative.

## **ACN5063E: An error occurred trying to get the Microsoft Exchange version information. It could be a problem with the registry. Or, a Microsoft Exchange Server is not installed on this machine.**

### **Explanation**

An attempt was made to read the registry to determine the level of Microsoft Exchange that is currently running. This attempt failed.

### **System action**

Processing ends.

### **User response**

Determine if the registry has been corrupted. Also, ensure that the Microsoft Exchange Server is installed on this machine.



## **ACN5067E: The specified databases do not exist or have not been dismounted.**

### **Explanation**

The mailbox databases that were entered either do not exist on the Microsoft Exchange Server or have not been dismounted.

### **System action**

Processing ends.

### **User response**

Verify that the mailbox databases exist and that the databases have been dismounted before starting the restore.

## **ACN5068W: The database <database> does not exist in the storage group <storagegroup>.**

### **Explanation**

The database that was entered does not exist in the storage group that was entered.

### **System action**

Processing ends.

### **User response**

Enter the command again specifying a valid database name that exists in a valid storage group.

## **ACN5069W: The database <database> in the storage group <storage group> is not dismounted.**

### **Explanation**

While examining the list of databases to restore, it was determined that not all of the databases within the specified storage groups were dismounted.

### **System action**

Processing continues skipping over the listed databases and storage groups.

### **User response**

Ensure that the databases are dismounted and enter the command again.

## **ACN5070W: The Directory Service is not running. The Directory will not be backed up.**

### **Explanation**

A request was made to backup the Directory service. However, the Directory service needs to be running in order to do the backup.

**System action**

Processing ends.

**User response**

Start the Directory service and enter the backup command again.

**ACN5072W: Database <component name> is dismounted -- skipping.****Explanation**

A request was made to back up a set of databases. However, some databases are not mounted. The databases need to be mounted for the backup to proceed.

**System action**

Processing continues, but the dismounted databases are skipped.

**User response**

Ensure that the database you want to back up is mounted.

**ACN5073E: None of the databases are backed up.****Explanation**

The request to back up a set of databases could not be completed because at least one of the following conditions is true: 1) all of the databases are dismounted 2) a backup is in progress on another replica 3) a backup has been made more recently than specified by the /MINimumbackupinterval parameter

**System action**

Processing stops.

**User response**

Ensure that the database you want to back up is mounted, or another backup is not in progress, or change the /MINimumbackupinterval parameter.

**ACN5074E: The databases entered do not exist, or were entered with the wrong capitalization.****Explanation**

A request was made to back up a set of databases that do not exist, or the database names might not have been entered using the correct capitalization.

**System action**

Processing stops.

**User response**

Check the capitalization and spelling of the databases and enter the backup command again.

**ACN5087E: The PASSWORDACCESS parameter is set to GENERATE, but either the stored password is incorrect or there is no stored password. If you do not have a stored password, use the -TSMPassword=xxx option to set and store your password.**

**Explanation**

The client options file has the PASSWORDACCESS option set to GENERATE. Currently, there is no password stored. An initial password must be stored.

**System action**

Processing stops.

**User response**

Enter the command again using the -TSMPassword option. After doing so, subsequent commands will not require a password.

**ACN5140I: Database <database> does not exist - skipping.**

**Explanation**

The database that was specified by the user is not found on this Exchange server.

**System action**

This database is skipped.

**User response**

Ensure that the database name is spelled correctly and enter the command again.

**ACN5142E: The requested database was not found.**

**Explanation**

The databases could not be found on this Microsoft Exchange server.

**System action**

Processing stops.

**User response**

Ensure that the database names are spelled correctly and enter the command again.

**ACN5151W: The folder '*foldername*' cannot be deleted automatically from the '*mailboxname*' mailbox. The folder needs to be deleted manually. If the folder is not deleted, it will continue to consume storage space.**

**Explanation**

The folder that needs to be deleted manually holds the temporary mailbox contents. The temporary mailbox has no size limit so the space usage varies.

**System action**

The mailbox is restored, but the temporary mailbox is not removed.

**User response**

You can delete the folder by using either the Outlook mail client or Outlook Web Access.

**ACN5209I: There were no backups found that match the criteria specified.**

**Explanation**

There are no database backups on the IBM Storage Protect server for the specified server name.

**System action**

Processing stops.

**User response**

None if there are no backups; otherwise, check your spelling and try again.

**ACN5228I: The LOCALDSMAgentnode preference is not set correctly.**

**Explanation**

Data Protection for Exchange has not been configured to perform VSS operations. The LOCALDSMAgentnode preference is not set correctly.

**System action**

Processing stops.

**User response**

Ensure that the LOCALDSMAgentnode preference is set correctly. This preference can be set by running the configuration wizard.

## **ACN5229E: An error occurred while obtaining VSS information from the following Local DSMAgent Node: '*localdsmagentnode*'.**

### **Explanation**

Data Protection for Exchange attempted to obtain VSS information through the specified LOCALDSMAgentnode, but failed. The specific error message encountered is also displayed.

### **System action**

VSS information is not displayed.

### **User response**

Refer to the error message displayed along with this message.

## **ACN5237E: Unable to communicate with the Microsoft Exchange Server.**

### **Explanation**

An attempt was made to communicate the with the Microsoft Exchange Server that was entered. This connection attempt failed.

### **System action**

Processing stops.

### **User response**

Ensure that the name of the Microsoft Exchange Server that was entered is valid. Also, ensure that the Microsoft Exchange Server is running and that the Exchange services are started.

## **ACN5239E: Unable to retrieve the component information.**

### **Explanation**

An attempt was made to retrieve the storage group or mailbox database information for the Microsoft Exchange Server. This attempt failed.

### **System action**

Processing ends.

### **User response**

Ensure that the Microsoft Exchange Server is running properly.

## **ACN5240E: Unable to retrieve database information.**

### **Explanation**

Data Protection for Exchange tried to retrieve database information from Microsoft Exchange Server, but this attempt failed.

### **System action**

Processing stops.

**User response**

Ensure that Microsoft Exchange Server is running properly.

**ACN5241E: The Microsoft Exchange Information Store is currently not running.****Explanation**

Data Protection for Exchange tried to retrieve information about the Microsoft Exchange Server Information Store, but this attempt failed.

**System action**

Processing stops.

**User response**

To retrieve the Microsoft Exchange Server information, the Microsoft Exchange Information Store must be running. Start or restart this service to get the requested information.

**ACN5304E: Unable to open a Microsoft Exchange service to determine if it is running.****Explanation**

An attempt to open a service failed.

**System action**

Processing stops.

**User response**

Check your Microsoft Exchange services and ensure that they are running properly.

**ACN5305E: Unable to query service information.****Explanation**

An attempt to query specific service information failed.

**System action**

Processing stops.

**User response**

Check your Microsoft Exchange services and ensure that they are running properly.

**ACN5350E: An unknown Exchange error has occurred.****Explanation**

An Exchange error has occurred. The Windows Event Log may contain more information.

**System action**

Processing stops.

**User response**

If the Windows Event Log does not help resolve the problem, verify the Exchange Server installation and retry the operation.

**ACN5351E: The Exchange server application is not registered for backup.****Explanation**

The Exchange server application must be registered for backup with the Windows Server. The Windows NT event log may contain more information.

**System action**

Processing ends.

**User response**

If the Windows NT event log does not help resolve the problem, verify the Exchange Server installation and retry the operation. If the error persists, contact your service representative.

**ACN5352E: The Exchange server application is not registered for offline restore.****Explanation**

The Exchange server application must be registered for offline restore with the Windows Server. The Windows NT event log may contain more information.

**System action**

Processing ends.

**User response**

If the Windows NT event log does not help resolve the problem, verify the Exchange Server installation and retry the operation. If the error persists, contact your service representative.

**ACN5353E: The Exchange server application is not registered for online restore.****Explanation**

The Exchange server application must be registered for online restore with the Windows Server. The Windows NT event log may contain more information.

**System action**

Processing ends.

**User response**

If the Windows NT event log does not help resolve the problem, verify the Exchange Server installation and retry the operation. If the error persists, contact your service representative.

**ACN5354E: The database was not found.****Explanation**

The specified database name was not found.

**System action**

Processing ends.

**User response**

Verify the command input and retry the operation. If the error persists, contact your service representative.

**ACN5355E: The database was not found. Ensure that the database exists and is spelled correctly with proper capitalization.****Explanation**

The specified database name was not found.

**System action**

Processing stops.

**User response**

Ensure that the database exists and is spelled correctly with proper capitalization, and retry the operation.

**ACN5356E: The database file name is undefined.****Explanation**

Every Microsoft Exchange database must specify a database file name.

**System action**

Processing stops.

**User response**

Verify the database properties and retry the operation.

**ACN5357W: The truncation of the transaction log failed.****Explanation**

The truncation of the transaction log failed.



**System action**

Processing continues.

**User response**

Refer to other messages that are displayed to determine the problem.

**ACN5358E: A Microsoft Exchange API protocol error has occurred.****Explanation**

An unrecoverable Microsoft Exchange API protocol error has occurred.

**System action**

Processing ends.

**User response**

Contact your service representative.

**ACN5359E: Unable to get the TEMP environment variable. Ensure that the environment variable is set and retry the operation.****Explanation**

An attempt was made to get the TEMP environment variable for this system. This attempt failed.

**System action**

Processing stops.

**User response**

Ensure that the environment variable is set and retry the operation.

**ACN5360E: The /RECOVer=APPLYRESToredlogs option is not allowed during a partial restore.****Explanation**

A partial restore was requested with the /RECOVer=APPLYRESToredlogs option. The /RECOVer=APPLYRESToredlogs option is not allowed during a partial restore.

**System action**

Processing ends.

**User response**

Enter the command to restore the entire component or enter the command without the /RECOVer=APPLYRESToredlogs option.

## **ACN5361E: It is invalid to have an '\*' within a database name.**

### **Explanation**

An attempt was made to backup a database that contains an '\*'. It is invalid to have an '\*' in a database name.

### **System action**

Processing continues, but this database will not be backed up.

### **User response**

Rename the database, otherwise this database cannot be backed up.

## **ACN5362W: The filespace <filespace> in an invalid filespace name.**

### **Explanation**

The filespace displayed in the message exists, but is an invalid filespace.

### **System action**

Processing continues, but this filespace will not be used.

### **User response**

Ensure that the database name does not contain invalid characters. Refer to the Microsoft Exchange documentation for the list of invalid characters.

## **ACN5363W: ISP Recovery Agent is either at an earlier level or not found. The VM backup data query or restore is not issued.**

### **Explanation**

Warning: To issue the VM backup data query or restore, update the software. Please upgrade it to support this feature.

### **System action**

The command is ignored and processing continues.

### **User response**

## **ACN5364W: The license for the Recovery Agent, part of the ISP for Virtual Environments, is either not valid or not found.**

### **Explanation**

Warning: Without a valid license for the Recovery Agent, you cannot use parts of Data Protection for Microsoft Exchange Server to recover Microsoft Exchange data from a VM backup.

### **System action**

The software continues to run, but you cannot use Data Protection for Microsoft Exchange Server to recover Microsoft Exchange data from a VM backup.

### **User response**

Verify that the correct license file is in the correct directory. If you use the installation wizard, the license file should be saved to the correct directory.

## **ACN5365W: Restoring from the VM backup is disabled. Restore actions are usually disabled because of license issues or code incompatibility issues.**

### **Explanation**

Warning: Until the problem is resolved, you can restore from the backups taken with Data Protection for Exchange.

### **System action**

Until the root cause is identified and the problem is resolved, the restore action is unavailable. After you fix the problem, a restart is not required.

### **User response**

To identify the root cause, verify that the .lic file is in the correct path. If the .lic file is not the problem, check the versions of the code. If the recovery agent (client) code is not at the same level as the Data Protection for VMware and Data Protection for Exchange software, the restore action is disabled. You can upgrade the recovery agent and retry the restore.

## **ACN5500E: The MultiByteToWideChar() function failed.**

### **Explanation**

An internal error occurred.

### **System action**

Processing stops.

### **User response**

Retry the operation.

## **ACN5501E: The WideCharToMultiByte() function failed.**

### **Explanation**

An internal error occurred.

### **System action**

Processing ends.

### **User response**

Retry the operation. If this error persists, contact your service representative.

**ACN5502E: The restore destination directory path needs to be fully-qualified. Enter the command again and specify a fully-qualified path for the /INTO option.**

**Explanation**

The /INTO option was specified without a fully-qualified path.

**System action**

Processing stops.

**User response**

Enter the command again and specify a fully-qualified path for the /INTO option.

**ACN5705W: An error was encountered with IBM Storage Protect API initialization, rc = *returncode*. Examine the dserror.log for more information or determine if the ISP Client is installed properly.**

**Explanation**

An attempt was made to run setup for the IBM Storage Protect API. However, errors were encountered. The API is a component of the backup-archive client, which is also known as the VSS Requestor.

**System action**

Processing continues.

**User response**

Examine the dserror.log file to find out more information about the problem. If this file does not exist, it is possible that the ISP API is not installed properly. If this is the case, uninstall the ISP Client and re-run the configuration wizard.

**ACN5706I: The *logfile\_name* log file did not need pruning.**

**Explanation**

The log file specified did not exceed the maximum log size and did not need to be pruned.

**System action**

The log file is not changed.

**User response**

The log file will automatically be pruned at a later date. If the log file is too large now, lower the number of days the log entries are retained.

## **ACN5798E: MS Exchange API *api name* failed with HRESULT: *api retcode*. Check the Windows Application Event log for more details.**

### **Explanation**

A Microsoft Exchange API error occurred during an operation. The specific API function that failed, along with the HRESULT code of the failure and possible message associated with that error, is displayed.

### **System action**

Processing stops.

### **User response**

If the Windows Event Log does not help to resolve the problem, stop and restart the Exchange Information Store and retry the operation.

## **ACN5800E: The backup is corrupt. See log file for additional information.**

### **Explanation**

When attempting to process an Exchange backup on the IBM Storage Protect Server, not all required objects were present. The operation cannot proceed. The specific backup affected is logged.

### **System action**

Processing stops.

### **User response**

Retry the operation with a different backup.

## **ACN5805E: The restore failed. The file already exists. Delete the existing files or specify a different restore (/INTO) path.**

### **Explanation**

The specified file already exists in the restore (/INTO) path. The RESTOREFILES command is designed not to overwrite existing files.

### **System action**

The restore operation fails and processing ends.

### **User response**

If you want to restore the specified file, you must first delete the file that exists in the restore (/INTO) path and retry the operation or specify a different restore (/INTO) path and retry the operation.

## **ACN5811E: Invalid command. Data Protection for Exchange invalid backup type for a VSS backup request. Supported types are full, copy, diff, and incr.**

### **Explanation**

An invalid backup type was specified on the VSS backup request. Refer to your Data Protection for Exchange User's Guide for supported backup types.

### **System action**

The backup operation is canceled.

### **User response**

Retry the backup operation specifying a supported VSS backup type. Supported types are full, copy, diff, and incr.

## **ACN5814E: Invalid command. Data Protection for Exchange does not support OFFLOAD with the combination specified for backup destination and version of Windows.**

### **Explanation**

The OFFLOAD option was specified with an unsupported backup destination. Data Protection for Exchange only supports offload with a backup destination of ISP or if running on a Windows System 2008 or later, backup destination LOCAL, ISP or BOTH.

### **System action**

The backup operation is canceled.

### **User response**

Retry the VSS offloaded backup operation specifying a backup destination of ISP.

## **ACN5815E: The VSS operation failed with rc = *returncode*. Check the dsmerror.log file and the Windows Event log for more details. The VSS Provider logs might also contain more information.**

### **Explanation**

There was a failure when Data Protection for Exchange performed the VSS operation.

### **System action**

The VSS operation stops.

### **User response**

Check the dsmerror.log file and the Windows Event log for more details. The VSS Provider logs might also contain more information. If problems persist, verify that the client acceptor is installed, configured, and running properly on the machine. If necessary, uninstall the ISP Client and re-run the configuration wizard to reinstall the client acceptor.

## **ACN5816E: Data Protection for Exchange is not able to run VSS operations. You must be running Exchange Server 2010 or later.**

### **Explanation**

In order to perform VSS operations, Data Protection for Exchange verifies that the Exchange Server level is at least Exchange Server 2010.

### **System action**

The operation stops.

### **User response**

Verify that the prerequisites identified above are met and retry the operation.

## **ACN5817E: Missing, blank, or invalid Local DSMAGENT Node Name is not allowed.**

### **Explanation**

To run VSS operations, Data Protection for Exchange verifies that the Local DSMAGENT Node Name is specified and valid. This error indicates that the Local DSMAGENT Node Name is missing, blank, or invalid.

### **System action**

Processing stops.

### **User response**

Set the Local DSMAGENT Node Name to a valid value and retry the operation.

## **ACN5818E: Invalid command. Data Protection for Exchange only supports restoring VSS backup types of full, copy, diff, and incr.**

### **Explanation**

An invalid backup type was specified on the VSS restore request. Data Protection for Exchange supports restoring backups of type full, copy, diff, and incr.

### **System action**

The restore operation is canceled.

### **User response**

Retry the restore operation specifying a supported VSS backup type.

**ACN5819E: Multiple backup objects were found for the specified components and backup destination. Use the /OBJECT= and /BACKUPDESTINATION= options to identify which specific backup object to restore.**

**Explanation**

The backup object specified for the VSS restore operation was not specific enough to be unique. More information is required to restore the correct backup object.

**System action**

The restore operation is canceled.

**User response**

Retry the restore operation specifying the /OBJECT= and /BACKUPDESTINATION= parameters.

**ACN5820E: There were no Exchange backups found on the IBM Storage Protect server matching the specified criteria.**

**Explanation**

A query was issued to the IBM Storage Protect server to find the Data Protection for Exchange backups that match the specified search criteria. No backups were found.

**System action**

None.

**User response**

Retry the operation using different criteria.

**ACN5821E: The command is not valid. Data Protection for Exchange supports restoring the VMVSS FULL backup type.**

**Explanation**

When the VMVSS restore request is entered, an invalid backup type is specified. The FULL backup type is supported with Data Protection for Exchange restore backups.

**System action**

The restore operation is canceled.

**User response**

Start the restore operation after you specify a supported VMVSS backup type.



## **ACN5839E: Alternate or recovery database you are restoring to does not exist.**

### **Explanation**

The alternate or recovery database that was specified does not exist on the Microsoft Exchange Server.

### **System action**

Processing stops.

### **User response**

Verify that the target database exists and the database has been dismounted before retrying the restore.

## **ACN5843I: No backups were found for the database <database> that match the specifications entered. Check that the database name, backup destination, and OBJECT parameters are correct.**

### **Explanation**

No backups found for the specified database that match specified backup destination or OBJECT (if any).

### **System action**

This database is skipped.

### **User response**

Ensure that the database name is spelled correctly, backup destination and OBJECT (if any) are specified correctly and enter the command again.

## **ACN5901E: *mapi32.dll* does not exist. If necessary, reinstall the Microsoft MAPICDO download.**

### **Explanation**

The Messaging Application Programming Interface (MAPI) library *mapi32.dll* is required for mailbox restore operations.

### **System action**

The mailbox restore operation fails.

### **User response**

Verify that the *mapi32.dll* file is installed on the system. Run the command again.

**ACN5902E: *mapi32.dll* has version *version.release*. Expected *expected version.expected release* or higher. Download and install the latest Microsoft MAPICDO download and retry the operation.**

**Explanation**

The correct version of Messaging Application Programming Interface (MAPI) library *mapi32.dll* is required for mailbox restore operations.

**System action**

The mailbox restore operation has failed.

**User response**

Verify that the correct version of *mapi32.dll* is installed on the system. Run the command again.

**ACN5906E: Loading the MAPI dynamic load library has failed. If necessary, reinstall the Microsoft MAPICDO download.**

**Explanation**

The *mapi32.dll* is required for mailbox restore operations.

**System action**

The mailbox restore operation fails.

**User response**

Verify that the *mapi32.dll* is installed on the system. Run the command again.

**ACN5907E: Initializing the MAPI subsystem failed. Verify that the *mapi32.dll* is installed on the system and that MAPI is enabled for your mailboxes.**

**Explanation**

The MAPI subsystem is necessary for mailbox restore operations.

**System action**

Processing stops.

**User response**

Verify that the *mapi32.dll* is installed on the system and that MAPI is enabled for your mailboxes. Run the command again.

## **ACN5908E: Creating the MAPI profile has failed. Ensure that you have Organization Management privileges, and that you have an active mailbox.**

### **Explanation**

MAPI requires a user with an active Exchange mailbox and Organization Management privileges to perform mailbox restore operations.

### **System action**

Processing stops.

### **User response**

Either log on as a user with Organization Management privileges, or add an active mailbox for the current user.

## **ACN5909E: The MAPI subsystem logon has failed. Check that you have an active mailbox and Organization Management privileges for this operation.**

### **Explanation**

Mailbox restore operations require a user with Organization Management privileges, and an active Exchange mailbox.

### **System action**

Processing stops.

### **User response**

Either log on as a user with Organization Management privileges, or add an active mailbox for the current user.

## **ACN5910E: Opening a MAPI mailbox has failed.**

### **Explanation**

Data Protection for Exchange attempted to open a mailbox using MAPI, but the operation failed. The MAPI mailbox was not opened.

### **System action**

Processing stops.

### **User response**

The following causes are some of the more common causes of this error:

Mailbox does not exist Resolution: Create the necessary mailbox.

Mailbox has never been sent to or logged in to Resolution: Ensure that the mailbox is active by logging in to it or by sending at least one message to the mailbox.

Mailbox database is not mounted Resolution: Verify that the mailbox is mounted, and mount it if it isn't already mounted.

Insufficient privilege to access mailbox Resolution: Ensure that the administrative ID that you are using to restore data has the correct privileges, and has an active mailbox on the system. Microsoft Exchange 2003 requires Exchange Administrators and Local Administrators permissions, and Microsoft Exchange 2007

requires Exchange Organization Administrators, Local Administrators. Microsoft Exchange 2010 requires Organization Management and Local Administrators permissions to resolve this issue.  
Exchange server where mailbox database is located is not available or down Resolution: Verify that access to Exchange Server using Exchange Management Console (Exchange 2007) or Exchange System Manager (Exchange 2003).  
Microsoft Information Store service is not running Resolution: Verify that Microsoft Exchange Information Store service is running through computer management Services. Start the service if it is not running.  
Microsoft Exchange System Attendant service is not running Resolution: Verify that Microsoft Exchange System Attendant service is running through computer management Services. Start the service if it is not running.

**ACN5911E: The MAPI subsystem has experienced a network failure. Verify that you are accessing the correct Exchange server, and that the Exchange server has the Client Access Role installed. Also check that the /CLIENTACCESSSERVER parameter is correct.**

#### **Explanation**

Data Protection for Exchange tried to connect to Exchange, but experienced a network failure.

#### **System action**

Processing stops.

#### **User response**

Verify that you are accessing the correct Exchange server, and that the Exchange server has the Client Access Role installed. Also check that the /CLIENTACCESSSERVER parameter is correct.

**ACN5912E: The MAPI subsystem has experienced a failure.**

#### **Explanation**

The MAPI subsystem has experienced an unknown error.

#### **System action**

Processing stops.

#### **User response**

The problem is most likely a problem with the configuration of the recovery user's mailbox or the MAPI configuration on your system. Verify that both meet the requirements specified in your user documentation.

**ACN5915W: Unable to obtain the Microsoft Exchange Server version running on your system. Microsoft Exchange 2013 is being assumed. Unexpected results may occur.**

#### **Explanation**

An attempt was made to determine the level of Microsoft Exchange Server running on the current system. This attempt failed.

#### **System action**

Processing continues. However, unexpected results may occur.

### **User response**

If the operation fails or produces unexpected results, verify that Microsoft Exchange Server is correctly installed on the system, and retry the operation.

## **ACN5917I: The mailbox history has been successfully updated on the ISP Server.**

### **Explanation**

The mailbox location history stored on the ISP Server was compared to the current mailbox location information in the Active Directory and updated accordingly. This operation is performed to help facilitate individual mailbox restore operations.

### **System action**

None

### **User response**

None

## **ACN5918W: The mailbox history did not update successfully on the ISP Server.**

### **Explanation**

An attempt was made to update the mailbox location history stored on the ISP Server. This operation is performed to help facilitate individual mailbox restore operations. Problems were encountered during the update attempt.

### **System action**

The mailbox history is not updated, but processing continues.

### **User response**

Verify the following:

- the Active Directory configuration
- the Data Protection for Exchange node username and password
- the proxynode configuration on the ISP Server

## **ACN5921E: Data Protection for Exchange requires a user with Organization Management privileges. For mailbox restores, the user must also have an active mailbox.**

### **Explanation**

Mailbox restore operations requires a user with Organization Management privileges, and an active Exchange mailbox.

### **System action**

Processing stops. No mailboxes are restored.

### User response

Either log on as a user with a mailbox that has Organization Management privileges, or add an active mailbox for the current user.

## **ACN5922E: The mailbox '*mailboxname*' was not found.**

### Explanation

The mailbox specified for the mailbox restore operation or the destination mailbox was not found in the Active Directory or in the mailbox history information stored on the ISP Server.

### System action

The specified mailbox is not restored.

### User response

Verify that the specified mailbox name is correct. Make sure that you are using the mailbox alias when specifying the mailbox name. After correcting the mailbox name, retry the mailbox restore operation. If this mailbox restore is for a deleted or moved mailbox, you might retry the mailbox restore operation using the 'MAILBOXOriglocation' option. Also, make sure that the database is restored into the recovery database properly.

## **ACN5923E: An unknown mailbox name was specified or the mailbox backup was not found in the recovery database. Verify that the mailbox name is correct. If the specified mailbox name is correct, verify that it has been successfully backed up.**

### Explanation

The mailboxes specified for the mailbox restore operation were not found in the Active Directory or in the mailbox history information stored on the ISP Server. If the specified mailboxes exist in Active Directory, then the database backup was not found.

### System action

The specified mailboxes are not restored.

### User response

Verify that the specified mailbox names are correct. Make sure that you are using the mailbox alias when specifying the mailbox names. After correcting the mailbox names, retry the mailbox restore operation. If this mailbox restore is for a deleted or moved mailbox, you might retry the mailbox restore operation using the 'MAILBOXOriglocation' option. Also, make sure that the database is restored into the recovery database properly. If specified mailbox name is correct, verify that it has been successfully backed up.

## **ACN5924E: There were no usable backups found.**

### Explanation

The mailbox restore operation failed because no usable backups were found.

### System action

No mailboxes are restored.

### **User response**

Verify that you have specified the correct TCPServeraddress and node name, and retry the operation.

**ACN5929E: The Microsoft Exchange Server MAPI Client and Collaboration Data Objects (MAPICDO) download is not installed. Download and install the latest Microsoft MAPICDO from the Microsoft website before running mailbox restore operations.**

### **Explanation**

Microsoft Exchange Server MAPI Client and Collaboration Data Objects (MAPICDO) download is required for mailbox restore operations.

### **System action**

The specified mailboxes are not restored.

### **User response**

Verify that the Microsoft Exchange Server MAPI Client and Collaboration Data Objects (MAPICDO) download is installed.

**ACN5930E: The requested MAPI message service was not found.**

### **Explanation**

The MAPI message service was not found. This is most likely due to the service not being defined in your local MAPISVC.INF file.

### **System action**

The mailbox restore operation has failed.

### **User response**

Verify that the requested MAPI message service is defined in your local MAPISVC.INF file. If this error resulted from trying to restore to a Personal Folders (.pst) file, look for the section "MSPST MS" in this file. If it is not defined, add the message service to your MAPISVC.INF file and run the command again.

**ACN5932E: The recovery database cannot be created because the TEMP environment variable is set to an invalid directory.**

### **Explanation**

The TEMP environment variable is set to an invalid directory.

### **System action**

Processing stops.

### **User response**

Verify that the TEMP environment variable points to valid and accessible directory and try again.

**ACN5935W: The mailbox restore operation completed successfully; however not all of the mailbox items were restored. Run the mailbox restore operation again on the mailboxes that reported partial completion, or use mailbox filters to restore a smaller subset of messages.**

**Explanation**

The mailbox restore operation has only partially completed. The messages that were restored were restored correctly, but some items were not restored. This failure might be because there were too many items to restore in one operation.

**System action**

Processing stops.

**User response**

Run the mailbox restore operation again on the mailboxes that reported partial completion, or use mailbox filters to restore a smaller subset of messages.

**ACN5948E: An attempt to query detailed managed capacity failed.**

**Explanation**

**System action**

**User response**

**ACN5972T: TDPEXCC RESTOREMailbox mailbox-name[,mailbox-name2,mailbox-name3,...] where mailbox-name can be: an alias or display name [/CLIENTACcessserver=client-access-server-name] (default: local Client Access Server) [/CONFIGfile=tdpexc.cfg|filename] (default: tdpexc.cfg) [/DAGNODE=nodename] [/EXCLUDEDUMPster] (default: No) [/FCMOPTFile=dsm.opt|filename] (default: dsm.opt) [/FROMArchive] [/KEEPRdb=Yes|No] (default: No) [/LOGFile=tdpexc.log|logfilefilename] (default: tdpexc.log) [/LOGPrune=60|n|No] (default: 60)**

**ACN5975E: A valid IBM Storage Protect Snapshot license file could not be located. Data protection operations to a IBM Storage Protect Snapshot virtual server are not allowed.**

**Explanation**

To perform data protection operations to a IBM Storage Protect Snapshot virtual server, a valid license must be installed in the IBM Storage Protect Snapshot installation directory. This license file is named fcmclient.lic.



**System action**

Processing stops.

**User response**

Verify that the fcmclient.lic file is installed and retry the operation.

**ACN5976E: A valid Data Protection for Exchange license file could not be located. Data Protection for Exchange is not licensed to run data protection operations to the ISP server. With the current licenses only data protection operations to a IBM Storage Protect Snapshot stand-alone server can be run. Use the configuration wizard to install or locate the proper license.**

**Explanation**

To perform data protection operations to the ISP server, a valid license for Data Protection for Exchange (called excclient.lic) must be installed. The license should be installed in the Data Protection for Exchange installation directory.

**System action**

Processing stops.

**User response**

Use the configuration wizard to install or locate the proper license.

**ACN5977E: The /BACKUPDESTINATION parameter cannot be 'ISP' when performing data protection operations using a IBM Storage Protect Snapshot stand-alone server.**

**Explanation**

Data protection commands default to /BACKUPDESTINATION=LOCAL when performed against a IBM Storage Protect Snapshot stand-alone server. IBM Storage Protect Snapshot supports no other values for these parameters. It is not necessary to specify this parameter.

**System action**

Processing stops.

**User response**

Retry the command removing the /BACKUPDESTINATION parameter.

**ACN5979I: Non-Unicode .pst files are not supported with this version of Microsoft Exchange. Instead, the mailbox is restored to a Unicode .pst file.**

**Explanation**

Non-Unicode .pst files are not supported with version 2016 of Microsoft Exchange. The mailbox is automatically restored to a .pst Unicode file instead.

**System action**

Processing continues.

**User response**

No action is required.

**ACN5980E: The mailbox filter options specified for the mailbox restore are not supported with this version of Microsoft Exchange.**

**Explanation**

When restoring mailbox content, only the Folder Name mailbox filter option is supported with version 2016 of Microsoft Exchange.

**System action**

Processing stops.

**User response**

Specify a folder name as the mailbox filter and run the mailbox restore operation again.

**ACN5981I: The mailbox was restored successfully. Removal of the temporary folder is in progress.**

**Explanation**

After the mailbox is restored successfully, the temporary mailbox folder is automatically removed.

**System action**

Processing continues.

**User response**

No action is required.

**ACN5982W: The mailbox was restored successfully. However, automatic removal of the temporary folder failed. You must remove the temporary folder located at '*location*' manually.**

**Explanation**

Automatic removal of the temporary mailbox folder failed.

**System action**

Processing continues.

**User response**

Go to your temporary mailbox and remove the temporary folder manually.

**ACN5983E: The MAPI subsystem has experienced a failure. There are not enough system resources to complete the selected operation.**

**Explanation**

There are not enough system resources to complete the selected operation. The Windows Application Event log may contain more information.

**System action**

Processing stops.

**User response**

Ensure there are sufficient system resources and run the command again.

**ACN5986I: Database <*component*> has circular logging enabled. Cannot perform incremental or differential backup - skipping.**

**Explanation**

The database that was specified by the user has circular logging enabled. Incremental or differential backup is not possible.

**System action**

This database is skipped.

**User response**

Ensure that the database specified does not have circular logging enabled and run the command again if you want to perform incremental or differential backups.

## **ACN5987E: The TSMRDB recovery failed to return database to a consistent state because of the following error:<Error message>**

### **Explanation**

The recovery database is not in a clean shutdown state because of a file access error.

### **System action**

The restore operation is stopped. Resolve the file access error before retrying the restore operation.

### **User response**

When resolving this problem, do not delete or change any files or directories created by ISP software. Attempt to access the files and directories referred to in this message. Check the setting for the TSM MOUNT environment variable. If you update the value to correct a problem, restart the system to ensure that all ISP services are accessing the updated setting.

## **ACN5988W: The recovery agent CLI cannot dismount the VMVSS mount point:<Mount point>**

### **Explanation**

To debug the problem that caused the dismount failure, see the DSMERROR.LOG file. The product documentation also provides details that can help resolve the problem.

### **System action**

The restore operation continues, but the VMVSS mount point remains on the system. Until the mount point is deleted, the subsequent recovery attempts will fail.

### **User response**

Use one of the following recovery agent CLI commands to manually dismount the VMVSS mount point. Before you enter one of these commands, close any open files or directories on the mounted VMVSS mount point. If the recovery database TSMRDB exists, dismount and remove the database manually. (You can use the Exchange management shell commands to complete this task.) Sample recovery agent CLI commands to manually dismount the VMVSS mount point: RecoveryAgentShell.exe -c mount del -target everything  
RecoveryAgentShell.exe -c mount del -target 'your\_mount\_point'

## **ACN5994E: Data Protection for Exchange is only licensed to run data protection operations to the ISP server. It is not licensed to back up using locally managed snapshots.**

### **Explanation**

To back up using locally managed snapshots, a valid IBM Storage Protect Snapshot license is required.

### **System action**

Processing stops.

### **User response**

Change the backup destination to backup to the ISP server or obtain the products or licenses necessary to enable this feature

**ACN6012W: The *database*; database has not been found on the Exchange Server. The database files will be restored. After the restore completes, you can recreate the database on the Exchange Server from the restored files.**

**Explanation**

The database has not been found on the Exchange Server. The restore will continue to allow VSS writer to restore the database files.

**System action**

The restore operation continues, but only the files are restored.

**User response**

After the restore completes, you can recreate the database on the Exchange Server from the restored files.

**ACN6027E: *mapi32.dll* has build version *build version*. Expected *expected build version* or higher.**

**Explanation**

The correct build version of Messaging Application Programming Interface library mapi32.dll is required for mailbox restore operations.

**System action**

The mailbox restore operation has failed.

**User response**

Verify that the correct build version of mapi32.dll is installed on the system. Run the command again.

**ACN6028W: *<database name>* is a DAG passive database not in Healthy state -- skipping.**

**Explanation**

A request was made to back up a Database Availability Group (DAG) passive database. The DAG passive database is not in a Healthy state. In order to back up a DAG passive database, it must be in a Healthy state.

**System action**

Processing continues, but the specified database is skipped.

**User response**

Ensure that the DAG passive database is in a Healthy state and retry the backup operation.

**ACN6029W: At least one item that has passive database copies was specified for restore. When restoring this type of database, care must be**

**taken in handling the database copies. Consult the Data Protection for Exchange documentation for details.**

**Explanation**

When restoring a Database Availability Group (DAG) database, additional steps must be taken in order to suspend the database copy and update the database copy prior to bringing it online.

**System action**

None.

**User response**

Consult the Data Protection for Exchange or Microsoft documentation for details.

**ACN6030W: At least one item that has passive database copies was specified for restore. When restoring this type of database, care must be taken in handling the database copies. If you have not prepared the passive database copies for restore or are unsure of the necessary steps, please consult the Data Protection for Exchange documentation for details. Do you want to continue with the restore operation?**

**Explanation**

When restoring a Database Availability Group (DAG) database, additional steps must be taken in order to suspend the database copy and update the database copy prior to bringing it online.

**System action**

None.

**User response**

Consult the Data Protection for Exchange or Microsoft documentation for details.

**ACN6031I: Excluding <databaseType> database <databaseName> from backup list because of option <optionName>-- skipping.**

**Explanation**

A backup command has been issued where the option /EXCLUDEFNONDAGDBs, /EXCLUDEFDAGACTIVE, /EXCLUDEFDAGPASSIVE, /MINIMUMBACKUPINTERVAL or /PREFERDAGPASSIVE has been specified. The database has met the exclude option criteria and is skipped from backup.

**System action**

Processing continues, but the specified database is skipped.

**User response**

None.

**ACN6032E: Cannot create the recovery database because there is an existing recovery database *recovery database name* on the Exchange Server.**

**Explanation**

Data Protection for Exchange cannot create the recovery database because there already is an existing recovery database on the Exchange Server.

**System action**

Processing stops.

**User response**

Remove the existing recovery database from the Exchange Server. Run the command again.

**ACN6033E: The option /MOUNTDatabases=yes was specified without /RECOVer option.**

**Explanation**

A restore command has been issued where the option /MOUNTDatabases=yes but the option /RECOVer was not specified. This is an invalid combination.

**System action**

Processing Stops

**User response**

Issue a restore command without /MOUNTDatabases=yes if you do not intent to apply logs.

**ACN6038I: Excluding storage group <databaseName> from backup list -- skipping.**

**Explanation**

A backup command has been issued where the option /EXCLUDESG has been specified. The storage group has met the exclude option criteria and will be skipped from backup.

**System action**

Processing continues, but the specified storage group is skipped.

**User response**

None.

## **ACN6039E: An error has occurred while mounting or dismounting a database.**

### **Explanation**

An error was detected while mounting or dismounting a database.

### **System action**

Errors were detected while mounting or dismounting a database.

### **User response**

Please check the Windows Event Log for any Exchange errors. If this was a mount problem during a restore, please verify the correct /RECOVER option value was used, and the correct sequence of the Exchange transaction logs. Please resolve any problems, and retry the operation. If the errors persist, contact your service representative.

## **ACN6040W: Component <component> requires a full backup. Data Protection for Exchange can not perform an incremental or differential backup - skipping.**

### **Explanation**

The component that was specified by the user requires a full backup. An incremental or differential backup is not allowed until a full backup is performed. This situation can occur if a new storage group or database has been added and a full backup has not yet been performed.

### **System action**

This component is skipped.

### **User response**

Perform a full backup on the specified component as soon as possible.

## **ACN6041I: Skip LOCAL backups that are stored on remote servers.**

### **Explanation**

LOCAL type backups cannot be used for restore if they are stored on remote servers.

### **System action**

Processing stops.

### **User response**

Use the /OBJECT= and /BACKUPDESTINATION= options to identify another backup to restore.



**ACN6055W: Excluded item <databaseName> is not valid. It will be ignored.**

**Explanation**

A backup command was issued with either the /EXCLUDESG or /EXCLUDEDB option. An item specified in the exclude statement is not a valid item. It will be ignored.

**System action**

A warning is displayed and processing continues.

**User response**

Correct the invalid item specified on the exclude option for future operations.

**ACN6065E: The mount backup command failed. Verify that a valid mount point and backup is specified. For more information, see the dsmerror.log file.**

**Explanation**

The mount backup command failed. The backup specified might be mounted. In addition, the drive to map to might be in use. The directory to contain the mount point directories for all snapshots needs to be an empty NTFS directory that does not contain hidden system files or directories.

**System action**

Processing stops.

**User response**

Check to make sure that the backup specified is not mounted and that the drive to map to is available. Repeat the command using an empty NTFS directory as the snapshots mount points directory.

**ACN6066E: The UNMOUNT BACKup command failed. The specified backup might not be mounted. For more information, see the dsmerror.log file.**

**Explanation**

The UNMOUNT BACKup command failed. The specified backup might not be mounted, or there may be a different error.

**System action**

Processing stops.

**User response**

Check to make sure that the backup specified is mounted. If so, see the dsmerror.log file and take the appropriate action.

**ACN6067E: In the component list that is specified, the following object is not valid: '*object*'. Verify the volume and mount point names are correctly identified and spelled correctly.**

#### **Explanation**

The command that is entered includes a component list. The list of components contains one or more invalid objects. For example, when entering a BACKUP or RESTORE command, if the component list includes a volume or mount point that is not valid or is not eligible for back up, this message is displayed. In addition, the GUID volume name cannot be specified. For RESTORE, MOUNT BACKUP, or DELETE BACKUP commands, this message is displayed if the component list contains a backup specification that is not found in the backup inventory.

#### **System action**

Processing stops.

#### **User response**

Verify the correct syntax is used when entering the command. If the message is displayed again, verify the volume and mount point names are correctly identified. A misspelling can trigger this message.

**ACN6068I: <*databaseName*> is being backed up by a different server -- skipping.**

#### **Explanation**

A Database Availability Group (DAG) database is skipped from backup if another copy of the same database is being backed up by a different server.

#### **System action**

Processing continues, but the specified database is skipped.

#### **User response**

Check whether the database is being backed up by a different server. Also check that there is not another instance of tdpexcc.exe or other backup running.

**ACN6076I: <*databaseName*> cannot be backed up because its 'BackupInProgress' flag is set to 'True'. Check whether the database is being backed up by a different server -- skipping.**

#### **Explanation**

A Database Availability Group (DAG) database is skipped from backup if its 'BackupInProgress' flag is set to "True" by Exchange server.

#### **System action**

Processing continues, but the specified database is skipped.

#### **User response**

Check whether the database is being backed up by a different server. Also check that there is not another instance of tdpexcc.exe or other backup running.

## ACN6080E: Conflict option:

### Explanation

This message displays the command that was entered, up to and including the conflict option that was detected.

### System action

Processing ends.

### User response

Re-enter the command specifying valid command options.

## ACN6081E: Missing, blank, or invalid REMOTEDSMAGENTnode is not allowed. Set the REMOTEDSMAGENTnode option to a valid value and retry the operation.

### Explanation

In order to run VSS operations, Data Protection for Exchange verifies that the Remote DSMAGENT Node Name is specified and valid. This error indicates that the Remote DSMAGENT Node Name is missing or blank. Also, the Remote DSMAGENT Node Name cannot be the same as the Local DSM Agent Node Name.

### System action

Processing stops.

### User response

Set the REMOTEDSMAGENTnode to a valid value and retry the operation.

## ACN6082I: The following options are deprecated and will be ignored: *deprecatedOption*

### Explanation

The option you entered is deprecated. Data Protection for Exchange ignores the option and processing continues.

### System action

Data Protection for Exchange ignores the option and processing continues.

### User response

If appropriate, update your scripts to remove references to any deprecated options.

**ACN6083W: Database <component name> is a recovery database -- skipping.**

**Explanation**

A request was made to back up a set of databases. However, some databases are recovery databases. Recovery databases cannot be backed up.

**System action**

Processing continues, but the recovery databases are skipped.

**User response**

Do not specify recovery databases to be backed up.

**ACN6086W: The following values for the mailboxfilter option are not supported and the options are ignored: *unsupportedfilter***

**Explanation**

The mailboxfilter option entered is not supported. Data Protection for Exchange ignores the filter and processing continues.

**System action**

Data Protection for Exchange ignores the filter and processing continues.

**User response**

Provide supported value for mailboxfilter option

**ACN6087E: The mailbox '*mailboxname*' is ambiguous, multiple mailboxes were found.**

**Explanation**

Multiple mailboxes are found for the specified display name or alias.

**System action**

Processing ends.

**User response**

Specify mailbox GUID for restore and try the operation again.

**ACN6088W: DP attempted to delete the temporary folder '*foldername*' from temporary mailbox, but the operation was only partially successful. The remaining folder contents must be deleted manually.**

**Explanation**

DP uses a temporary mail folder to perform some mailbox restore operations. After the operation completed, DP attempted to delete the temporary folder, but the operation only partially completed. This partial failure may be due to the size of the mailbox. The MAPI operation deleteFolder returned MAPI\_W\_PARTIAL\_COMPLETION.

**System action**

The temporary folder is partially removed, and processing continues.

**User response**

Manually delete the temporary folder.

**ACN6091W: The mailbox '*mailboxname*' was not found in the existing recovery database**

**Explanation**

The parameter USEExistingrdb is set to YES, but the mailboxes that were specified for the mailbox restore operation are not found in the existing recovery database.

**System action**

The specified mailbox is not restored.

**User response**

Verify that the specified mailbox name is in existing recovery database.

**ACN6092W: An mailbox name which was not found in the existing recovery database. Verify that the mailbox name is correct. If the specified mailbox name is correct, verify that it has been in existing recovery database.**

**Explanation**

The mailboxes specified for the mailbox restore operation were not found in existing recovery database.

**System action**

The specified mailboxes are not restored.

**User response**

Verify that the specified mailbox name is in existing recovery database.

## **ACN6093T: Recovery database *recovery database name* exists on the Exchange Server...**

### **Explanation**

The /USEEXISTINGRDB value is YES. Restore the mailbox using the existing recovery database .

### **System action**

Processing continues.

### **User response**

no action needed.

## **ACN6094E: The option KEEPRdb is set to Yes, but the mailboxes are not in the same database.**

### **Explanation**

The option KEEPRdb is set to Yes, but the mailboxes are not in the same database.

### **System action**

Processing ends.

### **User response**

View any other messages that were displayed. Fix any of the problems indicated and enter the command again.

## **ACN6095T: There is no existing recovery database found...**

### **Explanation**

The /USEEXISTINGRDB value is YES. but no existing recovery database found.

### **System action**

Processing continues.

### **User response**

no action needed.

## **ACN6096T: Existing recovery database *recovery database name* is being removed...**

### **Explanation**

The /USEEXISTINGRDB value is NO. Remove the existing recovery database .

### **System action**

Processing continues.

### User response

no action needed.

**ACN6098E: The restore destination is not valid for the public folder mailbox *mailboxname*. The mailbox is bypassed during restore processing.**

### Explanation

The public folder mailbox must be restored to a public folder mailbox that is online on the Exchange Server. The public folder must be restored to an existing online public folder. And the online public folder must have the same folder path as the public folder to be restored. If you specify the MAILBOXRESTOREDESTINATION option when you restore a public folder mailbox, you must specify an online public folder mailbox as the target mailbox name, and do not specify a target folder name.

### System action

Restore processing continues, but the mailbox is bypassed.

### User response

Set the MAILBOXRESTOREDESTINATION to a valid value and retry the operation.

**ACN6099W: The value for the mailboxfilter option is not supported for the public folder mailbox and the option is ignored: *unsupportedfilter***

### Explanation

The mailboxfilter option that you entered is not supported for the public folder mailbox. Data Protection for Exchange ignores the filter and processing continues.

### System action

Data Protection for Exchange ignores the filter and processing continues.

### User response

Provide a supported value for the mailboxfilter option

**ACN6100E: The archive mailbox '*mailboxname*' was not found.**

### Explanation

The archive mailbox specified for the mailbox restore operation was not found in the Active Directory or in the mailbox history information stored on the ISP Server.

### System action

The specified archive mailbox is not restored.

### User response

Verify that the specified mailbox name is correct. Make sure that you are using the mailbox alias when specifying the mailbox name. After correcting the mailbox name, retry the mailbox restore operation. Also, make sure that the database is restored into the recovery database properly.

## **ACN6101W: The value for the mailboxfilter option is not supported for the archive mailbox and the option is ignored: *unsupportedfilter***

### **Explanation**

The mailboxfilter option that you entered is not supported for the archive mailbox. Data Protection for Exchange ignores the filter and processing continues.

### **System action**

Data Protection for Exchange ignores the filter and processing continues.

### **User response**

Provide a supported value for the mailboxfilter option

## **ACN6102E: Archive mailbox GUID '*mailboxname*' is not valid as input if /FROMArchive is specified, or as mailbox restore destination.**

### **Explanation**

Archive mailbox GUID is not valid as input if /FROMArchive is specified, or as mailbox restore destination.

### **System action**

The specified mailbox is not restored.

### **User response**

Specify the primary mailbox GUID as input.

## **ACN6103W: A mailbox was not found in the recovery database. Verify that mailbox is valid and logon at least once.**

### **Explanation**

The mailboxes specified for the mailbox restore operation were not found in recovery database.

### **System action**

The specified mailboxes are not restored.

### **User response**

Verify that the specified mailbox name is valid and logon at least once.

## **ACN6104E: The option USEExistingrdb is set to Yes, but the existing recovery database is offline and cannot be mounted.**

### **Explanation**

The option USEExistingrdb is set to Yes, but the existing recovery database is offline and cannot be mounted.



**System action**

Processing ends.

**User response**

Check the integrity of the Recovery Database and try mounting it manually.

**ANS6105E: The backup does not support restore the mailbox with /mountrw.****Explanation**

The backup does not support restore the mailbox with /mountrw.

**System action**

The operation fails. Please restore the mailbox without the mountrw option.

**User response**

Please use normal restore method.

**ANS6106I: The mount point is still existing on local machine, use this command to remove it manually TDPEXCC UNMOUNT BACKUp *Remove-Mount-Command*****ANS6107E: The database "*db-name*" cannot be restored because the selected snapshot backup can only be used for mailbox restore operations.****Explanation**

The selected snapshot backup is a Mailbox Restore Only type backup. It does not support database restore operations. A snapshot backup becomes a Mailbox Restore Only type backup after the backup is mounted using the /MOUNTRW=YES and /USESNAPOFASNAPTOMOUNT=NO options. During such mount operation, the snapshot backup is mounted with read-write access and the backup data is modified. A backup with modified data does not support database restore operations.

**System action**

Processing continues, but the database restore operation specified as a Mailbox Restore Only type backup is skipped.

**User response**

To restore the database, use an alternative backup that supports database restore operations.

**ANS6108E: The mailbox restore operation failed. The local COPY backup is already mounted.****Explanation**

The restore operation cannot overwrite an already-mounted backup.

### **System action**

The restore operation fails and processing ends.

### **User response**

To restore the mailbox with the /MOUNTRW option, unmount the already-mounted COPY backup, then run the mailbox restore command with the /MOUNTRW option again.

## **ANS6109E: The directory path specified for mounting the local COPY backup is not valid. Enter a valid directory path.**

### **Explanation**

The directory path specified as the mount point for the local COPY backup is not valid.

### **System action**

The restore operation fails and processing ends.

### **User response**

To restore the mailbox with the /MOUNTRW option, enter a valid directory path as the mount point for the local COPY backup, then run the mailbox restore command with the /MOUNTRW option again.

## **ACN6110W: Data Protection for Exchange cannot unmount the backup on mount point:<Mount point>**

### **Explanation**

To debug the problem that caused the unmount failure, see the DSMERROR.LOG file.

### **System action**

The restore operation continues, but the mount point remains on the system. Until the mount point is deleted, the subsequent restore attempts might fail.

### **User response**

Check if the backup is mounted on the mount point. If so, unmount the mount point manually by running the UNMOUNT BACKup command.

**ACN6111I: The /MOUNTRW option is ignored because the USEExistingRDB option is set to True and an existing Recovery Database (RDB) is found. Therefore, the existing RDB will be used for the mailbox restore.**

**ACN6112W: Data Protection for Exchange cannot delete the directory path: <path> because the path is locked by another process. You must delete the path manually.**

#### **Explanation**

The specified directory path is locked by another process, such as Microsoft Exchange Search Host Controller and cannot be deleted. To use a directory as a mount point, the directory must be empty and not locked by another process or the restore mailbox operation will fail.

#### **System action**

The current restore operation continues and the directory path remains on the system. However, until the path is deleted, subsequent mailbox restore operations will fail if you try to use the same mount point directory again.

#### **User response**

Delete the directory path manually before running any further mailbox restore operations.

**ACN6113W: You have selected a read-write Mount operation. This operation will modify the contents of your original backup. The backup will be marked as Mailbox Restore Only and database restore operations will no longer be supported.**

#### **Explanation**

A snapshot backup becomes a Mailbox Restore Only type backup after the backup is mounted using options /MOUNTRW=YES and /USESNAPOFASNAPTOMOUNT=NO. During such a mount operation, the snapshot backup is mounted with read-write access and the original backup data is modified. A backup with modified data does not support database restore operations

#### **System action**

The backup will be marked as a Mailbox Restore Only backup.

#### **User response**

Do not use the Mailbox Restore Only backup to perform database restore operations.

**ACN6114W: The preference or preferences *preference list* that can be specified in the preference file *preference file name* are not valid for the current operation. Default values will be used instead.**

### **Explanation**

Some of the preference values specified in the configuration file are not valid for the current operation. Unless you specify valid corresponding options using the command line, default values will be used instead. Consult the Configuring or Reference information chapters of the Data Protection for Microsoft Exchange Server Installation and User's Guide for valid preference values.

### **System action**

Processing continues.

### **User response**

Check the configuration file and correct the preference values per those outlined in the Configuring or Reference information chapters of the Data Protection for Microsoft Exchange Server Installation and User's Guide.

# Accessibility features for the IBM® Storage Protect product family

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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  
800-IBM-3383 (800-426-3383)  
(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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