

# **HiCommand® Protection Manager**

## **Messages**



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## Document Revision Level

Revision	Date	Description
MK-94HC073-00	July 2004	Initial Release
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MK-94HC073-03	May 2005	Revision 3, supersedes and replaces MK-94HC073-02
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## Changes in this Revision

- Microsoft SQL Server 2005 has been added as a database supported by Protection Manager.
- Added the following new messages:  
KAVX1368-E, KAVX0244-W, KAVX0245-W, KAVX0246-W, KAVX0247-W, KAVX0248-W, KAVX0249-W, KAVX0250-W, KAVX0251-W, KAVX0252-W, KAVX0253-W, KAVX0254-W, KAVX0255-W, KAVX0256-I, KAVX0257-I, KAVX0258-E, KAVX0259-E, KAVX0260-E, KAVX0261-E, KAVX0262-E, KAVX0263-I, KAVX0264-E, KAVX0265-I, KAVX0266-E, KAVX0267-I, KAVX0268-E, KAVX0269-E, KAVX0270-W, KAVX0271-E, KAVX0272-E, KAVX0273-W, KAVX0274-W, KAVX0275-I, KAVX0276-I, KAVX0277-E, KAVX0278-E, KAVX0279-E, KAVX0327-E, KAVX0328-W, KAVX0329-W, KAVX0330-E, KAVX0331-E, KAVX0332-W,

KAVX0333-W, KAVX0334-W, KAVX0335-W, KAVX0336-W, KAVX0337-W, KAVX0338-W, KAVX0339-W, KAVX0340-E, KAVX1213-W, KAVX1370-E, KAVX1525-E, KAVX1617-E, KAVX5038-E, KAVX5039-E, KAVX5146-E, KAVX5147-E, KAVX5148-E, KAVX5149-E, KAVX5150-E, KAVX5151-E, KAVX5152-I, KAVX5153-I, KAVX5154-I, KAVX5155-W, KAVX5156-I, KAVX5157-I, KAVX5158-I, KAVX5159-I, KAVX5160-E, KAVX5161-E, KAVX5162-I, KAVX5163-I, KAVX5164-E, KAVX5165-E, KAVX5166-W, KAVX5300-I, KAVX5301-I, KAVX5302-E, KAVX5303-I, KAVX5304-I, KAVX5305-E, KAVX5306-E, KAVX5307-E, KAVX5308-E, KAVX5309-E, KAVX16047-E, KAVX16048-E, KAVX16049-E, KAVX16050-E, KAVX16051-E, KAVX16052-E, KAVX16053-E, KAVX17000-E, KAVX17001-E, KAVX17002-E, KAVX17003-E, KAVX17004-I, DRM-10315, DRM-10316, DRM-10317, DRM-10318, DRM-10319, DRM-10320, DRM-10321, DRM-14005, DRM-14200, DRM-14201, DRM-14202, DRM-14203, DRM-14204, DRM-14205, DRM-14206, DRM-14207, DRM-14208, DRM-14209, DRM-14210, DRM-27000, DRM-27001, DRM-27002

- Changed the following Messages:

KAVX0012-E, KAVX0319-E, KAVX5004-E, DRM-10015, DRM-10302, DRM-23303

- Changed the levels of following Messages:

KAVX1310-I



# Preface

This document lists the HiCommand Protection Manager messages by message ID and provides descriptions and recommended actions for the conditions.

This document is intended for users who need to understand the Protection Manager messages and the corresponding descriptions and recommended actions. This document assumes readers have understood the contents of the HiCommand Protection Manager user documentation, including the:

- *HiCommand Protection Manager User's Guide*, MK-94HC070,
- *HiCommand Protection Manager Console User's Guide*, MK-94HC071, and
- *HiCommand Protection Manager Command Reference*, MK-94HC072.
- *HiCommand Device Manager Agent Installation Guide (3020-3-E64(E))*<sup>#1</sup>
- *HiCommand Device Manager Agent Installation Guide (3020-3-E74(E))*<sup>#2</sup>
- *HiCommand Device Manager Agent Installation Guide (3020-3-J74(E))*<sup>#3</sup>

#1:

These manuals are for HiCommand Device Manager 3.5.

#2:

These manuals are for HiCommand Device Manager 4.X.

#3

These manuals are for HiCommand Device Manager 5.0 or later.

## **Notes:**

- For troubleshooting information on HiCommand Protection Manager, please refer to the applicable user document (e.g., *HiCommand Protection Manager User's Guide*).
- The use of the HiCommand Protection Manager and all other Hitachi Data Systems products is governed by the terms of your agreement(s) with Hitachi Data Systems.

## **Software Version**

This document revision applies to HiCommand Protection Manager version 5. 7.

## Convention for Storage Capacity Values

Storage capacity values for hard disk drives (HDD) are calculated based on the following values:

- 1 KB (kilobyte) = 1,000 bytes
- 1 MB (megabyte) = 1,000<sup>2</sup> bytes
- 1 GB (gigabyte) = 1,000<sup>3</sup> bytes
- 1 TB (terabyte) = 1,000<sup>4</sup> bytes

Storage capacity values displayed by HiCommand Protection Manager are calculated based on the following values:

- 1 KB (kilobyte) = 1,024 bytes
- 1 MB (megabyte) = 1,024<sup>2</sup> bytes
- 1 GB (gigabyte) = 1,024<sup>3</sup> bytes
- 1 TB (terabyte) = 1,024<sup>4</sup> bytes

## Terminology Conventions

In this manual, the term:

- *absolute path* refers to a path for Protection Products in a Windows environment, and does not include the UNC (Universal Naming Convention) path unless specifically stated otherwise.
- *directory* is used as a generic term for Windows folders.
- *storage group* refers to a database management unit created on Exchange Server. Note that this definition differs from the term *storage group* used in other HiCommand products.

## Referenced Documents

- *HiCommand Protection Manager User's Guide*, MK-94HC070
- *HiCommand Protection Manager Console User's Guide*, MK-94HC071
- *HiCommand Protection Manager Command Reference*, MK-94HC072

## Comments

Please send us your comments on this document. Make sure to include the document title, number, and revision. Please refer to specific section(s) and paragraph(s) whenever possible.

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# Chapter 1 HiCommand® Protection Manager Messages

This chapter describes the messages that are issued by HiCommand Protection Manager:

- Overview (see section 1.1)
- KAVX0001-KAVX0499 (see section 1.2)
- KAVX1000-KAVX1499 (see section 1.3)
- KAVX1500-KAVX1999 (see section 1.4)
- KAVX2500-KAVX3499 (see section 1.5)
- KAVX5000-KAVX5099 (see section 1.6)
- KAVX5100-KAVX5199 (see section 1.7)
- KAVX5200-KAVX5299 (see section 1.8)
- KAVX5300-KAVX5399 (see section 1.9)
- KAVX11000-KAVX11999 (see section 1.10)
- KAVX12000-KAVX12999 (see section 1.11)
- KAVX13000-KAVX13999 (see section 1.12)
- KAVX14000-KAVX14999 (see section 1.13)
- KAVX15000-KAVX15999 (see section 1.14)
- KAVX16000-KAVX16999 (see section 1.15)
- KAVX17000-KAVX17999 (see section 1.16)
- DRM-10000-DRM-19999 (see section 1.17)
- DRM-20000-DRM-29999 (see section 1.18)

## 1.1 Overview

Each Protection Manager message consists of a message ID and message text. The following shows the message format:

```
KAVXnnnnn-Z message-text
```

The message ID consists of the following components:

- **KAVX**  
Product code. This indicates that the message is a Protection Manager message.
- **nnnnn**  
The message sequence number. Table 1.1 shows the message numbers and their corresponding products and functionalities. The messages output by Protection Products are from 0000 to 9999, and the messages output by Protection Manager Console are from 11000 to 29999.
- **Z**  
Message type.

**Note:** For details on how to check the detailed trace log information, see the *HiCommand Protection Manager User's Guide*.

Table 1.2 lists and describes the message types.

Some message texts display the error cause depending on the conditions when the error occurred. The *detailed message* is displayed in *Cause*, and is also composed of a message ID and message text. The message format of a detailed message is as follows:

```
DRM-nnnnn message-text
```

The message ID for a detailed message consists of the product code (DRM indicates a Protection Manager detailed message) and message number (*nnnnn*). The messages output by Protection Products are from 10000 to 19999, and the messages output by Protection Manager Console are from 20000 to 29999.

**Table 1.1 Message Numbers and their Corresponding Products and Functionalities**

Message Numbers	Description
0000 – 0499	Common messages
0000-0099	Common
0100-0149	File system
0150-0199	Installer/license management
0200-0299	Common
0300-0399	Cluster
0400-0449	Tape management
0450-0499	Extended commands
1000-1499	Messages for Protection Manager for SQL
1500-1999	Messages for Protection Manager for Exchange
2500-3499	Extended command messages
2500-2599	Common (file system)
2700-2799	Protection Manager for SQL
2800-2899	Protection Manager for Exchange
3000-3499	In reserve
3500-3999	In reserve
5000-5099	VSS linkage functionality messages
5100-5199	Core messages
5200-5299	Job Scheduler messages
5300-5399	Configuration check function messages
5400-8999	In reserve
9000-9999	Reserved (trace) See <b>Note</b>
11000-17999	Protection Manager Console messages

**Note:** For details on how to check the detailed trace log information, see the *HiCommand Protection Manager User's Guide*.

**Table 1.2 Message Types**

Message Type	Description
I (information)	An information message output during normal operation.
W (warning)	A message that reports that the operation will continue with some restriction.
E (error)	A message that reports that a fatal error occurred and processing cannot continue.

## 1.2 KAVX0001—KAVX0499

This section lists and describes the Protection Manager messages and provides recommended actions for the messages. This section covers the messages from KAVX0001 to KAVX0499.

**Table 1.3 KAVX0001—KAVX0499 (continues on the following pages)**

Message ID	Message Text	Description and Recommended Action
KAVX0001-I	The <i>command-name</i> command will now start.	The command has started.
KAVX0002-I	The <i>command-name</i> command will now end.	The command has ended.
KAVX0003-E	An attempt to execute the <i>command-name</i> command has failed.	The command execution has failed. Take action according to the message displayed together with this message.
KAVX0004-E	Memory is insufficient.	Memory is insufficient. Increase memory, or check the settings for virtual memory.
KAVX0005-E	An error that stops processing occurred. Cause = <i>detailed-message</i> , Code = <i>OS-error-cause-code</i>	A fatal error that stopped processing in the operating system occurred. Examine the system log and check whether there is any problem in the OS. View the detailed trace log information to confirm the details about the error cause. For details on the error cause, see <i>OS-error-cause-code</i> .
KAVX0006-E	An error that stopped processing occurred. Cause = <i>detailed-message</i>	A fatal error occurred, preventing further processing. For details on the error cause, see section 1.17
KAVX0007-E	An error that stopped processing occurred. Code = <i>OS-error-cause-code</i>	A fatal error that stopped processing in the operating system occurred. Examine the system log and check whether there is any problem in the OS. View the detailed trace log information to confirm the details about the error cause. For details on the error cause, see <i>OS-error-cause-code</i> .
KAVX0008-E	An error that stopped processing occurred. Cause = <i>detailed-message</i> Cause = <i>cause</i>	A fatal error occurred, preventing further processing. For details on the error cause, see section 1.17.
KAVX0009-E	The file name specified with the <i>-f</i> option is invalid.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ The specified file does not exist.</li> <li>▪ You do not have read permission for the specified file.</li> <li>▪ The file was not specified by its absolute path.</li> </ul> Check the name of the batch definition file, and then re-execute the command.
KAVX0010-E	License information is invalid.	A Protection Manager program was not installed by using the installer. Use the installer to re-install the program.

Message ID	Message Text	Description and Recommended Action
KAVX0011-E	Backup ID information could not be obtained.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ The contents of the backup catalog are invalid.</li> <li>▪ The backup catalog is damaged.</li> <li>▪ The backup catalog does not exist.</li> </ul> <p>Use the <code>drmdbimport</code> command to import the backup catalog again. If this error still occurs after the import, take the following action:</p> <ul style="list-style-type: none"> <li>▪ Use the <code>drmdbexport</code> command on the database server to export the backup catalog, and then re-import the backup catalog into the backup server.</li> </ul>
KAVX0012-E	An invalid option was specified.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ A non-existent option was specified.</li> <li>▪ A required option is missing.</li> </ul> <p>Check the command usage to specify the correct option, and then re-execute the command.</p> <p>When this message is displayed even though the correct cluster product name has been specified by using the <code>drmclusinit</code> command, the internal file in Protection Manager might be corrupted.</p> <p>If this happens, re-install Protection Manager.</p>
KAVX0013-E	The specified device file cannot be found.	<p>The specified device file name does not exist in the dictionary map file or backup catalog.</p> <p>Make sure that the name of the device file is correct, and then re-execute the command.</p>
KAVX0014-E	The specified mount point directory does not exist.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ The specified mount point was not found.</li> <li>▪ The specified mount point is a floppy disk or other removable disk, which is not a storage subsystem.</li> <li>▪ The specified mount point is a network volume.</li> </ul> <p>Check the mount point for which you want to perform backup, and then re-execute the command.</p>
KAVX0015-E	The specified backup ID does not have corresponding backup data.	<p>The specified backup ID does not have the corresponding backup data in the backup catalog.</p> <p>Check the backup ID. Specify the correct backup ID if necessary and then re-execute the command.</p> <p>If this message is output, even though you specified the correct backup ID with the <code>drmmount</code> command, unmount the secondary volume with the <code>umount</code> command provided by RAID MANAGER.</p>

Message ID	Message Text	Description and Recommended Action
KAVX0016-E	The specified file or directory does not exist. File or directory name = <i>file-name-or-directory-name</i>	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The specified file or directory does not exist.</li> <li>The specified file or directory does not exist in the specified object (mount point, instance, or backup ID).</li> <li>The file or directory was not specified by its absolute path.</li> </ul> <p>Take the following action depending on the executed command:</p> <ul style="list-style-type: none"> <li>When the <code>drmdbimport</code>, or the <code>drmdbexport</code> command is executed: Check whether the specified file name is correct, and then re-execute the command.</li> <li>When the <code>drmfbackup</code> command is executed: Check whether the mount point directory specified in the mount point directory name option or the mount point target definition file is correct, and then re-execute the command.</li> <li>When the <code>drmsqlreverttool</code> command is executed: Check whether the transaction log backup file specified in <b>Transaction log backup list</b> of the <b>drmsqlreverttool</b> dialog box is correct, and then re-specify the file.</li> <li>When a command other than the above is executed: Check whether the file or the directory specified (for example, the file or the directory specified with the <code>-target</code> option) is correct. If the specified file or directory is correct, make sure that the file system has sufficient space to store the Protection Manager installation directory, and then re-execute the command.</li> </ul>
KAVX0017-E	The specified file or directory does not exist in the target definition file. File or directory name = <i>file-name-or-directory-name</i>	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The file or directory specified in the target definition file does not exist.</li> <li>The file or directory associated with the object specified in the target definition file (mount point, instance, or backup ID) does not exist.</li> <li>The file or directory was not specified by its absolute path.</li> </ul> <p>Check and correct the file names or directory names specified in the target definition file, and then re-execute the command.</p>
KAVX0018-E	The specified copy group does not exist.	<p>The specified copy group does not exist.</p> <p>Use the following commands to check the copy group name, and then re-execute the command:</p> <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfdisplay</code> or <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqldisplay</code> or <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgdisplay</code> or <code>drmexgcat</code> command.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0019-I	Copying file(s) now.	Files are now being copied.
KAVX0020-I	Restoring file(s) now.	Files are now being restored.
KAVX0021-E	You do not have permission to execute the command.	The user executing the command does not have Administrator permissions in Windows. Assign Administrator permissions to the user executing the command. If the command was executed for SQL Server, give the logon user the system administrator server role.
KAVX0022-E	The specified file or directory does not exist in the mount point directory. File or directory name = <i>file-name-or-directory-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The specified file or directory does not exist in the mount point directory.</li> <li>The file or directory was not specified by its absolute path.</li> </ul> Check and correct the file name or directory name, and then re-execute the command.
KAVX0023-I	Dictionary map file was updated.	The <code>drmfscat</code> , <code>drmsqlcat</code> , or <code>drmexgcat</code> command, executed with the <code>-refresh</code> option specified, terminated normally.
KAVX0024-E	The specified backup data does not exist.	Possible causes are as follows: <ul style="list-style-type: none"> <li>There is no information to be displayed because a backup has not been made yet.</li> <li>No data satisfies the conditions specified with the <code>drmfscat</code>, <code>drmsqlcat</code>, <code>drmexgcat</code>, <code>drmtapecat</code>, or <code>drmappcat</code> command options.</li> </ul> Check whether backup has been performed. If backup has been performed, check the specified command options. If there is an error, correct the command options, and then re-execute the command.
KAVX0025-E	There is no backup data that satisfies the specified conditions.	There is no backup data that satisfies the specified conditions. Check the command options you specified. If they are incorrect, re-execute the command with correct command options specified.
KAVX0026-W	Other commands are already running. This command waits for all the other commands to terminate.	You attempted to execute the command while other commands were running. You do not need to do anything because the system will automatically retry executing the command.
KAVX0027-E	The command was not executed because another command was already executing.	The command was executed while another command was running. The system tried to re-execute the command the specified number of times, but the command was not executed because a timeout occurred while waiting for the other command to terminate. Wait until all the other commands terminate, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX0028-E	The parameter information set by the initialization command is incorrect.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The parameter information set by executing the parameter registration command (<code>drmsqlinit</code> or <code>drmclusinit</code>) is incorrect.</li> <li>The parameter registration command has never been executed, so the parameter has not been registered.</li> </ul> <p>The parameters set using the parameter registration command (<code>drmsqlinit</code>) are invalid.</p> <p>Re-execute the parameter registration command to renew the environment settings.</p>
KAVX0029-E	Installation-path information could not be obtained.	<p>The system could not obtain the installation path information that is automatically set when a Protection Manager program is installed.</p> <p>Re-install the Protection Manager program.</p>
KAVX0030-E	An invalid value was specified.	<p>The parameter values entered using the parameter registration command (<code>drmsqlinit</code>) are invalid.</p> <p>Specify correct values as initialization parameters.</p>
KAVX0031-E	The specified mount point is already in use.	<p>At the mount point where you attempted to mount a volume, another volume has already been mounted.</p> <p>Unmount the file system from the desired mount point, and then re-execute the command.</p>
KAVX0032-E	An invalid mount point directory was specified.	<p>A non-existent mount point directory was specified.</p> <p>Specify a mount point directory that actually exists, and then re-execute the command.</p>
KAVX0033-E	The type of backup data with the specified backup ID is different.	<p>Data could not be recovered because the format of the data for the executed command differs from the format of the backup data with the specified backup ID.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The system cannot restore the data because the format of the data to be used for restoration by the command differs from the format of the backup data with the specified backup ID.</li> <li>The system cannot re-synchronize the copy group because the backup ID created by the <code>drmtapebackup</code> command was specified in the <code>drmresync</code> command.</li> </ul> <p>To restore data, make sure that the command used for restoration supports the backup data, and then re-execute the command.</p> <p>To re-synchronize the copy group, do not specify the ID of a backup created by the <code>drmtapebackup</code> command. Execute the following command to check the permitted backup ID, and then re-execute the <code>drmresync</code> command.</p> <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0034-E	The specified Instance Name is invalid.	<p>The parameter registration command (<code>drmsqlinit</code>) was executed with the <code>-v</code> option specified, but no initialization information could be found for the specified instance.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ The specified instance name does not exist on SQL Server.</li> <li>▪ The initialization information for the specified instance was not found.</li> </ul> <p>Depending on the cause, take appropriate action from the following:</p> <ul style="list-style-type: none"> <li>▪ Specify an instance name that exists on SQL Server, and then re-execute the command.</li> <li>▪ Execute the parameter registration command for the specified instance.</li> </ul>
KAVX0035-E	An attempt to update the <i>application-name</i> information failed.	<p>The executed command failed to register the initialization information for the application indicated in <i>application-name</i>.</p> <p>Expand the disk capacity in the installation directory, and then re-execute the command.</p>
KAVX0036-E	The specified backup ID is invalid. Backup ID = <i>backup-ID</i>	<p>The backup information corresponding to the specified backup ID does not exist.</p> <p>Check the backup ID, and then re-execute the command.</p>
KAVX0037-E	The specified character string exceeds the maximum number of characters allowed. Character string = <i>character-string</i>	<p>The character-length of a following item, specified when the command was executed, exceeded the maximum length for that character string.</p> <p>Check the length (number of characters) of the following items:</p> <ul style="list-style-type: none"> <li>▪ When the backup is of a file system: file name, directory name, backup comment, mount point directory name, device file name, or host name.</li> <li>▪ When the backup is of an SQL Server database: file name, directory name, backup comment, instance name, database name, device file name, or host name.</li> <li>▪ When the backup is of an Exchange database: file name, directory name, backup comment, storage group name, device file name, or host name.</li> <li>▪ When the command is <code>dmappcat</code>: backup comment or host name.</li> <li>▪ When the command is <code>drbresync</code>: copy group batch definition file name.</li> <li>▪ When the command is <code>drmdbexport</code> or <code>drmdbimport</code>: export destination file name or import source file name.</li> <li>▪ When the command is <code>drmediabackup</code>: backup file storage directory name.</li> <li>▪ When the command is <code>drclusinit</code>: cluster product name</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0038-E	The content of the specified target definition file is invalid.	<p>One or more of the following items are not specified in the batch definition file:</p> <ul style="list-style-type: none"> <li>▪ File name</li> <li>▪ Directory name</li> <li>▪ Database name</li> <li>▪ Storage group name</li> <li>▪ Copy group name</li> </ul> <p>Enter valid information in the batch definition file.</p>
KAVX0039-E	The core map file(s) cannot be found.	<p>The corresponding data was not found in the directory map file.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The core map file has not been created.</li> <li>2. A dictionary map file is being created.</li> <li>3. The core map file has been deleted because creation of a dictionary map file has failed.</li> <li>4. The specified mount point directory does not exist in the RAID device.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Use the following appropriate command to re-create the dictionary map file: <ul style="list-style-type: none"> <li>▪ When the backup is of a file system: <pre>drmfdisplay -refresh</pre> </li> <li>▪ When the backup is of an SQL Server database: <pre>drmsqldisplay -refresh</pre> </li> <li>▪ When the backup is of an Exchange database: <pre>drmexgdisplay -refresh</pre> </li> </ul> </li> <li>2. Wait until creation of the dictionary map file has finished, and then re-execute the command.</li> <li>3. See the message displayed when creation of the dictionary map file failed, and then take action to re-create the dictionary map file. After the dictionary map file is created successfully, re-execute the command.</li> <li>4. If the specified mount point directory does not exist on the RAID device, specify a mount point directory that does exist on the RAID device, and then re-execute the command.</li> </ol>
KAVX0040-I	The backup ID has been assigned as follows: Backup ID = <i>backup-ID</i>	This message is displayed when a backup ID was assigned to data that was backed up successfully.
KAVX0041-W	The invalid area is increasing in the dictionary map file or the backup catalog.	<p>During backup or restore processing, the ratio of invalid records to all the records in the dictionary map file or the backup catalog exceeded 90%.</p> <p>Using the control tool for dictionary map files, delete the dictionary map files or invalid records in the backup catalog. Execute the command as follows.</p> <pre>PROMPT&gt; Protection-Manager-installation-destination\bin\util\drmdbcond -c</pre>
KAVX0042-E	An error occurred during cluster processing. Cause = <i>detailed-message</i>	<p>An error has occurred during cluster operation.</p> <p>For details on the error cause, see section 1.17.</p>

Message ID	Message Text	Description and Recommended Action
KAVX0043-E	A cold backup was not performed for the mount point directory because the specified mount point was being managed by the cluster.	A cold backup could not be performed for the mount point directory, because the cluster system is managing the mount point. Perform an online backup.
KAVX0044-E	A resynchronize restoration could not be performed for the mount point directory because the specified mount point was being managed by the cluster.	A resynchronize restoration could not be performed for the mount point directory, because the cluster system is managing the mount point. Perform restoration with the mount point removed from cluster management.
KAVX0047-E	You cannot execute this command under this configuration.	Backups can fail for any of the following reasons: <ol style="list-style-type: none"> <li>1. Specifying only some objects in the volume to be backed up.</li> <li>2. There is an error in the definition contents of the RAID MANAGER copy group.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Specify all the objects in the volume to be backed up.</li> <li>2. Check whether the copy group contained in the file system to be backed up is configured correctly and then check the options of the backup command.</li> </ol>
KAVX0048-E	Characters that cannot be handled with this program have been found.	Protection Manager programs are not compliant with the Unicode character set. If any Unicode characters exist in command parameters or configuration files, commands will not execute successfully. Make sure that no Unicode characters are being used in command parameters of configuration files, and then re-execute the command.
KAVX0049-E	You cannot specify the -raw option for the specified backup ID.	You cannot specify the <code>-raw</code> option for the specified backup ID. Perform backup again, without the <code>-raw</code> option specified.
KAVX0050-E	An attempt to read the target definition file failed.	Use a text editor to check whether the specified target definition file can be opened.
KAVX0051-E	An attempt to execute restoration by disk resynchronization failed because a copy group subject to restoration includes an object that is not subject to restoration.	You cannot perform restoration because, in the current configuration, restoration by disk resynchronization may damage file systems other than those you want to restore. If the <code>KAVX5125-E</code> message is displayed, unspecified file names and their disk group names are contained in the displayed result. Disk group names are displayed in environments where the logical volume manager is installed. In the basic disk configuration, <code>-</code> is displayed for a disk group name. Use the <code>drmfscat</code> command to check whether the target copy group contains only the file systems you want to restore. Additionally, use the following command to check whether the target copy group contains only the object you want to restore. <ul style="list-style-type: none"> <li>▪ When the backup is of an SQL Server database, use the <code>drmsqlcat</code> command.</li> <li>▪ When the backup is of an Exchange database, use the <code>drmexgcat</code> command.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0052-E	You cannot specify the <code>-mode cold</code> option because the cluster resource is not online.	Set the cluster resource you want to back up online or re-execute the command with the <code>-mode online</code> option specified.
KAVX0053-E	The system could not restore the target data because the cluster resource is not online or offline.	The cluster resource has an invalid status. Check the status of the cluster resource, and then re-execute the command.
KAVX0054-E	An attempt to mount the directory failed. Mount point = <i>mount-point-directory-name</i>	Make sure the specified mount point directory exists. If it exists, examine the system log and check whether there is any problem with the OS.
KAVX0055-E	An attempt to unmount the directory failed. Mount point = <i>mount-point-directory-name</i>	Check whether another process is using the disk you want to unmount. Note that you cannot unmount the disk that contains the current directory at which you execute the command. If the specified mount point directory is correct, examine the system log and check whether there is any problem with the OS.
KAVX0056-E	An attempt to create the directory failed. Directory name = <i>directory-name</i>	Check the indicated directory path name to see whether the directory can be created. If the directory can be created, examine the system log and check whether there is any problem with the OS.
KAVX0057-E	An attempt to remove the directory failed. Directory name = <i>directory-name</i>	Check the indicated directory path name to see whether the directory exists. If the directory exists, examine the system log and check whether there is any problem with the OS.
KAVX0069-W	An error occurred during operation of the trace log file.	This message is output when an error is detected during processing of the trace log files provided by Protection Manager. Check the system log, and make sure that the OS is running properly. If no problems are found, contact your support center.
KAVX0071-W	The Command Control Interface instance could not be stopped. Cause = <i>detailed-message</i>	This message is output if the RAID MANAGER instance cannot stop for some reason. Check what is indicated in <i>Cause</i> . Then, stop the RAID MANAGER instance as required. For details on the error cause, see section 1.17.
KAVX0072-E	The application map file(s) cannot be found.	The application map file was not found. Use the following appropriate command to re-create the dictionary map file: <ul style="list-style-type: none"> <li>▪ When the backup is of a file system: <code>drmfdisplay -refresh</code></li> <li>▪ When the backup is of an SQL Server database: <code>drmsqldisplay -refresh</code></li> <li>▪ When the backup is of an Exchange database: <code>drmexgdisplay -refresh</code></li> </ul>
KAVX0073-E	The data associated with the specified conditions does not exist.	No data satisfies the conditions specified with the option of the <code>drmfdisplay</code> , <code>drmsqldisplay</code> , or <code>drmexgdisplay</code> command. Check the options of the specified command. If there is a problem, specify the correct command option and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX0074-E	An attempt to obtain a mount point has failed.	Information about the mount point that was mounted by the <code>drmmount</code> command is invalid. Possible causes are as follows: <ul style="list-style-type: none"> <li>The <code>drmmediabackup</code> or <code>drmmount</code> command was executed without mounting by using the <code>drmmount</code> command.</li> <li>The <code>drmmediabackup</code> or <code>drmmount</code> command was mistakenly executed on the primary volume.</li> </ul> Check the causes and then re-execute the <code>drmmount</code> command.
KAVX0075-E	There is an invalid character in the specified backup comment.	The backup comment specified for the backup command ( <code>drmfbackup</code> , <code>drmsqlbackup</code> , or <code>drmxgbackup</code> ) contains unusable characters. Make sure that the backup comment contains no unusable characters, and then re-execute the backup command. For details on which characters can be used for backup comments, see the <code>drmfbackup</code> command explanation in the <i>HiCommand Protection Manager Command Reference</i> .
KAVX0076-I	The checksum of the Exchange database file has been confirmed. Storage group name = <i>storage-group-name</i>	This message is output when the checksum of the Exchange database file is correct.
KAVX0077-E	A file needed to execute the ESEUTIL command has not been copied.	This message is output when a file needed to execute the <code>ESEUTIL</code> utility has not been copied to the server on which the command was executed. Check the Exchange Server documentation, copy the necessary files, and then re-execute the command.
KAVX0078-E	An attempt to execute the ESEUTIL command has failed. Cause = <i>error-cause</i>	An error occurred when a check on the database compatibility was executed. Remove the cause of the error, and then re-execute the command.
KAVX0079-E	The checksum of the Exchange database file is invalid. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i> File name = <i>file-name</i>	This message is output when a fault is detected in the checksum of an Exchange database file. Refer to the Exchange Server documentation, and take the appropriate recovery measures.
KAVX0080-E	Backup/resync cannot be performed because a copy group for which a pair was not generated was specified when the dictionary map file was updated. Cause = <i>copy-group-name</i>	This message is output when the pair status of the target copy group is in the SMPL mode, and the backup or resynchronization is performed after the dictionary map file is updated. Create a pair for the target copy group and update the dictionary map file.

Message ID	Message Text	Description and Recommended Action
KAVX0081-E	<p>After the dictionary map file is updated, the pair status will be changed to the SMPL mode.</p> <p>Cause = <i>copy-group-name</i></p>	<p>This message is output when backup or resynchronization is performed for a copy group whose pair status is SMPL, without setting the <code>PAIR_CREATE=ENABLE</code> parameter in the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>).</p> <p>Perform one of the following operations:</p> <ul style="list-style-type: none"> <li>Delete the target pair logical volume definition from the RAID MANAGER <code>HORCM_CONF</code> file.</li> <li>Specify the <code>PAIR_CREATE=ENABLE</code> parameter in the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>).</li> <li>Use the following operation to lock the copy group and remove it from the target operations:</li> </ul> <pre>drmcgctl -copy_group <i>copy-group-name</i> -mode lock</pre>
KAVX0082-E	<p>You cannot use this backup catalog record for restoration.</p>	<p>The settings for the <code>-template</code> option in the <code>drmsqlrestore</code> command are incorrect.</p> <p>Check the following, and then re-execute the <code>drmsqlrestore</code> command:</p> <ul style="list-style-type: none"> <li>If restoring a backup catalog created by using the <code>drmsqlbackup</code> command with the <code>-template</code> option specified, then specify the <code>-template</code> option.</li> <li>If restoring a backup catalog created by using the <code>drmsqlbackup</code> command without the <code>-template</code> option specified, then do not specify the <code>-template</code> option.</li> </ul>
KAVX0085-I	<p>Now making backup information.</p>	<p>This message is output when the <code>-template</code> option of the backup command is used to create a backup catalog but an actual backup is not performed. The created backup catalog is registered as a <i>template catalog</i>.</p>
KAVX0086-I	<p>The backup information has been assigned as follows:</p> <p>Backup ID = <i>backup-ID</i></p>	<p>This message is output when a template catalog is created and a backup ID is assigned.</p>
KAVX0087-E	<p>This command cannot be executed because the specified backup ID is already being used by another command.</p>	<p>This message is output when the specified backup ID cannot be used concurrently.</p> <p>Make sure that the target backup ID is not used with another command, and then re-execute the command.</p>
KAVX0088-E	<p>The specified generation identification name is invalid.</p>	<p>The generation identifier specified by the backup command (<code>drmfbackup</code>, <code>drmsqlbackup</code>, or <code>drmexgbackup</code>) is invalid.</p> <p>Check the generation identifier by executing the following commands, and then re-execute the command:</p> <ul style="list-style-type: none"> <li>When a file system is to be backed up: <pre>drmfdisplay -cf</pre> </li> <li>When an SQL Server database is to be backed up: <pre>drmsqldisplay -cf</pre> </li> <li>When an Exchange database is to be backed up: <pre>drmexgdisplay -cf</pre> </li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0089-E	A timeout occurred. Retry time. <i>retry-count-parameter-name = retry-count-parameter-value-(times)</i> <i>retry-wait-time-parameter-name = retry-wait-time-parameter-value-(s)</i>	This message is output when the system does not detect the anticipated status despite checking at the intervals specified in the <i>retry-wait-time-parameter-name</i> parameter, and checking for the number of times specified in the <i>retry-count-parameter-name</i> parameter.  Check the error message that was output immediately after this message. If the retry interval is short, adjust the settings for either parameter to extend the checking period, and then re-execute the command.
KAVX0091-E	The installation environment is invalid.	This message is output when the installation environment is invalid.  Re-install the product.
KAVX0092-E	An attempt to acquire product information has failed. File name = <i>file-name</i>	This message is output when the version-file information is invalid.  Re-install the product.
KAVX0093-E	An error occurred while reading the patch history information.	This message is output when processing to acquire differential patch history information is executed and an error is detected.  Check the system logs to see if any problems exist with the OS. If none exist, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the appropriate information, and then contact your support center or your distributor.
KAVX0094-I	Verification ended successfully. Storage group name = <i>storage-group-name</i>	This message is output when verification has successfully ended.
KAVX0095-E	A file necessary for verification cannot be found.	Exchange Management Console, which is required for verification, is not installed on the backup server.  Install Exchange Management Console.
KAVX0096-E	Verification failed. Cause = <i>error-cause</i>	An error occurred while executing verification.  Check the system log to see if any problems exist in with the OS. If none exist, collect maintenance information, and then contact your support center.
KAVX0097-E	A database error was detected during verification processing. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i> File name = <i>file-name</i>	This is a message output when a database error was detected during verification.  The database might be corrupted. We recommend that you recover the database by using the last successful backup.
KAVX0100-E	The root directory cannot be specified as the mount point directory.	The root directory was specified as the mount point directory.  Specify a directory other than the root directory as the mount point directory for the backup.
KAVX0101-E	A drive containing a system directory cannot be specified as the mount point directory.	A drive containing a system directory was specified as the mount point directory.  As the mount point for backup, specify a drive that does not contain a system directory.
KAVX0102-E	The mount point directory does not contain any files to be backed up.	No files exist in the specified mount point directory.  Since the specified mount point contains no files, backup was not performed.

Message ID	Message Text	Description and Recommended Action
KAVX0103-E	Disk space is insufficient at the restoration destination.	The restoration-destination volume does not have sufficient free space. Check the amount of free space at the restoration-destination volume, and then re-execute the command.
KAVX0104-E	The specified mount point definition file does not exist.	The name specified for the target definition file for mount point directories contains an error. Check whether the specified file exists, and then re-execute the command.
KAVX0105-E	The specified mount point directory does not exist on the RAID device. Mount point directory = <i>mount-point</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The specified mount point directory was not found.</li> <li>The specified mount point directory is mounted on a device other than a RAID device.</li> <li>The mount point directory was not specified by its absolute path.</li> <li>The specified file system cannot be recognized as a file system.</li> </ul> Check the specified mount point directory, and then re-execute the command.
KAVX0106-E	The specified mount point directory is wrong. Mount point directory = <i>mount-point</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The specified mount point directory is not a directory.</li> <li>No disk is mounted in the specified mount point directory on the RAID device.</li> </ul> Check the specified mount point directory, and then re-execute the command.
KAVX0150-I	The new license has been registered.	The license key was updated properly.
KAVX0151-E	The license has expired.	The current license has expired. Extend the expiration date, or update the license to one with no limitation on the date.
KAVX0152-E	The system environment is incorrect, or the product corresponding to the specified product ID is not installed.	This message is output when the license environment is invalid or a Protection Manager program is not installed. Make sure of the following: <ul style="list-style-type: none"> <li>The license environment has been set up correctly.</li> <li>If the version of the installed Protection Manager program is incorrect, re-install the corresponding version.</li> <li>If the Protection Manager program has not been installed, install it.</li> </ul>
KAVX0153-E	The entered license key is invalid.	The new license key is invalid. Check the license key, and change it to the correct license key.
KAVX0154-E	The product ID is invalid.	The product code is invalid. Check and, if necessary, revise the product code, and then re-execute the command.
KAVX0155-E	The command options are insufficient.	The command options are not sufficient. Re-execute the command by specifying the options in the correct format.

Message ID	Message Text	Description and Recommended Action
KAVX0156-I	The temporary license key will expire after <i>n</i> days on <i>yyyy/mm/dd</i> .	This message gives the expiration date and the number of days remaining until the temporary license key expires.
KAVX0157-I	The emergency license key will expire after <i>n</i> days on <i>yyyy/mm/dd</i> .	This message gives the expiration date and the number of days remaining until the emergency key expires.
KAVX0158-E	The entered license key file was not found.	This message is output when the specified license key file is incorrect. Specify a correct license key file, and then re-execute the command.
KAVX0159-E	The entered license key file is invalid.	This message is output when the contents of the specified license key file are invalid. Specify a correct license key file, and then re-execute the command.
KAVX0160-E	The license key to be input does not exist in the license key file.	This message is output when the applicable license is not in the specified license key file. Specify a correct license key file, and then re-execute the command.
KAVX0161-E	A license key does not need to be input.	This message is output when a free license was registered for the license. The license for the product you registered is free. A license key does not need to be entered.
KAVX0200-W	The message catalog could not be obtained. Message ID = <i>message-ID</i>	Either the message catalog does not exist, or the message catalog is damaged. Re-install the product.
KAVX0210-I	The user script will now start. Procedure section = <i>section-name</i>	This message is output when processing starts in the user processing section of a user script. Note that nothing is output when no commands are defined.
KAVX0211-I	Execution of the user script has finished.	This message is output when processing for the user processing section of a user script finishes normally.
KAVX0212-I	A command from the user script will now execute. Command line = <i>command-line</i>	This message is output when a command defined in the user processing section of a user script is executed.
KAVX0213-I	A command from the user script has ended. End code = <i>end-code</i>	This message is output when a command defined in the user processing section of a user script finishes.
KAVX0214-E	A command from the user script cannot start.	This message is output when an attempt to start a command defined within the user processing section of a user script fails. Specify an executable command in the user script file, and then re-execute the backup command.
KAVX0215-E	An error occurred during processing of a command from the user script.	This message is output when an error occurs after a command in a user script is started. Check the execution status of the command specified in the user script file, and then re-execute the backup command.

Message ID	Message Text	Description and Recommended Action
KAVX0217-W	A command from the user script timed out.	This message is output when the command specified for <code>CMDLINE</code> does not terminate within the set timeout interval.  Check the execution status of the command specified in the user script file, remove the cause of the command timeout, and then re-execute the backup command.
KAVX0218-I	A forced termination of a command from the user script will now commence.	This message is output when a forced termination of a command specified in a user script commences.
KAVX0219-I	A forced termination of a command from the user script has finished.	This message is output when a forced termination of a command specified in a user script is successful.
KAVX0220-W	A forced termination of a command from the user script cannot be performed.	This message is output when an attempt to perform a forced termination of a command specified in a user script has failed.  Check the execution status of the command specified in the user script file, remove the cause preventing command termination, and then re-execute the backup command.
KAVX0221-E	The contents of the script file are invalid. Cause = <i>cause</i>	This message is output when the contents of a user script file are invalid.  Correct the contents of the user script file, and then re-execute the command.
KAVX0222-E	The user script file name specified in the -script option is invalid.	This message is output when the name of the user script file specified in the parameter of the backup command is incorrect.  Check both the name of the file specified in the parameter of the backup command, and the specified format. Then specify the correct file name and re-execute the command.
KAVX0223-E	An attempt to read the user script file has failed.	This message is output when an error occurs while the specified user script file is being loaded.  Make sure that the specified user script file can be opened and is not being written to, and then re-execute the backup command.
KAVX0224-I	The processing will continue because the value of the user script item " <i>item-name</i> " is <i>item-value</i> .	This message is output when a command is executed by a user script, the user script item <code>END_CODE</code> is set to the value <code>IGNORE</code> , and one of the following events occurred: <ul style="list-style-type: none"> <li>The command returned a value other than 0.</li> <li>A timeout occurred in the command.</li> </ul> Since the value set is <code>IGNORE</code> , processing will continue.
KAVX0225-E	The processing will end because the value of the user script item " <i>item-name</i> " is <i>item-value</i> .	This message is output when the executed user script command resulted in one of the items listed below, but processing finished because the value of the command <code>END_CODE</code> was set to <code>TERMINATE_NZ</code> (including when <code>END_CODE</code> is not specified and <code>TERMINATE_NZ</code> is applied by default): <ul style="list-style-type: none"> <li>The command returned a value other than 0.</li> <li>A timeout occurred in the command.</li> </ul> Check the execution status of the command specified in the user script file, and then re-execute the backup command. If you want to continue processing even though one of the above events occurred, set the <code>END_CODE</code> value to <code>IGNORE</code> for the command specified in the user script file.

Message ID	Message Text	Description and Recommended Action
KAVX0226-E	An attempt to set an environment variable has failed. Setting: <i>environment-variable-name</i> = <i>environment-variable-value</i>	This message is output when an attempt to set an environment variable has failed before and after executing a command specified in a user script. Check the values of environment variables specified in the user script, specify an environment variable that can be set, and then re-execute the backup command.
KAVX0227-E	Failed to hide the physical volume. Copy group name = <i>copy-group-name</i>	This message is output when an attempt to hide a physical volume fails. Examine the RAID MANAGER log information, remove the cause of the RAID MANAGER command failure, specify the name of the unsuccessful copy group, and then re-execute the command. For details on RAID MANAGER log information, see the RAID MANAGER documentation. The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following explanations in the <i>HiCommand Protection Manager User's Guide</i> : <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
KAVX0228-E	Failed to make the physical volume open. Copy group name = <i>copy-group-name</i>	This message is output when an attempt to release a physical volume fails. Examine the RAID MANAGER log information, remove the cause of the RAID MANAGER command failure, specify the name of the unsuccessful copy group, and then re-execute the command. For details on RAID MANAGER log information, see the RAID MANAGER documentation. The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following explanations in the <i>HiCommand Protection Manager User's Guide</i> : <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
KAVX0229-E	The specified copy group name is invalid. Copy group name = <i>copy-group-name</i>	The copy group name specified as the argument for the command is invalid. Specify a valid copy group name, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX0230-E	Failed to activate a Command Control Interface instance. Instance number = <i>instance-number</i>	This message is output when an attempt to start a RAID MANAGER instance fails.  Check whether the settings for RAID MANAGER are valid. If the settings are valid, refer to the log information of RAID MANAGER and check whether any problems exist. If no problems are found, contact your support center.
KAVX0231-E	Failed to re-recognize the physical volume.	This message is output when an attempt to re-recognize a physical volume fails.  Examine the system log, remove the cause of the unsuccessful physical volume re-recognition, and then re-execute the command. If you are unable to resolve the problem, contact your support center.
KAVX0232-I	Hid <i>copy-group-name</i> .	This message is output when an attempt to hide a physical volume succeeds.
KAVX0233-I	Made <i>copy-group-name</i> open.	This message is output when an attempt to release a physical volume succeeds.
KAVX0234-I	Re-recognizes the physical volume.	This message is output when re-recognition of a physical volume starts.
KAVX0235-I	Re-recognized the physical volume.	This message is output when an attempt to re-recognize a physical volume succeeds.
KAVX0237-E	No copy group corresponds to the specified backup ID. Copy group name = <i>copy-group-name</i>	This message is output when the copy group recorded in the backup catalog of the specified backup ID does not exist.  Check the operating environment of Protection Manager by carrying out the following procedure:  1. Display the contents of the backup catalog of the specified backup ID by using the <code>drmfscat</code> , <code>drmsqlcat</code> , <code>drmexgcat</code> , or <code>drmtapecat</code> command, and then check the copy group recorded in the backup catalog.  2. Make sure that the instance number specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ) is appropriate.  3. Check whether the copy group definition is applicable by using the RAID MANAGER configuration definition file ( <code>horcmn.conf</code> ).
KAVX0238-E	An attempt to write to the file has failed. File name = <i>full-path-to-the-file</i>	Possible causes are as follows: <ul style="list-style-type: none"><li>▪ The value set for the environment variable <code>VSHTCRMENVF</code> is invalid.</li><li>▪ The user does not have permission to write to the file.</li></ul> Check the following for the output file path: <ul style="list-style-type: none"><li>▪ Check whether the value set for the environment variable <code>VSHTCRMENVF</code> has been set according to the manual. For details on the set value, see the explanation on how to specify settings when using VSS in the <i>HiCommand Protection Manager User's Guide</i>.</li><li>▪ Check that the user has permission to write to the file.</li></ul>

Message ID	Message Text	Description and Recommended Action
KAVX0239-E	The DEVICE_DETACH=ENABLE setting is required to execute the drmddevctl command.	This message appears when the <code>drmddevctl</code> command is executed without setting the <code>DEVICE_DETACH</code> parameter of the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ) to <code>ENABLE</code> .  Set the <code>DEVICE_DETACH</code> parameter of the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ) to <code>ENABLE</code> , and then re-execute the <code>drmddevctl</code> command
KAVX0240-E	An attempt to make the folder has failed. Folder passing = <i>folder-passing</i>	This message is output when an attempt to create a folder fails.  Take one of the following actions: <ul style="list-style-type: none"> <li>▪ If the folder in the path you attempted to create does not exist, create the folder.</li> <li>▪ If access privileges for the folder you attempted to create are write-protected, change the access privileges so that data can be written to the folder.</li> </ul>
KAVX0241-E	An attempt to delete the file has failed. File name = <i>full-path-to-the-file</i>	This message is output when an attempt to delete a file fails.  Check whether the access privileges for the displayed file are read-only. If they are, cancel the read-only attribute, and then delete the file.
KAVX0242-E	The file could not be opened. File name = <i>file-name</i>	This message is output when an attempt to open a file fails.  Access privileges for the file you attempted to open is read-protected. Change the access privileges so that the file can be opened.
KAVX0243-E	The process could not be made. Process name = <i>process-name</i> Code = <i>OS-error-cause-code</i>	This message is output when an attempt to perform a process fails.  Examine the system log and check whether there is any problem in the OS. For details on the cause of the error, see <i>OS-error-cause-code</i> .
KAVX0244-W	An attempt to output a message to the event log has failed.	The message could not be output to the event log.  Check whether the application event log is full.
KAVX0245-W	An attempt to send email has failed.	The email could not be sent.  Check the message that was output before this message.
KAVX0246-W	An attempt to connect to the SMTP server has failed. Host name = <i>host-name</i> Factor = <i>factor</i>	The system could not connect to the SMTP server.  Check that the <code>MAIL_SERVER</code> parameter in the email-sending definition file is correct, or examine the system log and check whether there is a problem with the OS or the SMTP server. For details on the error cause, see the message output in <i>factor</i> .
KAVX0247-W	An attempt to transmit to the SMTP server has failed. Factor = <i>factor</i>	The transmission to the SMTP server failed.  Examine the system log and check whether there is a problem with the OS or the SMTP server. For details on the error cause, see the message output in <i>factor</i> .
KAVX0248-W	An attempt to receive from the SMTP server has failed. Factor = <i>factor</i>	The reception from the SMTP server failed.  Examine the system log and check whether there is a problem with the OS or the SMTP server. For details on the error cause, see the message output in <i>factor</i> .

Message ID	Message Text	Description and Recommended Action
KAVX0249-W	The message received from the SMTP server is too short.	The reception message from the SMTP server is too short. Examine the system log and check whether there is a problem with the OS or the SMTP server.
KAVX0250-W	An error was returned from the SMTP server. Object = <i>object</i> Content = <i>content</i>	The SMTP server returned the error response (SMTP protocol) output in <i>content</i> for the request (SMTP protocol) to the SMTP server output in <i>object</i> . Examine the system log and check whether there is a problem with the OS or the SMTP server.
KAVX0251-W	The length of the set value of a parameter exceeds the maximum. File name = <i>file-name</i> Parameter = <i>parameter-name</i>	The length of the set value of the parameter exceeds the maximum. Check the length of the parameter value specified in the appropriate settings file.
KAVX0252-W	The specified destination email address is invalid. Email address = <i>email-address</i>	The SMTP server reported that the output email address is incorrect. Check the <code>TO</code> parameter in the email-sending definition file, or examine the system log and check whether there is a problem with the OS or the SMTP server.
KAVX0253-W	The specified parameter was not found. File name = <i>file-name</i> Parameter = <i>parameter-name</i>	The parameter was not found. Make sure the output parameter is specified in the appropriate settings file.
KAVX0254-W	Preparation for sending email failed.	The preparation for sending email failed. Check the message that was output before this message.
KAVX0255-W	Email cannot be sent.	The email cannot be sent. Check the message that was output before this message.
KAVX0256-I	A connection to the Protection Manager service will now be established. Host name = <i>host-name</i>	Connection to the backup server will be performed.
KAVX0257-I	The connection with the Protection Manager service will now be cut.	A disconnection from the backup server will be performed.
KAVX0258-E	An error occurred during communication with the backup server.	An error occurred during communication with the Protection Manager Service. The detailed content of the communication error is recorded in the detailed trace log information. Check the following: <ul style="list-style-type: none"> <li>▪ Make sure the Protection Manager Service is running normally on the backup server.</li> <li>▪ Make sure the network settings are correct.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0259-E	An attempt to connect to the Protection Manager service has failed.	An error occurred while connecting to the port for the Protection Manager Service. The system could not connect to the Protection Manager Service on the backup server. Check the following: <ul style="list-style-type: none"> <li>Make sure the Protection Manager Service has started successfully.</li> <li>Make sure the settings for the port number match on the database server and the backup server.</li> <li>Make sure the versions of Protection Manager match on the database server and the backup server.</li> </ul>
KAVX0260-E	An attempt to check files on the backup server has failed.	An attempt to check files on the backup server has failed due to a communication error. Check the message that was output before this message.
KAVX0261-E	A file referred to in a user script command does not exist. Host name = <i>host-name</i> Procedure section = <i>procedure-section</i> Execution file name = <i>execution-file-name</i>	The specified file does not exist or a directory was specified. Specify an existing file.
KAVX0262-E	You do not have access permission for a file referred to in a user script command. Host name = <i>host-name</i> Procedure section = <i>procedure-section</i> Execution file name = <i>execution-file-name</i>	The possible causes are as follows: <ul style="list-style-type: none"> <li>There was no execution permission for the specified execution file.</li> <li>The devices might not be fully prepared.</li> <li>The content specified for the execution file might be a character file.</li> </ul>
KAVX0263-I	A command in the user script will now be executed. Host name = <i>host-name</i> Command line = <i>command-line</i>	This message is output when a user script is executed.
KAVX0264-E	Processing of the user script on the backup server has failed.	The processing of the user script on the backup server has failed. Check the message that was output before this message.
KAVX0265-I	The Protection Manager service has started.	The Protection Manager Service started.
KAVX0266-E	An attempt to start the Protection Manager service has failed.	An error occurred during the start of the Protection Manager Service. For details about cause of the error and the recovery procedure, see the message that was output immediately before this message.
KAVX0267-I	The Protection Manager service has stopped.	The Protection Manager Service has stopped.
KAVX0268-E	The IP address of the backup server could not be acquired.	An error occurred while connecting to the Protection Manager Service. The IP address of the backup server could not be acquired. Check the following: <ul style="list-style-type: none"> <li>Make sure the host name of the backup server is correct.</li> <li>Make sure the backup server has started successfully.</li> <li>Make sure the network settings are correct.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0269-E	The Protection Manager service on the backup server has stopped.	An error occurred during communication with the Protection Manager Service. The Protection Manager Service on the backup server has stopped during the command execution.  Start the Protection Manager Service, and then re-execute the command.
KAVX0270-W	An operation executed on the temporary file failed.  Operation = <i>operation</i> Factor = <i>factor</i>	The operation of the temporary file failed.  Examine the system log and check whether there is a problem with the OS.
KAVX0271-E	The version of Protection Manager on the backup server is invalid.	The version of Protection Manager installed on the backup server is different from that of the Protection Manager installed on the file server or the database server.  Check the version of Protection Manager installed on the backup server.
KAVX0272-E	An error occurred on the backup server.	An error occurred on the backup server.  Check the detailed message that is output after this message and indicates the cause of the KAVX0006-E message, and then take appropriate action.
KAVX0273-W	A parameter setting value is invalid.  File name = <i>file-name</i> Parameter = <i>parameter-name</i>	The value set in the parameter is incorrect.  Check the parameter value specified in the appropriate settings file.
KAVX0274-W	Memory is insufficient.	The memory necessary for executing the commands that Protection Manager provides is insufficient.  Check the Release Notes attached to the product and add the necessary memory.
KAVX0275-I	Email sending will now start.	This message is output when sending email starts.
KAVX0276-I	Email sending will now end.	This message is output when sending email ends.
KAVX0277-E	The name of a file referred to in a user script command is invalid.  Host name = <i>host-name</i> Procedure section = <i>procedure-section</i> Command line = <i>command-line</i> Execution file name = <i>execution-file-name</i>	An error occurred during the file name check for the command line defined in the user script file.  Check the following for how to specify the <code>CMDLINE</code> in the user script file: <ul style="list-style-type: none"> <li>▪ Make sure any path name or file name that contains a space is enclosed in double quotation marks ("").</li> <li>▪ Make sure the double quotation marks (") are not nested (the double quotation marks are not enclosed in another set of double quotation marks).</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX0278-E	A command called from other commands cannot be executed.	<p>Only the <code>POST_PROC</code> processing and the script that is executed on the backup server on which the <code>PRE_PROC</code> processing is being performed can call a Protection Manager command.</p> <p>If a Protection Manager command is called from the following processing in the user script, an error occurs.</p> <ul style="list-style-type: none"> <li>▪ <code>PRE_PROC</code> processing (when scripts are executed on the local server)</li> <li>▪ <code>RESYNC_PROC</code> processing</li> <li>▪ <code>SPLIT_PROC</code> processing</li> <li>▪ <code>FINISH_PROC</code> processing</li> </ul> <p>Do not call a Protection Manager command during the above processing.</p>
KAVX0279-E	The local host is specified for the connection destination of the Protection Manager service.	<p>The local host was specified for the connection destination of the Protection Manager service.</p> <p>Do not specify the local host for the connection destination of the Protection Manager service.</p>
KAVX0300-I	The specified copy group was locked.	The specified copy group was locked.
KAVX0301-I	The specified copy group was unlocked.	The specified copy group was unlocked.
KAVX0302-I	The copy group(s) associated with the specified backup ID were locked.	The copy group(s) associated with the specified backup ID were locked.
KAVX0303-I	The copy group(s) associated with the specified backup ID were unlocked.	The copy group(s) associated with the specified backup ID were unlocked.
KAVX0304-W	The specified copy group has already been locked or unlocked.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ You attempted to lock a copy group that has already been locked.</li> <li>▪ You attempted to unlock a copy group that has already been unlocked.</li> </ul>
KAVX0305-W	The copy group(s) associated with the specified backup ID have already been locked or unlocked.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ You attempted to lock copy groups associated with the backup ID that have already been locked.</li> <li>▪ You attempted to unlock copy group(s) associated with the backup ID that have already been unlocked.</li> </ul>
KAVX0309-E	<p>An attempt to execute the <i>command-name</i> command failed.</p> <p>Cause = <i>detailed-message</i></p>	<p>An error was detected when the command <i>command-name</i> was executed.</p> <p>Check the Protection Manager trace log and the OS system log for any message that indicates a file system error.</p> <p>When the unmount operation to the secondary volume fails, and the message "Device busy" appears, use the <code>fuser</code> command provided by the OS to check whether the file system is being used by another process.</p>
KAVX0310-I	Enter the resource group name.	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to input the name of the cluster resource group.
KAVX0311-I	Enter the resource name.	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to input the name of the cluster resource.

Message ID	Message Text	Description and Recommended Action
KAVX0312-I	Cluster information was updated.	This message is output when you execute the <code>drmclusinit</code> command, and cluster information is updated successfully.
KAVX0313-I	Enter the virtual host name.	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to enter the cluster's virtual server name.
KAVX0314-I	Enter the resource type (S for service. D for disk).	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to enter the cluster's resource type.
KAVX0315-I	Enter the service name.	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to enter the cluster's service resource name.
KAVX0316-I	Enter the disk name.	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to enter the cluster's disk resource name.
KAVX0317-I	Enter the instance name.	This message is output when you execute the <code>drmclusinit</code> command. The message prompts you to enter the name of the instance or the storage group to be backed up or restored in a cluster environment.
KAVX0318-E	An attempt to update the cluster information failed.	This message is output when you execute the <code>drmclusinit</code> command but register cluster management information incorrectly.  Check the settings and status of the cluster management product. If they are correct, examine the system log and check whether there is any problem with the OS.
KAVX0319-E	An attempt to check the specified cluster resource has failed.  Cluster resource name = <i>cluster-resource-name</i>	This message is output if an error occurs during the checking of the entered cluster resource.  Check the settings and status of the cluster product, and then re-execute the command.
KAVX0320-E	An attempt to check the specified cluster resource failed because the cluster process was stopped.  Cluster resource name = <i>cluster-resource-name</i>	This message is output if the system could not check the cluster status because the clustering service was inactive at the time the attempt was made to check the entered cluster resources.  Check the settings and status of the cluster management product. Start the cluster, and then re-execute the <code>drmclusinit</code> command.
KAVX0321-W	The specified cluster resource does not exist.  Cluster resource name = <i>cluster-resource-name</i>	This message is output if the entered cluster resource does not exist.  Check whether the settings of the cluster management product and the entered parameter are correct. If they are correct, examine the system log and check whether there is any problem with the OS.
KAVX0322-E	The specified cluster information is not registered.	This message is output if parameter information is not registered for the specified cluster product.  Check the settings and status of the cluster management product. Start the cluster, and then re-execute the <code>drmclusinit</code> command.

Message ID	Message Text	Description and Recommended Action
KAVX0323-E	An attempt to open the cluster has failed.	This message is output when an attempt to open MSCS fails.  Examine the Windows event log and remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
KAVX0324-E	The cluster resource could not be placed online. Resource name = <i>cluster-resource-name</i> Code = <i>error-code</i>	This message is output when an attempt to place an MSCS cluster resource online fails.  Examine the OS error code displayed with this message and the Windows event log, and then remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
KAVX0325-E	The cluster resource could not be placed offline. Resource name = <i>cluster-resource-name</i> Code = <i>error-code</i>	This message is output when an attempt to place an MSCS cluster resource offline fails.  Refer to the OS error code displayed with this message and the Windows event log, and then remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
KAVX0326-E	An attempt to acquire information on the cluster has failed.	This message is output when an attempt to acquire MSCS information fails.  Examine the Windows event log and remove the cause of this error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
KAVX0327-E	Enter a correct cluster product name.	The cluster product name specified in the <code>drmclusinit</code> command is invalid.  Specify the correct cluster product name, and then re-execute the command.
KAVX0328-W	Enter a correct virtual server name. Virtual server name = <i>virtual-server-name</i>	The specified virtual server name does not exist.  Check the following, and then re-enter the correct parameter. <ul style="list-style-type: none"> <li>▪ Make sure the cluster is set correctly.</li> <li>▪ Make sure the entered virtual server name is correct.</li> <li>▪ Make sure <code>DRM_DB_PATH</code> corresponds to the entered virtual server name is defined in the configuration definition file (<code>init.conf</code>).</li> </ul>
KAVX0329-W	The specified virtual server has already been registered. Virtual server name = <i>virtual-server-name</i>	The specified virtual server name has already been registered.  Check the cluster settings, and then re-enter the correct virtual server name.

Message ID	Message Text	Description and Recommended Action
KAVX0330-E	An attempt to check the cluster resource group has failed. Cluster resource group name = <i>cluster-resource-group-name</i>	An error occurred during the checking of the specified cluster resource group. A virtual server name might not be assigned to the specified cluster resource group (when the OS is Windows and VERITAS Cluster Server is used in the cluster configuration). Check the settings and status of the cluster product, and then re-execute the command.
KAVX0331-E	An attempt to check the specified cluster resource group failed because the cluster process was stopped. Cluster resource group name = <i>cluster-resource-group-name</i>	The cluster status could not be checked because the cluster had stopped during the checking of the specified cluster resource group. Start the cluster, and then register the cluster resource group.
KAVX0332-W	The specified cluster resource group does not exist. Cluster resource group name = <i>cluster-resource-group-name</i>	The specified cluster resource group does not exist under the control of the cluster. Check the cluster settings, and then re-enter the correct parameter.
KAVX0333-W	The specified cluster resource group has already been registered. Cluster resource group name = <i>cluster-resource-group-name</i>	The specified cluster resource group has already been registered. Check the cluster settings, and then re-enter the correct parameter.
KAVX0334-W	Enter a correct resource type. Resource type = <i>resource-type</i>	The specified resource type is invalid. Check the cluster settings, and then re-enter the correct parameter.
KAVX0335-W	The specified cluster resource does not exist in the cluster resource group. Cluster resource name = <i>cluster-resource-name</i>	The specified cluster resource does not exist in the cluster resource group. Check the cluster settings, and then re-enter the correct parameter.
KAVX0336-W	The specified cluster resource cannot be specified. Cluster resource name = <i>cluster-resource-name</i>	The specified cluster resource does not belong to a valid resource type. Check the cluster settings, and then re-enter the correct parameter.
KAVX0337-W	The specified cluster resource has already been registered. Cluster resource name = <i>cluster-resource-name</i>	The specified cluster resource has already been registered. Check the cluster settings, and then re-enter the correct parameter.
KAVX0338-W	The specified disk name does not correspond to the cluster resource. Disk name = <i>disk-name</i>	The specified disk name does not correspond to the cluster resource. Check the cluster settings, and then re-enter the correct parameter.
KAVX0339-W	The virtual server name defined in the specified cluster resource group does not match the specified virtual server name. Cluster resource group name = <i>cluster-resource-group-name</i>	The specified cluster resource group does not correspond to the specified virtual server name. Check the cluster settings, and then re-enter the correct parameter.

Message ID	Message Text	Description and Recommended Action
KAVX0340-E	An attempt to check the virtual server name has failed. Virtual server name = <i>virtual-server-name</i>	An error occurred when checking the entered virtual server name. Check the following: <ul style="list-style-type: none"> <li>Make sure the cluster product is installed correctly.</li> <li>Make sure the cluster is running.</li> </ul>
KAVX0400-I	Mounting will now start. Mount point = <i>name-of-mount-point-directory-on-backup-server</i>	This message is displayed when executing a backup to tape or a restoration from tape, at the start of the operation to mount the secondary volume on the backup server.
KAVX0401-I	Mounting has finished. Mount point = <i>name-of-mount-point-directory-on-backup-server</i>	This message is displayed when executing a backup to tape or a restoration from tape, at the successful end of the operation to mount the secondary volume on the backup server.
KAVX0402-I	Backup processing will now start. To see more details on backup progress, use the monitoring method of the backup management product. Source = <i>backup-source-directory-name</i>	This message is displayed when the backup command of the backup management product starts when backing up to tape.
KAVX0403-I	Backup processing has finished. Source = <i>backup-source-directory-name</i>	This message is displayed when the backup command of the backup management product starts when backing up to tape.
KAVX0404-I	Restoration will now start. To see more details on restoration progress, use the monitoring method of the backup management product. Source = <i>restoration-source-directory-name</i> Target = <i>name-of-mount-point-directory-at-restoration-destination</i>	This message is displayed when the restore command of the backup management product starts when restoring from tape.
KAVX0405-I	Restoration has finished. Source = <i>restoration-source-directory-name</i> Target = <i>name-of-mount-point-directory-at-restoration-destination</i>	This message is displayed when the restore command of the backup management product ends after restoring from tape.
KAVX0406-I	Unmounting will now start. Mount point = <i>name-of-mount-point-directory-on-backup-server</i>	This message is displayed when executing a backup to tape or a restoration from tape, at the start of the operation to unmount the secondary volume on the database server.
KAVX0407-I	Unmounting has finished. Mount point = <i>name-of-mount-point-directory-on-backup-server</i>	This message is displayed when executing a backup to tape or a restoration from tape, at the successful end of the operation to unmount the secondary volume on the database server.
KAVX0408-E	An attempt to execute the backup command failed. Command = <i>name-of-command-executed-by-NetBackup-or-Backup-Exec</i> Error code = <i>error-number-returned-by-the-command-of-NetBackup-or-Backup-Exec</i>	The NetBackup command or Backup Exec command resulted in an error. Refer to the documentation for NetBackup or Backup Exec to obtain error information associated with the error code, and take action based on this information. Then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX0409-E	An attempt to execute the restore command failed.  Command = <i>name-of-command-executed-by-NetBackup-or-Backup-Exec</i>  Error code = <i>error-number-returned-by-the-command-of-NetBackup-or-Backup-Exec</i>	The NetBackup command or Backup Exec command resulted in an error.  Refer to the documentation for NetBackup or Backup Exec to obtain error information associated with the error code, and take action based on this information. Then re-execute the command.
KAVX0410-E	An attempt to obtain the installation path failed.  Backup management product = <i>name-of-backup-management-product-to-be-used</i>	The backup management product (NetBackup or Backup Exec) you want to use is not installed.  Install NetBackup or Backup Exec, and then re-execute the command.
KAVX0411-I	Enter the backup management product name.	During the <code>drmtapeinit</code> command execution, this message prompts you to enter the type of backup management product that will be linked with the Protection Manager program.  If the installed backup management product is NetBackup, enter <code>NBU</code> and press <b>Enter</b> . If the product is Backup Exec, enter <code>BEWS</code> and press <b>Enter</b> .
KAVX0412-I	Enter the backup class name.	After the <code>drmtapeinit</code> command was executed and <code>NBU</code> was selected as the product type, this message prompts you to specify the name of the backup class definition for NetBackup.
KAVX0413-I	Enter the backup schedule name.	After the <code>drmtapeinit</code> command was executed and <code>NBU</code> or <code>BEWS</code> was selected as the product type, this message prompts you to specify the name of the backup class definition for NetBackup and the name of the related backup schedule.
KAVX0414-I	Backup parameters were updated.	The <code>drmtapeinit</code> command terminated normally and the parameters for working with the backup management product were correctly updated.
KAVX0415-I	Enter the file name of the backup job script:	After the <code>drmtapeinit</code> command was executed and <code>BEWS</code> was selected as the product type, this message prompts you to enter the file name of the Backup Exec backup job script.  Enter the file name of the Backup Exec backup job script used with the backup management product commands <code>drmtapebackup</code> , <code>drmtaperestore</code> , <code>drmmmediabackup</code> , and <code>drmmmediarestore</code> , and then press <b>Enter</b> .
KAVX0416-E	The backup management product has not been set up yet.	Possible causes are as follows: <ul style="list-style-type: none"> <li>The <code>drmmmediabackup</code>, <code>drmtapebackup</code>, or <code>drmtaperestore</code> command was executed before using the <code>drmtapeinit</code> command to set the parameters for working with the backup management product.</li> <li>The <code>drmmmediabackup</code>, <code>drmtapebackup</code>, or <code>drmtaperestore</code> command was mistakenly executed on the file server or database server.</li> </ul> Execute the <code>drmtapeinit</code> command and then execute this command.
KAVX0417-I	Enter the number of days to store the backup catalog.	This message is displayed during execution of the <code>drmtapeinit</code> command and prompts you for the number of days to store the backup catalog used for tape backup.

Message ID	Message Text	Description and Recommended Action
KAVX0418-I	Backup information from the specified file was imported into the backup catalog. Imported backup ID = <i>backup-ID</i>	This message is displayed when the <code>drmdbimport</code> command successfully imported backup catalog information for the backup ID.
KAVX0419-E	Backup information associated with the specified backup ID cannot be exported.	You attempted to export backup catalog information before backing up data to tape. Back up data to tape, and then export the backup catalog information.
KAVX0420-E	An invalid backup ID was specified. Specify the backup ID of the backup information that was imported by the <code>drmdbimport</code> command.	Data cannot be backed up to tape because the specified backup ID is incorrect. When you back up data to tape, specify the backup ID associated with the backup information that was imported by the <code>drmdbimport</code> command.
KAVX0421-E	An invalid backup ID was specified. Please specify the backup ID acquired using the <code>drmtapebackup</code> command.	The backup data with the specified backup ID was not backed up by the <code>drmtapebackup</code> command. Specify the ID of backup data that was backed up to tape by the <code>drmtapebackup</code> command.
KAVX0422-W	The specified name of the backup management product is invalid.	The specified name of the backup management product is invalid. Enter a correct name for the backup product.
KAVX0423-W	The specified value is not in the range from 0 to 365.	During execution of the <code>drmtapeinit</code> command, an incorrect number of days specified for the retention period for the backup information was detected. Specify a value in the range from 0 to 365 days.
KAVX0424-I	The backup information corresponding to the specified backup ID has been deleted. Backup ID = <i>backup-ID-to-be-deleted</i>	This message is displayed when the <code>drmtapecat</code> or <code>drmapcat</code> command successfully deletes the backup information corresponding to the specified backup ID.
KAVX0425-E	The specified backup ID is unavailable for mounting the volumes.	The backup data of the specified backup ID is structured as a raw volume. You do not need to mount the volumes because no file systems have been created on the raw volumes. Continue operation without mounting.
KAVX0426-E	You cannot execute this command because the number of available drive letters is insufficient.	Some secondary volumes cannot be mounted because there are insufficient drive letters currently available for mounting volumes. Unmount unnecessary volumes to make sure that the number of available drive letters is sufficient for mounting the secondary volumes. Then re-execute the command. Alternatively, specify the <code>-mount_pt</code> (mount point directory name) option, and then mount secondary volumes on the mount point directory.
KAVX0427-E	An attempt to perform backup has failed. Mount point = <i>mount-point-directory-name-or-drive-letter</i> Cause = <i>detailed-message</i>	This message is output when an attempt to perform backup to tape media fails. Examine the message indicated by <i>detailed-message</i> and the trace log provided by the backup management product to check whether an error code has been output by the backup management product. If no problems are found, contact your support center.

Message ID	Message Text	Description and Recommended Action
KAVX0428-E	The type of backup object that was specified is invalid.	This message is output if an invalid backup object type is specified when the <code>drmtapecat</code> command with the <code>-o</code> option is executed.  Check the backup object type that the <code>drmtapecat</code> command outputs, and then re-execute the <code>drmtapecat</code> command.
KAVX0429-E	An attempt to perform restore has failed. Restore source = <i>mount-point-directory-name-or-drive-letter</i> Restore point = <i>mount-point-directory-name-or-drive-letter</i> Cause = <i>cause-code-being-output-to-backup-management-product</i>	This message is output when an attempt to restore data from tape media fails.  Examine the message displayed in <i>cause-code-being-output-to-backup-management-product</i> and the trace log provided by the backup management product to check whether the backup management product has output an error code. If no problems are found, contact your support center.
KAVX0430-E	An invalid backup ID was specified. Specify the backup ID acquired by using the <code>drmtapebackup</code> command or the <code>drmmmediabackup</code> command.	The backup ID specified with the <code>drmtapebackup</code> command or the <code>drmmmediabackup</code> command could not be acquired.  Using the <code>drmtapebackup</code> command or the <code>drmmmediabackup</code> command, specify the backup ID obtained when you backed up to other media.
KAVX0431-E	An attempt to create the backup execution interface file has failed. Cause = <i>cause</i>	Possible cases are as follows: <ul style="list-style-type: none"> <li>The user executing the command does not have access permission for the file.</li> <li>Disk space is insufficient.</li> </ul> Make sure that the disk space is sufficient, and then re-execute the command as a user with system administrator permissions.
KAVX0432-E	An attempt to create the restore execution interface file has failed. Cause = <i>cause</i>	Possible cases are as follows: <ul style="list-style-type: none"> <li>The user executing the command does not have access permission for the file.</li> <li>Disk space is insufficient.</li> </ul> Make sure that the disk space is sufficient, and then re-execute the command as a user with system administrator permissions.
KAVX0433-E	An attempt to create the temporary file has failed. Cause = <i>cause</i> File name = <i>temporary-file-name</i>	A temporary file for internal use by Protection Manager could not be created.  Re-execute the command as a user with system administrator permissions. Also, make sure that there is enough space on the disk.
KAVX0434-E	An attempt to open the mount point file failed. Mount point file name = <i>file-name</i>	The mount point file could not be opened. Make sure that there are sufficient access permissions for the temporary file directory.  The temporary file directory is stored in the following: <i>Protection-Products-installation-directory\temp</i>  If a directory named <code>mntpt</code> or <code>.mntpt</code> exists in the temporary file directory, delete that directory and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX0435-E	An attempt to read the mount point file failed. Mount point file name = <i>file-name</i>	The mount point file is invalid, either because of some inconsistency, or because it is damaged.  Delete the mount point file, and then re-execute the command.
KAVX0436-E	An invalid backup ID was specified. Please specify the backup ID acquired using the <code>drmmmediabackup</code> command or <code>drmtapebackup</code> command.	The backup ID specified for the <code>drmmmediarestore</code> command was not an ID created by the <code>drmtapebackup</code> or <code>drmmmediabackup</code> command.  Specify a backup ID acquired previously for backup to another medium by using the <code>drmtapebackup</code> or <code>drmmmediabackup</code> command.
KAVX0437-E	You have to specify the <code>-raw</code> option for the specified backup ID.	An attempt was made to back up a backup ID that was mounted with the <code>-raw</code> option, but the <code>drmmmediabackup</code> command used for the backup did not have the <code>-raw</code> option specified.  Specify the <code>-raw</code> option, and then re-execute backup.
KAVX0438-E	The lock or unlock of a copy group corresponding to the specified backup ID went wrong.	An attempt within the command to lock or unlock the copy group corresponding to the backup ID has failed.  See the actions taken for dictionary map file errors in the <i>HiCommand Protection Manager User's Guide</i> , and then execute the dictionary map file recovery procedure.
KAVX0439-E	The directory specified with the <code>-bkdir</code> option does not exist. Directory name = <i>backup-file-directory-name</i>	This message is output when the directory of the backup file specified for the <code>-bkdir</code> option does not exist.  Specify the name of an existing backup file directory.
KAVX0440-E	The path specified with the <code>-bkdir</code> option is invalid. Directory name = <i>backup-file-directory-name</i>	This message is output when the backup file directory name specified for the <code>-bkdir</code> option is not an absolute path, or when the root (drive letter) is specified.  Specify a backup file directory name that is an absolute path, other than the root (drive letter).
KAVX0441-W	You cannot specify the <code>-bkdir</code> option for this backup ID.	This message is output when a backup ID for a non-existent backup file directory is specified.  Specify an existing backup ID for a backup file directory.
KAVX0442-E	The file specified in the <code>-bup_env</code> option does not exist. File name = <i>configuration-definition-file-name</i>	This message is output when one of the following conditions exist: <ul style="list-style-type: none"> <li>The specified configuration definition file does not exist.</li> <li>The name of the specified configuration definition file contains the directory path.</li> </ul> Specify the name of an existing configuration definition file.
KAVX0443-I	The copy group mount definition file was updated. File name = <i>copy-group-mount-definition-file</i>	This message appears when the update of the copy group mount definition file finishes.
KAVX0444-E	An attempt to open the copy group mount definition file has failed. File name = <i>copy-group-mount-definition-file</i>	The copy group mount definition file could not be opened. Check the access permissions for the copy group mount definition file.  If the file is corrupted, delete it, and then re-create it by using the <code>-conf</code> option of the <code>drmmount</code> command.

Message ID	Message Text	Description and Recommended Action
KAVX0445-E	An attempt to read the copy group mount definition file has failed. File name = <i>copy-group-mount-definition-file</i>	The copy group mount definition file cannot be read, or the format is different because the file was modified incorrectly. Check the access permissions for the copy group mount definition file. If the file is corrupted, delete it, and then re-create it by using the <code>-conf</code> option of the <code>drmmount</code> command.
KAVX0446-E	An attempt to write the copy group mount definition file has failed. File name = <i>copy-group-mount-definition-file</i>	This message appears when an attempt to write in the copy group mount definition file fails. The copy group mount definition file cannot be written to. Check the access permissions for the copy group mount definition file. If the file is corrupted, delete it, and then re-create it by using the <code>-conf</code> option of the <code>drmmount</code> command.
KAVX0447-E	An attempt to acquire logical volume configuration from the target copy group has failed. Copy group name = <i>copy-group</i>	Logical volume information could not be acquired from the secondary volume of the target copy group. Depending on the disk type, take appropriate action from the following: <ul style="list-style-type: none"> <li>▪ For basic disk copy groups: a logical volume might not have been created for the secondary volume, or the secondary volume might not have been formatted. Create and format the logical volume, and then try to acquire the backup again.</li> <li>▪ For dynamic disk copy groups: The copy group mount definition file must be updated. To update, specify the <code>drmmount</code> command with the backup ID and <code>-conf</code> options specified.  If you cannot check whether the volume configuration is correct in advance, re-apply the volume configuration of the primary volume to match the secondary volume according to the <i>HiCommand Protection Manager User's Guide</i>, and then execute the <code>drmmount</code> command with the backup ID and <code>-conf</code> options specified.</li> </ul>
KAVX0448-E	The volume configuration of the specified backup information is different from the copy group mount definition.	This message is output when the logical volume configuration of the specified backup catalog does not match that of the copy group mount definition file. Possible causes are: <ol style="list-style-type: none"> <li>1. The logical volume configuration of the primary volume has been changed but has not been applied to the copy group mount definition file.</li> <li>2. The logical volume configuration of the primary volume has been changed and applied to the copy group mount definition file, but the backup catalog from before the configuration change was specified.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Execute the <code>drmmount</code> command with the <code>-conf</code> option specified to update the copy group mount definition.</li> <li>2. Specify the backup ID of a backup catalog corresponding to the current configuration.</li> </ol>

Message ID	Message Text	Description and Recommended Action
KAVX0449-E	The contents of the copy group mount definition file are invalid. Parameter name = <i>parameter-name</i> Parameter value = <i>parameter-value</i>	This message is output when the value of an item defined in the copy group mount definition file is invalid. Correct the item in the copy group mount definition file: <ul style="list-style-type: none"> <li>To change FS, specify an absolute path that starts with a drive letter. Note that you cannot change items other than FS.</li> <li>To apply the volume configuration change, execute the <code>drm mount</code> command with the <code>-conf</code> option specified to update the copy group mount definition.</li> </ul>
KAVX0450-I	The <i>extended-command-name</i> command will now start.	The extended command has started.
KAVX0451-I	The <i>extended-command-name</i> command will now end.	The extended command has ended.
KAVX0452-E	An attempt to execute the <i>extended-command-name</i> command has failed.	An attempt to execute the extended command has failed. Perform the following, based on the message output to the trace log file for extended commands ( <code>drm_script.log</code> or <code>drm_script.log.old</code> ): <ul style="list-style-type: none"> <li>Make sure that the series of extended commands related to the operation ID are executed in the correct order, and check the prerequisites for each command.</li> <li>Check the error message that was output before the <code>KAVX0452-E</code> message.</li> </ul>
KAVX0453-E	An error that stopped processing occurred. Cause = <i>cause</i>	A fatal error has occurred which prevents processing from continuing. For the cause of the error, see section 1.17.
KAVX0454-E	An attempt to obtain the information for the specified operation ID failed. Cause = <i>cause</i> Definition File = <i>definition-file-name</i>	The definition file for the specified operation ID could not be obtained. Check that the displayed definition file exists in the definition file storage directory. When the file exists, execute the check tools and check that the contents are valid.
KAVX0455-E	An invalid option was specified.	Possible causes are as follows. <ul style="list-style-type: none"> <li>A non-existent option was specified.</li> <li>A required option was not specified.</li> <li>Two options that cannot be specified simultaneously were specified.</li> <li>The options are specified in the incorrect order.</li> </ul> Check the extended command usage, and then re-execute the extended command.
KAVX0456-E	An attempt to obtain a backup ID has failed. Cause = <i>cause</i> File recording backup IDs = <i>backup-ID-file-name</i>	A backup ID that is required to execute an extended command could not be obtained from the backup ID file. Check that the extended commands are executed in the correct sequence and that the backup ID file is created. For information about where the backup ID recording file is stored, see the explanation about the temporary folder for extended commands in the <i>HiCommand Protection Manager User's Guide</i> .

Message ID	Message Text	Description and Recommended Action
KAVX0457-E	An attempt to obtain information from the specified file has failed. Cause = <i>cause</i> Target File = <i>file-name</i>	Required information could not be obtained from the specified file. Check that the specified file exists. When the file exists, check the contents.
KAVX0458-W	An error occurred in the trace log file. Cause = <i>cause</i>	An error was detected when the trace log file ( <i>drm_script.log</i> or <i>drm_script.log.old</i> ) was manipulated. Examine the system log and check if there are any problems with the OS. If there are no problems, contact your support center.
KAVX0459-E	An attempt to execute the <i>command-name</i> command has failed. Cause = <i>cause</i> Code = <i>command-return-value</i>	A command that started from the extended command has ended with an error. Perform either of the following: <ul style="list-style-type: none"> <li>See the extended commands explanation in the <i>HiCommand Protection Manager User's Guide</i>, eliminate the cause of the failure, and then re-execute the command.</li> <li>When the failed command is a Protection Manager command (<i>drmxxx</i>), see the Protection Manager trace log, remove the cause of the failure, and then re-execute the command.</li> </ul>
KAVX0460-E	An attempt to execute the <i>command-name</i> command failed. Code = <i>return-value-of-the-command</i>	A command that started from the extended command has ended with an error. Perform either of the following: <ul style="list-style-type: none"> <li>See the extended commands explanation in the <i>HiCommand Protection Manager Command Reference</i>, eliminate the cause of the failure and then re-execute the command.</li> <li>When the failed command is a Protection Manager command (<i>drmxxx</i>), see the Protection Manager trace log, remove the cause of the failure, and then re-execute the command.</li> </ul>
KAVX0461-E	An attempt to transmit files failed. Cause = <i>cause-of-file-transmission-error</i> From = <i>source-host-name</i> To = <i>destination-host-name</i>	An FTP file transmission operation failed. On the FTP server, check that you have write permission for the destination directory. Check also that the destination directory has sufficient space and that the network status is normal.
KAVX0462-I	The verification of the specified file will now start. File = <i>definition-file-name</i>	The verification of the definition file specified in the option has started.
KAVX0463-I	The verification of the specified file will now end. The verification of the specified file has succeeded.	The verification of the definition file specified in the option has ended.
KAVX0464-E	An error was detected during definition file checking.	An error was detected during definition file checking. Take appropriate action based on the displayed definition error message.

Message ID	Message Text	Description and Recommended Action
KAVX0465-E	An attempt to obtain the information described in the specified definition file failed. Cause = <i>cause</i> Target File = <i>definition-file-name</i>	Required information could not be obtained from the specified definition file. Check that the specified file exists. If the file exists, check the contents.
KAVX0466-E	An essential item is not found in the specified file. Item = <i>item-name</i>	The required items are not defined in the definition file specified by the option. Check the contents of the definition file, define the required items, and re-execute the check tool.
KAVX0467-E	An item with an empty value exists in the specified file. Item = <i>item-name</i>	The value of a required item is not set in the definition file specified by the option. Check the contents of the definition file, set the values of the required items, and re-execute the check tool.
KAVX0468-E	The specified file assigns conflicting values for the same item. Item = <i>item-name</i>	The same item is specified more than once in the definition file specified by the option. Check the contents of the definition file and make sure that no items are duplicated. Then re-execute the check tool.
KAVX0469-E	The assigned character string for the item exceeds the maximum number of characters. Item = <i>item-name</i> Character = <i>item-value</i> Maximum number = <i>maximum-number-of-characters</i>	The number of characters of an item set in the definition file specified by the option exceeds the maximum limit. Check the contents of the definition file and enter the value within the allowed number of characters. Then re-execute the check tool.
KAVX0470-E	An attempt to connect the database with assigned resources failed. DB_SERVER_NAME = <i>database-server-name</i> INSTANCE_NAME = <i>instance-name</i> Cause = <i>cause</i>	The database could not be connected using the current settings. Possible reasons are as follows. <ul style="list-style-type: none"> <li>▪ In the definition file specified by the option, the database server name or the instance name set in the file is incorrect.</li> <li>▪ SQL Server is inactive.</li> <li>▪ The user does not have permissions to connect the database.</li> </ul> Perform the applicable step shown below. Then re-execute the check tool. <ol style="list-style-type: none"> <li>1. Check the contents of the definition file. If the specified name is not the name of an existing database server or instance, set a name of an existing server or instance.</li> <li>2. Check the operating status of SQL Server. If SQL Server is inactive, start it.</li> <li>3. Check the access permission of the user who executes the check tool. The user must belong to the Administrators group for SQL Server (<i>sysadmin</i>) to execute the check tool.</li> </ol>
KAVX0471-E	The instance does not contain the specified database. INSTANCE_NAME = <i>instance-name</i> TARGET_NAME = <i>database-name</i>	A database name set in the definition file specified by the option is invalid. Make sure that the database name set in the definition file exists, and then re-execute the check tool.

Message ID	Message Text	Description and Recommended Action
KAVX0472-E	The specified database name is invalid. INSTANCE_NAME = <i>instance-name</i> TARGET_NAME = <i>database-name</i>	A database name set in the definition file specified with the extended command option cannot be backed up to disk.  Check and, if necessary, revise the database name set in the definition file, and then re-execute the check tool.
KAVX0473-E	An attempt to get information about the instance assigned by <i>parameter-registration-command-name</i> has failed.  Cause = <i>cause</i> INSTANCE_NAME = <i>instance-name</i> Initialization command = <i>parameter-registration-command-name</i>	The parameter registration command (the <i>drmsqlinit</i> command) was unable to read the information set in the specified instance.  Execute <i>parameter-registration-command -v target-instance-name</i> to check if the target instance information can be obtained. If the information cannot be obtained, execute <i>parameter-registration-command target-instance-name</i> to set the information again and re-execute the command.
KAVX0474-E	The directory specified in the file is invalid. Item = <i>item-name</i> Directory = <i>directory-name</i>	This message is displayed when the directory name specified by an option in the definition file is invalid. Check the definition file contents: make sure that the directory name is correct and is the name of an existing directory. After correcting the settings, re-execute the check tool.
KAVX0475-E	The assigned value for the item exceeds the valid range. Item = <i>item-name</i> Value = <i>specified-value</i> Valid range = An integer between <i>minimum</i> to <i>maximum</i>	The value specified by the option for an item in the definition file is outside the valid range.  Check the contents of the definition file, specify a value within the range, and then re-execute the check tool.
KAVX0476-E	The assigned value conflicts with the value assigned by <i>parameter-registration-command-name</i> .  AP_FILE_DIR = <i>metafile-directory-name-set-in-the-definition-file-for-extended-commands</i> VDI_METAFILE_DIR = <i>metafile-directory-name-set-by-the-parameter-registration-command</i>  Initialization command = <i>parameter-registration-command-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>Metafile directory information in the file specified in the definition file conflicts with the information set with the parameter registration command (<i>drmsqlinit</i>).</li> <li>The case of the actual directory name does not match that of a directory name set in the definition file.</li> </ul> Check for conflicts and differences in case between the actual directory name and the metafile directory name set in the definition file for extended commands. Then, correct the metafile directory information set in the definition file for extended commands, and re-execute the check tool.
KAVX0477-I	The <i>command-name</i> command will now start.	This message is output when a command executed by an extended command starts. This message is only output when a standard command in the OS (such as <i>ftp.exe</i> and <i>fc.exe</i> ) or a Protection Manager internal command (such as the <i>dmidextract</i> command) starts.
KAVX0478-I	The <i>command-name</i> command will now end. Code = <i>return-value-of-the-command</i>	This message is output when the command executed by the extended command ended successfully. This message is only output when a standard command in the OS (such as <i>ftp.exe</i> and <i>fc.exe</i> ) or a Protection Manager internal command (such as the <i>dmidextract</i> command) starts.
KAVX0479-E	The backup object is invalid. BACKUP_OBJECT = <i>backup-object-name</i> (specified in the definition file) Required value = <i>backup-object-name</i>	The value of the BACKUP_OBJECT in the specified definition file is invalid.  Check the BACKUP_OBJECT in the definition file, modify the value if necessary, and then re-execute the check tool.

Message ID	Message Text	Description and Recommended Action
KAVX0480-E	The same target name is specified more than once in the specified file. TARGET_NAME = <i>file name-or-directory-name</i>	The indicated file name or directory name is defined more than once in the definition file specified by the option (TARGET_NAME). Check the contents of the definition file, make sure that the indicated file name or directory name is not duplicated, then re-execute the check tool.
KAVX0481-E	The HOST_ROLE specified in the definition file and in the command line parameter do not match. Command option = <i>host-role</i> (specified in the parameter) HOST_ROLE = <i>host-role</i> (specified in the definition file)	The host role specified in the definition file and the host role specified in the parameter of the extended command are different. Check the host roles both in the definition file and in the parameter of the extended command. Match both host roles and then re-execute the check tool.
KAVX0482-E	An error that stopped processing occurred. Cause = <i>cause</i> File or directory = <i>subject-file-name-or-directory-name</i>	A fatal error occurred, preventing further processing. For details on the error cause, see section 1.17.
KAVX0483-E	The command file is not in the stipulated folder. File = <i>absolute-path-of-the-executed-extended-command</i>	Possible reasons are as follows. <ul style="list-style-type: none"> <li>▪ The extended command file was not in the Protection Manager installation directory.</li> <li>▪ A file required for executing the extended command could not be found.</li> </ul> Make sure that the extended command is in the Protection Manager installation directory. If the extended command is in the Protection Manager installation directory, reinstall the Protection Manager program. If the extended command is not in the Protection Manager installation directory, move the extended command to the installation directory, and then re-execute the extended command.
KAVX0484-W	An attempt to obtain information from the message catalog file has failed. Cause = <i>cause</i> Message Catalog File = <i>message-catalog-file-name</i>	The system was unable to acquire message information from the message catalog file. The message catalog file may be damaged. Re-install the appropriate Protection Manager program.
KAVX0485-W	An attempt to obtain information from the definition file has failed. A default value was assigned. Definition file = <i>definition-file-name</i> Item = <i>item-name</i> Default value = <i>value</i>	As the value of MAX_LOG_LINES specified in the host environment setup file was not appropriate, the processing was executed with the MAX_LOG_LINES value specified to 100,000. Correct the value of MAX_LOG_LINES specified in the host environment setup file and re-execute the check tool.

Message ID	Message Text	Description and Recommended Action
KAVX0486-E	<p>An error occurred in the metafile.</p> <p>Cause = <i>cause</i></p> <p>File = <i>metafile-name</i></p>	<p>The metafile on the SQL Server that was to be operated on by the extended command could not be copied.</p> <p>Check if a metafile output with the asterisk specification exists, and then take the following corrective action:</p> <ul style="list-style-type: none"> <li>▪ If you executed the <code>EX_DRM_SQLFILE_PACK</code> command: Execute either the <code>EX_DRM_SQL_BACKUP</code> command or the <code>EX_DRM_TAPE_RESTORE</code> command to create the metafile.</li> <li>▪ If you executed the <code>EX_DRM_SQLFILE_EXTRACT</code> command: Specify the <code>EX_DRM_FTP_PUT</code> command, <code>EX_DRM_FTP_GET</code> command, or the <code>EX_DRM_SQLFILE_PACK</code> command to transfer the metafile.</li> </ul>

### 1.3 KAVX1000—KAVX1499

This section lists and describes the Protection Manager messages and provides recommended actions for the messages. This section covers messages KAVX1000 to KAVX1499.

**Table 1.4 KAVX1000—KAVX1499 (continues on the following pages)**

Message ID	Message Text	Description and Recommended Action
KAVX1000-I	Logged on to the SQL Server system.	An attempt to log on to the SQL Server finished successfully.
KAVX1001-I	Logged off from the SQL Server system.	An attempt to log off from the SQL Server finished successfully.
KAVX1002-E	The specified database does not exist in this instance of SQL Server. Database name = <i>database-name</i>	The specified database does not exist in this instance of SQL Server. Specify the database in the SQL Server.
KAVX1003-E	An attempt to connect to SQL Server has failed.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ The specified instance of SQL Server does not exist.</li> <li>▪ The specified instance of SQL Server is not running.</li> <li>▪ During restoration, another user connected to SQL Server when SQL Server was started in the single-user mode.</li> <li>▪ The cluster product was the VERITAS Cluster Server for Windows, and the virtual server name registered by using the <code>drmclusinit</code> command was invalid.</li> </ul> <p>Specify a correct instance of SQL Server. If the specified instance is correct, confirm that the instance is running in Enterprise Manager. If the instance is not running, start an instance and then re-execute this command.</p> <p>If you are restoring the system database and other users connect to the SQL Server during restoration, perform operations so that the other users do not connect to the target instance of SQL Server, and then re-execute restore operations.</p> <p>If the logon user who executed the command is not allowed to log on to SQL Server, grant the user permission to log on to the SQL Server, and then give the user the system administrator server role.</p> <p>When the cluster product is the VERITAS Cluster Server for Windows, use the <code>drmclusinit</code> command to register the appropriate virtual server name.</p>

Message ID	Message Text	Description and Recommended Action
KAVX1004-E	The specified Instance Name is invalid.	<p>The instance environment has not been configured.</p> <p>Use the <code>drmsqlinit</code> command to configure the environment, and then re-execute the command.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The specified instance name does not exist on SQL Server.</li> <li>The environment for the specified instance has not been configured.</li> </ul> <p>Depending on the cause, take appropriate action from the following:</p> <ul style="list-style-type: none"> <li>Specify an instance name that exists on SQL Server, and then re-execute the command.</li> <li>Configure the environment by using the <code>drmsqlinit</code> command, and then re-execute the command.</li> </ul>
KAVX1008-E	<p>An error occurred during SQL Server processing.</p> <p>Processing = <i>processing</i></p> <p>Code = <i>error-code-for-SQL-server</i></p> <p>Cause = <i>error-message-for-SQL-server</i></p>	<p>An error occurred during SQL Server processing.</p> <p>Check the SQL Server documentation, remove the cause of the error, and then re-execute the command.</p>
KAVX1010-E	<p>The user lacks appropriate permission to use SQL Server.</p> <p>Processing = <i>processing</i></p> <p>Cause = <i>error-message-for-SQL-server</i></p>	<p>A user who does not have permission to use SQL Server executed a command.</p> <p>Check the SQL Server documentation, confirm that the user has the appropriate permissions, and then re-execute the command.</p>
KAVX1013-E	<p>This version of SQL Server is not supported.</p> <p>SQL Server version = <i>SQL-Server-version</i></p>	<p>A command was executed on a version of SQL Server not supported by the Protection Manager program.</p> <p>Check the version of SQL Server being used.</p>
KAVX1014-E	The database to be processed does not exist.	<p>The specified processing target database does not exist.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>If the <code>drmsqlbackup</code> or <code>drmsqllogbackup</code> command was executed: <ul style="list-style-type: none"> <li>No user database existed.</li> </ul> </li> <li>If the <code>drmsqlrestore</code> command was executed: <ul style="list-style-type: none"> <li>No database definition existed in the file specified by the <code>-f</code> option.</li> </ul> </li> <li>If the <code>drmsqlrecoverytool</code> command was executed: <ul style="list-style-type: none"> <li>No database subject to recovery existed.</li> </ul> </li> </ul> <p>Take the following appropriate action:</p> <ul style="list-style-type: none"> <li>If the <code>drmsqlbackup</code> or <code>drmsqllogbackup</code> command was executed: <ul style="list-style-type: none"> <li>Make sure a user database exists, and then re-execute the command.</li> </ul> </li> <li>If the <code>drmsqlrestore</code> command was executed: <ul style="list-style-type: none"> <li>Check the contents of the file specified by the <code>-f</code> option, and then re-execute the command.</li> </ul> </li> <li>If the <code>drmsqlrecoverytool</code> command was executed: <ul style="list-style-type: none"> <li>Recovery is unnecessary.</li> </ul> </li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX1015-E	The temporary database tempdb cannot be specified.	This message is displayed if the user tries to specify the temporary database <code>tempdb</code> using the <code>-target</code> , <code>-f</code> , or <code>-transact_log_list</code> options. Do not specify <code>tempdb</code> as a database name.
KAVX1017-I	SQL Server information is being collected now.	SQL Server information is being collected now.
KAVX1018-E	An attempt to stop SQL Server failed.	This message is output when an attempt to start SQL Server with the minimum settings fails. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
KAVX1019-E	A parameter has not been specified for the <code>drmsqlinit</code> command. Parameter name = <i>parameter-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The <code>drmsqllogbackup</code> command was executed without setting up a storage directory for transaction log backup files.</li> <li>One of the following commands was executed without setting up a storage directory for the undo file: <ul style="list-style-type: none"> <li>The <code>drmsqlrestore</code> command with the <code>-undo</code> option specified.</li> <li>The <code>drmsqlrecover</code> command with the <code>-undo</code> option specified.</li> </ul> </li> </ul> Set the parameters, and then re-execute the command.
KAVX1020-E	An error occurred during automatic recovery at SQL Server startup. Cause = <i>cause</i>	An error occurred during automatic restoration when starting the SQL server. Remove the cause of the error, and then re-execute the <code>drmsqlrestore</code> command.
KAVX1100-I	Enter the name of the storage directory for VDI metafiles.	The system is waiting for the user to enter the name of the storage directory for VDI metafiles.
KAVX1101-I	Enter the timeout interval for VDI generation (in seconds, between 0 and 3600).	The system is waiting for the user to enter the timeout interval for VDI generation. This value should be between 0 and 3600.
KAVX1102-I	Enter the name of the storage directory for undo files.	The system is waiting for the user to enter the name of the storage directory for undo files.
KAVX1103-I	SQL Server information has been updated.	One or more parameters linked with SQL Server have been registered.
KAVX1104-W	The specified storage directory for VDI metafiles cannot be found. Directory name = <i>directory-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The name of the storage directory for VDI metafiles (the directory registered by the <code>drmsqlinit</code> command) contains an error.</li> <li>The storage directory for VDI metafiles was not specified with an absolute path.</li> </ul> Specify a correct name for the storage directory for VDI metafiles, and then re-execute the command.
KAVX1105-W	The value specified for the timeout interval for VDI generation is outside of the acceptable range (between 0 and 3600). Timeout interval for VDI generation = <i>VDI-timeout-second</i>	The value of the timeout interval for VDI generation registered with the <code>drmsqlinit</code> command contains an error. Specify a correct value for the timeout interval for VDI generation, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX1106-W	The specified undo file directory cannot be found. Directory name = <i>directory-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The name of the storage directory for undo files (the directory registered with the <code>drmsqlinit</code> command) contains an error.</li> <li>The storage directory for undo files is not specified with an absolute path.</li> </ul> Specify a correct name for the storage directory for undo files, and then re-execute the command.
KAVX1107-I	Enter the name of the storage directory for backup-log files.	The system is waiting for the user to enter the name of the storage directory for backup-log files.
KAVX1108-W	The specified directory cannot be found. Directory name = <i>directory-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The specified directory does not exist.</li> <li>The directory was not specified with an absolute path.</li> </ul> Re-execute the command with a correct directory name specified.
KAVX1202-E	The copy group specified for the VDI metafile storage directory cannot be the same copy group specified for a data file or transaction log file.	A data file, transaction log file, or storage directory for VDI metafiles belong to the same copy group. You cannot allocate the storage directory for VDI metafiles to the copy group to which the data file and transition log file are allocated. Change the path of the storage directory for VDI metafiles by using the <code>drmsqlinit</code> command. To check the copy group, use the <code>drmsqldisplay</code> command.
KAVX1203-E	The specified database cannot perform a backup. Database name = <i>database-name</i> Cause = <i>cause</i>	The specified database cannot perform backup processing. Confirm that the database is able to perform backup processing, and then re-execute the command.
KAVX1204-E	An attempt to back up the specified database has failed because it is stored on a volume from which a directory is mounted. Database name = <i>database-name</i>	The specified database is stored in a volume mounted to a directory. Backup processing cannot be performed if the database is stored in a volume mounted to a directory. All files should be stored in a volume assigned to a drive letter. Mount point directories are not supported.
KAVX1205-E	An attempt to back up the specified database has failed because no backup target file exists on the RAID storage device. Database name = <i>database-name</i>	Not all files that make up the database are stored in the storage subsystem. Backup processing cannot be performed for databases that include files not stored in a storage subsystem. All files need to be stored in a storage subsystem.
KAVX1207-I	Backing up the database.	The database is being backed up.
KAVX1209-E	The number of specified databases exceeds the maximum number of databases.	The maximum number of databases that can be specified for one command for this product is 64. Specify a value up to 64 databases, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX1210-E	An attempt to obtain information about the metafile storage destination has failed.	This message is output when the SQL Server service of the target instance is canceled during backup, and the storage directory for the primary data file is the same for the metafile and the database.  Start the SQL Server service of the target instance, and then re-execute the command.
KAVX1211-E	The copy group contains a database object that is not subject to backup. Database name = <i>database-name</i> Copy group name = <i>copy-group-name</i>	Backup could not be performed because there are files other than the target backup database in the same copy group.  Specify all of the databases within the same copy group.
KAVX1212-E	A timeout error occurred. VDI timeout sec = <i>VDI-timeout-second</i> (s)	This message is output when a VDI metafile cannot be created within the specified time.  Specify a value greater than the VDI generation timeout time (seconds) of the <code>drmsqlinit</code> command, and then re-execute the command.
KAVX1213-W	The 'sync with backup' option is not set. Database name = <i>database-name</i>	In a transaction replication environment, the <code>sync with backup</code> option is not set for the distribution database or the publication database.  Check the <code>sync with backup</code> option settings.
KAVX1300-I	Restore processing will now start.	Restore processing has started.
KAVX1301-I	Restore processing has finished.	Restore processing finished successfully.
KAVX1302-I	Recovery processing will now start.	Recovery processing has started.
KAVX1303-I	Recovery processing has finished.	Recovery processing finished successfully.
KAVX1304-E	The name of the target definition file for transaction logs specified by the <code>-transact_log_list</code> option is invalid.	Possible causes are as follows: <ul style="list-style-type: none"> <li>The file does not exist.</li> <li>You do not have read permission for the file.</li> <li>The contents of the file are invalid.</li> <li>The file was not specified with an absolute path.</li> </ul> Make sure of the following, and then re-execute the command: <ul style="list-style-type: none"> <li>The name of the target definition file for transaction logs is specified correctly.</li> <li>The contents of the target definition file for transaction logs are written correctly.</li> </ul>
KAVX1305-E	The database specified by the target definition file for transaction logs does not exist in SQL Server. Database name = <i>database-name</i>	The database specified in the target definition file for transaction logs does not exist in SQL Server.  Make sure that the correct database is specified in the target definition file for transaction logs, and then re-execute the command.
KAVX1306-E	A transaction log file specified by the target definition file for transaction logs does not exist. File name = <i>transaction-log-file-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>The transaction log file specified by the target definition file for transaction logs does not exist.</li> <li>The transaction log file was not specified with an absolute path.</li> </ul> Confirm that the transaction log file is specified correctly, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX1307-E	The specified database information could not be acquired. Database name = <i>database-name</i>	If this error occurred in the restore command:  The specified backup ID or database backup information related to the instance did not exist.  Specify the database where the backup information exists, and then re-execute the command.  If this error occurred in the log backup command:  A transaction log backup was executed for a database for which a full backup had not been executed, for a database whose backup information had been deleted when the resynchronization command was executed, or for a database whose name had been changed after a full backup.  Execute a full backup before backing up the transaction log.  Database backup information that was specified in the <code>-f</code> or <code>-target</code> option does not exist.  Make sure that the database name specified in the <code>-f</code> or <code>-target</code> option is correct, and then re-execute the command.
KAVX1308-E	The name of the metafile is invalid. Metafile name = <i>metafile-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>No such metafile exists.</li> <li>You do not have read permission for the metafile.</li> </ul> Make sure that the metafile exists and you have read permission for the metafile, and then re-execute the command.  If this message reappears after re-executing the command, restore the immediately preceding backup database.  For more information about how to restore backup data, see notes on transaction log application in the <i>HiCommand Protection Manager User's Guide</i> .
KAVX1309-E	The database specified by the <code>-transact_log_list</code> option is not a recovery target. Database name = <i>database-name</i>	The database specified by the <code>-transact_log_list</code> option exists in the target instance, but it has not yet been specified as a target.  Either specify the database as a target, or remove it from the <code>-transact_log_list</code> option.
KAVX1310-I	The database has already been recovered. Processing will be skipped. Database name = <i>database-name</i>	This message is output when recovery is unnecessary or the database has already been recovered.  If you want to re-execute recovery, execute both restore and recovery.
KAVX1311-E	An attempt to recover the SQL Server database failed. Database name = <i>database-name</i> Code = <i>error-code</i> Cause = <i>error-cause</i>	An attempt to recover the SQL Server database failed.  Remove the cause of the error, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX1312-E	An attempt to recover the transaction log failed. Database name = <i>database-name</i> Backup file name = <i>backup-file-name</i> Code = <i>error-code</i> Cause = <i>error-cause</i>	An attempt to recover the transaction log failed. Remove the cause of the error, and then re-execute the command.
KAVX1313-I	The cluster resource will now be taken offline.	A cluster resource in the cluster environment will now be taken offline.
KAVX1314-I	The cluster resource will now be put online.	A cluster resource in the cluster environment will now be put online.
KAVX1316-I	Performing restore pre-processing.	Pre-processing for the restoration is being performed.
KAVX1318-I	Performing restore post-processing.	Post-processing for the restoration is being performed.
KAVX1322-I	The SQL Server will now start.	The SQL Server will now start because the database restoration finished successfully.
KAVX1323-I	The SQL Server was successfully started.	The SQL Server that was stopped due to database restoration has started successfully.
KAVX1324-I	The SQL Server will now start in minimal configuration.	The SQL Server will now start in a minimal configuration to restore the master database.
KAVX1326-I	SQL Server-dependant services will now start.	The SQL Server-dependant services that have been stopped will start after the SQL Server startup.
KAVX1327-I	SQL Server-dependant services were successfully started.	SQL Server-dependant services, which were stopped, started successfully after the SQL Server startup.
KAVX1328-I	The SQL Server will now stop.	The SQL Server will stop restoration of a database.
KAVX1329-I	The SQL Server has stopped.	The SQL Server has stopped restoration of a database.
KAVX1330-I	SQL Server-dependant services will now stop.	The SQL Server-dependant services will stop after the SQL Server terminates.
KAVX1331-I	SQL Server-dependant services have stopped.	The SQL Server-dependant services stopped after the SQL Server terminated.

Message ID	Message Text	Description and Recommended Action
KAVX1333-E	The list(s) of the transaction logs are not continuous.	<p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The log continuity was lost when an attempt was made to display a list of transaction log backup files.</li> <li>2. A transaction log backup was executed several times, and some transaction logs in the backup were used for roll-forward processing. (This occurs due to the inconsistency between the LSN of SQL Server and the LSN managed by Protection Manager.)</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Even if you use a transaction log backup file whose log continuity was lost, a roll forward cannot be performed using the <code>drmsqlrecover</code> command. In the list of transaction-log backup files, use only continuous ones for roll-forward processing.</li> <li>2. Use the <code>drmsqllogbackup</code> command's <code>-v</code> option to display the information, and then use the <code>drmsqllogbackup</code> command's <code>-d</code> option to delete the information contained in the lines beneath the transaction log backup that was used for recovery. Alternatively, re-execute the <code>drmsqlbackup</code> command, and then execute the <code>drmsqllogbackup</code> command to back up the transaction logs.</li> </ol>
KAVX1334-E	<p>The backup ID of the specified transaction log is invalid.</p> <p>Backup ID = <i>log-backup-ID</i></p>	<p>This message is output when the log backup ID specified in the <code>-s</code> or <code>-e</code> option of the <code>drmsqllogbackup</code> command is incorrect.</p> <p>You can specify a value from 0001 to 9999 as the log backup ID.</p> <p>Re-execute the command with a valid log backup ID specified.</p>
KAVX1335-E	The backup information of transaction log could not be obtained.	<p>This message is output if the backup information for transaction-log backup files could not be obtained.</p> <p>Check the transaction-log backup files for the specified backup ID. If they do not have any problems, examine the system log and check whether there is any problem with the OS.</p>
KAVX1336-E	The backup ID of the transaction log has reached the maximum limit of the program.	<p>This message is output if the <code>drmsqllogbackup</code> command attempted to generate a new log backup ID when the last log backup ID has already reached the maximum, 9,999.</p> <p>The command cannot back up any more transaction logs by using the specified backup ID as the basis for starting start backup.</p> <p>To create a backup ID on a new basis, execute the <code>drmsqlbackup</code> command and then back up the transaction log.</p>
KAVX1337-E	An attempt to update the backup information for the transaction log failed.	<p>This message is output if the backup information of transaction-log backup files could not be written.</p> <p>Examine the transaction-log backup files for the specified backup ID. If they do not have any problems, examine the system log and check whether there is any problem with the OS.</p>
KAVX1338-I	The backup file(s) of the transaction log have been deleted.	This message is output when the command successfully deleted transaction-log backup files.

Message ID	Message Text	Description and Recommended Action
KAVX1339-E	The backup file(s) of the transaction log to be processed does not exist.	This message is output when none of the transaction-log backup files matches the conditions specified in the option of the <code>drmsqllogbackup</code> command. Check the specified option. If the specified option is incorrect, change it, and then re-execute the command.
KAVX1340-E	The transaction log cannot be backed up because the backup catalog has only the information of the system database associated with the specified backup ID.	This message appears when an attempt was made (using the <code>drmsqlbackup</code> command) to acquire the backup of the transaction log for the backup ID that backed up only the system database.  The transaction log for the system database cannot be acquired. Take one of the following actions: <ul style="list-style-type: none"> <li>Specify the backup ID that backed up the user database, and then execute the <code>drmsqllogbackup</code> command.</li> <li>Back up the user database by executing the <code>drmsqlbackup</code> command, and then execute the <code>drmsqllogbackup</code> command.</li> </ul>
KAVX1341-E	The transaction log of the target database cannot be backed up. Database name = <i>database-name</i> Cause = <i>detailed-message</i>	This message is output when the specified database cannot be backed up.  Examine the detailed message and the status of the database.
KAVX1342-W	The target database does not exist in SQL Server. Processing will be skipped. Database name = <i>database-name</i>	This message is output if the specified database existed when the <code>drmsqlbackup</code> command was executed but did not exist when the transaction log was backed up by using the <code>drmsqllogbackup</code> command.  Check whether the specified database exists.
KAVX1343-E	An attempt to delete the backup file of transaction log has failed. Backup file name = <i>transaction-log-backup-file-name</i>	This message is output if the <code>drmsqllogbackup</code> command could not delete the transaction-log backup file.  Examine the transaction-log backup files for the specified backup ID. If they do not have any problems, examine the system log and check whether there is any problem with the OS.
KAVX1344-E	An attempt to back up the transaction log failed. Database name = <i>database-name</i> Code = <i>error-code-for-SQL-server</i> Cause = <i>error-message-for-SQL-server</i>	This message is output if the <code>drmsqllogbackup</code> command could not back up the transaction log.  Examine the error code and error message, and take appropriate action.
KAVX1346-E	The transaction log cannot be used for backup because the file name of the database to be backed up contains an invalid character. Processing will be skipped. Database name = <i>database-name</i>	This message is output when the transaction log of the database to be backup up contains one of the following characters: <ul style="list-style-type: none"> <li>"\", "/", ".", ";", "*", "?", "&lt;", "&gt;", " ", or "</li> </ul> Do not use these characters in the names of databases required for backup by the transaction log.

Message ID	Message Text	Description and Recommended Action
KAVX1347-E	A timeout error occurred when starting SQL Server.	This message is output when SQL Server does not start successfully, even after the period specified by the <code>SVC_RETRY_TIME</code> timeout value in the configuration file has elapsed.  Check the system log to make sure that no problems exist with either SQL Server or the OS. If no problems are found, change the <code>SVC_RETRY_TIME</code> and <code>SVC_RETRY_WAIT</code> value in the <code>init.conf</code> file, and re-execute the command.
KAVX1348-E	A timeout error occurred when stopping SQL Server.	This message is output when SQL Server does not stop within the period specified by the timeout value in the configuration file.  Check the system log to make sure that no problems exist with either SQL Server or the OS. If no problems are found, change the <code>SVC_RETRY_TIME</code> and <code>SVC_RETRY_WAIT</code> values in the <code>init.conf</code> file, and then re-execute the command.
KAVX1349-E	The metafile already exists. File name = <i>file-name</i>	This message is output when backup is performed using the <code>drmsqlbackup</code> command, and an attempt to create a metafile fails because a metafile with the same name already exists.  If the existing metafile is unnecessary, delete it and then re-execute this command.  If the existing metafile is necessary, change the storage location of the metafile by using the <code>drmsqlinit</code> command, and then re-execute this command.
KAVX1350-E	The transaction log of the system database cannot be backed up.	This message is output when the <code>drmsqllogbackup</code> command is executed and a system database is specified as the database whose transaction log is to be backed up. Transaction logs of system databases cannot be backed up.
KAVX1351-W	The database has not been backed up. Processing will be skipped. Database name = <i>database-name</i>	This message is output if the target database is not backed up by the <code>drmsqlbackup</code> command when you execute the <code>drmsqllogbackup</code> command.
KAVX1353-E	You cannot specify the <code>nochk_host</code> option for restoration of a system database.	This message is output when a system database is specified with the <code>-nochk_host</code> option of the <code>drmsqlrestore</code> command.  Do not include a system database in the databases to be restored.
KAVX1354-I	The <code>drmsqlrecover</code> command is running.	This message indicates that the <code>drmsqlrecovertool</code> command is currently executing the <code>drmsqlrecover</code> command.
KAVX1355-I	There is a database for which recovery has not finished. Do you want to end anyway?	This confirmation message is output if you click the <b>Exit</b> button when you are recovering the database by using the <code>drmsqlrecovertool</code> command.
KAVX1356-W	This file already exists in the list.	A file that the user attempted to add to a list with the <code>drmsqlrecovertool</code> command was already in the list.  Do not attempt to add the same log file twice, since it cannot be recovered twice.

Message ID	Message Text	Description and Recommended Action
KAVX1357-W	A network file cannot be added.	A file that the user attempted to add to a list with the <code>drmsqlrevertool</code> command was on the network. Place the file in the local path.
KAVX1358-E	The <code>drmsqlrecover</code> command has failed.	An error occurred in the <code>drmsqlrecover</code> command that was started by the <code>drmsqlrevertool</code> command. Examine <code>drm_output.log</code> and remove the cause of the unsuccessful <code>drmsqlrecover</code> command execution.
KAVX1359-E	The <code>drmsqlrecover</code> command could not be started.	Possible causes are as follows: <ul style="list-style-type: none"> <li>A failure occurred when the <code>drmsqlrevertool</code> command attempted to start the <code>drmsqlrecover</code> command.</li> <li>The <code>drmsqlrevertool</code> command failed to create a temp file when executing the <code>drmsqlrecover</code> command.</li> </ul> Depending on the cause, take one or more of the following actions: <ul style="list-style-type: none"> <li>Confirm that the <code>drmsqlrecover</code> command exists.</li> <li>Allocate resources sufficient to start the OS.</li> <li>Configure access settings appropriately if you do not have the proper access or write permissions.</li> </ul>
KAVX1360-E	An item could not be added to the transaction log backup list.	The <code>drmsqlrevertool</code> command failed when an item was being added to a list. Either the limit for the number of items in the list was exceeded, or there were insufficient OS resources. Reduce the number of items or allocate resources, and then re-execute.
KAVX1361-E	The <code>drmsqlrevertool</code> command is already running.	The <code>drmsqlrevertool</code> command is running. Stop the running <code>drmsqlrevertool</code> command, and then re-execute it.
KAVX1362-I	The recovery model of the specified database is "simple", so it is not subject to the transaction log file backup. Database name = <i>database-name</i>	The transaction backup was not acquired because the recovery model of the specified database is Simple.
KAVX1363-I	The service will now begin. Service name = <i>service-name</i>	This message is output when a service begins.
KAVX1364-I	The service will now be stopped. Service name = <i>service-name</i>	This message is output when a service stops.
KAVX1365-E	The specified database cannot be recovered. Database name = <i>database-name</i> Cause = <i>error-cause</i>	This message is output when the specified database cannot be recovered. Examine the detailed message and the status of the database.
KAVX1366-E	Detachment is not possible because the database is being used by another user. Database name = <i>database-name</i>	Detachment was disabled because the database to be restored is being used by another user. Cancel access to the database to be recovered, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX1367-E	The specified database cannot be restored. Database name = <i>database-name</i> Cause = <i>cause</i>	This message is output when the specified database cannot be recovered.  Examine the detailed message and the status of the database.
KAVX1368-E	The specified backup ID cannot be restored because the SQL Server version used at the backup source is different from that used at the restoration destination. Backup ID = <i>backup-ID</i> SQL Server version at the backup source = <i>SQL-Server-version-at-the-backup-source</i> SQL Server version at the restoration destination = <i>SQL-Server-version-at-the-backup-source</i>	The specified backup ID cannot be restored because the version of SQL Server used at the backup source differs from the version of SQL Server used at the restoration destination. If the backup was performed with a version of Protection Manager earlier than 4.3, <code>Unknown</code> is displayed for the version of SQL Server.  Make sure that the SQL Server versions used at the backup source and restoration destination are the same.
KAVX1369-E	The system database cannot be restored to an instance different from the one used at the time of backup.	The <code>-instance</code> option cannot be specified for restorations that include system databases. For the databases to be restored, specify user databases only.
KAVX1370-E	An attempt to get the status of the database <i>database-name</i> has failed.	An attempt to check the status of the database has failed. See the SQL Server documentation to remove the error cause, and then re-execute the command.
KAVX1371-I	Processing to freeze databases will now start.	This message is displayed when processing to freeze a database starts.
KAVX1372-I	Processing to thaw databases will now end.	This message is displayed when processing to thaw a database finishes.

## 1.4 KAVX1500—KAVX1999

This section lists and describes the Protection Manager messages and provides recommended actions for the messages. This section covers messages KAVX1500 to KAVX1999.

**Table 1.5 KAVX1500—KAVX1999 (continues on the following pages)**

Message ID	Message Text	Description and Recommended Action
KAVX1500-E	The specified storage group does not exist in Exchange Server. Storage group name = <i>storage-group-name</i>	The specified storage group does not exist in Exchange Server. Check that the specified storage group name is correct, and then re-execute the command.
KAVX1501-E	An error occurred during Exchange Server processing. Processing = <i>processing</i> Cause = <i>error-cause</i>	An error occurred during Exchange Server processing. Refer to the Exchange Server documentation, remove the cause of the error, and then re-execute the command.
KAVX1502-E	An error occurred during Exchange Server processing. Processing = <i>processing</i> Code = <i>error-code</i>	An error occurred during Exchange Server processing. Refer to the Exchange Server documentation, remove the cause of the error, and then re-execute the command.
KAVX1503-E	An error occurred during Exchange Server processing. Processing = <i>processing</i> Code = <i>error-code</i> Cause = <i>error-cause</i>	An error occurred during Exchange Server processing. Refer to the Exchange Server documentation, remove the cause of the error, and then re-execute the command.
KAVX1508-E	Multiple storage groups exist.	Multiple storage groups exist in either Exchange 2000 Server or Exchange Server 2003 Standard Edition. Delete storage groups that will not be used.
KAVX1509-E	Exchange Server has not yet been installed on this system.	The registry key that was set when Exchange Server was installed was not found. Alternatively, Exchange Server has not been installed on this system. Install Exchange Server on this system.
KAVX1510-E	An attempt to mount the database failed. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	An attempt to mount the database failed, after either backup or restore processing. Make sure that the following services have stopped: <ul style="list-style-type: none"> <li>▪ IIS Admin Service.</li> <li>▪ System Attendant Service.</li> <li>▪ Information Store Service.</li> </ul> Alternatively, there are insufficient transaction logs to perform a roll-forward recovery. In this case, the Exchange Server event log will output the numbers of the insufficient transaction logs. If the transaction log files were deleted by using the <code>drmemxgbbackup</code> command with the <code>-transact_log_del</code> option, a roll-forward recovery for backups obtained before that time cannot be performed.

Message ID	Message Text	Description and Recommended Action
KAVX1511-E	An attempt to dismount the database failed. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	An attempt to dismount the database failed. Neither backup nor restore processing could be performed. Make sure that the following services have stopped: <ul style="list-style-type: none"> <li>IIS Admin Service.</li> <li>System Attendant Service.</li> <li>Information Store Service.</li> </ul>
KAVX1512-E	The same storage group name is being used on two or more Exchange virtual servers which have the same cluster configuration node set as a priority node. Node name = <i>node-name</i> Storage group name = <i>storage-group-name</i>	If two or more Exchange virtual servers in the cluster configuration set the same node as a priority node, these servers will use the same storage group name. In this case, you will need to specify a separate storage group name for each Exchange virtual server.
KAVX1513-E	The status of the cluster group on the Exchange virtual server is not online. Cluster group name = <i>cluster-group-name</i>	The command could not be executed because the cluster group on Exchange Virtual Server is not in the online status. Make the Exchange virtual server status online, and then re-execute the command.
KAVX1514-E	An attempt to obtain the Exchange Server information failed.	This message is output if an error occurs during acquisition of the Exchange Server configuration information. Check whether the DNS server and domain controller for the domain where Exchange Server is installed are normally operating. If they do not have any problems, refer to the documentation for Exchange Server to check whether Exchange Server is normally operating.
KAVX1515-E	The information of the cluster resource associated with the storage group does not exist. Storage group name = <i>storage-group-name</i>	This message is output when a cluster system is created but the cluster resource information for the indicated storage group has not been registered. Re-execute the command after you use the <code>drmclusinit</code> command to register the cluster resource information.
KAVX1516-E	The virtual server name is not set for the environment variable DRM_HOSTNAME.	This message is output when the environment variable <code>DRM_HOSTNAME</code> is not set in the cluster environment. In the environment variable <code>DRM_HOSTNAME</code> , set the name of the Exchange virtual server to be processed, and then re-execute the command.
KAVX1517-E	The virtual host name is not a valid Exchange virtual server name. The virtual server name set by the environment variable <code>DRM_HOSTNAME</code> is not an effective Exchange virtual server name. Virtual server name = <i>virtual-server-name</i>	This message is output when, in a cluster environment, the virtual server name specified in the environment variable <code>DRM_HOSTNAME</code> is not a valid Exchange virtual server name. Enter the name of a virtual server that exists on the Exchange Server in the environment variable <code>DRM_HOSTNAME</code> , and execute the command again.
KAVX1518-I	The Information Store Service will now start.	This message is output to notify you that the Information Store Service is starting.
KAVX1519-I	The Information Store Service was started successfully.	This message is output when the Information Store Service has started successfully.

Message ID	Message Text	Description and Recommended Action
KAVX1520-E	The specified storage group is a recovery storage group. Storage group name = <i>storage-group-name</i>	A recovery storage group was specified for the storage group. Check the storage group name, and then re-execute the command.
KAVX1521-E	The information store could not be dismounted. Information store name = <i>information-store-name</i>	This message is output when an attempt to dismount an information store fails. Restart the information store service, and then re-execute the command. If you cannot stop the information store service, restart the system.
KAVX1522-E	An attempt to obtain the Active Directory information has failed.	This message is output if an error occurs when Active Directory information is being obtained. Make sure that the DNS server of the domain where the Exchange Server is installed and the domain controller are running normally.
KAVX1523-E	The Exchange Server name does not exist in Active Directory. Exchange Server name = <i>Exchange-Server-name</i>	This message is output when the Exchange Server name does not exist in Active Directory. Make sure that the DNS server of the domain where Exchange Server is installed and the domain controller are running normally.
KAVX1524-E	Connection with Active Directory was not possible.	This message is output when an attempt to connect to Active Directory fails. Make sure you can connect to the domain controller with your current logon user name and password. Also, make sure that the domain controller, DNS service, and network are running normally. If required, collect event log information from the server that runs this program, the domain controller, and the DNS service, and then check the OS status.
KAVX1525-E	The status of the cluster resource on the Exchange virtual server is not "online". Cluster resource name = <i>cluster-resource-name</i>	The command cannot be executed because the status of the cluster resource on the Exchange virtual server is not online. Bring the cluster resource on the Exchange virtual server online, and then re-execute the command.
KAVX1600-I	Backup processing will now start.	Backup processing has started.
KAVX1601-I	Backup processing has finished.	Backup processing finished successfully.
KAVX1602-E	A transaction log file is being stored in the same copy group in which an information store is stored. Storage group name = <i>storage-group-name</i> Copy group name = <i>copy-group-name</i>	The transaction log file is included in the copy group in which Exchange configuration data files (*.edb and *.stm) are stored. Separate the following: the copy group in which the information store is stored, and the copy group in which the log files are stored.
KAVX1603-E	An attempt to delete a transaction log file has failed. Storage group name = <i>storage-group-name</i> Transaction log file name = <i>transaction-log-file-name</i>	An error occurred when an attempt was made to delete a transaction log file. If access privileges for the transaction log file to be deleted are read-only, cancel the read-only attribute, delete the file manually or specify the <code>-transact_log_del</code> option, and then perform backup processing again.

Message ID	Message Text	Description and Recommended Action
KAVX1604-E	A transaction log file could not be deleted. Storage group name = <i>storage-group-name</i>	An error occurred during deletion processing of a transaction log file, and the transaction log file of the corresponding storage group could not be deleted.  Specify the <code>-transact_log_del</code> option and perform backup processing again.
KAVX1605-E	The cluster resource of Exchange depends on the physical disks to be backed up. Exchange virtual server name = <i>virtual-server-name</i>	This message is output when you executed the <code>drmexgbackup</code> command with the <code>-transact_log_del</code> option, and the command found that Microsoft Exchange System Attendant or Microsoft information store, which was a cluster resource, depended on the backup-target disk resource for storing the information store objects.  Re-execute the <code>drmexgbackup</code> command with the <code>-c online</code> option specified.
KAVX1606-E	A transaction log file/checkpoint file is being stored in a copy group where an information store is stored. Storage group name = <i>storage-group-name</i> Copy group name = <i>copy-group-name</i>	This message appears when a transaction log file or a checkpoint file is stored in the data file of the storage group for backup.  Store the transaction log file or checkpoint file in a different copy group to the database file, and then re-execute the command.
KAVX1608-E	Information stores that have not been mounted exist. For storage group to be backed up using VSS, all information stores must be mounted.	This message is output during VSS backup if processing is canceled from an Exchange Information Store service that is not running, or when an information store that has not been mounted exists.  Mount all the information stores contained in the storage group backup targets, and then perform backup processing.
KAVX1609-E	The system stops processing if information from Active Directory and VSS do not match.	This message is output when differences between the information obtained from VSS and Active Directory cause processing to stop. Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ The Exchange Server configuration was changed while the backup command was being executed.</li> <li>▪ The information store was mounted or unmounted while the backup command was being executed.</li> <li>▪ The name of the storage group that was being mounted or the information store name was changed.</li> </ul> Do not perform the above operations while the backup command is being executed.  If the name of the storage group that is being mounted or the information store name were changed, dismount all the information stores in the target storage group, and then perform re-mount operations.
KAVX1610-I	Verification of the database on the backup server will now be performed. Storage group name = <i>storage-group-name</i> File size = <i>file-size</i> MB	Database verification for the backup results will now start.
KAVX1611-I	Verification has finished successfully.	Database verification for the backup results has completed.

Message ID	Message Text	Description and Recommended Action
KAVX1612-E	Necessary files for ESEUTIL were missing on the backup server.	The <code>ESEUTIL</code> command has not been installed on the backup server. In the <i>HiCommand Protection Manager User's Guide</i> , see the explanation on how to specify settings when using VSS, and install the <code>ESEUTIL</code> command.
KAVX1613-W	Verification detected a database error on the backup server. A retry will be performed with a VSS backup.	An abnormality was detected during verification of the Exchange database from the backup results. A retry will be performed from VSS backup processing.
KAVX1614-E	Verification detected a database error on the backup server. Processing will now stop.	An abnormality was detected during verification of the Exchange database from the backup results. Processing will stop, because the retry count has been exceeded.
KAVX1615-W	The VSS backup processing will be retried. Retry frequency = <i>retry-frequency</i> Present retry frequency = <i>present-retry-frequency</i> Standby time = <i>standby-time</i>	Processing to back up VSS will now be retried.
KAVX1617-E	According to the event log, the Exchange database status is not correct. Time event log was generated = <i>event-log-generated-date-and-time</i>	The application event log indicates that the Exchange database is incorrect. The occurrence date and time of the event log is output in the format <code>YYYY/MM/DD hh:mm:ss</code> . See the Microsoft Knowledge Base to fix the status, and then perform backup again.
KAVX1618-E	A file necessary for verification on the backup server could not be found.	Exchange Management Console, which is required for verification, is not installed on the backup server. Install Exchange Management Console.
KAVX1700-I	Restore processing will now start.	Restore processing will now start.
KAVX1701-I	Restore processing has finished.	Restore processing finished successfully.
KAVX1702-E	When the circulation log is to be used, do not set the <code>-recovery</code> option when restoring. Storage group name = <i>storage-group-name</i>	If a storage group that was backed up in the cold mode or the offline mode has been restored:  When using the circulation log, do not specify the <code>-recovery</code> option if restore processing is to be performed. You cannot restore by roll-forward if the circulation log is being used.  Re-execute the command without specifying the <code>-recovery</code> option.  If a storage group that was backed up in the VSS mode has been restored:  The circulation log cannot be used in the VSS backup mode.  Restoration processing cannot be performed for a storage group that has been backed up using the circulation log.  Change the settings so as not to use the circulation log for the storage group, and then re-execute VSS backup.

Message ID	Message Text	Description and Recommended Action
KAVX1703-E	Inconsistencies exist in the sequence of the transaction log files. Storage group name = <i>storage-group-name</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>In the <i>.edb</i> file and <i>.stm</i> files, the <i>LogSignature</i> of the file with the smallest generation number in the final integrated log is not consistent with the signature of the transaction log file corresponding to the generation number.</li> <li>There is a discontinuity or inconsistency in the signatures in the generated transaction log file.</li> </ul> In this case, contact your support center.
KAVX1705-I	Creating temporary files.	A temporary file is being created for one of the following types of files in the storage group to be restored: <ul style="list-style-type: none"> <li>Data files (<i>*.edb</i> or <i>*.stm</i>).</li> <li>Transaction log files (<i>*.log</i>).</li> </ul>
KAVX1706-E	An attempt to create a temporary restore file has failed.	An attempt is being made to create a temporary file for one of the following types of files in the storage group to be restored: <ul style="list-style-type: none"> <li>Data files (<i>*.edb</i> or <i>*.stm</i>).</li> <li>Transaction log files (<i>*.log</i>).</li> </ul> Re-execute the command without specifying the <i>-recovery</i> option.
KAVX1707-W	An attempt to delete a temporary file has failed. Temporary file = <i>temporary-file</i>	An attempt to delete a temporary file has failed. Access privileges for the temporary file are read-only. Check the file attributes, cancel the read-only attribute, and then delete the file manually.
KAVX1709-E	The copy group contains objects that have not been backed up. Storage group name = <i>storage-group-name</i> Copy group name = <i>copy-group-name</i>	A backup could not be performed because both files related to and files unrelated to the storage group to be backed up exist in the same copy group. Specify all of the storage groups within the same copy group.
KAVX1711-E	The backup information for the specified storage group cannot be obtained. Storage group name = <i>storage-group-name</i>	This message is output if the specified storage group does not exist in the backup data with the specified backup ID when the <i>dmexgrestore</i> command is executed with the backup ID and storage group. Re-execute the command with a correct backup ID and storage group name specified.
KAVX1712-E	The <i>-recovery</i> option has not been specified for the specified backup ID.	The backup data that needs the roll-forward recovery has been performed without using the <i>-recovery</i> option. Execute the <i>dmexgrestore</i> command together with the <i>-recovery</i> option.
KAVX1713-E	The Storage group was not recovery because the specified transaction log does not exist. Storage group name = <i>storage-group-name</i>	This message is output when the transaction log file for the storage group to be recovered does not exist. Check the Exchange configuration and restart from backup, or restore without specifying the <i>-recovery</i> option.

Message ID	Message Text	Description and Recommended Action
KAVX1714-E	Information stores that have not been mounted exist. For a storage group to be restored using VSS, all information stores must be mounted.	<p>This message is output during VSS restoration if processing is canceled when an Exchange Information Store service is not running, or when an information store that has not been mounted exists.</p> <p>Mount all of the Information Stores contained in the storage group restore targets, and then perform the restore processing.</p> <p>If you cannot mount the Information Stores, see the notes on restoring Exchange databases in the <i>HiCommand Protection Manager User's Guide</i>, and then mount the Information Stores.</p>
KAVX1715-E	<p>The physical disk resources to be restored could not be deleted from dependence with the Exchange System Attendant cluster resource.</p> <p>Physical disk resource = <i>physical-disk-resources-to-be-restored</i></p>	<p>While a restoration was being performed for an Exchange database, the physical disk resource to be restored could not be deleted from a dependency relation with the Exchange System Attendant cluster resource.</p> <p>Start Cluster Administrator and then add all the physical disk resources to be restored as physical disk resources having a dependency relation with the Exchange System Attendant cluster resource.</p>
KAVX1716-E	<p>The physical disk resources to be restored could not be added to dependence with the Exchange System Attendant cluster resource.</p> <p>Physical disk resource = <i>physical-disk-resources-to-be-restored</i></p>	<p>While offline restoration was being performed for an Exchange database, the physical disk resource to be restored could not be added to a dependency relation with the Exchange System Attendant cluster resource.</p> <p>Start Cluster Administrator and then add all the physical disk resources to be restored as physical disk resources having a dependency relation with the Exchange System Attendant cluster resource.</p>
KAVX1717-W	<p>The command will be ended with the dependence of the physical disk resources to be restored deleted.</p> <p>Please set the dependence with the Exchange System Attendant cluster resource again.</p>	<p>The command ended with the dependency relation of the physical disk resources being deleted, because an error occurred.</p> <p>Reset the dependency relation of the physical disk resources to be restored and with the Exchange System Attendant resource.</p>
KAVX1718-W	<p>The command is ended with the Looks Alive poll interval and the Is Alive poll interval of the physical disk resources to be restored changed.</p> <p>Please undo the setting.</p>	<p>The command ended with the monitoring interval of physical disk resources changed, because an error occurred.</p> <p>Restore the original values for the Looks Alive polling interval and the Is Alive polling interval of the physical disk resources.</p> <p>If you are not sure about the original values, search the detailed trace log for the following line:</p> <p>If it has failed this processing, please execute the following command for recovery the properties of the cluster resource.</p> <p>Executing the command following this line enables you to restore the Looks Alive polling interval and the Is Alive polling interval of the physical disk resources to their original values.</p>

Message ID	Message Text	Description and Recommended Action
KAVX1719-E	It failed in rename of the log file. File name before it changes = <i>file-name-before-it-changes</i> File name after it changes = <i>file-name-after-it-changes</i>	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ A file with the name from before the change does not exist.</li> <li>▪ A file already exists.</li> <li>▪ You do not have permission to change the file.</li> </ul> Before executing this command, make sure of the following: <ul style="list-style-type: none"> <li>▪ A file with the name from before the change exists.</li> <li>▪ A file with the name after the change does not already exist.</li> <li>▪ You have permission to change the file.</li> </ul>
KAVX1720-E	Restoration cannot be performed in units of information stores because the specified backup ID is not VSS backup data.	The data corresponding to the specified backup ID was not obtained using VSS. To perform restoration in units of information stores, specify a backup ID for VSS backup data.
KAVX1721-E	Backup information for the specified information store could not be acquired. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	The information store name specified for the specified backup ID does not exist. Specify the correct backup ID and information store name, and then re-execute the command.
KAVX1722-E	Restoration cannot be performed in units of information stores because the recovery option has not been specified.	Restoration could not be performed in units of information stores because the <code>-recovery</code> option is not specified. To restore in units of information stores, specify the <code>-recovery</code> option.
KAVX1723-E	When using the same storage group name, restoration cannot be performed by simultaneously specifying both storage groups and information stores as the restoration units. Storage group name = <i>storage-group-name</i>	Restoration cannot be performed when the storage groups and information stores are specified at the same time, for the same storage name. Specify either restoration by storage group or restoration by information store, and then re-execute the command.
KAVX1724-E	When the data for multiple storage groups is on the same disk, restoration cannot be performed in units of information stores. Storage group name = <i>storage-group-name</i>	Restoration cannot be performed in units of information stores, for configurations in which data for multiple storage groups is stored on the same disk. Perform the restoration by storage group.
KAVX1725-E	Backup results of an Exchange Server version that does not support restoration were specified.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ The backup result of Exchange Server 2007 was specified for restore processing when using Protection Manager for Exchange (2000/2003 version).</li> <li>▪ The backup result of Exchange 2000 Server or Exchange Server 2003 was specified for restore processing when using Protection Manager for Exchange 2007.</li> </ul> Check the version of Exchange Server from the backup result.

Message ID	Message Text	Description and Recommended Action
KAVX1726-E	The physical disk resources to be restored could not be removed from dependency on the Exchange Information Store cluster resource. Physical disk resource = <i>physical-disk-resources-to-be-restored</i>	The physical disk resources to be restored could not be deleted from items dependent on the Exchange Information Store cluster resource while executing offline restore processing of the Exchange database. Start Cluster Administrator, and then add all the physical disk resources to be restored as physical disk resources having a dependency on the Exchange Information Store cluster resource.
KAVX1727-E	The physical disk resources to be restored could not be made dependent on the Exchange Information Store cluster resource. Physical disk resource = <i>physical-disk-resources-to-be-restored</i>	The physical disk resources to be restored could not be added to items dependent on the Exchange Information Store cluster resource while executing offline restore processing of the Exchange database. Start Cluster Administrator, and then add all the physical disk resources to be restored as physical disk resources having a dependency on the Exchange Information Store cluster resource.
KAVX1728-W	The dependency on the physical disk resources to be restored will remain deleted. Please set up the dependency on the Exchange Information Store cluster resource again.	An error occurred while executing the command. The command will end with the dependency of the physical disk resources deleted. Reset the dependency between the physical disk resources to be restored and the Exchange Information Store resources.
KAVX1800-W	The information store has already been dismounted. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	The database was already dismounted during backup or restore processing.
KAVX1801-W	The information store has already been mounted. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	The database was already mounted during backup or restore processing.
KAVX1802-E	Inconsistencies exist in the information store. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	Either the statuses of the <i>.edb</i> and <i>.stm</i> files are inconsistent, or are not the same as <i>LastConsistent</i> . Refer to the Exchange Server documentation, confirm that the information store can be mounted or dismounted successfully, and then re-execute the command.
KAVX1803-E	Inconsistencies exist between the transaction log files and the checkpoint files. Storage group name = <i>storage-group-name</i>	The generation number of the transaction file indicated in the checkpoint file (the <i>.chk</i> file in the system path) is not the latest transaction log file. Refer to the Exchange Server documentation, confirm that the information store can be mounted or dismounted successfully, and then re-execute the command.
KAVX1804-E	The signature of the information store is invalid. Storage group name = <i>storage-group-name</i> Information store name = <i>information-store-name</i>	The signature of the information store does not match <i>DBSignature</i> of either the <i>.edb</i> file or the <i>.stm</i> file. A data file in the information store may have been destroyed. Contact your support center for more information.
KAVX1805-I	The information store will now be dismounted. Storage group name = <i>storage-group-name</i>	The information store will now be dismounted so that backup or restore processing can be performed.

Message ID	Message Text	Description and Recommended Action
KAVX1806-I	The information store will now be mounted. Storage group name = <i>storage-group-name</i>	The information store will now be mounted, since either backup or restore processing has been performed.
KAVX1807-E	The target database file does not exist.	<p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. You specified the <code>-target</code> option, and the specified storage group did not include an information store.</li> <li>2. No storage groups exist on Exchange Server if you have not specified the <code>-target</code> option, or storage groups that contain information stores do not exist.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. If you specify the <code>-target</code> option, specify a storage group that includes an information store, and then re-execute the command.</li> <li>2. If you do not specify the <code>-target</code> option, make sure that at least one storage group that contains an information store, and then re-execute the command.</li> </ol>

## 1.5 KAVX2500—KAVX3499

This section lists and describes the Protection Manager messages and provides recommended actions for the messages. This section covers messages KAVX2500 to KAVX3499.

**Table 1.6 KAVX2500—KAVX3499 (continues on the following pages)**

Message ID	Message Text	Description and Recommended Action
KAVX2500-E	You cannot assign the same directory name for AP_FILE_DIR and DB_DATA_FILE_DIR. Directory = <i>directory-name</i>	In the definition file, the same directory name is specified for both AP_FILE_DIR and DB_DATA_FILE_DIR. Check the contents of the definition file, specify different directory names for AP_FILE_DIR and DB_DATA_FILE_DIR, and then re-execute the check tool.
KAVX2501-E	You cannot assign the same directory name for AP_FILE_DIR and BK_DATA_FILE_DIR. Directory = <i>directory-name</i>	In the definition file, the same directory name is specified for both AP_FILE_DIR and BK_DATA_FILE_DIR. Check the contents of the definition file, specify different directory names for AP_FILE_DIR and BK_DATA_FILE_DIR, and then re-execute the check tool.
KAVX2502-E	The user does not have permission to execute this command.	You do not have permission to execute the specified command. Re-execute the command as a user who has the proper permissions.
KAVX2503-E	An attempt to execute the <i>command-name</i> command has failed. Cause = <i>cause</i>	A failure occurred in an extended command. Make sure that you can execute the command output in the message, and then re-execute the extended command.
KAVX2504-E	A copy group name is duplicated in the specified file. Copy group = <i>copy-group-name</i>	The system ignores the duplicate copy group in the copy group batch definition file. Correct the copy group batch definition file so that no copy group file name is duplicated, and then re-execute the check tool.
KAVX2505-E	An attempt to transmit files has failed. Cause = <i>cause</i> FTP server = <i>FTP-server-name</i> File or directory = <i>target-file-name-or-directory-name</i>	A file transfer failed at the FTP server. Possible causes are as follows:  1. When this message is displayed during file transmission: <ul style="list-style-type: none"> <li>▪ The specified directory does not exist on the FTP server.</li> <li>▪ The user who executed the command did not have write permission for the specified directory on the FTP server.</li> <li>▪ There is not enough space in the specified directory on the FTP server.</li> </ul> 2. When this message is displayed during file reception: <ul style="list-style-type: none"> <li>▪ The specified directory does not exist on the FTP server.</li> <li>▪ The user who executed the command did not have read permission for the specified directory on the FTP server.</li> </ul> Check the above causes, if there are no problems then make sure of the following: <ul style="list-style-type: none"> <li>▪ That the network status is normal.</li> <li>▪ That the FTP service is running.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX2506-E	An attempt to transmit files has failed. Cause = <i>cause</i> File or directory = <i>target-file-name-or-directory-name</i>	A file transfer failed at an FTP client. Possible causes are as follows: 1. When this message is displayed during file reception: <ul style="list-style-type: none"> <li>▪ The specified directory does not exist on the local server.</li> <li>▪ The user who executed the command did not have write permissions for the specified directory on the local server.</li> <li>▪ There is not enough space in the specified directory on the local server.</li> </ul> 2. When this message is displayed during file transmission: <ul style="list-style-type: none"> <li>▪ The specified directory does not exist on the local server.</li> <li>▪ The user who executed the command did not have read permission for the specified directory on the local server.</li> </ul> Check the above causes; if there are no problems then make sure of the following: <ul style="list-style-type: none"> <li>▪ That the network status is normal.</li> <li>▪ That the FTP service is running.</li> </ul>
KAVX2507-E	The specified file path is invalid. File = <i>file-name</i>	The path to the definition file is not specified correctly. Check that the definition file was specified with an absolute path, and then re-execute the command.
KAVX2508-E	The specified file does not exist. File = <i>file-name</i>	The specified definition file does not exist. Make sure that the specified definition file exists.
KAVX2509-E	The copy group specified in the file does not exist. Copy group = <i>copy-group-name</i>	The copy group name specified in the copy group batch definition file does not exist in the Protection Manager dictionary map. Use the <code>drmcgctl</code> command to output a list of copy groups registered in the Protection Manager dictionary map. Then check that the specified copy group exists in the list.
KAVX2510-E	The copy group specified in the file is invalid. Copy group = <i>copy-group-name</i>	The specification format of the copy group name is invalid in the copy group batch definition file. Specify copy group name left-justified and then re-execute the command.
KAVX2511-E	The mount point directory specified in the definition file, or the file that lists mount point directories, does not exist. INSTANCE_NAME = <i>mount-point-directory-name-or-mount-point-batch-definition-file-name</i>	The mount point or the mount point target definition file with the name specified in the operation definition file does not exist. Make sure that the specified mount point name or the mount point target definition file exists, and that it can be referenced.
KAVX2512-E	A backup-target file or directory specified in the definition file does not exist. TARGET_NAME = <i>file-name-or-directory-name</i>	A backup target file or directory with the name specified in the operation definition file does not exist. Make sure that the specified backup target file or directory name exists, and that it can be referenced.

Message ID	Message Text	Description and Recommended Action
KAVX2513-E	A backup-target file or directory specified in the definition file does not exist in the mount point directory specified in the same definition file.  INSTANCE_NAME = <i>mount-point-directory-name-or-mount-point-batch-definition-file-name</i>  TARGET_NAME = <i>file-name-or-directory-name</i>	The file name or directory name specified as being subject to backup in the operation definition file does not exist in the mount point directory specified in the operation definition file.  Set the mount point directory that contains the file name or directory name subject to backup, make sure that the file or directory to be backed up can be referenced, and then re-execute the command.
KAVX2514-I	The processing of the <i>command-name</i> command will now continue in another window.  Check any displayed messages, and enter any required value if prompted.	This message is displayed when a command requiring message monitoring or an interactive operation on the screen is started in a separate window within an extended command.  Check the message displayed in the window and enter information, if necessary. If the command does not need to wait for an entry, the window closes automatically upon completion of the processing.
KAVX2515-I	The processing of the <i>command-name</i> command in another window will now end. This processing will resume in this window.	This message indicates that the command that was started within an extended command and that was executing in a separate window has terminated.
KAVX2516-E	The directory structure specified as <i>item-name</i> in the file is invalid.  Item = <i>item-name</i>  Directory = <i>directory-name</i>  Operation ID = <i>operation-ID</i>	The subdirectory corresponding to the value specified in the operation ID does not exist in the directory written in the operation definition file.  Make sure that the item displayed in this message conforms to the rules of a temporary directory for extended commands described in the <i>HiCommand Protection Manager User's Guide</i> . Check the contents of the operation definition file, and then re-execute the check tool.
KAVX2517-E	The server name specified in the file is not set in, or conflicts with the name in, the configuration file.  DB_SERVER_NAME = <i>value-of-DB_SERVER_NAME-in-definition-file</i>  Configuration file = <i>configuration-file-name</i>	The value of DB_SERVER_NAME in the operation definition file does not match the server name (the value of DRM_HOSTNAME) defined for DRM_DB_PATH in the Protection Manager configuration definition file ( <i>init.conf</i> ).  Check the contents of the definition file for the extended command and the <i>init.conf</i> file, change the value of DB_SERVER_NAME, and then re-execute the check tool.  When changing a value in the <i>init.conf</i> file, follow the Protection Manager environment setup procedure.
KAVX2518-E	The content of the specified copy group target definition file is invalid.  File = <i>file-name</i>	The copy group has not been set in the copy group batch definition file.  Register the copy group name in the copy group batch definition file and then re-execute the check tool.
KAVX2519-E	The mount point in the file that lists mount point directories (the file specified in the definition file) does not exist.  File that lists mount point directories = <i>file-name</i>  Mount point name = <i>mount-point-name</i>	The mount point registered in the mount point batch definition file does not exist.  Check the mount point batch definition file and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
KAVX2520-E	No mount point is coded in the file that lists mount point directories (the file specified in the definition file). File that lists mount point directories = <i>file-name</i>	No mount point has been registered in the mount point batch definition file. Register a mount point in the mount point batch definition file and then re-execute the command.
KAVX2521-E	An attempt to obtain information from the configuration file has failed. Cause = <i>cause</i> Configuration file = <i>configuration-file-name</i>	Required information could not be obtained from the Protection Manager configuration file. Check that the configuration file displayed in the message exists. If the file exists, check the contents of the file.
KAVX2522-W	The path specified in the file contains at least one extra '/'. These characters are ignored. Item = <i>item-name</i> Directory = <i>directory-name</i>	The specified directory contains an extra slash (/). Eliminate the extra slash (/) from the directory name displayed in the message, and then re-execute the check tool.
KAVX2523-E	The value specified in the file contains non-numeric characters. Item = <i>item-name</i> Value = <i>item-value</i>	In the definition file, the value of the item displayed in the message contains a non-numeric character. Specify the value using the numeric characters only, and then re-execute the check tool.
KAVX2524-E	The backup ID cannot be found in the input information.	Information about the backup ID created by the Protection Manager program could not be obtained. See the system log to check whether an error has occurred in the OS.
KAVX2525-E	The syntax of the specified file's contents is wrong. Target file = <i>file-name</i>	A syntax error exists in the entries coded in the definition file. Check the entries in the definition file, correct the syntax error, and then re-execute the check tool.
KAVX2526-E	A mount point is invalid in the file that lists mount point directories (the file specified in the definition file). File = <i>mount-point-batch-definition-file-name</i> Mount Point = <i>mount-point-name</i>	A mount point contained in the mount point batch definition file is invalid. Make sure that the displayed mount point is contained in the absolute path, and make sure that it exists. Set the appropriate value, and then re-execute the check tool.
KAVX2527-E	A mount point is duplicated in the file that lists mount point directories (the file specified in the definition file). File = <i>mount-point-batch-definition-file-name</i> Mount Point = <i>mount-point-name</i>	Duplicate mount points are contained in the mount point batch definition file. Correct the duplicate mount point value specified in the mount point batch configuration definition file, and then re-execute the check tool.
KAVX2528-E	One of the following is invalid: the mount point directory name specified in the definition file, or the name of the file that lists mount point directories. INSTANCE_NAME = <i>mount-point-directory-name-or-mount-point-directory-batch-definition-file-name</i>	In the operation definition file, either the specified mount point directory name or the mount point directory batch definition file is invalid. Check whether the specified mount point directory name or mount point directory batch definition file is specified correctly, correct it if necessary, and then re-execute the check tool.

Message ID	Message Text	Description and Recommended Action
KAVX2529-E	The directory name of <i>item-name</i> specified in the file is invalid. Item = <i>item-name</i> Directory = <i>directory-name</i> DB_SERVER_NAME = <i>database-name</i> INSTANCE_NAME = <i>instance-name</i>	This message is output when no matching subfolder exists for the string specified for DB_SERVER_NAME and INSTANCE_NAME in the folder specified in the operation definition file.  The following needs to be specified: <i>FTP-root-folder\value-specified-for-DB_SERVER_NAME\value-specified-for-INSTANCE_NAME</i> .  Check the contents of the operation definition file, specify an appropriate value for the displayed item, and then re-execute the check tool.
KAVX2530-E	The storage directory name of the dictionary map file could not be obtained.	While the extended command was processing, the <code>drmfdisplay -v</code> command was executed, but the dictionary map file storage directory name could not be obtained.  In the operation definition file, check the values specified for DB_SERVER_NAME and SET_DRM_HOSTNAME, correct them if necessary, and then re-execute the check tool.
KAVX2531-E	An attempt to create a directory has failed. Directory name = <i>directory-name</i>	An attempt to create a directory has failed.  Check the path of the directory that an attempt was made to create. If the path is correct, see the system logs to check whether problems exist with the OS. If there is no problem, contact your support center.
KAVX2532-I	The directory was created successfully. Directory name = <i>directory-name</i>	This message is output when a directory is created successfully.
KAVX2533-E	The directory name specified for FTP_SUB_DIR in the definition file is invalid. Directory = <i>directory-name</i>	The string specified for FTP_SUB_DIR in the operation definition file either contains invalid characters, or is an absolute path.  Correct the value for FTP_SUB_DIR, and then re-execute the check tool.
KAVX2534-E	The value of VDI_METAFILE_DIR, assigned by the initialization command, is the same as the temporary directory used by the extended commands. Directory = <i>directory-name</i> Initialization command = <i>initial-settings-command-name</i>	This message is output when the value for VDI_METAFILE_DIR and the value automatically created for DB_DATA_FILE_DIR by the extended command are the same.  Check the value for VDI_METAFILE_DIR, and then re-execute the check tool.
KAVX2535-I	The file could not be saved because the save-source files do not exist. Source file = <i>saving-source-file-name</i>	File saving was not executed because there was no source file to be saved.
KAVX2536-I	The file could not be expanded because the expansion-source files do not exist. Source file = <i>extraction-source-file-name</i>	File extraction was not executed because there was no file to be extracted.

Message ID	Message Text	Description and Recommended Action
KAVX2544-E	The specified Exchange Server was not found. Exchange Server name = <i>Exchange-Server-name</i>	If the system displays this message when executing the check tool <code>EX_DRM_EXG_DEF_CHECK</code> , verify the Exchange Server name that is specified in an item ( <code>DB_SERVER_NAME</code> ) of the definition file. Additionally, ensure that the Exchange Server specified in the definition file actually exists.  If the system displays this message when executing the extended command <code>EX_DRM_EXG_BACKUP</code> , verify that the Exchange Server that is specified by <code>-hostname</code> option actually exists.
KAVX2545-E	The storage group specified in the definition file was not found. Exchange Server name = <i>Exchange-Server-name</i> <code>TARGET_NAME = storage-group-name</code>	Verify the storage group name that is specified in an item ( <code>TARGET_NAME</code> ) of the definition file. Additionally, ensure that the storage group specified in the definition file actually exists.
KAVX2546-E	The characters specified in the definition file are invalid for a storage group name. <code>TARGET_NAME = character-string</code>	Verify the storage group name that is specified in an item ( <code>TARGET_NAME</code> ) of the definition file. Additionally, ensure that the storage group specified in the definition file actually exists.
KAVX2547-E	Exchange Server has not yet been installed on this system.	Exchange Server has not yet been installed on the appropriate machine.  Install Exchange Server on the appropriate machine.
KAVX2548-E	A value specified in the definition file is invalid. Item = <i>item-name</i> Current value = <i>current-value</i> Required value = <i>value-to-be-specified</i>	The value of an item specified in the definition file is invalid.  Verify the definition file according to the displayed message to modify the value of the item, and then re-execute the check tool.
KAVX2800-E	The storage group specified in the definition file is a recovery storage group. Exchange Server name = <i>Exchange-Server-name</i> <code>TARGET_NAME = storage-group-name</code>	A recovery storage group was specified in <code>TARGET_NAME</code> of the definition file.  Remove the recovery storage group name from the storage group names specified in <code>TARGET_NAME</code> of the definition file.

## 1.6 KAVX5000—KAVX5099

This section lists and describes the Protection Manager messages and provides recommended actions for the messages. This section covers the messages from KAVX5000 to KAVX5099.

**Table 1.7 KAVX5000—KAVX5099**

Message ID	Message Text	Description and Recommended Action
KAVX5000-E	Backup by VSS cannot be performed in this OS.	This message is output when a command using VSS functionality is executed on an OS that does not support VSS functionality. The command or option cannot be used with the OS on which the error occurred.
KAVX5001-E	Backup by VSS cannot be performed in the cluster environment.	This message is output when a command using VSS functionality is executed in a cluster environment. The command or option cannot be used with a cluster environment.
KAVX5002-E	The system environment variable VSHTCHOMRCF_MUN is not set, or an illegal value is set. Make sure that VSS has been set up correctly.	This message is output when the backup generation for VSS backup is incorrect. Possible causes are as follows: <ul style="list-style-type: none"> <li>The system environment variable VSHTCHOMRCF_MUN has not been set up.</li> <li>The system was not restarted after the system environment variable VSHTCHOMRCF_MUN was set up.</li> <li>MU# in the system environment variable VSHTCHOMRCF_MUN contains an error.</li> </ul> Check the system environment variable VSHTCHOMRCF_MUN or RAID MANAGER settings.
KAVX5003-E	RM Shadow Copy Provider could not be used. Make sure that VSS has been set up correctly.	This message is output when the VSS hardware provider (RM Shadow Copy Provider) does not operate. Possible causes are as follows: <ul style="list-style-type: none"> <li>RM Shadow Copy Provider has not been installed.</li> <li>The system environment variable VSHTCHORCMINST_LOCAL has not been set up correctly.</li> <li>The system was not restarted after the system environment variable VSHTCHORCMINST_LOCAL was set up.</li> </ul> Make sure that the environment settings for VSS backup have been set up correctly. In addition, an event log (whose source is RMVSSPRV) that shows error details might be output to the application event log on the database server. For details on this event log, see the RAID MANAGER manual.
KAVX5004-E	A timeout error occurred in the writer. Writer name = <i>writer-name</i>	This message is output when an attempt to acquire backup has failed because a static timeout occurred in the writer. Possible causes are as follows: <ul style="list-style-type: none"> <li>It took a long time to split a pair because a lot of disks were used for storage groups.</li> <li>It took a long time to split a pair because system workload was considerably high.</li> </ul>

Message ID	Message Text	Description and Recommended Action
KAVX5005-E	The VSS definition file does not exist.	<p>The VSS definition file does not exist.</p> <p>When the <code>-vf</code> option is specified:</p> <p>Check whether the <i>Protection-Products-installation-destination\conf\vss\VSS-definition-file-name</i> directory exists. If it does not exist, copy the file <i>Protection-Products-installation-destination\conf\vsscom.conf.model</i> to the <i>Protection-Products-installation-destination\conf\vss\VSS-definition-file-name</i> directory, to create the VSS definition file.</p> <p>When the <code>-vf</code> option is not specified:</p> <p>Check whether the <i>Protection-Products-installation-destination\conf\vsscom.conf</i> file exists. If it does not exist, copy the file <i>Protection-Products-installation-destination\conf\vsscom.conf.model</i> to <i>Protection-Products-installation-destination\conf\vsscom.conf</i>, to create the VSS definition file.</p>
KAVX5006-E	An attempt to open the VSS definition file has failed.	<p>An attempt to open the VSS definition file has failed.</p> <p>When the <code>-vf</code> option is specified:</p> <p>Check the access permissions for <i>Protection-Products-installation-destination\conf\vss\VSS-definition-file-name</i>.</p> <p>When the <code>-vf</code> option is not specified:</p> <p>Check the access permissions for <i>Protection-Products-installation-destination\conf\vsscom.conf</i>.</p>
KAVX5007-E	A necessary parameter setting for the VSS definition file is invalid. Parameter name = <i>parameter-name</i>	<p>An invalid parameter has been set in the VSS definition file.</p> <p>Check the parameters set in the file.</p>
KAVX5008-E	The value of a parameter in the VSS definition file is invalid. Parameter name = <i>parameter-name</i> Parameter value = <i>parameter-value</i>	<p>An invalid parameter has been set in the VSS definition file.</p> <p>Check the parameters set in the file.</p>
KAVX5009-I	This VSS import server will now start.	Processing to start the VSS import server will now start.
KAVX5010-I	The VSS import server has started.	Processing to start the VSS import server has completed.
KAVX5011-E	An attempt to start the VSS import server has failed.	<p>An attempt to start the VSS import server has failed.</p> <p>Check the error message displayed immediately before this one, and take appropriate action.</p>
KAVX5012-E	The VSHTCHORCMINST_REMOTE system environment variable is missing, or has been assigned an invalid value. Check whether VSS setup has been correctly performed.	<p>The system environment variable VSHTCHORCMINST_REMOTE is not set correctly.</p> <p>Make sure that an appropriate value is set for this variable.</p>
KAVX5013-E	The port number is already in use. Port number = <i>port-number</i>	The port number is already in use. For details, in the <i>HiCommand Protection Manager User's Guide</i> , see the explanation on how to specify settings when using VSS, and change the port number.
KAVX5014-E	The VSS import server is already running.	The VSS import server is already running.
KAVX5015-I	The VSS import server will now stop.	The VSS import server will now stop.

Message ID	Message Text	Description and Recommended Action
KAVX5016-I	The VSS import server has stopped.	The VSS import server has stopped.
KAVX5017-I	The VSS import server is now processing a request from the database server. The system will wait until the processing finishes.	A stop request was issued for the VSS import server, but since it is processing a request from the database server, it will stand by until processing is complete.
KAVX5018-E	The VSS import server is not running.	The VSS import server is not running. Alternatively, the port number might have been changed while the VSS import server was running. In this case, change the port number back to its value at the time that the VSS import server was started, and then retry the operation.
KAVX5019-I	A connection to the VSS import server has been established. Host name = <i>host-name</i>	A connection to the VSS import server has been established.
KAVX5020-E	The IP address of the VSS import server could not be acquired. Check whether the host name of the backup server is correctly set. Host name = <i>host-name</i>	The IP address of the VSS import server could not be acquired. Check that the host name set for the backup server in <i>vsscom.conf</i> is correct, that the backup server is running, and that no problems exist with the network settings.
KAVX5021-E	An attempt to connect to the VSS import server has failed. Confirm that the VSS import server is running, and that the correct port number is set. Host name = <i>host-name</i>	A connection with the VSS import server on the backup server could not be established. Make sure of the following: <ul style="list-style-type: none"> <li>▪ The VSS import server is running.</li> <li>▪ The settings for the port number match on the database server and the backup server.</li> <li>▪ The Protection Manager versions match on the database server and the backup server.</li> </ul>
KAVX5022-E	An error occurred during communication with the VSS import server. Host name = <i>host-name</i>	A communication error occurred with the VSS import server on the backup server. Check that the VSS import server is running properly, and that no problems exist with the network settings. Details regarding the communication error are recorded in the detailed trace log.
KAVX5023-E	An error occurred on the backup server. Cause = <i>detailed-message</i>	An error occurred on the backup server, for which processing could not continue. For details about the error and how to recover from it, see section 1.17.
KAVX5024-E	Memory became insufficient on the backup server.	A memory shortage occurred on the backup server. Either increase the amount of memory, or change the virtual memory settings.
KAVX5025-W	An attempt to delete the backup metadata file has failed.	An attempt to delete the backup metadata file on the primary volume has failed. Check the permissions for the file and the folder in which it is stored.
KAVX5026-E	The backup metadata file already exists on the backup server.	Backup metadata already exists. Delete the backup metadata file on the primary volume, and perform backup again.

Message ID	Message Text	Description and Recommended Action
KAVX5027-E	An attempt to load the backup metadata file on the backup server has failed.	An attempt to read the backup metadata file has failed. Check whether backup metadata exists on the secondary volume.
KAVX5028-E	An attempt to write the backup metadata file on the backup server has failed.	An attempt to write the backup metadata file has failed. Check that write permissions exist for the primary volume.
KAVX5029-E	An attempt to mount the target disk on the backup server has failed.	Check whether the secondary volume has already been mounted. Note that attempts to perform a mount during backup may fail when another volume is mounted in the directory on the volume to be backed up.
KAVX5030-E	The target disk is already mounted on the backup server.	The secondary volume to be restored is already mounted. Execute the <code>drmexgcat</code> command with the <code>-backup_id</code> option to display the copy groups, and then execute the <code>drmumount</code> command with the <code>-copy_group</code> option to unmount the copy group to be restored. If this does not remove the error, execute the <code>drmmount</code> command with the <code>-copy_group</code> option to mount the copy group to be restored, and then execute the <code>drmumount</code> command with the <code>-copy_group</code> option to unmount the copy group to be restored.
KAVX5031-E	An attempt to unmount the target disk on the backup server has failed.	An attempt to unmount the secondary disk from the backup server has failed. Execute the <code>drmmount</code> command on the backup server to perform an unmount, and then retry the operation. If you cannot unmount the volume by using the <code>drmmount</code> command, use the <code>drmmount</code> command to mount the volume, and then retry the unmount operation.
KAVX5032-E	An attempt to acquire the mount information on the backup server has failed.	An attempt to acquire the mount information on the backup server has failed. Use the <code>drmmount</code> command to mount the secondary volume to be restored on the backup server, and then use the <code>drmumount</code> command to unmount the volume. If this operation does not resolve the problem, check whether a problem exists in the Protection Manager environment on the backup server.  If no problem exists in the Protection Manager operating environment, see troubleshooting in the <i>HiCommand Protection Manager User's Guide</i> , collect the appropriate materials, and then contact your support center.

Message ID	Message Text	Description and Recommended Action
KAVX5033-E	An attempt by the backup server to import the VSS snapshot has failed.  Make sure that VSS has been set up correctly.	This message is output when an attempt to import the VSS snapshot fails on the backup server. Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ RM Shadow Copy Provider has not been installed on the backup server.</li> <li>▪ The system environment variable <code>VSHTCHORCMINST_REMOTE</code> has not been set correctly, or no restart has been performed since it was set.</li> <li>▪ The system environment variables (<code>HORCMINST</code>, <code>HORCC_MRCE</code>, and <code>HORCMPERM</code>), which cannot be specified on the backup server, have been set.</li> <li>▪ The <code>-m noread</code> option was not specified during a pair generation.</li> </ul> In addition, an event log (whose source is <code>RMVSSPRV</code> ) that shows error details might be output to the application event log on the database server. For details on this event log, see the RAID MANAGER manual.
KAVX5034-E	The system environment variable to be used in VSS ( <code>VSHTCRMENVF</code> or <code>VSHTCHOMRCF_MUN</code> ) has not been set.  Make sure that VSS setup has been performed correctly.	This message is displayed when neither of the environment variables, <code>VSHTCRMENVF</code> or <code>VSHTCHOMRCF_MUN</code> , have been set.  If the generation management function of VSS or the <code>-rc</code> option is used, set the system environment variable <code>VSHTCRMENVF</code> . Otherwise, set <code>VSHTCHOMRCF_MUN</code> . For details about how to set these variables, see the section on settings for using VSS in the <i>HiCommand Protection Manager User's Guide</i> .
KAVX5035-E	To use the <code>-rc</code> option, the system environment variable <code>VSHTCRMENVF</code> must be set.	This message appears when the <code>-rc</code> option has been specified but the system environment variable <code>VSHTCRMENVF</code> has not been set. Correctly set the system environment variable <code>VSHTCRMENVF</code> by referring to the section on settings for using VSS in the <i>HiCommand Protection Manager User's Guide</i> .
KAVX5036-E	The version of the VSS import server is invalid.	This message appears when the version of the VSS import server is old.  Check the version of any Protection Manager that have been installed on the backup server.
KAVX5037-E	The backup metadata file contains an inconsistency.	An inconsistency exists in the backup metadata file because the file is corrupted.  The backup data cannot be restored because the backup metadata file is in an inconsistent state.
KAVX5038-E	Backup by VSS cannot be performed in the OS of the backup server.	VSS cannot be used in the OS of the specified backup server.
KAVX5039-E	The system environment variable <code>VSHTCHORCMINST_REMOTE</code> is not set in the backup server, or an invalid value is set.  Make sure the settings related to VSS are correct.	The system environment variable <code>VSHTCHORCMINST_REMOTE</code> is not set in the backup server.  Set the system environment variable <code>VSHTCHORCMINST_REMOTE</code> in the backup server.

## 1.7 KAVX5100—KAVX5199

This section describes the Protection Products messages, and the corrective actions you can take in response to the messages. This section covers the messages from KAVX5100 to KAVX5199

**Table 1.8 KAVX5100—KAVX5199**

Message ID	Message Text	Description and Recommended Action
KAVX5100-E	The specified copy parameter definition file does not exist. File name = <i>file-path</i>	The copy parameter definition file specified by the <code>-pf</code> option does not exist.  A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5101-I	The value specified in the following definition is considered as valid for the copy parameter. <i>parameter-name=value [parameter-acquisition-source-file]</i>	This message is output when the copy parameter definition file specified by the <code>-pf</code> option and the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ) are read and a valid definition is defined.
KAVX5102-E	A required parameter is not defined in the definition file used for linking with RAID management software ( <code>DEFAULT.dat</code> ). Parameter name = <i>parameter-name</i>	A parameter that must be defined was not entered in the read results of the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ).  A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5103-E	The pair identifiers in the copy group to be backed up do not match. Copy group name [MU#] = <i>copy-group-name [MU-number]</i> , <i>copy-group-name [MU-number]</i>	The pair identifiers (MU#) did not match when the copy group was automatically selected by executing the backup command with <code>ENABLE</code> specified for the <code>CONFIRM_GENERATION_IDENTICAL</code> parameter of the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ). This error may also occur when VSS is being used.  Resolve by one of the following methods: <ul style="list-style-type: none"> <li>Perform an operation to ensure that the same pair identifiers are selected, such as locking the copy group.</li> <li>Specify <code>DISABLE</code> in the <code>CONFIRM_GENERATION_IDENTICAL</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>), and then re-execute the command (only valid when VSS is not being used for the local site backup).</li> </ul>
KAVX5104-W	The pair identifiers in the copy group to be backed up do not match. Restore processing may fail. Copy group name [MU#] = <i>copy-group-name [MU-number]</i> , <i>copy-group-name [MU-number]</i>	The pair identifiers (MU#) did not match when the copy group was automatically selected by executing the backup command with <code>DISABLE</code> specified for the <code>CONFIRM_GENERATION_IDENTICAL</code> parameter of the RAID MANAGER-linkage definition file ( <code>DEFAULT.dat</code> ), or when the <code>CONFIRM_GENERATION_IDENTICAL</code> parameter had not been entered.  When restoring, perform pair-split processing for all copy groups that have the same primary volume.

Message ID	Message Text	Description and Recommended Action
KAVX5105-W	Completed volume restoring, but failed to reverse the primary and secondary volumes.	This message is output when a command ends with the primary and secondary volumes reversed from restore processing that targets the copy group of remote copy.  To cancel the reversal of the primary and secondary volumes, see the <i>HiCommand Protection Manager User's Guide</i> .
KAVX5106-E	The status of the copy group to be processed is invalid.	This message is output when the status of the copy group subject to processing is invalid. Check the contents of the copy group that had an invalid status, and then change that copy group to a valid status.
KAVX5107-E	The status of the copy group associated with processing is invalid.	This message is output when the status of the copy group not subject to processing is invalid.  Check the contents of the copy group that had an invalid status, and then change that copy group to a valid status.
KAVX5108-I	Resynchronizing a copy group. Copy group name = <i>copy-group-name</i>	This message is output when resynchronization of the copy group is executed.
KAVX5109-I	Dividing a copy group in pair. Copy group name = <i>copy-group-name</i>	This message is output when splitting the pair of the copy group is executed.
KAVX5110-I	Performing mounting. Mount point name = <i>mount-point-name</i>	This message is displayed when mounting is executed.
KAVX5111-I	Performing unmounting. Mount point name = <i>mount-point-name</i>	This message is displayed when unmounting is executed.
KAVX5112-I	Making a cluster resource online. Cluster resource name = <i>cluster-resource-name</i>	This message is displayed when the cluster resource is made online.
KAVX5113-I	Making a cluster resource offline. Cluster resource name = <i>cluster-resource-name</i>	This message is displayed when the cluster resource is made offline.
KAVX5114-I	The disk group will now be deported. Disk group name = <i>disk-group-name</i>	This message is displayed when a disk group is being deported.
KAVX5115-I	The disk group will now be imported. Disk group name = <i>disk-group-name</i>	This message is displayed when a disk group is being imported.

Message ID	Message Text	Description and Recommended Action
KAVX5116-E	The logical volume configuration of the secondary volume is incorrect.	<p>This message is output when the actual logical volume configuration obtained from the secondary volume does not match the logical volume configuration of the backup catalog or the copy group mount definition.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ The logical volume configuration of the primary volume has been changed, but the backup catalog from before the configuration change is specified.</li> <li>▪ An attempt was made to mount a dynamic disk with a copy group specified, but the copy group mount definition has not been created.</li> </ul> <p>Take appropriate action as follows:</p> <ul style="list-style-type: none"> <li>▪ Make sure that the backup catalog specified for the backup ID was created when the logical volume configuration of the current primary volume was backed up.</li> <li>▪ Specify the backup ID of the backup information corresponding to the current primary volume configuration.</li> <li>▪ If you changed the logical volume configuration of the primary volume, specify the settings again to mount the secondary volume.</li> <li>▪ If you specified a copy group with dynamic disk configuration, make sure that the copy group mount definition file has been created. The copy group mount definition file should be created in advance. Check the settings to mount the secondary volume.</li> <li>▪ If none of the above is the reason, specify the settings again to mount the secondary volume.</li> </ul>
KAVX5118-E	Confirm that pair status is <i>pair-status</i> .	<p>This message is output when the pair status of the copy group differs from the expected status.</p> <p>A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.</p>
KAVX5119-E	<p>The retry of the pair status confirmation has timed out.</p> <p>Wait pair status = <i>pair-status</i>  <i>retry-count-parameter-name</i> = <i>retry-count-parameter-value</i>-(times)  <i>retry-wait-time-parameter-name</i> = <i>retry-wait-time-parameter-value</i>-(10ms)</p>	<p>This message is output when the system does not detect the anticipated status despite checking at the intervals specified in the <i>retry-wait-time-parameter-name</i> parameter, and checking for the number of times specified in the <i>retry-count-parameter-name</i> parameter.</p> <p>A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.</p>
KAVX5120-E	<p>An error occurred in the processing of the copy group.</p> <p>Copy group name = <i>copy-group-name</i></p>	<p>This message is output when an error occurs in the target copy group.</p> <p>A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.</p>

Message ID	Message Text	Description and Recommended Action
KAVX5121-E	An error occurred in the processing that compares the backup catalog and the current configuration. Cause = <i>cause</i>	This message is output when restoration cannot be executed because the disk configuration for restoration execution differs from that for backup execution. A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5122-E	An error occurred in the processing of a logical volume. Mount point name = <i>mount-point-name</i> Volume name = <i>volume-name</i>	This message is output when an attempt to mount or unmount a mount point fails. A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5123-E	An attempt to acquire the mount point name has failed. Volume name = <i>volume-name</i>	This message is output when an attempt to acquire (unmount) a mount point fails. A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5124-E	An error occurred in the processing which selects the copy group. Physical disk name = <i>physical-disk-name</i> Cause = <i>cause</i>	This message is output if a user-specified generation or a usable generation does not exist when you select the name identifying the generation of a copy group during backup execution. A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5125-E	A file necessary for restoration is not specified. File name = <i>file-name</i> Disk group name = <i>disk-group-name</i>	This message is output when some of the files in the disk group are not specified during restoration execution. A detailed message, output after this message, indicates the cause of the KAVX0051-E or KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5126-E	An error occurred in the processing for a logical volume. Mount point name = <i>mount-point-name</i> Cause = <i>cause</i>	This message is output when an error occurs in target logical volume processing. A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5127-E	An error occurred in the processing related to RAID Manager. Instance number = <i>instance-number</i>	This message is output if an error occurs when a RAID MANAGER instance is being started or stopped. A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.

Message ID	Message Text	Description and Recommended Action
KAVX5128-E	An error occurred in the processing that compares the backup catalogs with the current configuration. Backup catalog information Disk group name = <i>disk-group-name</i> Physical disk name = <i>physical-disk-name</i> LDEV# = <i>LDEV-number</i> SERIAL# = <i>SERIAL-number</i>	This message is output when restoration cannot be executed because the disk configuration for restoration execution differs from that for backup execution.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5129-E	An error occurred in the processing that compares the backup catalogs with the current configuration. Backup catalog information Disk group name = <i>disk-group-name</i>	This message is output when restoration cannot be executed because the disk configuration for restoration execution differs from that for backup execution.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5130-E	An error occurred in the processing for a logical volume. Disk group name = <i>disk-group-name</i> Physical disk name = <i>physical-disk-name</i>	This message is output when an attempt to identify a logical volume on a physical disk fails.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5131-E	An error occurred in the processing for a disk group. Disk group name = <i>disk-group-name</i>	This message is output when an attempt to acquire the name of a disk group where the error occurred was successful.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5132-E	An error occurred in the mount point of the object. Mount point name = <i>mount-point-name</i>	This message is output when an attempt to acquire the name of a mount point where the error occurred was successful.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5133-E	An error occurred in the processing for the physical disk. Physical disk name = <i>physical-disk-name</i>	This message is displayed when the name of the physical disk for which an error occurred can be obtained.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5134-E	An error occurred in the processing for the disk resource. Disk resource name = <i>disk-resource-name</i>	This message is displayed when the name of the disk resource for which an error occurred can be obtained.  A detailed message, output after this message, indicates the cause of the KAVX0006-E message. Check the detailed message, and then take appropriate action to remove the error.
KAVX5135-I	Extended maintenance mode was set for <i>disk-resource-name</i> .	This message is displayed when the extended maintenance mode is set for the disk resource.
KAVX5136-I	Extended maintenance mode was released for <i>disk-resource-name</i> .	This message is displayed when the extended maintenance mode is released for the disk resource.

Message ID	Message Text	Description and Recommended Action
KAVX5137-E	The physical disk resource cannot be placed online because the disk signature has changed. Cluster resource name = <i>cluster-resource-name</i> Physical disk name = <i>physical-disk-name</i> Disk signature = <i>disk-signature(before-change)</i> -> <i>disk-signature(after-change)</i>	The restoration command for the primary volume has been interrupted because the disk signature of the secondary volume has been changed. Refer to the troubleshooting explanation of the message in the <i>HiCommand Protection Manager User's Guide</i> .
KAVX5138-E	An attempt to acquire the disk signature has failed. Physical disk name = <i>physical-disk-name</i>	An attempt to acquire the disk signature has failed. Examine the system log, check whether any messages have been output that show errors in the target physical disk, and then remove the cause of the error.
KAVX5139-E	An attempt to update the disk signature has failed. Copy group name = <i>copy-group-name</i> Physical disk name = <i>physical-disk-name</i>	An attempt to update the disk signature has failed. Execute the <code>drmdevctl</code> command with the <code>-sigview</code> option specified, and see if the physical disk device is displayed. If the physical disk device is displayed: An error occurred while attempting to write to the physical disk device. Check the status of the physical disk device. You cannot access the physical disk if the status is set to offline by a cluster product. You cannot access if you do not have write permissions for the storage subsystem (for example, when the copy groups are in the pair status). If the cause is other than above, examine the system log, check whether any messages have been output that show errors in the target physical disk, and then remove the cause of the error. If UNKNOWN is displayed for <i>physical-disk-name</i> : The physical disk device might be concealed. Release the device with the backup ID or copy groups specified. If the physical disk device has not been concealed, review the settings for RAID MANAGER as well as for the storage subsystem, and then check whether the volume of the copy group has been mapped correctly to the physical disk device of the server.
KAVX5140-I	The disk signature was updated. Physical disk name = <i>physical-disk-name</i>	This message notifies that the disk signature has been updated successfully. Execute the <code>drmdevctl</code> command with the <code>-sigview</code> option specified, and reconfirm if the disk signature has been correctly updated.
KAVX5141-E	The disk signature cannot be updated using this backup information.	The disk signature cannot be updated because it has not been recorded in the backup catalog. Execute the <code>drmdevctl</code> command with the <code>-sigview</code> option specified together with the backup ID, and then, for the backup disk signature, check whether the value displayed is -----. If the disk signature was updated in an earlier version of Protection Products, sometimes ----- is displayed for the back up catalog. In such a case, the disk signature specified with the backup ID cannot be updated. Update the disk signature with a copy group specified.

Message ID	Message Text	Description and Recommended Action
KAVX5142-E	The specified disk signature argument is invalid. Argument = <i>argument</i>	The specified command argument for the disk signature is invalid. Specify the correct argument in hexadecimal, to a maximum of 8 digits.
KAVX5143-W	Current handles to the volume have been invalidated. Mount point name = <i>mount-point-name</i>	This message is displayed when all open handles to the logical volume have been invalidated, and the processing has continued. Confirm whether the target volume is being used by another application. If another application is using the target volume, we recommend that you release the target volume from the application before executing the command.
KAVX5144-E	An attempt to invalidate current handles to the volume failed. Mount point name = <i>mount-point-name</i>	This message is displayed in either of the following conditions: <ul style="list-style-type: none"> <li>When an attempt to detect current handles to the logical volume fails.</li> <li>When an attempt to invalidate all open handles to the logical volume fails.</li> </ul> Confirm whether the target volume is being used by another application. If another application is using the target volume, the target volume must be released from the application. If another application is not using the target volume, refer to the system logs, and use the error messages relating to the target volume in order to correct the cause of the error.
KAVX5145-E	The dirty bit is set for the logical volume. Volume name = <i>logical-volume-name</i>	This message is displayed when the cluster resource is offline and the dirty bit is set for a logical volume. If the dirty bit is set for a logical volume, placing the cluster resource online fails and processing is canceled. Use the following procedure to clear the dirty bit, and then re-execute the command: <ol style="list-style-type: none"> <li>Confirm that the cluster resource is offline.</li> <li>Execute the <code>CHKDSK /F /X logical-volume-name</code></li> <li>Place the cluster resource online.</li> </ol>
KAVX5146-E	The secondary volume is mounted. Copy group name = <i>copy-group-name</i> Mount point = <i>name-of-mount-point-directory-on-backup-server</i>	The secondary volume is mounted. Check the detailed message that is output after this message and indicates the cause of the <code>KAVX0006-E</code> message, and then take appropriate action.
KAVX5147-E	The secondary volume is not hidden. Copy group name = <i>copy-group-name</i> Physical disk name = <i>physical-disk-name-on-backup-server</i> Serial Number = <i>serial-number</i> LDEV Number = <i>LDEV-number</i>	The disk on the secondary volume is not hidden. Check the detailed message that is output after this message and indicates the cause of the <code>KAVX0006-E</code> message, and then take appropriate action.

Message ID	Message Text	Description and Recommended Action
KAVX5148-E	The secondary volume must be hidden because the primary volume is a cluster resource and the primary volume is paired with multiple generations of secondary volumes.	This message indicates the cause that output the KAVX5147-E error message. Check the detailed message that is output after this message and indicates the cause of the KAVX5147-E and KAVX0006-E messages, and then take appropriate action.
KAVX5149-E	The secondary volume must be hidden because VSS backup is performed and the primary volume is paired with multiple generations of secondary volumes.	This message indicates the cause that output the KAVX5147-E error message. Check the detailed message that is output after this message and indicates the cause of the KAVX5147-E and KAVX0006-E messages, and then take appropriate action.
KAVX5150-E	The secondary volume must be hidden because the primary volume is a dynamic disk and the primary volume is paired with multiple generations of secondary volumes.	This message indicates the cause that output the KAVX5147-E error message. Check the detailed message that is output after this message and indicates the cause of the KAVX5147-E and KAVX0006-E messages, and then take appropriate action.
KAVX5151-E	The pair status on the secondary volume side is invalid. Copy group name = <i>copy-group-name</i> MU# of the secondary volume = <i>MU-number-of-secondary-volume</i> Pair status = <i>pair-status</i>	The status of the copy group at the remote site is incorrect. Check the detailed message that is output after this message and indicates the cause of the KAVX5147-E and KAVX0006-E messages, and then take appropriate action.
KAVX5152-I	An attempt to split pairs will now be performed because an error occurred during backup processing. \n Even if the attempt to split pairs fails, processing will continue.	An error occurred when the backup command was executed with the RECOVERY_MODE_ON_BACKUP_ABORTING=PAIRSPLIT parameter coded in the RAID MANAGER-linkage definition file (DEFAULT.dat).
KAVX5153-I	An attempt to split pairs has been performed for all copy groups.	An error occurred when the backup command was executed with the RECOVERY_MODE_ON_BACKUP_ABORTING=PAIRSPLIT parameter coded in the RAID MANAGER-linkage definition file (DEFAULT.dat).
KAVX5154-I	The copy group pair was split successfully.	The pair-split processing executed after outputting KAVX5152-I ended successfully.
KAVX5155-W	An attempt to split a copy group pair has failed.	The pair-split processing executed after outputting KAVX5152-I has failed. Check the pair status of the copy group that failed in the pair-split processing, and then split the pair if the status is PAIR.
KAVX5156-I	The backup catalog will now be exported.	This message is output when export processing is performed.
KAVX5157-I	The backup catalog was exported.	This message is output when export processing has successfully ended.
KAVX5158-I	The backup catalog will now be imported. Host name = <i>host-name</i>	This message is output when connecting to the backup server and transferring and importing catalogs.

Message ID	Message Text	Description and Recommended Action
KAVX5159-I	The backup catalog has been imported. Dictionary map file path = <i>dictionary-map-file-path</i> Imported backup ID = <i>imported-backup-id</i>	The backup catalog on the backup server has been successfully imported.
KAVX5160-E	Importing the backup catalog has failed.	Importing the backup catalog on the backup server has failed.  Check the detailed message that is output after this message and indicates the cause of the KAVX0006-E message, and then take appropriate action. Execute the <code>drmdbexport</code> and <code>drmdbimport</code> commands to perform the import processing again because the backup has finished
KAVX5161-E	Exporting the backup catalog has failed.	Export of the backup catalog failed.  Check the detailed message that is output after this message and indicates the cause of the KAVX0006-E message, and then take appropriate action. Execute the <code>drmdbexport</code> and <code>drmdbimport</code> commands to perform the import processing again because the backup has finished
KAVX5162-I	The secondary volume will now be mounted. Host name = <i>host-name</i> Imported backup ID = <i>imported-backup-id</i>	The secondary volume is mounted by connecting to the backup server.
KAVX5163-I	The secondary volume has been mounted.	The mount processing on the backup server has successfully ended.
KAVX5164-E	Mounting the secondary volume failed.	The mount processing on the backup server has failed.  Check the detailed message that is output after this message and indicates the cause of the KAVX0006-E message, and then take appropriate action. Execute the <code>drmmount</code> command to perform the mount processing again because the backup has finished
KAVX5165-E	The DRM_DB_PATH has not been set in the configuration definition file ( <code>init.conf</code> ).	There is no valid description of <code>DRM_DB_PATH</code> in the configuration definition file ( <code>init.conf</code> ). <ul style="list-style-type: none"><li>Make sure the <code>DRM_DB_PATH</code> is specified in the configuration definition file (<code>init.conf</code>).</li></ul>
KAVX5166-W	An attempt to confirm pair status has failed. Please confirm the pair status regardless of the success or failure of splitting pairs.	The pair status confirmation executed after outputting the KAVX5152-I has failed.  Check the pair status of the copy group whose pair you attempted to split, and then split the pair if the status is <code>PAIR</code> .
KAVX5167-I	The setting that changes the pair status if a backup error occurs is now enabled.	This message is output when all of the following conditions are satisfied: <ul style="list-style-type: none"><li>The setting has been performed so that the pair status is changed when an error occurs in the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) during backup processing.</li><li>Preparations have been completed for executing pair-split processing when an error occurs during backup processing.</li></ul> Pair-split processing is executed when an error occurs after this message.

## 1.8 KAVX5200—KAVX5299

This section describes the Protection Products messages, and the corrective actions you can take in response to the messages. This section covers the messages from KAVX5200 to KAVX5299

**Table 1.9 KAVX5200—KAVX5299 (continues on the following pages)**

Message ID	Message Text	Description and Recommended Action
KAVX5200-E	The Job scheduler command failed. Cause : <i>cause-description</i>	An error occurred because the job scheduler command failed. Make sure to take the appropriate action based on the cause.
KAVX5201-E	The backup command failed. Command : <i>command-string</i>	An error occurred because the backup command failed. Refer to the <b>Job Output</b> in the Backup Job Results window and take appropriate action based on the message ID.
KAVX5202-I	The job scheduler started.	The job scheduler started.
KAVX5203-I	The Job scheduler ended normally.	The job scheduler ended normally.
KAVX5204-E	The command line format is invalid. Cause = <i>cause-description</i>	An error occurred while invoking the job scheduler. Take the appropriate action based on the cause indicated in the message.
KAVX5205-I	The <i>operation-name</i> operation started.	The operation started.
KAVX5206-I	The <i>operation-name</i> operation ended normally.	The operation ended normally.
KAVX5207-E	The <i>operation-name</i> operation ended abnormally. Cause = <i>cause-description</i>	An error occurred during the job operation. Take the appropriate action based on the cause indicated in the message.
KAVX5208-E	An attempt to open the configuration file has failed. File = <i>file-name</i> Cause = <i>cause-description</i>	An error occurred while opening the configuration file. Take the appropriate action based on the cause indicated in the message.
KAVX5209-W	An attempt to read the schedule configuration file has failed. The default value will be loaded. File = <i>file-name</i> Cause = <i>cause-description</i>	An error occurred while reading the configuration file. Take the appropriate action based on the cause indicated in the message.
KAVX5210-E	An attempt to read the schedule configuration file has failed. File = <i>file-name</i> Cause = <i>cause-description</i>	An error occurred while reading the schedule configuration file. Take the appropriate action based on the cause indicated in the message.
KAVX5211-E	An attempt to create { <i>schedule map file   execution output log file</i> } has failed. File = <i>file-name</i> Hostname = <i>host-name</i> Cause = <i>cause-description</i>	Creating the schedule map file or execution log file has failed due to the cause indicated in the message. Take the appropriate action based on the cause indicated in the message.

Message ID	Message Text	Description and Recommended Action
KAVX5212-E	An attempt to open { schedule map file   execution output log file } has failed. File = <i>file-name</i> Hostname = <i>host-name</i> Cause = <i>cause-description</i>	Opening the schedule map file or execution log file has failed due to the cause indicated in the message. Take the appropriate action based on the cause indicated in the message.
KAVX5213-E	An attempt to read the configuration file has failed. File = <i>file-name</i> Cause = <i>cause-description</i>	An error occurred while reading the configuration file. Take the appropriate action based on the cause indicated in the message.
KAVX5214-E	An attempt to read the job information from { schedule map file   execution output log file } has failed. File = <i>file-name</i> Hostname = <i>host-name</i> Cause = <i>cause-description</i>	Loading the schedule map file or execution log file failed due to the cause indicated in the message. Take the appropriate action based on the cause indicated in the message.
KAVX5215-E	An attempt to write the job information to { schedule map file   execution output log file } has failed. File = <i>file-name</i> Hostname = <i>host-name</i> Cause = <i>cause-description</i>	Writing to the schedule map file or execution log file failed due to the cause indicated in the message. Take the appropriate action based on the cause indicated in the message.
KAVX5216-E	An attempt to delete the job information from { schedule map file   execution output log file } has failed. File = <i>file-name</i> Hostname = <i>host-name</i> Cause = <i>cause-description</i>	An error occurred while information from the schedule map file or execution log file was deleted due to the cause indicated in the message. Take the appropriate action based on the cause indicated in the message.
KAVX5217-W	The value specified for the key in the schedule configuration file is incorrect. The default value will be loaded. Key = { MAX_JOB_REGISTRATION_COUNT   MAX_JOB_RESULT_COUNT } Cause = <i>cause-description</i>	The default value will be loaded because an incorrect value is specified for the key in the schedule configuration file. Take the appropriate action based on the cause indicated in the message.
KAVX5218-E	An attempt to update the job has failed. Cause = <i>cause-description</i>	An error occurred while updating the job. Take the appropriate action based on the cause indicated in the message.
KAVX5219-E	An attempt to update the job has failed due to a partial update. Cause = <i>cause-description</i>	An error occurred while updating the job because the schedule information and the task scheduler were partially updated. The schedule information is invalid for the job that was to be updated, so delete the job and create it again.
KAVX5220-E	An attempt to delete the job has failed due to a partial deletion. Cause = <i>cause-description</i>	An error occurred while deleting the job because the schedule information and the task scheduler were partially deleted. The schedule information is invalid, so delete the job and create it again.

Message ID	Message Text	Description and Recommended Action
KAVX5222-E	An attempt to create a job in Task Scheduler has failed. Cause = <i>cause-description</i>	An error occurred while creating the job in the task scheduler. Take the appropriate action based on the cause indicated in the message.
KAVX5223-E	An attempt to acquire job information from Task Scheduler has failed. Cause = <i>cause-description</i>	An error occurred while acquiring the job information from the task scheduler. Take the appropriate action based on the cause indicated in the message.
KAVX5224-E	An attempt to update job information in Task Scheduler has failed. Cause = <i>cause-description</i>	An error occurred while updating the job information in the task scheduler. Take the appropriate action based on the cause indicated in the message.
KAVX5225-E	An attempt to update the job information in the Task Scheduler has partially failed. Cause = <i>cause-description</i>	An error occurred while updating the job because the information in the task scheduler was partially updated. The schedule information is invalid for the job that was to be updated, so delete the job and create it again.
KAVX5226-E	An attempt to delete { schedule map file   execution output log file } has failed. File = <i>file-name</i> Hostname = <i>host-name</i> Cause = <i>cause-description</i>	Deleting the schedule map file or execution log file failed due to the cause indicated in the message. Take the appropriate action based on the cause indicated in the message.
KAVX5227-I	The backup command started successfully. Command = <i>command-string</i>	The backup command started successfully.
KAVX5228-I	The backup command ended normally. Command = <i>command-string</i>	The backup command ended normally.
KAVX5229-E	An attempt to delete a job in Task Scheduler has failed. Cause = <i>cause-description</i>	An error occurred while deleting a job in the task scheduler. Take the appropriate action based on the cause indicated in the message.
KAVX5230-E	An attempt to execute a job in Task Scheduler has failed. Cause = <i>cause-description</i>	An error occurred while executing a job in the task scheduler. Take the appropriate action based on the cause indicated in the message.

## 1.9 KAVX5300—KAVX5399

This section describes the Protection Products messages, and the corrective actions you can take in response to the messages. This section covers the messages from KAVX5300 to KAVX5399.

**Table 1.10 KAVX5300 – KAVX5399**

Message ID	Message Text	Description and Recommended Action
KAVX5300-I	The information acquisition command started.	This message is output when the information acquisition command has started.
KAVX5301-I	The information acquisition command ended normally.	This message is output when the information acquisition command ended normally.
KAVX5302-E	The information acquisition command ended due to an error. <i>Cause = cause-description</i>	An error occurred while information acquisition command failed due to the cause indicated in the message. Make sure you take appropriate action based on the cause.
KAVX5303-I	The configuration check command started.	This message is output when the configuration check command has started.
KAVX5304-I	The configuration check command ended normally.	This message is output when the configuration check command ended normally.
KAVX5305-E	The configuration check command ended due to an error. <i>Cause = cause-description</i>	An error occurred when the configuration check command failed due to the cause indicated in the message. Make sure you take appropriate action based on the cause.
KAVX5306-E	An attempt to connect to the server has failed.	An error occurred when the host is not found. (The DNS name could not be resolved.) Check the network setting of the machine.
KAVX5307-E	An attempt to acquire information from the server has failed.	An error occurred due to one of the following reasons: <ul style="list-style-type: none"> <li>▪ The install path of the destination host could not be obtained.</li> <li>▪ The internal file (a definition file used for checking configuration) or the information acquisition command does not exist in the destination host.</li> <li>▪ The information acquisition command could not be executed.</li> <li>▪ The information acquisition command failed.</li> <li>▪ The memory is insufficient.</li> <li>▪ The specified version of the server is invalid.</li> <li>▪ Other communication errors occurred.</li> </ul> Check the following: <ul style="list-style-type: none"> <li>▪ Make sure the installation of the product is done properly.</li> <li>▪ Make sure sufficient memory is available.</li> <li>▪ Make sure the appropriate version of the server is specified.</li> </ul>

KAVX5308-E	The Protection Manager service is not running.	<p>An error occurred when service does not start or there is a possibility that the port number is incorrect.</p> <p>Make sure that the service is running and the port number is correct.</p>
KAVX5309-E	An attempt to acquire the information has failed.	<p>Possible causes and actions to take are listed below.</p> <p>Take the action described in <i>Detail Code</i> displayed in the check results dialog box.</p> <p><i>Detail Code = 1:</i></p> <p>Cause</p> <p>An attempt to acquire the Windows registry information has failed.</p> <p>Action</p> <p>Collect maintenance information, and then contact your support center.</p> <p><i>Detail Code = 2:</i></p> <p>Cause</p> <ol style="list-style-type: none"> <li>1. An attempt to acquire Windows registry information has failed.</li> <li>2. An attempt to acquire Hotfix (KB833167 or KB891957) registry information has failed.</li> </ol> <p>Action</p> <ol style="list-style-type: none"> <li>1. Collect maintenance information, and then contact your support center.</li> <li>2. Collect maintenance information, and then contact your support center.</li> </ol> <p><i>Detail Code = 3-1 or 3-2:</i></p> <p>Cause</p> <ol style="list-style-type: none"> <li>1. An attempt by the vssadmin command to acquire the version of the VSS hardware provider (RM Shadow Copy Provider) has failed.</li> <li>2. An attempt to execute the RAID Manager command has failed.</li> <li>3. An attempt by the raidqry command to acquire the micro-code version has failed.</li> </ol> <p>Action</p> <ol style="list-style-type: none"> <li>1. Confirm that the VSS hardware provider (RM Shadow Copy Provider) is installed correctly.</li> <li>2. Confirm that RAID Manager is installed correctly.</li> <li>3. Confirm that the server recognizes the storage subsystem volume correctly.</li> </ol> <p><i>Detail Code = 4:</i></p> <p>Cause</p> <p>An attempt to acquire VSS hardware provider (RM Shadow Copy Provider) service information has failed.</p> <p>Action</p> <p>Check the status of the VSS hardware provider (RM Shadow Copy Provider) service.</p>

		<p><i>Detail Code = 5:</i></p> <p>Cause</p> <ol style="list-style-type: none"> <li>1. An attempt to acquire VCS registry information has failed.</li> <li>2. An attempt to acquire the Protection Manager installation path has failed.</li> <li>3. An attempt to execute the drmfdisplay has failed.</li> </ol> <p>Action</p> <ol style="list-style-type: none"> <li>1. Collect maintenance information, and then contact your support center.</li> <li>2. Confirm that Protection Manager is installed correctly.</li> <li>3. Execute the drmfdisplay –refresh command and refresh the dictionary map file.</li> </ol> <p><i>Detail Code = 6:</i></p> <p>Cause</p> <p>An attempt to acquire registry information of the Backup Exec filter driver (vsp.sys) has failed.</p> <p>Action</p> <p>Confirm that the Backup Exec filter driver (vsp.sys) is installed correctly.</p> <p><i>Detail Code = 7:</i></p> <p>Cause</p> <p>An attempt to reference the system environment variable HORMCPERM has failed.</p> <p>Action</p> <p>Collect maintenance information, and then contact your support center.</p> <p><i>Detail Code = 8:</i></p> <p>Cause</p> <p>An attempt to reference the system environment variable HORMCINST or system environment variable HORCC_MRCF has failed.</p> <p>Action</p> <p>Collect maintenance information, and then contact your support center.</p> <p><i>Detail Code = 9-1:or 9-2</i></p> <p>Cause</p> <ol style="list-style-type: none"> <li>1. An attempt to acquire Exchange registry information on the database server has failed.</li> <li>2. An attempt to acquire the Protection Manager installation path on the database server has failed.</li> </ol> <p>Action</p> <ol style="list-style-type: none"> <li>1. Confirm that Exchange Server is installed correctly.</li> <li>2. Confirm that Protection Manager is installed correctly.</li> </ol> <p><i>Detail Code = 10:</i></p> <p>Cause</p> <p>An attempt to reference the system environment variable used by VSS has failed.</p> <p>Action</p> <p>Collect maintenance information, and then contact your support center.</p>
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		<p><i>Detail Code = 11-1 or 11-2:</i></p> <p><b>Cause</b></p> <p>An attempt to acquire HiCommand Dynamic Link Manager registry information has failed.</p> <p><b>Action</b></p> <p>Confirm that HiCommand Dynamic Link Manager is installed correctly.</p> <p><i>Detail Code = 12:</i></p> <p><b>Cause</b></p> <ol style="list-style-type: none"> <li>1. An attempt to acquire the Protection Manager installation path has failed.</li> <li>2. An attempt to acquire the registry Hotfix information of Microsoft technical information KB903650 has failed.</li> </ol> <p><b>Action</b></p> <ol style="list-style-type: none"> <li>1. Confirm that Protection Manager is installed correctly.</li> <li>2. Collect maintenance information, and then contact your support center.</li> </ol> <p><i>Detail Code = 13:</i></p> <p>In the case of a VCS cluster environment</p> <p><b>Cause</b></p> <ol style="list-style-type: none"> <li>1. An attempt to acquire the Protection Manager installation path has failed.</li> <li>2. An attempt to read the Protection Manager configuration definition file (init.conf) has failed.</li> <li>3. An attempt to query the VCS service has failed.</li> </ol> <p><b>Action</b></p> <ol style="list-style-type: none"> <li>1. Confirm that Protection Manager is installed correctly.</li> <li>2. Confirm that Protection Manager is installed correctly.</li> <li>3. Confirm the following:  VCS is installed correctly.  The VERITAS high availability engine service is running.</li> </ol> <p>In the case of a MSCS cluster environment</p> <p><b>Cause</b></p> <ol style="list-style-type: none"> <li>1. An attempt to acquire the Protection Manager installation path file has failed.</li> <li>2. An attempt to read the Protection Manager configuration definition file (init.conf) has failed.</li> <li>3. An attempt to execute the mountvol command has failed.</li> <li>4. An attempt to read the configuration definition file (DEFAULT.dat) for RAID Manager has failed.</li> <li>5. An attempt to reference the path specified in the INSTALLPATH parameter of the configuration definition file (DEFAULT.dat) for RAID Manager has failed.</li> <li>6. An attempt to query the MSCS service has failed.</li> </ol>
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		<p>Action</p> <ol style="list-style-type: none"> <li>1. Confirm that Protection Manager is installed correctly.</li> <li>2. Confirm that Protection Manager is installed correctly.</li> <li>3. Collect maintenance information, and then contact your support center.</li> <li>4. Confirm that Protection Manager is installed correctly.</li> <li>5. Confirm that the INSTALLPATH parameter of the configuration definition file (DEFAULT.dat) for RAID Manager is correctly specified.</li> <li>6. Confirm that the MSCS service is running correctly.</li> </ol> <p><i>Detail Code = 14-1 or 14-2:</i></p> <p>Cause</p> <p>An attempt to acquire the Exchange Server configuration information has failed.</p> <p>Action</p> <p>Collect maintenance information, and then contact your support center.</p> <p><i>Detail Code = 15:</i></p> <p>Cause</p> <p>An attempt to execute the drmexgdisplay command has failed.</p> <p>Action</p> <p>Execute the drmexgdisplay –refresh command and refresh the dictionary map file.</p> <p><i>Detail Code = 16:</i></p> <p>Cause</p> <p>An attempt to acquire the SQL Server configuration information has failed.</p> <p>Action</p> <p>Collect maintenance information, and then contact your support center.</p> <p><i>Detail Code = 17:</i></p> <p>Cause</p> <p>An attempt at communication between Protection Manager Console and the Protection Manager service has failed.</p> <p>Action</p> <p>Confirm that the network settings are correct.</p> <p><i>Detail Code = 18-1 or 18-2:</i></p> <p>Cause</p> <ol style="list-style-type: none"> <li>1. An attempt to acquire the Windows registry information has failed.</li> <li>2. An attempt to acquire the VSFW (VxVM) registry information has failed.</li> </ol> <p>Action</p> <ol style="list-style-type: none"> <li>1. Collect maintenance information, and then contact your support center.</li> <li>2. Collect maintenance information, and then contact your support center.</li> </ol>
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KAVX5310-E	The Protection Manager versions do not match.	An error occurred since the Protection versions are different. Make sure that the Protection Manager versions are same.
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## 1.10 KAVX11000—KAVX11999

Table 1.11 KAVX11000—KAVX11999 (continues on the following pages)

Message ID	Message	Description and Recommended Action
KAVX11001-E	An error occurred, and processing cannot continue. The application will be closed.	Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.
KAVX11002-E	An attempt to start <i>window-name</i> has failed. The process will be terminated.	Processing cannot continue due to an error in the data received from Protection Manager Copy Controller. The Protection Manager Copy Controller environment might not be fully prepared. Make sure that Protection Manager Copy Controller is correctly installed. Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.
KAVX11003-E	An error occurred while acquiring data for <i>window-name</i> . The process will be terminated.	Processing cannot continue because there was an error in the data received from Protection Manager Copy Controller. The Protection Manager Copy Controller environment might not be fully prepared. Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.
KAVX11004-E	An attempt to acquire data for <i>window-name</i> has failed. The list cannot be displayed.	Processing cannot continue because there was an error in the data received from Protection Manager Copy Controller. The Protection Manager Copy Controller environment might not be fully prepared. Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.
KAVX11005-W	An error occurred while acquiring data for <i>window-name</i> . The information might be incomplete.	Processing cannot continue because there was an error in the data received from Protection Manager Copy Controller. The Protection Manager Copy Controller environment might not be fully prepared. Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.
KAVX11006-I	The <i>button-name</i> button was clicked in <i>window-name</i> .	The button was clicked.
KAVX11007-I	The <i>menu-item-name</i> menu item was clicked.	The menu item was selected.
KAVX11008-I	The <i>tab-name</i> tab is selected.	The tab was selected.
KAVX11011-E	An error occurred while starting <i>processing-name</i> . The execution of <i>processing-name</i> will be terminated.	Refer to the detailed message and remove the cause, and then re-execute processing.

Message ID	Message	Description and Recommended Action
KAVX11012-E	An error occurred while executing <i>processing-name</i> . The execution of <i>processing-name</i> will be terminated.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. Processing cannot continue because there was an error in the data received from Protection Manager Copy Controller.</li> <li>2. Processing cannot continue because there was an error in the response from RAID MANAGER.</li> <li>3. Processing cannot continue because an error occurred when information was written to the specified file.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <p>Cause 1:</p> <ul style="list-style-type: none"> <li>▪ Make sure the Protection Manager Copy Controller is installed correctly.</li> <li>▪ Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.</li> </ul> <p>Cause 2:</p> <ul style="list-style-type: none"> <li>▪ Make sure the RAID MANAGER environment is installed properly.</li> <li>▪ Refer to the <b>Cause</b> column of the message dialog box, remove the cause of the error, and then re-execute processing.</li> </ul> <p>Cause 3:</p> <ul style="list-style-type: none"> <li>▪ Make sure a valid file name has been specified.</li> <li>▪ Make sure you have been granted permissions to create a file in the selected folder.</li> <li>▪ Make sure the file is not being used by another process.</li> </ul>
KAVX11013-E	An error occurred at Pair Name <i>pair-name</i> while executing <i>processing-name</i> . The execution of <i>processing-name</i> will be terminated.	Refer to the log information and remove the cause, and then re-execute processing.
KAVX11014-W	An error occurred while executing <i>processing-name</i> . The process will be discontinued. Only the completed results will be displayed.	Refer to the detailed message and remove the cause, and then re-execute processing.
KAVX11015-W	The current progress status could not be determined.	After the message appears, the current status display is not updated. However, backup, restore or resynchronization processing continues. If the same message is displayed at next execution, refer to the log information and remove the cause.
KAVX11016-W	The file <i>file-name-specified-by-user</i> already exists. Do you want to replace the existing file?	To overwrite the file, click the <b>OK</b> button.
KAVX11017-W	The file <i>file-name-specified-by-user</i> already exists, with read-only attributes. Please use a different file name.	Make sure that the specified drive or directory can be written to.
KAVX11018-I	Protection Manager Console is closed.	Protection Manager Console finishes.
KAVX11019-I	The <i>table-name</i> table header was clicked for sorting based on <i>table-header-name</i> .	The table header was clicked.

Message ID	Message	Description and Recommended Action
KAVX11020-I	The <i>table-name</i> table was double-clicked.	The item in the table was double-clicked.
KAVX11114-E	An entry without a Pair Name exists.	An item exists for which only a mount point was specified. Make sure that you set both the mount point and the pair name.
KAVX11115-E	The User's Guide could not be found.	The manual could not be displayed because it cannot be found. Protection Manager Console may not have been installed correctly. Make sure that Protection Manager Console has been correctly installed.
KAVX11116-W	An error occurred while acquiring Copy group details. Processing will continue without updating the current progress status.	Details about the copy group to be used for viewing the progress status could not be acquired because there was an error in the data received from Protection Manager Copy Controller. Processing will continue but the current view of the progress status will not be updated. Make sure that Protection Manager Copy Controller has been correctly installed.
KAVX11201-E	Additional information: <i>cause=cause-of-error, place=location-of-error, detail=error-command-name-and-Protection-Manager-Copy-Controller-error-message</i>	Take action in accordance with the contents of the message output immediately before this message, and then re-execute the command.
KAVX11202-E	The Protection Manager Help could not be found.	Protection Manager Help could not be displayed because its file did not exist. Make sure that Protection Manager Console has been properly installed.

## 1.11 KAVX12000—KAVX12999

Table 1.12 KAVX12000—KAVX12999 (continues on the following pages)

Message ID	Message	Description and Recommended Action
KAVX12001-E	An invalid request was received. <i>type=request-type value=value</i> .	An invalid request type was specified for an internal request parameter. Collect maintenance information, and then contact your support center.
KAVX12002-E	Command execution ended due to an error. <i>return=return-code command=command-name options detail=Protection-Manager-Copy-Controller-message</i> .	Execution of the command has ended due to error. View the Protection Manager Copy Controller log, resolve the problem, and then re-execute the command.
KAVX12003-I	The command was disregarded because it is an unsupported command. <i>return=return-code command=command-name options detail=Protection-Manager-Copy-Controller-message</i> .	An unsupported command was executed. Processing continues.
KAVX12004-E	An internal error occurred. <i>keyword=value</i>	An internal error occurred in Protection Manager Console. Collect maintenance information, and then contact your support center.
KAVX12005-I	A command error occurred. Processing will continue. <i>return=return-code command=command-name options detail=Protection-Manager-Copy-Controller-message</i> .	The command ended due to an error. Processing continues.
KAVX12201-E	An attempt to acquire the command execution results has failed.	An error occurred during <i>Response</i> creation processing. Collect maintenance information, and then contact your support center.
KAVX12202-E	An attempt to acquire the command execution results has failed, because <i>exception-name</i> occurred.	A Java exception occurred during <i>Response</i> creation processing. Collect maintenance information, and then contact your support center.
KAVX12203-W	The acquired catalog information was not of a supported database. The catalog information cannot be displayed.	Check the database environment on the application server, as well as the Protection Manager environment.
KAVX12300-E	An attempt to create the command string has failed, because <i>exception-name</i> occurred.	A Java exception occurred during command string creation. Collect maintenance information, and then contact your support center.
KAVX12301-E	An attempt to create the command string has failed.	An error occurred during command string creation. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
KAVX12350-E	An attempt to parse processing has failed, because <i>exception-name</i> occurred.	A Java exception occurred during parse processing for the standard output. Collect maintenance information, and then contact your support center.
KAVX12351-E	An attempt to parse processing has failed.	An error occurred during parse processing for the standard output. Collect maintenance information, and then contact your support center.
KAVX12401-E	An internal error occurred in the cache.	Processing has terminated because an error occurred in the internal cache for Protection Manager Console. Collect maintenance information, and then contact your support center.
KAVX12403-W	The cache contains a value that is not an instance of <code>GuiResponse</code> . The class name is <i>class-name-of-object-key-hit</i> .	Something other than content displayed on screen was stored in the internal cache for Protection Manager Console. The cache contents will be deleted, and processing will continue. Collect maintenance information, and then contact your support center.
KAVX12404-E	The cache was used illegally before initialization.	Abnormal termination occurred because another method called the cache before the cache was initialized. Collect maintenance information, and then contact your support center.
KAVX12405-W	Cache initialization was called twice.	Cache initialization processing was called more than once. Processing will continue without performing initialization processing. Collect maintenance information, and then contact your support center.
KAVX12406-E	The internal-cache parameter value in the configuration file is invalid. Configuration File= <i>file-name</i> .	The setting value for the internal cache in the configuration file is invalid. Check the following items in the configuration file: <ul style="list-style-type: none"> <li>▪ <code>cache.count=50</code></li> <li>▪ <code>cache.initial_capacity=16</code></li> <li>▪ <code>cache.load_factor=0.75</code></li> </ul>
KAVX12501-I	Initialization is complete. Console will now start.	Initialization finished normally, and Protection Manager Console will now start.

Message ID	Message	Description and Recommended Action
KAVX12502-E	Initialization failed. Console will now close.	<p>Protection Manager Console could not start. Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ An invalid value is specified in the configuration file.</li> <li>▪ During a remote start, setting information could not be written to the <code>console.conf</code> file.</li> <li>▪ During a remote start, an error occurred when an attempt was made to create a directory in which a temporary file, log file, or configuration file is to be located.</li> <li>▪ The configuration file contains a parameter for which a required value is not set.</li> <li>▪ An invalid value was specified for an argument at start time.</li> <li>▪ All of the following conditions for the status of the product installation were satisfied: <ul style="list-style-type: none"> <li>- The OS of the application server was Windows.</li> <li>- After installing Protection Manager Console 4.0 or later on the application server, a new installation or an update installation of Device Manager agent 4.0 or later was performed.</li> </ul> </li> </ul> <p>For problems concerning the configuration file, make sure of the following:</p> <ul style="list-style-type: none"> <li>▪ The <code>console.conf</code> file exists.</li> <li>▪ A correct value is set for the parameter displayed in the <b>Detail</b> column of the message dialog box.</li> <li>▪ The executing user has write privileges for the file.</li> </ul> <p>For problems concerning directory creation, make sure of the following:</p> <ul style="list-style-type: none"> <li>▪ The executing user has Administrator permissions.</li> <li>▪ No file exists which has the same name as the directory that an attempt was made to create.</li> </ul> <p>For problems concerning installation, perform the following procedure:</p> <ol style="list-style-type: none"> <li>1. Stop the Device Manager agent.</li> <li>2. Execute the <code>ptmguinst.exe</code> command for Protection Manager Console.</li> <li>3. Start the Device Manager agent.</li> </ol> <p>For details on how to start and stop the Device Manager agent, see the manual <i>HiCommand Device Manager Agent Installation Guide</i>.</p> <p>For problems concerning the arguments at start time, collect maintenance information, and then contact your support center.</p>
KAVX12503-E	Cache initialization failed.	<p>An attempt to initialize the internal cache for Protection Manager Console has failed. Collect maintenance information, and then contact your support center.</p>

Message ID	Message	Description and Recommended Action
KAVX12504-E	Initialization failed. Console will now close.	<p>The processing will be terminated because an error occurred during initialization of the log output function. Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ The configuration file does not exist.</li> <li>▪ An invalid value is set for a log-related parameter in the configuration file.</li> <li>▪ The executing user does not have permission to create directories.</li> <li>▪ The installation path specified for an argument at start time is incorrect.</li> </ul> <p>Make sure of the following:</p> <ul style="list-style-type: none"> <li>▪ The <code>console.conf</code> file exists.</li> <li>▪ The following parameters exist in the configuration file and each has a correct numeric value: <ul style="list-style-type: none"> <li>- <code>log.level</code></li> <li>- <code>log.max_filesize</code></li> <li>- <code>log.max_filecount</code></li> </ul> </li> <li>▪ No file exists which has the same name as the directory name displayed in the <b>Detail</b> column of the message dialog box.</li> <li>▪ The executing user has Administrator permissions.</li> <li>▪ Make sure that the problem has been resolved, and then restart Protection Manager Console.</li> </ul>
KAVX12505-E	An attempt to acquire the host name of the application server has failed.	An attempt to acquire the host name of the application server has failed. For a remote start, make sure that a connection to the application server can be established from Protection Manager Console.
KAVX12506-E	An attempt to acquire the host name of the console has failed.	An attempt to acquire the host name of Protection Manager Console has failed. Collect maintenance information, and then contact your support center.
KAVX12507-E	The startup argument is invalid.	The startup argument is invalid. Collect maintenance information, and then contact your support center.
KAVX12508-E	A <code>NumberFormatException</code> exception was caught.	A <code>NumberFormatException</code> exception was caught. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
KAVX12509-E	An invalid value is set to an internal variable.	An internal variable was set to an invalid value. Collect maintenance information, and then contact your support center.
KAVX12510-E	An attempt to create the configuration file has failed. Configuration File= <i>file-name</i> .	An attempt to create the configuration file at remote startup has failed. Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ A directory with the same name as the configuration file exists.</li> <li>▪ An error occurred when writing to the configuration file.</li> <li>▪ The executing user does not have write permissions for the configuration file.</li> </ul> Check the following items: <ul style="list-style-type: none"> <li>▪ Make sure that no directory exists with the same name as the configuration file.</li> <li>▪ Make sure that the configuration file is not being used by another process.</li> <li>▪ The executing user has write permissions for the configuration file.</li> </ul>
KAVX12511-E	An attempt to read the configuration file has failed.	An attempt to load the configuration file has failed. Check the following items: <ul style="list-style-type: none"> <li>▪ Make sure that the configuration file has not been deleted.</li> <li>▪ Make sure that the configuration file has not been moved.</li> <li>▪ Make sure that the name of the configuration file has not been changed.</li> </ul>
KAVX12512-E	An invalid value is set for the configuration file. Key= <i>configuration-file-key</i> Value= <i>configuration-file-value</i> .	The configuration file contains an invalid value, such as a non-numeric value set for a numeric item. Specify the correct value in the configuration file.
KAVX12513-E	There is no value in the configuration file. Key= <i>configuration-file-key</i> .	The configuration file is missing a required field. Make sure that the required field was not lost when the configuration file was replaced.
KAVX12514-E	An attempt to create a directory has failed. Directory name= <i>directory-name</i> .	An attempt to create the directory for the log or configuration file has failed. For remote execution, create the following directories on the remote host: <ul style="list-style-type: none"> <li>▪ <i>user-home-directory-for-the-management-client\drm_console</i></li> <li>▪ <i>user-home-directory-for-the-management-client\drm_console\conf</i></li> <li>▪ <i>user-home-directory-for-the-management-client\drm_console\log</i></li> <li>▪ <i>user-home-directory-for-the-management-client\drm_console\tmp</i></li> </ul> Check the following items: <ul style="list-style-type: none"> <li>▪ Make sure that the user has Administrator permissions.</li> <li>▪ Make sure that no file exists with the same name as the directory the user is attempting to create.</li> </ul>

Message ID	Message	Description and Recommended Action
KAVX12515-E	Initialization failed. A configuration file error occurred. Console is closed.	<p>An error occurred during startup of Protection Manager Console. Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The configuration file displayed in the <b>Detail</b> column of the message dialog box does not exist.</li> <li>An invalid value has been set in the log-related parameters for the configuration file displayed in the <b>Detail</b> column of the message dialog box.</li> </ul> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>If Protection Manager Console is running on the local machine, make sure that the <code>console.conf</code> file exists.</li> <li>If the configuration file exists, make sure that the following setting items exist and that only numeric values are set for each item: <ul style="list-style-type: none"> <li><code>log.level</code></li> <li><code>log.max_filesize</code></li> <li><code>log.max_filecount</code></li> </ul> </li> </ul>
KAVX12516-E	Initialization failed. An attempt to create a directory has failed. Console is closed.	<p>An attempt to create the directory for the log or configuration file has failed. For remote execution, create the following directories on the remote host:</p> <ul style="list-style-type: none"> <li><code>user-home-directory-for-the-management-client\drm_console</code></li> <li><code>user-home-directory-for-the-management-client\drm_console\conf</code></li> <li><code>user-home-directory-for-the-management-client\drm_console\log</code></li> <li><code>user-home-directory-for-the-management-client\drm_console\tmp</code></li> </ul> <p>Make sure that no file exists with the same name as the directory displayed in the <b>Detail</b> column of the message dialog box. Also make sure that the user has permission to create directories.</p>
KAVX12600-I	The PtMConsoleLocal command has completed normally.	The Protection Manager Console command for local startup was executed successfully.
KAVX12601-E	The PtMConsoleLocal command ended abnormally.	<p>An attempt to execute the Protection Manager Console command for local startup has failed.</p> <p>Check the following items. If the problem cannot be resolved, collect maintenance information, and then contact your support center:</p> <ul style="list-style-type: none"> <li>Make sure that the user management system on the execution machine is not malfunctioning.</li> <li>Make sure that Protection Manager Console is installed correctly (and the registry is not damaged).</li> </ul>
KAVX12602-E	The PtMConsoleLocal command failed.	<p>The Protection Manager Console command for local startup could not be executed.</p> <p>Check the following items:</p> <ul style="list-style-type: none"> <li>Make sure that the user who executed <code>PtMConsoleLocal.exe</code> has Administrator permissions.</li> <li>Make sure that the user did not perform an incorrect operation in the Protection Manager Console window.</li> </ul>

## 1.12 KAVX13000—KAVX13999

**Table 1.13 KAVX13000—KAVX13999 (continues on the following pages)**

Message ID	Message	Description and Recommended Action
KAVX13001-I	The Local Execution Engine controller was created.	The execution engine control factory created a local execution engine controller.
KAVX13002-I	The Remote Execute Engine controller was created.	The execution engine control factory created a remote execution engine controller.
KAVX13003-E	The timeout value is invalid. (Timeout: <i>timeout-value</i> ).	The local or remote execution engine control acquired invalid information (such as negative numbers or numbers larger than 1,440) during timeout information collection.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13006-E	The command and parameter length is invalid. (Command: <i>command-name</i> ,Parameter: <i>parameter</i> )(Length: <i>length</i> ).	The command and parameter length acquired by the local execution engine control was invalid. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13007-E	The command is invalid.	The command acquired by the local execution engine control was <code>null</code> .  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13008-E	The length of the command is invalid. (Command: <i>command-name</i> )(Length: <i>length</i> ).	The length of the command acquired by the local execution engine control was invalid.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13009-E	The length of the environmental variable is invalid. (Environmental variables: <i>environmental-variable</i> )(Length: <i>length</i> ).	The length of the environment variable acquired by the local execution engine control was invalid. Alternatively, the length of the environment variable acquired for the VSS Environment tab in Setup GUI was invalid.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13010-E	Invalid management client information was acquired.	The remote execution engine control acquired invalid management client information while creating a request.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13011-E	Invalid agent information was acquired.	The remote execution engine control acquired invalid agent information while creating a request.  A Device Manager linkage error occurred. Collect maintenance information, and then contact your support center.
KAVX13012-E	The temporary file directory name is invalid.	Specifications are invalid for the directory of the temporary file that is required for the remote execution engine control to generate a request.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13100-I	The DLL ( <i>library-file-name</i> ) will now be loaded.	The validity check class for the command is displayed only once when loaded. This message is displayed when the native code library is loaded.

Message ID	Message	Description and Recommended Action
KAVX13101-I	The command filter will now be created.	The validity check class for the command is displayed only once when loaded. This message is displayed when a non-executable command filter is created.
KAVX13102-I	The Protection Manager - Copy Controller's install path will now be acquired.	The Java Native Interface (JNI) will be used to acquire the full path of the command.
KAVX13103-E	The Protection Manager - Copy Controller install path ( <i>install-path</i> ) is not a directory.	The file indicated by the acquired installation path is not a directory. Make sure that Protection Manager Copy Controller is correctly installed.
KAVX13104-E	The install path ( <i>install-path</i> ) for Protection Manager - Copy Controller's commands is not a directory.	The file indicated by the acquired path and command storage directory name is not a directory. Make sure that Protection Manager Copy Controller is correctly installed.
KAVX13105-E	Execution of <i>command-name</i> is not allowed.	Permission was denied when the command validity check of the local execution engine was used to check execution. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13106-E	The command filter cannot be created.	An error occurred during creation of a non-executable command filter while the local execution was being used. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13107-E	The command <i>command-name</i> does not exist.	When the command validity check of the local execution engine was used to check the existence of the command, no such command existed. Make sure that Protection Manager Copy Controller is correctly installed.
KAVX13108-I	The "cmd /c set" command will now be executed.	An MS-DOS command will be used to obtain the full path of the command.
KAVX13110-E	The "cmd /c set" command timed out.	The command timed out when the local execution engine attempted to acquire the environment variable. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13112-E	The thread was interrupted while "cmd /c set" was executing.	A forced termination occurred when the local execution engine attempted to acquire the environment variable. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13114-E	The stdout/stderr of "cmd /c set" could not be read.	The results could not be loaded properly when the local execution engine attempted to acquire the environment variable. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13115-E	An exception occurred during execution of "cmd /c set".	An error occurred during execution when the local execution engine attempted to acquire the environment variable. This is an internal program error. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
KAVX13117-I	The command will now be executed. (Command: <i>executing-strings</i> , Environmental variables: <i>environment-variable-name=value</i> )	The local execution engine will attempt to execute the command.
KAVX13119-E	The thread was interrupted during execution of a command, and was interrupted again during post-processing. Some threads might still be alive.	An interruption occurred during post-processing when the local execution engine was forced to terminate.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13120-E	The thread was interrupted during execution of a command. Post-processing is complete.	Post-processing was performed successfully when the local execution engine was forced to terminate.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13121-E	The thread was interrupted during post-processing. Some threads might still be alive.	An interruption occurred during post-processing for command execution.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13122-E	The command timed out.	The command timed out.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13123-E	The thread was interrupted by an unknown object.	An unknown interruption occurred in the command termination monitoring thread during command execution.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13124-E	The stdout/stderr of the command could not be read.	The command standard output and standard error output could not be read correctly.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13125-I	The command termination monitoring thread was interrupted.	The command termination monitoring thread was canceled by command termination.
KAVX13126-I	The thread was interrupted while waiting for the stdout/stderr of the command.	An interruption occurred for an output-loading thread, while the thread was waiting for the next output to load.
KAVX13127-E	An exception occurred while loading the output of the command.	An error occurred while an output-loading thread was loading.  This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13128-E	An attempt to close the stdout/stderr stream of the command has failed.	An error occurred when the output stream was closed after the output-loading thread finished loading output.  This is an internal program error. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
KAVX13129-E	An exception occurred during reading of the stdout/stderr of the command.	Output loading did not terminate properly when an output-loading thread passed loaded output to another thread. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13131-E	The timeout monitoring thread was interrupted by an unknown object during timeout monitoring.	An interruption performed using an invalid method occurred while the timeout monitoring thread was in sleep mode until the timeout time. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13133-E	The DLL ( <i>library-file-name</i> ) could not be loaded.	An attempt to load the DLL has failed. Make sure that Protection Manager Console is correctly installed.
KAVX13135-E	An invalid process was received.	The process being monitored that was passed to the constructor of the command termination monitoring thread was invalid ( <i>null</i> ). This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13136-E	An invalid input stream was received.	The stream being loaded that was passed to the constructor of the output loading thread was invalid ( <i>null</i> ). This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13137-E	An invalid command termination monitoring thread was received.	The command termination monitoring thread that was passed to the constructor of the timeout monitoring thread was invalid ( <i>null</i> ). This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13138-E	An invalid DLL was received.	The file name of the DLL was <i>null</i> . This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13139-E	An invalid command name was received.	A <i>null</i> or empty string was passed as the command name to the command validity checker. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13140-E	The Copy Controller install path could not be acquired.	The installation path of Protection Manager Copy Controller could not be acquired. Protection Manager Copy Controller may not have been installed correctly. Make sure that Protection Manager Copy Controller is correctly installed.
KAVX13141-E	The full path for Copy Controller's commands could not be acquired.	The full path of Protection Manager Copy Controller's commands could not be acquired. Protection Manager Copy Controller may not have been installed correctly. Make sure that Protection Manager Copy Controller is correctly installed.

Message ID	Message	Description and Recommended Action
KAVX13142-I	The command was executed. (Command: <i>character-strings-of-executed-command</i> , Environmental variables: <i>character-strings-of-environment-variables</i> , Return code: <i>return-code</i> )	The command in the local execution engine has finished.
KAVX13143-E	An exception occurred while executing command.	The command could not continue executing because an exception occurred when the command was executed. Collect maintenance information, and then contact your support center.
KAVX13200-E	The list of commands that are allowed to execute from <i>file-name(file-location)</i> could not be created.	The non-executable command filter could not create an executable command list. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13201-E	An exception occurred while reading <i>file-name(file-location)</i> .	An <code>IOException</code> occurred while the executable command configuration file reader was loading an executable command configuration file. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13202-E	An exception occurred while reading <i>file-name(file-location)</i> .	A <code>NullPointerException</code> occurred while the executable command configuration file reader was loading an executable command configuration file. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13203-E	An exception occurred while closing <i>file-name(file-location)</i> .	An <code>IOException</code> occurred while the executable command configuration file reader was closing an executable command configuration file. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13204-E	<i>file-name</i> could not be located.	The class loader could not resolve the location of the file when the executable command configuration file reader attempted to determine the location of the executable command configuration file. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13205-E	The file name cannot be specified as null.	A <code>null</code> value was passed as the name of the executable command configuration file, to the executable command configuration file reader. This is an internal program error. Collect maintenance information, and then contact your support center.
KAVX13300-E	An attempt to obtain the agent host name has failed.	The execution request data was invalid. Collect maintenance information, and then contact your support center.
KAVX13301-E	A timeout occurred while waiting for execution termination.	A timeout occurred during command execution. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
KAVX13302-E	A timeout occurred while sending an OPEN request to HDvMAgent.	A timeout occurred when a connection request was sent to the Device Manager agent for establishing a connection. Check the following items: <ul style="list-style-type: none"> <li>Make sure that Device Manager agent has not stopped.</li> <li>Make sure that the IP address of the connection destination is valid.</li> <li>Make sure that the port number of the connection destination is valid.</li> </ul> If none of the above items are the cause of the problem, follow the troubleshooting procedures for the Device Manager agent to check its status, remove the cause of the error, and then re-execute processing.
KAVX13303-E	The response data for the OPEN request is invalid.	Collect maintenance information, and then contact your support center.
KAVX13304-E	An error occurred due to an internal cause.	An error occurred due to an internal cause. Collect maintenance information, and then contact your support center.
KAVX13305-E	An attempt to send has failed, although the system attempted the specified number of retries for the send operation.	The specified number of retries were performed, but the transmission could not be sent. Make sure that the environment is such that TCP/IP transmission can be used.
KAVX13306-E	An exception occurred.	An exception occurred. Collect maintenance information, and then contact your support center.
KAVX13307-E	An agent error occurred before execution of the command, although the execution request was carried out.	Collect maintenance information, and then contact your support center.
KAVX13308-E	An agent error occurred after execution of the command, although the execution request was carried out.	Collect maintenance information, and then contact your support center.
KAVX13309-E	The execution request data is invalid.	Collect maintenance information, and then contact your support center.
KAVX13310-E	The configuration file for the agent is invalid.	Check the configuration file for the agent.
KAVX13311-E	A timeout occurred during an execution request.	Collect maintenance information, and then contact your support center.
KAVX13312-E	The response data for the execution request is invalid.	Collect maintenance information, and then contact your support center.
KAVX13313-E	The request data for acquiring execution status is invalid.	Collect maintenance information, and then contact your support center.
KAVX13314-E	An error occurred before the start of command execution.	Collect maintenance information, and then contact your support center.
KAVX13315-E	An error occurred after command execution had ended.	Collect maintenance information, and then contact your support center.
KAVX13316-E	The termination state of the command is unknown.	Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
KAVX13319-E	A timeout occurred while waiting for execution termination.	Collect maintenance information, and then contact your support center.
KAVX13320-E	A timeout occurred during a request to acquire execution status.	Collect maintenance information, and then contact your support center.
KAVX13321-E	The response data for the request to acquire execution status is invalid.	Collect maintenance information, and then contact your support center.
KAVX13322-E	The request data for acquiring execution results is invalid.	Collect maintenance information, and then contact your support center.
KAVX13323-E	A timeout occurred during a request to acquire execution results.	Collect maintenance information, and then contact your support center.
KAVX13324-E	The response data for the request to acquire execution results is invalid.	Collect maintenance information, and then contact your support center.
KAVX13325-E	Processing for the connection to the agent timed out. ( <i>connection-destination-host-name-or-IP-address, port-number</i> )	<p>Check the following items:</p> <ul style="list-style-type: none"> <li>▪ Make sure that the Device Manager agent has not stopped.</li> <li>▪ Make sure that the IP address of the connection destination is valid.</li> <li>▪ Make sure that the port number of the connection destination is valid.</li> </ul> <p>If none of the above items are the cause of the problem, follow the troubleshooting procedures for the Device Manager agent to check its status, remove the cause of the error, and then re-execute processing.</p>
KAVX13326-E	An error occurred in the connection to the agent. ( <i>connection-destination-host-name-or-IP-address, port-number</i> )	<p>Check the following items:</p> <ul style="list-style-type: none"> <li>▪ Make sure that the Device Manager agent has not stopped.</li> <li>▪ Make sure that the IP address of the connection destination is valid.</li> <li>▪ Make sure that the port number of the connection destination is valid.</li> </ul> <p>If none of the above items are the cause of the problem, follow the troubleshooting procedures for the Device Manager agent to check its status, remove the cause of the error, and then re-execute processing.</p>
KAVX13327-E	An error occurred in the data transmission to the agent. ( <i>connection-destination-host-name-or-IP-address, port-number</i> )	<p>Make sure that the Device Manager agent has not stopped.</p> <p>If the Device Manager agent has not stopped, follow the troubleshooting procedures for the Device Manager agent and Protection Manager agent to check the status, remove the cause of the error, and then re-execute processing.</p>
KAVX13328-E	An error occurred in the data reception from the agent. ( <i>connection-destination-host-name-or-IP-address, port-number</i> )	<p>Make sure that the Device Manager agent has not stopped.</p> <p>If the Device Manager agent has not stopped, follow the troubleshooting procedures for the Device Manager agent and Protection Manager agent to check the status, remove the cause of the error, and then re-execute processing.</p>

Message ID	Message	Description and Recommended Action
KAVX13329-E	Data reception processing from the agent timed out. ( <i>connection-destination-host-name-or-IP-address, port-number</i> )	Make sure that the Device Manager agent has not stopped. If the Device Manager agent has not stopped, follow the troubleshooting procedures for the Device Manager agent and Protection Manager agent to check the status, remove the cause of the error, and then re-execute processing.
KAVX13330-E	An attempt to convert the request data character string has failed.	Collect maintenance information, and then contact your support center.
KAVX13331-E	An invalid format was detected in the received data. ( <i>information</i> )	Collect maintenance information, and then contact your support center.
KAVX13332-E	An attempt to convert the command output character string has failed.	Collect maintenance information, and then contact your support center.
KAVX13333-E	An invalid format was detected in the request data. ( <i>information</i> )	Collect maintenance information, and then contact your support center.
KAVX13334-W	An exception occurred.	An exception occurred. Processing continues.
KAVX13335-E	FAILED was received from Device Manager Agent for the connection request.	Make sure that the Device Manager agent has not stopped. If the Device Manager agent has not stopped, follow the troubleshooting procedures for the Device Manager agent and Protection Manager Console to check the status, remove the cause of the error, and then retry the request.
KAVX13336-E	An error occurred while processing result acquisition request.	Collect maintenance information, and then contact your support center.
KAVX13337-E	An error occurred while processing the execution request data.	An error occurred during processing for the execution request data. Collect maintenance information, and then contact your support center.
KAVX13338-E	An invalid format was detected in the request data.	An error occurred during a check of the execution request data. Collect maintenance information, and then contact your support center.
KAVX13339-E	An attempt to generate execution request data has failed.	Collect maintenance information, and then contact your support center.
KAVX13340-E	An attempt to generate request data for acquiring execution status has failed.	Collect maintenance information, and then contact your support center.
KAVX13341-E	An attempt to generate request data for result acquisition has failed.	Collect maintenance information, and then contact your support center.
KAVX13342-E	An attempt to acquire the address of the agent has failed.	Collect maintenance information, and then contact your support center.
KAVX13343-E	The port number for Device Manager Agent's service is invalid.	The port number for transmitting Web functionality launch requests for the Device Manager agent is invalid. See the manual <i>HiCommand Device Manager Agent Installation Guide</i> and specify an appropriate port number.

Message ID	Message	Description and Recommended Action
KAVX13344-E	The port number that Device Manager Agent's Web server uses is invalid.	The port number for receiving requests for Device Manager agent is invalid. See the manual <i>HiCommand Device Manager Agent Installation Guide</i> and specify an appropriate port number.
KAVX13345-E	The retry count value specified in the configuration file for communication with the agent is invalid. Configuration File= <i>file-name</i> , Key= <i>key-name</i> .	An invalid value is set in the <code>console.conf</code> file for remote execution. Specify a valid value for the parameter displayed in the message text.
KAVX13346-E	The retry interval value specified in the configuration file for communication with the agent is invalid. Configuration File= <i>file-name</i> , Key= <i>key-name</i> .	An invalid value is set in the <code>console.conf</code> file for remote execution. Specify a valid value for the parameter displayed in the message text.
KAVX13347-E	The waiting time for responses from the agent is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Check the following item in the configuration file: <code>agent.request_timeout=60</code>
KAVX13348-E	The waiting time value specified in the configuration file for connection with the agent is invalid. Configuration File= <i>file-name</i> , Key= <i>key-name</i> .	An invalid value is set in the <code>console.conf</code> file for remote execution. Specify a valid value for the parameter displayed in the message text.
KAVX13349-E	The retry parameter in the request for acquiring execution status is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Check the following items in the configuration file: <ul style="list-style-type: none"> <li>▪ <code>agent.request_interval_init=1</code></li> <li>▪ <code>agent.request_interval_add=3</code></li> <li>▪ <code>agent.request_interval_max=60</code></li> </ul>
KAVX13350-E	An attempt to convert the character string has failed.	Collect maintenance information, and then contact your support center.
KAVX13351-E	An attempt to acquire the installation path of Protection Manager Console has failed.	An attempt to acquire the installation path for Protection Manager Console has failed. Check the following items, and then re-install Protection Manager Console if necessary. <ul style="list-style-type: none"> <li>▪ Make sure that Protection Manager Console is correctly installed.</li> <li>▪ Make sure that the registry is not damaged.</li> </ul>

## 1.13 KAVX14000—KAVX14999

Table 1.14 KAVX14000—KAVX14999 (continues on the next page)

Message ID	Message	Description and Recommended Action
KAVX14000-I	Request data was received.	Request data was received.
KAVX14001-I	Response data was sent.	Request data was received.
KAVX14002-E	The received data is invalid.	The received data is invalid. Check the configuration file for Protection Manager Console and re-execute.
KAVX14003-E	The agent configuration file does not exist.	The agent configuration file does not exist. Make sure that the agent configuration file exists.
KAVX14004-E	The value ( <i>value</i> ) of the property ( <i>property</i> ) of the agent configuration file is invalid.	A value set in the agent configuration file is invalid. Check the agent configuration file.
KAVX14005-E	The job status file ( <i>file-name</i> ) cannot be accessed.	The job status file could not be accessed. Check the configuration file for Protection Manager Console and re-execute.
KAVX14006-E	The content of the job status file ( <i>file-name</i> ) is invalid.	The content of the job status file is invalid. Check the configuration file for Protection Manager Console and re-execute.
KAVX14007-E	An exception occurred during processing.	An exception occurred. Check the configuration file for Protection Manager Console and re-execute.
KAVX14008-E	An attempt to convert the character string has failed.	An attempt to convert the data to be received or transmitted has failed. Check the configuration file for Protection Manager Console and re-execute.
KAVX14100-I	The command ( <i>command</i> ) will now be executed.	The command is executed.
KAVX14101-I	The command( <i>command</i> ) finished. Return code = <i>return-code</i> .	The command has finished.
KAVX14102-E	Execution of the command ( <i>command</i> ) is not permitted.	An attempt was made to execute a non-permitted command. Check the configuration file for Protection Manager Console and re-execute.
KAVX14103-E	The command ( <i>command</i> ) does not exist.	An attempt was made to execute a command that does not exist. Check the status of the Protection Manager Copy Controller installation.
KAVX14104-E	A timeout occurred during execution of the command.	A timeout occurred during command execution. Check the configuration file for Protection Manager Console and re-execute.
KAVX14105-E	The file ( <i>file-name</i> ) could not be opened.	The file could not be opened. Check the configuration file for Protection Manager Console and re-execute.

Message ID	Message	Description and Recommended Action
KAVX14106-E	The specification for the directory ( <i>directory-name</i> ) is invalid.	The specification for the directory is invalid. Check the configuration file for Protection Manager Console and re-execute.
KAVX14107-E	The directory ( <i>directory-name</i> ) does not exist.	The directory does not exist. Check the configuration file for Protection Manager Console and re-execute. If this message is displayed while Setup GUI is being used, check the VSS environment settings of the current OS and re-execute.
KAVX14108-E	Access permissions for the directory ( <i>directory-name</i> ) are insufficient.	Access permissions for the directory are insufficient. Check the configuration file for Protection Manager Console and re-execute.
KAVX14109-E	An attempt to create the unknown command filter has failed.	The unknown command filter could not be created. Check the configuration file for Protection Manager Console and re-execute.

## 1.14 KAVX15000—KAVX15999

**Table 1.15 KAVX15000—KAVX15999**

Message ID	Message	Description and Recommended Action
KAVX15900-I	The ptmguinst command finished successfully.	The ptmguinst command finished successfully.
KAVX15901-I	The ptmguiuninst command finished successfully.	The ptmguiuninst command finished successfully.
KAVX15902-E	Device Manager - Agent is not installed.	Device Manager - Agent is not installed. Install Device Manager - Agent, and then retry.
KAVX15903-E	The installation path for Device Manager - Agent could not be acquired.	The installation path for Device Manager - Agent could not be acquired. Device Manager - Agent might not be installed correctly. Reinstall Device Management agent, and then retry.
KAVX15904-E	Protection Manager Console is not installed.	Protection Manager Console is not installed. Reinstall Protection Manager Console, and then retry.
KAVX15905-E	The installation path for Protection Manager Console could not be acquired.	The installation path for Protection Manager Console could not be acquired. Protection Manager Console might not be installed correctly. Reinstall Protection Manager Console, and then retry.
KAVX15906-E	Services for Device Manager - Agent are not stopped.	Services for Device Management - Agent have not been stopped. Stop the services, and then retry.
KAVX15907-E	The installation path information for Device Manager - Agent is invalid.	The installation path information for Device Manager - Agent is invalid. Device Manager - Agent might not be installed correctly. Reinstall Device Manager - Agent, and then retry.
KAVX15908-E	Disk space is insufficient.	Disk space is insufficient on the hard disk on which Device Manager - Agent is installed. Delete unnecessary files to increase available space, and then retry.
KAVX15909-E	An attempt to copy the files for Device Manager - Agent has failed. [ <i>detailed-package-name</i> ]	An attempt to copy the files for Device Manager - Agent has failed. Protection Manager Console might not be installed correctly. Reinstall Protection Manager Console, and then retry.
KAVX15910-E	An attempt to delete the files for Device Manager - Agent has failed. [ <i>detailed-package-name</i> ]	An attempt to delete the files for Device Manager - Agent has failed. Device Manager - Agent or Protection Manager Console might not be installed correctly. Reinstall Device Manager - Agent and Protection Manager Console, and then retry.

<b>Message ID</b>	<b>Message</b>	<b>Description and Recommended Action</b>
KAVX15911-E	The installation path for Protection Manager Copy Controller could not be acquired.	The Protection Manager Copy Controller installation path could not be acquired. Protection Manager Copy Controller might not be installed properly. Reinstall Protection Manager Copy Controller, and then retry.
KAVX15912-E	The version information for Protection Manager Copy Controller could not be acquired.	The Protection Manager Copy Controller version could not be acquired. Protection Manager Copy Controller might not be installed properly. Reinstall Protection Manager Copy Controller, and then retry.
KAVX15913-E	An attempt to copy the Help files from Protection Manager Copy Controller to Device Manager - Agent has failed.	An attempt to copy the help files from Protection Manager Copy Controller to the Device Manager agent has failed. Protection Manager Copy Controller might not be installed properly. Reinstall Protection Manager Copy Controller, and then retry.
KAVX15914-E	The version of the currently installed Protection Manager Copy Controller could not be acquired.	Protection Manager Copy Controller might not be installed properly. Reinstall Protection Manager Copy Controller, and then retry.

## 1.15 KAVX16000—KAVX16999

This section describes the Protection Manager Console messages, and the corrective actions you can take in response to the messages. This section covers the messages from KAVX16000 to KAVX16999.

**Table 1.16 KAVX16000—KAVX16999 (continues on the following pages)**

Message ID	Message Text	Description and Recommended Action
KAVX16000-E	The help file could not be found.	The help file could not be found. Check that Protection Manager Console has been installed correctly.
KAVX16001-E	An attempt to update the configuration file has failed. Configuration File= <i>configuration-file-name</i> .	<p>An error occurred while updating the configuration file. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The configuration file does not have write permissions.</li> <li>2. The configuration file is being used by other processing.</li> <li>3. The disk space is insufficient.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the user has write permissions for the configuration file.</li> <li>2. Make sure the configuration file is not being used by other processing.</li> <li>3. Make sure sufficient free space is available in the current disk.</li> </ol>
KAVX16002-I	The parameter(s) or the value of the parameter(s) specified are either invalid or not specified. The default value(s) will be loaded.	<p>An error occurred while loading the parameters from the configuration file. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. A required parameter is not specified.</li> <li>2. A value for a required parameter is not specified.</li> <li>3. A value specified for a parameter is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Check that all the parameters indicated in the <b>Detail</b> column of the message dialog box are specified in the configuration file.</li> <li>2. Check that a value is specified for all the parameter indicated in the <b>Detail</b> column of the message dialog box.</li> <li>3. Check that all the values specified for the parameters indicated in the <b>Detail</b> column of the message dialog box are valid.</li> </ol>

Message ID	Message Text	Description and Recommended Action
KAVX16005-E	An attempt to create the directory <i>directory-name</i> has failed.	<p>An attempt to create the directory has failed.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The drive name specified by the user is invalid.</li> <li>2. The user does not have permission to create the directory.</li> <li>3. The location where the directory has to be created contains a file with the same name as the directory name.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the specified drive name is valid.</li> <li>2. Make sure the user has permission to create the directory.</li> <li>3. Make sure no file exists with the same name as the directory name.</li> </ol>
KAVX16007-E	<p>An attempt to set an environment variable has failed.</p> <p>Setting: <i>environment-variable</i> = <i>environment-variable-value</i>.</p>	<p>An error occurred while specifying the environment settings.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The user does not have permission to specify the environment settings.</li> <li>2. The Protection Manager Console environment might not be fully prepared.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the user has administrator permission to specify the environment settings.</li> <li>2. Make sure the Protection Manager Console environment is installed properly.</li> </ol>
KAVX16008-E	The port number for the <i>service-name</i> service could not be registered. The port number <i>port-number</i> is already being used.	<p>The port number could not be registered for the service, because it is already being used by another service.</p> <p>Verify the "<i>system-directory\system32\drivers\etc\services</i>" file to make sure that the specified port number is not already being used by another service.</p>
KAVX16009-W	The <i>service-name</i> service has already been registered for the port number <i>port-number</i> . Do you want to replace the existing registration?	<p>A different port number entry already exists for the same service in the file "<i>system-directory\system32\drivers\etc\services</i>".</p> <p>To register the service under some other port number click 'Yes'. Otherwise, click 'No'.</p>
KAVX16010-I	Copy the required files from <i>source-directory-name</i> to <i>destination-directory-name</i> .	<p>The required files ESE.DLL, ESEUTIL.EXE, EXCHMEM.DLL and EXOSAL.DLL files are not available in the "<i>Protection-Manager-installation-destination\bin\util</i>" directory.</p> <p>Make sure to copy the required files from the "<i>Exchange-Server-installation-destination\bin</i>" directory to the "<i>Protection-Manager-installation-destination\bin\util</i>" directory.</p>

Message ID	Message Text	Description and Recommended Action
KAVX16011-I	The dictionary map file could not be created in the specified path. Path = <i>path-name</i> .	The dictionary map file creation operation ended without creating the dictionary map file because it already exists in the specified path.  If the dictionary map file is required to be in a different location, then specify a different path for the file.
KAVX16012-E	The dictionary map file could not be updated.	An error occurred while updating the dictionary map file because the creation of the dictionary map file is in progress.  Make sure that the creation of the dictionary map file has finished before updating the file.
KAVX16013-W	The dictionary map file does not exist in the path <i>path-name</i> . Do you want to create the file now?	The dictionary map file is not available in the user specified path.  To create a new dictionary map file, click 'Yes'. Otherwise, click 'No'.
KAVX16014-W	Information in the tab <i>tab-name</i> is not saved. Do you want to save the settings?	When the user navigates from the current tab to another tab without saving the contents of the current tab to the file.  To save the current tab information to the file, click 'Yes'.  To move to the next tab or any other selected tab, by discarding the changes, click 'No'.  To cancel the operation of moving to some other tab, click 'Cancel'.
KAVX16015-E	A value specified in the tab list information file is invalid. Tab Name= <i>tab-name</i> , Tag= <i>tag-name</i> , Value= <i>value-corresponding-to-the-tag</i> .	An error occurred while loading the Setup GUI main screen due to an invalid value specified in the tab list information file.  This is an internal program error. Collect the maintenance information, and then contact your support center.
KAVX16016-E	An attempt to load the Setup GUI has failed.	An error occurred while loading the Setup GUI due to an invalid value specified in the tab list information file. The window could not be displayed.  This is an internal program error. Collect the maintenance information, and then contact your support center.
KAVX16017-E	An attempt to create the configuration file has failed. Configuration File= <i>configuration-file-name</i> .	An error occurred while creating the configuration file. Possible causes are as follows:  1. The path name where the configuration file has to be created contains a directory with the same name as the configuration file name.  2. The disk space is insufficient.  3. The specified drive name is invalid.  4. The specified path name is invalid.  Depending on the cause, take appropriate action from the following:  1. Make sure no other directory exists with the same name as the configuration file name.  2. Make sure sufficient free space is available in the current disk.  3. Make sure the drive name is valid.  4. Make sure the path name is valid.

Message ID	Message Text	Description and Recommended Action
KAVX16018-I	A required parameter has not been set in the configuration file. The default value will now be loaded. Tab Name= <i>tab-name</i> , Configuration File= <i>configuration-file-name</i> , Parameter= <i>parameter-name</i> .	An error occurred while loading the parameter from the configuration file because the required parameter is not specified.  Make sure that the parameter indicated in the Protection Manager Console trace log file is specified in the configuration file.
KAVX16019-I	A parameter value has not been set in the configuration file. The default value will now be loaded. Tab Name= <i>tab-name</i> , Configuration File= <i>configuration-file-name</i> , Parameter= <i>parameter-name</i> .	An error occurred while loading the parameter from the configuration file because the value for the required parameter is not specified.  Make sure that the value is specified for the parameter indicated in the Protection Manager Console trace log file.
KAVX16020-I	The value of the parameter specified in the configuration file is invalid. The default value will be loaded. Tab Name= <i>tab-name</i> , Configuration File= <i>configuration-file-name</i> , Parameter= <i>parameter-name</i> .	An error occurred while loading the parameter from the configuration file because the value specified for the parameter is invalid.  Make sure that a valid value is specified for the parameter indicated in the Protection Manager Console trace log file.
KAVX16021-I	Setup GUI has started.	This message is written to the log when Setup GUI is started.
KAVX16022-I	Setup GUI has ended normally.	This message is written to the log when Setup GUI is ended.
KAVX16023-E	The environment variable <i>environment-variable-name</i> is invalid.	An error occurred while validating the environment variables for the VSS environment.  Make sure that valid values are specified for the environment variables.
KAVX16024-E	There is an invalid string in the configuration file <i>configuration-file-name</i> .	An error occurred while loading the parameters from the configuration file because some entries in the configuration file are invalid.  Make sure that the values available in the configuration file are valid.
KAVX16025-I	An error occurred while loading the tab. Tab Name= <i>tab-name</i> .	An error occurred while loading the Setup GUI main window.  This is an internal program error. Collect the maintenance information, and then contact your support center.
KAVX16026-I	The tab, <i>tab-name</i> is not supported in the current operating system.	An attempt to load the specified tab has failed because it is not supported in the current OS.  Make sure that the Protection Manager Console is running in the OS that is required by the specified tab.
KAVX16027-E	The value specified in the tab list information file already exists. Tab Name= <i>tab-name</i> , Tag= <i>tag-name</i> , Value= <i>value-corresponding-to-the-tag</i> .	An error occurred while loading the Setup GUI main window because multiple entries of the same value exist in the tab list information file.  This is an internal program error. Collect the maintenance information, and then contact your support center.
KAVX16028-E	The class for the tab was not found. Tab Name= <i>tab-name</i> .	An error occurred while loading the Setup GUI main window because the class file could not be found.  This is an internal program error. Collect the maintenance information, and then contact your support center.

Message ID	Message Text	Description and Recommended Action
KAVX16029-E	An attempt to read the <i>file-name</i> file has failed.	An error occurred while reading the values from the specified file. Possible causes are as follows: <ol style="list-style-type: none"> <li>1. Invalid entries exist in the file.</li> <li>2. The format of the file is not supported by the current tab.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Make sure that the file contains valid characters only.</li> <li>2. Make sure that the format of the file is supported by the current tab.</li> </ol>
KAVX16030-E	The required configuration file could not be found. The default values will be loaded. Configuration File= <i>configuration-file-name</i> .	An error occurred while loading the parameters from the configuration file because the required configuration file is missing. Make sure that the configuration file exists in the specified path.
KAVX16031-E	The tab list information file <i>file-name</i> does not exist.	An error occurred while loading the Setup GUI main window because the tab list information file could not be found. This is an internal program error. Collect the maintenance information, and then contact your support center.
KAVX16032-E	An attempt to load environment variable <i>environment-variable-name</i> has failed.	An error occurred while loading the environment variables for VSS because values are not specified. Make sure that values are valid for each specified environment variable.
KAVX16033-I	An error occurred while loading the parameter value(s) from the configuration file(s).	An error occurred while loading the parameters from the configuration files due to any of the following reasons: <ol style="list-style-type: none"> <li>1. A required parameter is not specified.</li> <li>2. A value for the required parameter is not specified.</li> <li>3. A value specified for the parameter is invalid.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Check that all the parameters indicated in the Detail column of the message dialog box are specified in the configuration file.</li> <li>2. Check that a value is specified for all the parameter indicated in the Detail column of the message dialog box.</li> <li>3. Check that all the values specified for the parameters indicated in the Detail column of the message dialog box are valid.</li> </ol>
KAVX16034-E	The tab list information file <i>file-name</i> is invalid.	An error occurred while loading the Setup GUI main window because the tab list information file is invalid. This is an internal program error. Collect the maintenance information, and then contact your support center.
KAVX16035-I	The <i>display-item-name</i> cannot be blank.	An error occurred while saving the configuration information, because a value is missing for the specified item. Make sure that the value is specified.

Message ID	Message Text	Description and Recommended Action
KAVX16036-E	The path name is invalid.	An attempt to select a path failed because one of the following invalid paths was specified in the file-selection dialog box of Setup GUI: <ul style="list-style-type: none"> <li>· A path name that contains the name of a file or a folder that does not exist.</li> <li>· A path name that contains a file type (extension) different from the specified one.</li> </ul> Make sure that a valid path name is specified.
KAVX16037-E	The drive name is invalid.	An attempt to select a path in the file-selection dialog box failed because the specified drive name does not exist. <p>Make sure that a valid drive name is specified.</p>
KAVX16038-W	The environment variable(s) for VSS were set. Please re-boot the Operating System to apply settings.	The system has to be rebooted after setting a VSS environment variable. <p>Make sure that the OS is rebooted before continuing with further operation.</p>
KAVX16039-I	Environment variable <i>environment-variable</i> is successfully loaded.	After the environment variables for the VSS Environment tab are loaded, this message will be logged.
KAVX16040-I	Environment variable <i>environment-variable</i> has been set.	After the environment variables for the VSS environment tab are set, this message will be logged.
KAVX16041-I	Environment variable <i>environment-variable</i> has been removed successfully.	After removing unwanted environment variables from the VSS environment tab, this message will be logged.
KAVX16042-E	A value specified in the tab list information file is invalid. Tag= <i>tag-name</i> , Value= <i>value-corresponding-to-the-tag</i> .	An error occurred while loading the Setup GUI main screen due to an invalid value specified in the tab list information file. <p>This is an internal program error. Collect the maintenance information, and then contact your support center.</p>
KAVX16043-E	An invalid value " <i>value-of-the-parameter</i> " is specified for the parameter <i>parameter-name</i> .	An error occurred while trying to save the configuration information in the file because the value specified for the parameter is invalid. <p>Make sure that the value specified for the parameter is valid.</p>
KAVX16044-E	The value of the parameter <i>parameter-name</i> is invalid.	An error occurred while executing any of the following tab processes because an invalid value is specified for the parameter. <ul style="list-style-type: none"> <li>▪ Cluster Configuration</li> <li>▪ Database Configuration</li> <li>▪ Backup Linkage</li> </ul> Make sure that the value specified for the parameter is valid.
KAVX16045-E	Duplicate value exists for the parameter <i>parameter-name</i> .	An error occurred while the information on the Tape Backup page was saved. The specified 'VDI metafile path' already exists in the 'Configuration parameters' table. <p>Make sure beforehand that the specified 'VDI metafile path' does not already exist in the 'Configuration parameters' table.</p>
KAVX16046-E	The order of the parameter(s) existing in the configuration file is invalid.	An error occurred while loading the values from the VCS configuration file, and the setup has become corrupted. <p>Using Setup GUI, perform the setup again. Otherwise make sure that the setup for the <i>VCS.dat</i> file is correct.</p>

Message ID	Message Text	Description and Recommended Action
KAVX16047-E	The number of email addresses specified in the To parameter exceeds the maximum.	The number of email addresses has already reached the maximum (10). Make sure that no more than 10 email addresses are entered.
KAVX16048-E	The specified value <i>value-of-the-parameter</i> is not in the range.	An error occurred because the value specified for the parameter is not in the specified range. Make sure the value specified for the parameter is in the specified range.
KAVX16049-E	The character string specified in <i>display-item-name</i> exceeds the maximum number ( <i>maximum-limit</i> ) of characters.	An error occurred because the number of characters specified for the parameter exceeded the maximum supported. Make sure the value specified for the parameter is within the specified length.
KAVX16050-E	An error occurred while restarting the Protection Manager service.	An error occurred while restarting the service. Please contact the system administrator.
KAVX16051-E	An attempt to save the file <i>file-name</i> has failed.	An error occurred while saving the file to the disk. Make sure that the disk is not full.
KAVX16052-E	The specified file <i>file-name</i> does not exist.	An error occurred while opening the file. Make sure that the file exists in the specified path.
KAVX16053-E	The specified variable <i>environment-variable-name</i> already exists.	An error occurred because the specified value already exists. Make sure that the specified value is not duplicated.
KAVX16500-E	An attempt to register the job has failed.	An error occurred while registering the job due to one of the following reasons. <ol style="list-style-type: none"> <li>1. The scheduled time is invalid.</li> <li>2. The schedule configuration information could not be retrieved or is invalid.</li> <li>3. The schedule information could not be written.</li> <li>4. The task scheduler operation has failed.</li> <li>5. The number of registered jobs has exceeded the maximum value.</li> <li>6. The disk space is insufficient.</li> <li>7. The directory is either invalid or offline.</li> <li>8. The memory is insufficient.</li> <li>9. The user does not have the administrator permissions to carry out the operation.</li> <li>10. The command format is invalid.</li> <li>11. The configuration file (<i>init.conf</i>) information of Protection Manager could not be acquired.</li> <li>12. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Make sure that the scheduled time is for a time later than the current system time of the application server.</li> <li>2. Make sure that the schedule configuration file exists and the valid value is specified for all the required parameters. Also ensure that the user has the</li> </ol>

Message ID	Message Text	Description and Recommended Action
		<p>permission for accessing this file.</p> <ol style="list-style-type: none"> <li>3. Collect the maintenance information, and then contact your support center. Alternatively, wait, and then register again.</li> <li>4. Make sure that the Windows task scheduler is running.</li> <li>5. Make sure that the completed 'One time only' jobs and other jobs that are not required are deleted.</li> <li>6. Make sure that sufficient disk space is available.</li> <li>7. Make sure that valid directory name is specified in the configuration file (<code>init.conf</code>) and that the user has the permission for accessing the directory. Alternatively, make sure that the job operations are carried out only on the online virtual server.</li> <li>8. Make sure that sufficient memory is available by closing other applications.</li> <li>9. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>10. Collect the maintenance information, and then contact your support center.</li> <li>11. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make sure that the configuration file (<code>init.conf</code>) exists in "<i>Protection-Manager-Console-installation-destination</i>\conf\init.conf". Alternatively, make sure that the user has the permission for accessing the configuration file (<code>init.conf</code>).</li> <li>12. Make sure that the required parameters are specified in the configuration file (<code>init.conf</code>). Alternatively, make sure that the values of the parameters specified in the configuration file (<code>init.conf</code>) are valid.</li> </ol>

Message ID	Message Text	Description and Recommended Action
KAVX16501-E	An attempt to display the Backup Job View has failed.	<p>An error occurred while displaying the backup job view due to one of the following reasons.</p> <ol style="list-style-type: none"> <li>1. The schedule configuration information could not be acquired or is invalid.</li> <li>2. The schedule information could not be acquired.</li> <li>3. The directory is either invalid or offline.</li> <li>4. The user does not have the administrator permissions to carry out the operation.</li> <li>5. The task scheduler operation has failed.</li> <li>6. The memory is insufficient.</li> <li>7. The command format is invalid.</li> <li>8. The configuration file (<i>init.conf</i>) information of Protection Manager could not be acquired.</li> <li>9. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that the schedule configuration file exists and the valid value is specified for all the required parameters. Also ensure that the user has the permission for accessing this file.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure that valid directory name is specified in the configuration file (<i>init.conf</i>) and that the user has the permission for accessing the directory. Alternatively, make sure that the job operations are carried out only on the online virtual server.</li> <li>4. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>5. Make sure that the Windows task scheduler is running.</li> <li>6. Make sure that sufficient memory is available by closing other applications.</li> <li>7. Collect the maintenance information, and then contact your support center.</li> <li>8. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-Console-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</li> <li>9. Make sure that the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure that the values of the parameters specified in the configuration file (<i>init.conf</i>) are valid.</li> </ol>

Message ID	Message Text	Description and Recommended Action
KAVX16502-E	An attempt to display the backup job results has failed.	<p>An error occurred while displaying the backup job results due to one of the following reasons.</p> <ol style="list-style-type: none"> <li>1. The schedule configuration information could not be acquired or is invalid.</li> <li>2. The schedule information could not be acquired.</li> <li>3. The job does not exist.</li> <li>4. The job execution result information could not be retrieved.</li> <li>5. The directory is either invalid or offline.</li> <li>6. The user does not have the administrator permissions to carry out the operation.</li> <li>7. The command format is invalid.</li> <li>8. The configuration file (<i>init.conf</i>) information of Protection Manager could not be acquired.</li> <li>9. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that the schedule configuration file exists and the valid value is specified for all the required parameters. Also ensure that the user has the permission for accessing this file.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure that the latest job information is available because the job might have been deleted by another user.</li> <li>4. Make sure that the job has been executed at least once. Alternatively, collect the maintenance information, and then contact your support center.</li> <li>5. Make sure that a valid directory name is specified in the configuration file (<i>init.conf</i>) and that the user has the permissions to access the directory. Alternatively, make sure that the job operations are carried out only on the online virtual server.</li> <li>6. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>7. Collect the maintenance information, and then contact your support center.</li> <li>8. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-Console-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</li> <li>9. Make sure that the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure that the values of the parameters specified in the configuration file (<i>init.conf</i>) are valid.</li> </ol>

Message ID	Message Text	Description and Recommended Action
KAVX16503-E	An attempt to display the backup job output has failed.	<p>An error occurred while displaying the backup job output. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The schedule configuration information could not be retrieved or is invalid.</li> <li>2. The schedule information could not be acquired.</li> <li>3. The job does not exist.</li> <li>4. The job execution result information could not be retrieved.</li> <li>5. The directory is either invalid or offline.</li> <li>6. The user does not have the administrator permissions to carry out the operation.</li> <li>7. The command format is invalid.</li> <li>8. The configuration file (<i>init.conf</i>) information of Protection Manager could not be acquired.</li> <li>9. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the schedule configuration file exists and a valid value is specified for each required parameter. Also ensure that the user has permission to access this file.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure the latest job information is available. (Another user might have deleted the job.)</li> <li>4. Make sure that the job has been executed at least once. Alternatively, collect the maintenance information, and then contact your support center.</li> <li>5. Make sure that a valid directory name is specified in the configuration file (<i>init.conf</i>) and that the user has the permissions to access the directory. Alternatively, make sure that the job operations are carried out only on the online virtual server.</li> <li>6. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>7. Collect the maintenance information, and then contact your support center.</li> <li>8. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-Console-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</li> <li>9. Make sure that the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure that the values of the parameters specified in the configuration file (<i>init.conf</i>) are valid.</li> </ol>
KAVX16504-E	An attempt to modify the backup job has failed.	<p>An error occurred while modifying the job. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The scheduled time is invalid.</li> <li>2. The schedule configuration information could not be</li> </ol>

Message ID	Message Text	Description and Recommended Action
		<p>acquired or is invalid.</p> <ol style="list-style-type: none"> <li>3. The schedule information could not be acquired.</li> <li>4. The task scheduler operation has failed.</li> <li>5. The job is currently under execution.</li> <li>6. The job is scheduled for 'One time only' and it has already been completed.</li> <li>7. The job does not exist.</li> <li>8. The schedule information could not be written.</li> <li>9. The directory is either invalid or offline.</li> <li>10. The memory is insufficient.</li> <li>11. The disk space is insufficient.</li> <li>12. The user does not have the administrator permissions to carry out the operation.</li> <li>13. The command format is invalid.</li> <li>14. The configuration file (<code>init.conf</code>) information of Protection Manager could not be acquired.</li> <li>15. The configuration file (<code>init.conf</code>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that the scheduled time is for a time later than the current system time of the application server.</li> <li>2. Make sure that the schedule configuration file exists and a valid value is specified for all the required parameters. Also ensure that the user has the permissions to access this file.</li> <li>3. Collect the maintenance information, and then contact your support center.</li> <li>4. Make sure that Windows task scheduler is running.</li> <li>5. Make sure that the execution of the job is complete and then modify the job.</li> <li>6. Make sure that a 'One time only' job cannot be modified.</li> <li>7. Make sure that the latest job information is available because the job might have been deleted by another user.</li> <li>8. Collect the maintenance information, and then contact your support center.</li> <li>9. Make sure that a valid directory name is specified in the configuration file (<code>init.conf</code>) and that the user has the permissions to access the directory. Alternatively, make sure that the job operations are carried out only on the online virtual server.</li> <li>10. Make sure that sufficient memory is available by closing other applications.</li> <li>11. Make sure that sufficient disk space is available.</li> <li>12. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>13. Collect the maintenance information, and then contact your support center.</li> <li>14. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make</li> </ol>

Message ID	Message Text	Description and Recommended Action
		<p>sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-Console-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</p> <p>15. Make sure that the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure that the values of the parameters specified in the configuration file (<i>init.conf</i>) are valid.</p>
KAVX16505-E	An attempt to delete the backup job has failed.	<p>An error occurred while deleting the job.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The schedule configuration information could not be acquired or is invalid.</li> <li>2. The schedule information could not be acquired.</li> <li>3. The task scheduler operation has failed.</li> <li>4. The job is currently under execution.</li> <li>5. The job does not exist.</li> <li>6. The directory is either invalid or offline.</li> <li>7. The memory is insufficient.</li> <li>8. The disk space is insufficient.</li> <li>9. The user does not have the administrator permissions to carry out the operation.</li> <li>10. The command format is invalid.</li> <li>11. The configuration file (<i>init.conf</i>) information of Protection Manager could not be acquired.</li> <li>12. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the schedule configuration file exists and a valid value is specified for each required parameter. Also ensure that the user has permission to access this file.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure the Windows task scheduler is running.</li> <li>4. Make sure the execution of the job is complete (then delete the job).</li> <li>5. Make sure the latest job information is available. (Another user might have deleted the job.)</li> <li>6. Make sure that a valid directory name is specified in the configuration file (<i>init.conf</i>) and that the user has the permissions to access the directory. Alternatively, make sure that the job operations are carried out only on the online virtual server.</li> <li>7. Make sure that sufficient memory is available by closing other applications.</li> <li>8. Make sure that sufficient disk space is available.</li> <li>9. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>10. Collect the maintenance information, and then contact your support center.</li> </ol>

Message ID	Message Text	Description and Recommended Action
		<p>11. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-Console-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</p> <p>12. Make sure that the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure that the values of the parameters specified in the configuration file (<i>init.conf</i>) are valid.</p>
KAVX16506-E	An attempt to run the backup job has failed.	<p>An error occurred while running the job.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The schedule configuration information could not be acquired or is invalid.</li> <li>2. The schedule information could not be acquired.</li> <li>3. The job is currently under execution.</li> <li>4. The job does not exist.</li> <li>5. The job execution result information could not be written.</li> <li>6. The memory is insufficient.</li> <li>7. The disk space is insufficient.</li> <li>8. The directory is either invalid or offline.</li> <li>9. The user does not have the administrator permissions to carry out the operation.</li> <li>10. The 'One time only' job has already been executed and cannot be run again.</li> <li>11. The schedule information and the task scheduler information does not match.</li> <li>12. The backup command has failed.</li> <li>13. The backup command specified for this job does not exist.</li> <li>14. The task scheduler operation has failed.</li> <li>15. The command format is invalid.</li> <li>16. The configuration file (<i>init.conf</i>) information of Protection Manager could not be acquired.</li> <li>17. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the schedule configuration file exists and a valid value is specified for each required parameter. Also ensure that the user has permission to access this file.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure the execution of the job is complete (then delete the job).</li> <li>4. Make sure that the latest job information is available. (Another user might have deleted the job.)</li> <li>5. Collect the maintenance information, and then contact your support center.</li> </ol>

Message ID	Message Text	Description and Recommended Action
		<ol style="list-style-type: none"> <li>6. Make sure that sufficient memory is available by closing other applications.</li> <li>7. Make sure that sufficient disk space is available.</li> <li>8. Make sure that a valid directory name is specified in the configuration file (<code>init.conf</code>) and that the user has the permissions to access the directory. Alternatively, make sure that job operations are carried out only on the online virtual server.</li> <li>9. Make sure that the user has the administrator permissions to carry out the operation.</li> <li>10. Make sure that a 'One time only' job is not executed before executing.</li> <li>11. Make sure to delete the job and create it again because the schedule information of this job is now incorrect and does not match with the task scheduler information.</li> <li>12. Refer to the <b>Job Output</b> in the Backup Job Result Details window and take necessary action based on the details.</li> <li>13. Make sure that the Protection Manager Copy Controller environment is installed correctly.</li> <li>14. Make sure that the Windows task scheduler is running.</li> <li>15. Collect the maintenance information, and then contact your support center.</li> <li>16. Make sure that the Protection Manager Copy Controller environment is installed correctly. Alternatively, make sure that the configuration file (<code>init.conf</code>) exists in "<code>Protection-Manager-Console-installation-destination\conf\init.conf</code>". Alternatively, make sure that the user has the permission for accessing the configuration file (<code>init.conf</code>).</li> <li>17. Make sure that the required parameters are specified in the configuration file (<code>init.conf</code>). Alternatively, make sure that the values of the parameters specified in the configuration file (<code>init.conf</code>) are valid.</li> </ol>
KAVX16507-I	If a backup is scheduled for the 29th, 30th, or 31st but the month does not contain that day, then the backup job will not be executed on the month.	<p>The 29th, 30th and 31st are not available in certain months.</p> <p>For months that do not have the 29th, 30th, or 31st, the backup job will not be executed.</p>
KAVX16508-E	An attempt to modify the backup job has failed due to incomplete modification of the schedule information.	<p>An error occurred while modifying a job for which the schedule information and the task scheduler information do not match.</p> <p>Delete the job and create it again because the schedule information of this job is incorrect and does not match the task scheduler information.</p>

Message ID	Message Text	Description and Recommended Action
KAVX16509-E	An attempt to acquire the status of the virtual server has failed.	<p>An error occurred while acquiring the status of the virtual server.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The configuration file (<i>init.conf</i>) information could not be acquired.</li> <li>2. The status could not be acquired due to an internal error.</li> <li>3. The user does not have the administrator permissions to carry out the operation.</li> <li>4. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that the Protection Manager Copy Controller is installed correctly. Alternatively, make sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure the user has the administrator permissions to carry out the operation.</li> <li>4. Make sure the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure the values of the parameters specified in the configuration file (<i>init.conf</i>) are correct.</li> </ol>

Message ID	Message Text	Description and Recommended Action
KAVX16510-E	An attempt to acquire the status of the virtual server has failed. Virtual server = <i>virtual-server-name</i> .	<p>An error occurred while acquiring the status of the virtual server.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The configuration file (<i>init.conf</i>) information could not be acquired.</li> <li>2. The status could not be acquired due to an internal error.</li> <li>3. The user does not have the administrator permissions to carry out the operation.</li> <li>4. The configuration file (<i>init.conf</i>) of Protection Manager is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following</p> <ol style="list-style-type: none"> <li>1. Make sure that the Protection Manager Copy Controller is installed correctly. Alternatively, make sure that the configuration file (<i>init.conf</i>) exists in "<i>Protection-Manager-installation-destination\conf\init.conf</i>". Alternatively, make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Make sure the user has the administrator permissions to carry out the operation.</li> <li>4. Make sure the required parameters are specified in the configuration file (<i>init.conf</i>). Alternatively, make sure the values of the parameters specified in the configuration file (<i>init.conf</i>) are correct.</li> </ol>
KAVX16511-E	The selected virtual server is currently offline.	<p>An error occurred because the selected virtual server is currently offline.</p> <p>Make sure to restart the Protection Manager Console again to get the current status of all the virtual servers.</p>
KAVX16512-I	An attempt to execute the backup job was successful.	The job was successfully executed using the <i>RunImmediate</i> option.
KAVX16513-E	The Application Instance does not exist for the registered backup job.	<p>An error occurred because an application instance that does not exist in the registered backup jobs has been set.</p> <p>Make sure that the application instance exists.</p>
KAVX16514-W	The Generation Name does not exist for the registered backup job.	<p>An error occurred because the generation name specified for the registered backup job does not exist.</p> <p>Make sure that the specified generation name exists.</p>
KAVX16515-W	The Source Database does not exist for the registered backup job.	<p>An error occurred because the database specified for the registered backup job does not exist.</p> <p>Make sure that the specified database exists.</p>
KAVX16516-W	The Source Storage Group does not exist for the registered backup job.	<p>An error occurred because the storage group specified for the registered backup job does not exist.</p> <p>Make sure that the specified storage group exists.</p>
KAVX16517-I	There is no registered backup job to display.	There are no registered backup jobs.
KAVX16518-E	The specified time is invalid.	<p>An error occurred because the specified time is invalid.</p> <p>Make sure that the specified time is valid.</p>

<b>Message ID</b>	<b>Message Text</b>	<b>Description and Recommended Action</b>
KAVX16519-E	The specified date is invalid.	An error occurred because the specified date is invalid. Make sure that the specified date is valid.

## 1.16 KAVX17000—KAVX17999

This section describes the Protection Manager Console messages, and the corrective actions you can take in response to the messages. This section covers the messages from KAVX17000 to KAVX17999.

**Table 1.17 KAVX 17000-17999**

Message ID	Message Text	Description and Recommended Action
KAVX17000-E	An attempt to acquire the configuration information has failed.	<p>An error occurred due to one of the following causes:</p> <ol style="list-style-type: none"> <li>1. A connection could not be established to the specified server.</li> <li>2. The configuration information could not be acquired due to an internal error.</li> <li>3. The Protection Manager service is not running.</li> </ol> <p>Take appropriate action based on the cause:</p> <ol style="list-style-type: none"> <li>1. Check whether a host with the specified host name exists.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Start the Protection Manager service.</li> </ol>
KAVX17001-E	Duplicate values were found in the input field for server names.	<p>An error occurred because the same server name is specified more than once for the database server or backup server.</p> <p>Make sure that the server name is specified only once for the database server or backup server.</p>
KAVX17002-E	The server name(s) are not specified.	<p>An error occurred because the <b>Check</b> button was clicked without any server name specified for the database server and backup server.</p> <p>Make sure that server name is specified for the database server and backup server.</p>
KAVX17003-E	The same server name is specified for the DB server and the BK server.	<p>An error occurred because the user entered the same server name in for the database server and backup server.</p> <p>Make sure that different server names are specified for the database server and backup server.</p>
KAVX17004-I	<p>Result of the configuration check:</p> <p>Result = result</p> <p>Server type = server type</p> <p>Server name = server name</p> <p>ID = message ID</p> <p>Message = message text</p> <p>Detail = detail</p> <p>Action = action</p>	

## 1.17 DRM-10000—DRM-19999

This section lists and describes the Protection Manager messages and provides recommended actions for the messages. This section covers the DRM-xxxxx messages.

**Table 1.18 DRM-10000—DRM-19999**

Message ID	Message Text	Description and Recommended Action
DRM-10000	An error occurred during exclusive processing.	An error occurred because another command was executing at the time of command execution even though exclusive processing (locking) was specified. Wait a while and then re-execute the command.
DRM-10001	The specified file is being used.	Since a file to be restored is being used, restore processing cannot continue. Wait a while, and then re-execute the command.
DRM-10002	An internal error occurred.	An unknown internal error occurred because the information in a dictionary map file or backup catalog has lost conformity or was damaged. Or, an unknown internal error occurred during execution of an OS system call. Check the Protection Manager operating environment using the following procedure: <ol style="list-style-type: none"> <li>1. Make sure that the RAID MANAGER instance that will communicate with the RAID MANAGER instance specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) has already started.</li> <li>2. Make sure that the instance number specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) is appropriate.</li> <li>3. Make sure that the RAID MANAGER configuration definition file (<code>horcmn.conf</code>) is correct.</li> </ol> If there is no problem in the Protection Manager operating environment, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center.
DRM-10003	An attempt to obtain a backup ID failed.	The system could not obtain a backup ID because the information in a dictionary map file or a backup catalog became mismatched or corrupted. Refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center. To recover, you must uninstall the Protection Manager program and then re-install it.
DRM-10004	The backup information associated with the specified backup ID does not exist.	During an operation such as restoration or displaying backup information, the backup information associated with the backup ID that was specified by the command did not exist. Specify the correct backup ID and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
DRM-10008	The pair status of the copy group is invalid.	<p>The command cannot be executed because the pair status of the copy group is invalid.</p> <p>Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The pair status of the copy group became invalid because a program other than a Protection Manager program changed the status of the paired volume.</li> <li>2. The user performed an invalid operation.</li> <li>3. An error occurred in the storage subsystem.</li> </ol> <p>Take one of the following actions:</p> <ol style="list-style-type: none"> <li>1. If a program other than a Protection Manager program changed the paired volume status, change the pair status of the copy group to PSUS by using the <code>pairsplit</code> command of RAID MANAGER, and then re-execute the command.</li> <li>2. If the user performed an invalid operation, restore backup data from the tape or take backup copies of the primary volume again to create correct secondary volume data. <ul style="list-style-type: none"> <li>To take backup copies, take one of the following actions: <ul style="list-style-type: none"> <li>▪ If all of the following three conditions are satisfied, change the pair status of the copy group to PAIR or PSUS by using the <code>paircreate</code> command of RAID MANAGER, and then execute the command: <ul style="list-style-type: none"> <li>- KAVX5106-E and KAVX5118-E are displayed at the same time.</li> <li>- The pair status displayed in KAVX5118-E is PAIR or PSUS.</li> <li>- The pair status of the copy group displayed in KAVX5106-E is SMPL.</li> </ul> </li> <li>▪ If all of the following three conditions are satisfied, change the pair status of the copy group to PSUS or SMPL by using the <code>pairsplit</code> command of RAID MANAGER, and then execute the command: <ul style="list-style-type: none"> <li>- KAVX5107-E and KAVX5118-E are displayed at the same time.</li> <li>- The pair status displayed in KAVX5118-E is PSUS or SMPL.</li> <li>- The pair status of the copy group displayed in KAVX5106-E is PAIR.</li> </ul> </li> </ul> </li> </ul> </li> <li>3. If an error occurred in the storage subsystem, examine the system log, check whether a message is displayed that indicates a target volume error, and then remove the cause of the error.</li> </ol>

Message ID	Message Text	Description and Recommended Action
DRM-10009	An attempt to resynchronize the copy group(s) failed.	<p>During backup or restore processing, the system failed to resynchronize the copy group(s).</p> <p>Refer to the RAID MANAGER log information and follow the directions in the RAID MANAGER manual to remove the error caused by the RAID MANAGER command failure, and then re-execute the Protection Manager command.</p> <p>The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following items in the <i>HiCommand Protection Manager User's Guide</i>:</p> <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
DRM-10010	RAID configuration information could not be obtained.	<p>A command of RAID MANAGER could not obtain the RAID configuration information.</p> <p>Refer to the RAID MANAGER log information and follow the directions in the RAID MANAGER manual to remove the error caused by the RAID MANAGER command failure, and then re-execute the Protection Manager command.</p> <p>The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following items in the <i>HiCommand Protection Manager User's Guide</i>:</p> <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
DRM-10011	A timeout error occurred.	<p>During backup or restore processing, a timeout error occurred because it took a long time to check the pair status of the copy group. If <code>KAVX5106-E</code> is displayed, you can obtain the error target copy group name and the current pair status from the displayed result.</p> <p>In the <i>HiCommand Protection Manager User's Guide</i>, see the explanation for retry count and retry interval settings for checking a pair status, and then reconfigure the retry count and retry interval. If <code>KAVX5119-E</code> is displayed, reset the value of the displayed parameter.</p>
DRM-10013	An attempt to obtain the installation path has failed.	<p>The system could not obtain the Protection Manager installation path because the Protection Manager program was not installed correctly in the Windows system.</p> <p>First uninstall the Protection Manager program, and then re-install it.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10014	The specified copy group does not exist.	<p>The copy group registered in the backup information did not exist at the time when the restore processing was performed.</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ If <code>KAVX5120-E</code> is displayed, the copy group of the displayed result is not defined in the current configuration.</li> <li>▪ If <code>KAVX5121-E</code> is displayed, no target copy group is defined in the current configuration.</li> </ul> <p>Make sure that the target copy group has been defined correctly by following the procedure below:</p> <ol style="list-style-type: none"> <li>1. Check the copy group registered in the backup information, by using the following commands: <ul style="list-style-type: none"> <li>▪ When the backup is of a file system: <code>drmfscat</code> command.</li> <li>▪ When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>▪ When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul> </li> <li>2. Check the current configuration by using the following commands: <ul style="list-style-type: none"> <li>▪ When the backup is of a file system: <code>drmfdisplay</code> command.</li> <li>▪ When the backup is of an SQL Server database: <code>drmsqldisplay</code> command.</li> <li>▪ When the backup is of an Exchange database: <code>drmexgdisplay</code> command.</li> </ul> </li> <li>3. If the copy group does not exist in the current configuration, check the RAID MANAGER configuration definition files and determine if the RAID MANAGER configuration definition is set correctly.</li> </ol>

Message ID	Message Text	Description and Recommended Action
DRM-10015	An attempt to obtain RAID information failed.	<p>The RAID configuration information could not be obtained when the dictionary map file was updated, or the backup server attempted to update the dictionary map file. If this message was output together with the <code>KAVX0272-E</code> message, it means that the configuration information could not be obtained on the backup server when executing the backup command with the <code>-svol_check</code> option specified.</p> <p>The backup server does not need to update the dictionary map file. If the database server outputs this message, check the following:</p> <ul style="list-style-type: none"> <li>▪ Refer to the RAID MANAGER log information to check whether the RAID MANAGER command has failed. If the RAID MANAGER command has failed, follow the directions in the RAID MANAGER manual to correct the RAID MANAGER configuration definition file (<code>horcmn.conf</code>) and remove the cause of the error, and then re-execute the Protection Manager command.</li> <li>▪ Make sure that configuration and settings for using Protection Manager are correct. For details on the configuration and settings, refer to the following items in the manual <i>HiCommand Protection Manager User's Guide</i>: <ul style="list-style-type: none"> <li>- System configuration and notes when using Protection Manager.</li> <li>- Volume configurations that Protection Manager can apply.</li> <li>- RAID MANAGER settings.</li> <li>- Settings for operations of Protection Manager.</li> <li>- Settings for linking Protection Manager with RAID MANAGER.</li> </ul> </li> <li>▪ In an environment using Hi-Copy or Cross-system Copy, check whether a pair has been created in error while the Hi-Copy or Cross-system Copy pair volume was online. For details, see the operational procedure in the RAID MANAGER manual.</li> <li>▪ If this message was output together with the <code>KAVX0272-E</code> message and the backup command was executed with the <code>-svol_check</code> option specified, check whether a message indicating abnormality was output to the event log of the backup server. Execute the command again after removing the error cause.</li> </ul>

Message ID	Message Text	Description and Recommended Action
DRM-10016	An attempt at mounting failed.	<p>During backup or restore processing, an attempt at mounting failed because the mount point directory did not exist or the disk had already been mounted. If <code>KAVX5122-E</code> is displayed, the displayed result indicates the incorrect logical volume.</p> <p>Check the Protection Manager operating environment by using the following procedure:</p> <ol style="list-style-type: none"> <li>1. Make sure that the RAID MANAGER instance that will communicate with the RAID MANAGER instance specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) has already started.</li> <li>2. Make sure that the instance number specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) is appropriate.</li> <li>3. Make sure that the RAID MANAGER configuration definition file (<code>horcm1.conf</code>) is correct.</li> </ol> <p>If there is no problem in the Protection Manager operating environment, make sure that the following are true:</p> <ul style="list-style-type: none"> <li>▪ During the backup/restore processing on the primary volume, neither the mount operation nor the tape backup/restore operation was executed on the secondary volume.</li> <li>▪ The <code>drmmount</code> command was not mistakenly executed on the primary volume.</li> <li>▪ The specification of the mount point directory is correct.</li> </ul> <p>If the setup of the mount point directory is correct, examine the system log and check whether there is any problem with the OS. See the notes on mounting, in the <i>HiCommand Protection Manager User's Guide</i>.</p>
DRM-10017	The specified path has already been mounted.	<p>Processing could not continue because the specified disk to be mounted was already mounted at the time of backup or restore processing.</p> <p>Unmount the disk that has been mounted, and then re-execute the command. If the same error still occurs, examine the system log and check whether there is any problem with the OS.</p>
DRM-10018	The specified path is invalid.	<p>The path name specified for backup with the <code>-target</code> option or <code>-f</code> option is invalid.</p> <p>Specify the correct path name and then re-execute the command.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10019	An attempt at unmounting failed.	<p>An attempt to unmount the disk failed during execution of backup or restore processing. If <code>KAVX5122-E</code> or <code>KAVX5123-E</code> is displayed, the displayed result indicates the incorrect logical volume. Check the Protection Manager operating environment by using the following procedure:</p> <ol style="list-style-type: none"> <li>1. Make sure that the RAID MANAGER instance that will communicate with the RAID MANAGER instance specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) has already started.</li> <li>2. Make sure that the instance number specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) is appropriate.</li> <li>3. Make sure that the RAID MANAGER configuration definition file (<code>horcmn.conf</code>) is correct.</li> <li>4. If this message is displayed when a backup or restore operation is being performed to the primary volume, and the cluster product is the VERITAS Cluster Server for Windows, make sure that the cluster information registered by using the <code>drmclusinit</code> command is set appropriately.</li> </ol> <p>If there is no problem in the Protection Manager operating environment, make sure that the following are true:</p> <ul style="list-style-type: none"> <li>▪ During the backup/restore processing on the primary volume, neither the mount operation nor the tape backup/restore operation was executed on the secondary volume.</li> <li>▪ No disk that is to be unmounted is being used.</li> <li>▪ The work directory used to execute the command is not on the disk that is to be unmounted.</li> </ul> <p>If the work directory exists on the disk to be unmounted, the disk cannot be unmounted.</p> <p>If the unmounting specification is correct, examine the system log and check whether there is any problem with the OS. See the notes on mounting, in the <i>HiCommand Protection Manager User's Guide</i>.</p>
DRM-10020	An attempt to generate a pair of the copy group failed.	<p>During backup or restore processing, the system failed to generate a pair of the copy group. If <code>KAVX5120-E</code> is displayed, the displayed result indicates the incorrect copy group.</p> <p>Refer to the RAID MANAGER log information and follow the directions in the RAID MANAGER manual to remove the error caused by the RAID MANAGER command failure, and then re-execute the Protection Manager command.</p> <p>The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following items in the <i>HiCommand Protection Manager User's Guide</i>:</p> <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>

Message ID	Message Text	Description and Recommended Action
DRM-10021	An attempt to resynchronize the pair of the copy group failed.	<p>During backup or restore processing, the system failed to resynchronize the pair of the copy group. If <code>KAVX5120-E</code> is displayed, the displayed result indicates the incorrect copy group.</p> <p>Refer to the RAID MANAGER log information and follow the directions in the RAID MANAGER manual to remove the error caused by the RAID MANAGER command failure, and then re-execute the Protection Manager command.</p> <p>The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following items in the <i>HiCommand Protection Manager User's Guide</i>:</p> <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
DRM-10022	An attempt to split the pair of the copy group failed.	<p>During backup or restore processing, the system failed to split the pair of the copy group. If <code>KAVX5120-E</code> is displayed, the displayed result indicates the incorrect copy group.</p> <p>Refer to the RAID MANAGER log information and follow the directions in the RAID MANAGER manual to remove the error caused by the RAID MANAGER command failure, and then re-execute the Protection Manager command.</p> <p>The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following items in the <i>HiCommand Protection Manager User's Guide</i>:</p> <ul style="list-style-type: none"> <li>▪ System configuration and notes when using Protection Manager.</li> <li>▪ Volume configurations that Protection Manager can apply.</li> <li>▪ RAID MANAGER settings.</li> <li>▪ Settings for operations of Protection Manager.</li> <li>▪ Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
DRM-10023	An attempt to reconfigure the disk information failed.	<p>During backup or restore processing, the system failed to reconfigure the logical volume manager's disk information.</p> <p>If the message is displayed during the mount/unmount or tape backup/tape restore processing of the secondary volume, determine if a processing using the secondary volume or a processing using a disk group including the secondary volume exists.</p> <p>If the message is displayed during the backup or restore processing between volumes, examine the Protection Manager operating environment by using the following procedure:</p> <ol style="list-style-type: none"> <li>1. If the physical disk volume used in the backup or store processing belonged in the <code>rootdg</code> disk group.</li> <li>2. If an error data on the logical volume manager was output in the trace log of the logical volume manager.</li> </ol> <p>If the physical disk belonged in the <code>rootdg</code> disk group, delete the physical disk subject to the backup or restore processing from the <code>rootdg</code> disk group.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10026	The status of the copy group could not be obtained.	<p>During backup or restore processing, the system could not obtain the status of the copy group. If <code>KAVX5120-E</code> is displayed, the displayed result indicates the incorrect copy group. The status of the copy group cannot be obtained when:</p> <ul style="list-style-type: none"> <li>The instance to be backed up has stopped.</li> <li>The copy group containing the object to be backed up is managed by multiple RAID MANAGER instances.</li> </ul> <p>Check the Protection Manager operating environment by using the following procedure:</p> <ol style="list-style-type: none"> <li>Make sure that the RAID MANAGER instance that will communicate with the RAID MANAGER instance specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) has already started.</li> <li>Make sure that the instance number specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) is appropriate.</li> <li>Make sure that the RAID MANAGER configuration definition file (<code>horcmn.conf</code>) is correct.</li> </ol> <p>When there is no problem in the operating environment of Protection Manager, check whether the setup of RAID MANAGER or definition file is correct. If the setup is correct, examine the log information of RAID MANAGER and check whether there is any problem.</p> <p>Depending on the reason that the pair status of the copy group cannot be obtained, take appropriate action from the following:</p> <ul style="list-style-type: none"> <li>Start the instance if the instance to be backed up has stopped.</li> <li>When the copy group containing the object to be backed up is managed by multiple RAID MANAGER instances, modify the contents of the definition file.</li> </ul>
DRM-10027	Two or more logical disks exist on one physical disk.	<p>Backup cannot be performed because there are two or more logical disks on the physical disk that has the logical disk corresponding to the mount point directory to be backed up.</p> <p>Use a logical volume manager to change the volume configuration.</p>
DRM-10028	The specified file or directory does not exist on the RAID device.	<p>The path name of a file or a directory that was specified with the <code>-target</code> option or <code>-f</code> option does not exist on the RAID device.</p> <p>Specify the path name on the RAID device and then re-execute the command.</p>
DRM-10031	Two or more mount points exist in the same copy group.	<p>Backup cannot be performed because there are two or more logical disks on the physical disk that has the logical disk corresponding to the mount point directory to be backed up.</p> <p>Use a logical volume manager to change the volume configuration to a configuration allowing backup.</p>
DRM-10032	The specified file or directory is not backed up.	<p>A file or directory path name specified with the <code>-target</code> option or <code>-f</code> option at the time of execution of a restore command is invalid.</p> <p>Check the backup file or directory, specify a correct path name, and then re-execute the restore command.</p>
DRM-10033	The path of the specified file or directory is invalid.	<p>The path name of the file or directory specified with the <code>-target</code> option or <code>-f</code> option at the time of execution of a restore command was invalid.</p> <p>Check the specified file or directory for which backup was executed, and then re-execute the command.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10034	The file system associated with the specified instance is not mounted.	<p>The file system associated with the instance specified at the time of backup or restore processing was not mounted.</p> <p>Mount the file system to be backed up or restored, and then re-execute the command.</p>
DRM-10035	Primary volume(s) and secondary volume(s) are mixed in the same logical disk group.	<p>The primary volume(s) and the secondary volume(s) of the copy group are in one logical disk group.</p> <p>With this volume configuration, Protection Manager cannot perform backup or restore processing. Separate the primary volumes and the secondary volumes into other disk groups, and then re-execute the command.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10036	The object specified to be backed up cannot determine the backup destination secondary volume.	<p>This message is output when the copy group cannot be determined for one of the following reasons during a backup:</p> <p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>▪ When the cause in KAVX5124-E is DRM-10082: In the current configuration, no copy group is defined in the volume specified as the backup target.</li> <li>▪ When the cause in KAVX5124-E is DRM-10099: No available copy groups exist because the copy groups are locked.</li> <li>▪ When the cause in KAVX5124-E is DRM-10300: No selectable copy group is defined. Alternatively, only copy groups of an unsupported copy type are defined.</li> <li>▪ When the cause in KAVX5124-E is DRM-10301: The number of copy groups in the disk group differs for each physical disk.</li> </ul> <p>Depending on the cause, take appropriate action from the following:</p> <ul style="list-style-type: none"> <li>▪ When the cause in KAVX5124-E is DRM-10082: Use RAID MANAGER to define a copy group, and then re-execute the command.</li> <li>▪ When the cause in KAVX5124-E is DRM-10099: Execute the following command to check the copy group of the volume specified to be backed up, use the <code>drmcgctl</code> command to unlock the copy group, and then re-execute the command: <ul style="list-style-type: none"> <li>- When the backup is of a file system: <code>drmfssdisplay -cf</code></li> <li>- When the backup is of an SQL Server database: <code>drmsqldisplay -cf</code></li> <li>- When the backup is of an Exchange database: <code>drmexgdisplay -cf</code></li> </ul> </li> <li>▪ When the cause in KAVX5124-E is DRM-10300: Use RAID MANAGER to define a copy group, and then re-execute the command. Execute the following command to check whether the Protection Manager program supports the copy type, and then re-execute the command: <ul style="list-style-type: none"> <li>- When the backup is of a file system: <code>drmfssdisplay -cf</code></li> <li>- When the backup is of an SQL Server database: <code>drmsqldisplay -cf</code></li> <li>- When the backup is of an Exchange database: <code>drmexgdisplay -cf</code></li> </ul> </li> <li>▪ When the cause in KAVX5124-E is DRM-10301: Use RAID MANAGER to define a copy group, and then re-execute the command.</li> </ul>
DRM-10037	The name of mount point directory is too long.	The length of the specified mount-point-directory name exceeded 255 characters. This program can only handle mount-point-directory names of 255 or fewer characters.

Message ID	Message Text	Description and Recommended Action
DRM-10039	The secondary volumes to be processed are already mounted.	An attempt was made to perform backup or restoration, but the secondary volumes to be backed up or restored are already mounted. Unmount all secondary volumes to be backed up or restored.
DRM-10040	The cluster resource could not be placed offline.	In a cluster environment, an attempt to place the cluster resource offline has failed. Make sure of the following: <ul style="list-style-type: none"> <li>When the cluster product is the VERITAS Cluster Server for Windows. Check whether the cluster information registered by using the <code>drmclusinit</code> command is set correctly. If the OS is Windows Server 2003, check whether the startup type of the Windows Management Instrumentation service is <b>Disabled</b>. If it is <b>Disabled</b>, return it to <b>Manual</b> or <b>Automatic</b>, and then re-execute the command.</li> <li>When all cluster products are common Make sure that the cluster product is functioning normally.</li> </ul> If there is no problem, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center.
DRM-10041	The cluster resource could not be placed online.	In a cluster environment, an attempt to place the cluster resource online has failed. Make sure of the following: <ul style="list-style-type: none"> <li>When this message is displayed with <code>KAVX5137-E</code> Refer to the cause and action of <code>KAVX5137-E</code>.</li> <li>When the cluster product is the VERITAS Cluster Server for Windows. Check whether the cluster information registered by using the <code>drmclusinit</code> command is set correctly.</li> <li>When all cluster products are common. Make sure that the cluster product is functioning normally.</li> </ul> If there is no problem, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center.
DRM-10042	An attempt to execute the <code>chkdsk</code> command on the primary volume(s) failed.	In a cluster environment, an attempt to execute the <code>chkdsk</code> command on the primary volume(s) failed. Check the system logs to confirm whether a problem exists. If there is no problem, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center.
DRM-10043	An attempt to obtain the cluster information failed.	An attempt to check whether the specified mount point exists on the cluster server failed. Confirm that the cluster product is functioning normally. If there is no problem, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center.

Message ID	Message Text	Description and Recommended Action
DRM-10045	A cluster volume and a non-cluster volume exist in the same logical disk group.	<p>Within one logical disk group, volumes being managed by the cluster server are mixed with those that are not. Resynchronized restoration cannot be performed under this configuration.</p> <p>Decide whether all volumes existing in the logical disk group are to be managed by the cluster server or not, and execute the command.</p>
DRM-10047	An attempt to perform the resynchronize restoration failed.	<p>When the files to be restored were specified, some of the files to be backed up were not specified. If the <code>KAVX5125-E</code> message is displayed, unspecified file names and their disk group names are contained in the displayed result. The disk group names are displayed in the environment where the logical volume manager is installed. In the basic disk configuration, <code>-</code> is displayed for a disk group name.</p> <p>Specify all the files that were backed up when you specify the files to be restored, and then re-execute the command.</p>
DRM-10049	An attempt to synchronize the file system failed.	<p>Examine the system log and check whether error messages have been output for the file system.</p> <ul style="list-style-type: none"> <li>▪ When the cause in <code>KAVX5126-E</code> is <code>DRM-10302</code>: Processing to obtain the volume name based on the mount point name has failed.</li> <li>▪ When the cause in <code>KAVX5126-E</code> is <code>DRM-10303</code>: An attempt to flush the intermediate buffer of the file system has failed.</li> <li>▪ When the cause in <code>KAVX5126-E</code> is <code>DRM-10304</code>: An attempt to flush the intermediate buffer has failed.</li> </ul> <p>Examine the system log, check whether error messages have been output for the file system, and then remove the cause of the error.</p>
DRM-10050	The specified mount point is already mounted.	<p>A file system has already been mounted to the mount point managed as a cluster resource by the cluster management product. Therefore, you cannot perform restoration by disk resynchronization for the mount point.</p> <p>To perform restoration by disk resynchronization in a cluster environment, unmount the file system you want to restore, and then re-execute the command.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10052	An attempt to start Command Control Interface failed.	<p>An instance of RAID MANAGER could not be started.</p> <p>If <code>KAVX5127-E</code> is displayed, the displayed result indicates the number of the instance that could not be started. If the displayed instance number is <code>-</code>, an incorrect instance number was specified in the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>).</p> <p>Check the Protection Manager operating environment by using the following procedure:</p> <ol style="list-style-type: none"> <li>1. Make sure that the RAID MANAGER instance that will communicate with the RAID MANAGER instance specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) has already started.</li> <li>2. Make sure that the instance number specified by the <code>HORCMINST</code> parameter of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) is appropriate.</li> <li>3. Make sure that the RAID MANAGER configuration definition file (<code>horcm1.conf</code>) is correct.</li> </ol> <p>When there is no problem in the Protection Manager operating environment, examine the RAID MANAGER trace log and configuration definition files, and check whether the configuration definitions are correct.</p>
DRM-10053	An attempt to stop Command Control Interface failed.	<p>An instance of RAID MANAGER could not be stopped.</p> <p>If <code>KAVX5127-E</code> is displayed, the displayed result indicates the number of the instance that could not be stopped. Examine the RAID MANAGER trace log and check whether there is any problem.</p>
DRM-10054	The path configuration for the primary volume(s) and secondary volume(s) is invalid.	<p>This message is output when, in a multi-path configuration of the logical volume manager, the number of physical paths specified for the secondary volume(s) is greater than that of the primary volume(s).</p> <p>Set the physical paths for the secondary volume(s) in such a manner that they are equal to less than the number of physical paths for the primary volume(s).</p>
DRM-10055	An attempt to restore the volume group information failed.	<p>This message is output when the volume group information in the logical volume manager cannot be restored. The volume group cannot be recognized from the backup server because the management information about the volume group in the logical volume manager is rewritten.</p> <p>Use the logical volume manager on the backup server to register the management information about the volume group.</p>
DRM-10058	The system detected the same copy group(s).	<p>This message is output when different instances describe the same copy group name in the RAID MANAGER configuration definition file.</p> <p>Check whether the same copy group is configured in RAID MANAGER. If the same copy group exists, change the RAID MANAGER settings so as not to configure the same copy group, and then restart RAID MANAGER.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10059	An error occurred in the processing of the definition file (DEFAULT.dat) to link with the RAID management software.	<p>This message is output when the product has not been installed correctly and the RAID MANAGER-linkage definition file (DEFAULT.dat) was not found, or when there is an incorrect description in the RAID MANAGER-linkage definition file (DEFAULT.dat).</p> <p>Check whether the RAID MANAGER-linkage definition file (DEFAULT.dat) exists. If it does not exist, copy the DEFAULT.dat.model file (which should exist in the same directory as the one that should contain the DEFAULT.dat file) as DEFAULT.dat, and then correct the contents of the file. If the DEFAULT.dat.model file also does not exist, uninstall Protection Manager and then reinstall it.</p> <p>If the RAID MANAGER-linkage definition file (DEFAULT.dat) exists, check the contents of the file and try to access the file again. If the same error occurs, contact your support center.</p>
DRM-10061	The target copy group is managed by different Command Control Interface instance.	<p>The copy group to be backed up or restored needs to be managed in one RAID MANAGER instance.</p> <p>Check whether the setup of RAID MANAGER is correct, set up the correct instance, and then re-execute the command.</p>
DRM-10062	Two or more logical disks exist under the target mount point.	<p>The mount point directory contains a mount point that corresponds to another logical disk.</p> <p>Check the volume configuration.</p> <p>If KAVX5132-E is displayed, the displayed mount point is the highest-order mount point where the error occurred.</p> <p>For example, when an error occurs in the following cases:</p> <p style="padding-left: 40px;">If two mount points (E: and E:\mnt) exist, you cannot specify mount point E:. Change the configuration of the volumes to be backed up.</p>
DRM-10063	A secondary volume is being managed by the primary volume's host.	<p>The primary and secondary volumes of the copy group are managed by the same command executing host.</p> <p>Assign separate command executing hosts to the primary and secondary volumes, and then execute the command.</p>
DRM-10064	Two or more mount points exist on one physical disk.	<p>The mount point disk is mounted at another mount point.</p> <p>Check the volume configuration.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10065	The target volume's ldev or serial number is inconsistent between the backup information and the current configuration.	<p>The current configuration does not indicate the logical device or serial number of the volume subject to backup information processing. If <code>KAVX5128-E</code> is displayed, the displayed result indicates the LDEV number and the SERIAL number of the processing target volume registered in the backup catalog. The disk group name is displayed in the environment where logical volume manager is installed. In the basic disk configuration, <code>-</code> is displayed for a disk group name.</p> <p>Make sure that there is no change to the volume configuration during backup processing with the following procedure:</p> <ol style="list-style-type: none"> <li>Execute one of the following commands specifying the <code>-l</code> option, and then check the volume configuration at the time of the backup: <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul> </li> <li>Check the current volume configuration by using a method such as a RAID MANAGER command.</li> </ol> <p>If you are executing the restore operation forcibly, such as when the logical device number is changed by replacing a volume, execute the command with the <code>-force</code> option specified.</p>
DRM-10066	The character string of the target mount point exceeds the maximum number of characters.	<p>Processing cannot continue, because the name of the target mount point directory is too long.</p> <p>Check the length (number of characters) of the mount point directory name.</p>
DRM-10069	An attempt to acquire copy group information has failed.	<p>This message is output when an attempt to acquire copy group information by using the RAID MANAGER command fails.</p> <p>Refer to the RAID MANAGER log information and follow the directions in the RAID MANAGER manual to remove the error caused by the RAID MANAGER command failure, and then re-execute the Protection Manager command.</p> <p>The error might have been caused by the configuration or settings for execution of Protection Manager. Check the configuration and settings by referring to the following items in the <i>HiCommand Protection Manager User's Guide</i>:</p> <ul style="list-style-type: none"> <li>System configuration and notes when using Protection Manager.</li> <li>Volume configurations that Protection Manager can apply.</li> <li>RAID MANAGER settings.</li> <li>Settings for operations of Protection Manager.</li> <li>Settings for linking Protection Manager with RAID MANAGER.</li> </ul>
DRM-10070	A copy group for which a pair was not generated was specified when the dictionary map file was updated.	<p>This message is output when the copy group whose pair status is <code>SMPL</code> is backed up or resynchronized while the dictionary map file is being updated.</p> <p>Use the RAID MANAGER <code>pairresync</code> command to change the pair status to <code>PAIR</code>, and then update the dictionary map file.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10071	The pair status has been changed to the SMPL mode.	<p>This message is output when backup or resynchronization is performed for a copy group whose pair status is <code>SMPL</code>, without the <code>PAIR_CREATE=ENABLE</code> parameter being set in the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>).</p> <p>Perform one of the following operations:</p> <ul style="list-style-type: none"> <li>Delete the target pair logical volume definition from the RAID MANAGER configuration definition file (<code>horcmn.conf</code>).</li> <li>Update the dictionary map file with the <code>PAIR_CREATE=ENABLE</code> parameter set in the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>).</li> <li>Use the following operation to lock and remove the copy group from operations:  <pre>drmcgetl -copy_group copy-group-name -mode lock</pre> </li> </ul>
DRM-10073	The volume replication function of the specified copy group is not supported.	<p>The copy group is using a volume replication function that is not supported by the Protection Manager program. The copy type cannot be used for pair volumes of Hi-Copy / Cross-system Copy.</p> <p>Check the copy type of the copy group specified.</p> <p>If <code>KAVX5120-E</code> is displayed, the displayed result indicates the incorrect copy group.</p>
DRM-10074	The target volume is protected.	<p>This message is output when a command is executed with the data protection status set in the target volume.</p> <p>Check the access attribute of the volume by using the RAID MANAGER command, and then re-execute the command after canceling access restrictions.</p>
DRM-10075	The target copy group was not found.	<p>This message is output when the target copy group does not exist in the current configuration.</p> <p>Perform one of the following operations:</p> <ul style="list-style-type: none"> <li>When the VSS functionality is being used, check the RAID MANAGER instance number specified in the system environment variable <code>VSHTCHORCMINST_REMOTE</code>.</li> <li>Make sure that the target copy group has been defined in the RAID MANAGER settings.</li> <li>Check whether the instance number of the RAID MANAGER configuration definition file (<code>horcmn.conf</code>) where the target copy group is written is defined in the <code>HORCMINST</code> parameter of the RAID MANAGER configuration definition file (<code>DEFAULT.dat</code>).</li> </ul>
DRM-10076	An error occurred in the execution of a RAID management software command.	<p>This message is output if an error occurs when a RAID MANAGER command is being executed.</p> <p>Refer to the RAID MANAGER log, and check whether there are any problems.</p>
DRM-10077	RAID management software has not been started.	<p>This message is displayed when the target RAID MANAGER instance has stopped.</p> <p>Perform one of the following operations:</p> <ul style="list-style-type: none"> <li>Start the RAID MANAGER instance if the target RAID MANAGER instance has stopped.</li> <li>Start the RAID MANAGER instance if the RAID MANAGER instance has stopped on the database server.</li> <li>When the RAID MANAGER instance cannot start, refer to the RAID MANAGER log.</li> </ul>

Message ID	Message Text	Description and Recommended Action
DRM-10080	The volume to be processed as the primary volume is the secondary volume.	This message is displayed when a local volume in the target copy group has been changed to the secondary volume after updating the dictionary map file.  To set the target volume to the primary volume, see the <i>HiCommand Protection Manager User's Guide</i> .
DRM-10081	Copy groups that used different volume replication functions cannot be specified at the same time.	This message is output when the copy group using the volume replication function within the storage subsystem and the copy group using the volume replication function between storage subsystems are specified at the same time.  Correct the settings so that copy types of the copy group described in the copy-group list file are not simultaneously specified, and then re-execute the command.  To check the copy type, use the following command: <ul style="list-style-type: none"> <li>▪ When the resynchronization is of a file system: <code>drmfdisplay -cf</code></li> <li>▪ When the resynchronization is of an SQL Server database: <code>drmsqldisplay -cf</code></li> <li>▪ When the resynchronization is of an Exchange database: <code>drmexgdisplay -cf</code></li> </ul>
DRM-10082	The specified generation identification name is invalid.	The copy group with the specified generation identifier does not exist.  Check the generation identifier by executing the following commands, and then re-execute the command: <ul style="list-style-type: none"> <li>▪ When a file system is to be backed up: <code>drmfdisplay -cf</code></li> <li>▪ When an SQL Server database is to be backed up: <code>drmsqldisplay -cf</code></li> <li>▪ When an Exchange database is to be backed up: <code>drmexgdisplay -cf</code></li> </ul>
DRM-10083	An error occurred during preparatory processing that is required for linkage with RAID management software.	An error occurred during processing to read the RAID MANAGER-linkage definition file or the copy parameter definition file.  Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ When KAVX5100-E is output at the same time: The copy parameter definition file name that was specified in the <code>-pf</code> option is either incorrect or does not exist.</li> <li>▪ When KAVX5102-E is output at the same time: The parameter that was output to the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>) is not specified.</li> </ul> Depending on the cause, take appropriate action from the following: <ul style="list-style-type: none"> <li>▪ When KAVX5100-E is output at the same time: Check whether the copy parameter definition file specified in the <code>-pf</code> option exists, specify the correct copy parameter definition file name, and then re-execute the command.</li> <li>▪ When KAVX5102-E is output at the same time: Check the contents of the RAID MANAGER-linkage definition file (<code>DEFAULT.dat</code>), write the output parameter, and then re-execute the command.</li> </ul>

Message ID	Message Text	Description and Recommended Action
DRM-10084	An error occurred during copy group selection.	An error occurred with the selection of the copy group when backup was executed. Refer to the instructions of the previously output message to resolve the cause of the error, and then re-execute the command.
DRM-10085	An internal error occurred during registry information definition file processing.	Possible causes are as follows: <ul style="list-style-type: none"> <li>An attempt to read an internal file (registry information definition file) failed.</li> <li>The internal file (registry information definition file) was illegally destroyed or altered.</li> </ul> Re-install Protection Manager program. If the status does not recover, see the descriptions about trouble shooting in the <i>HiCommand Protection Manager User's Guide</i> , collect the relevant information, and then contact your support center.
DRM-10086	Failed to read the registry in order to acquire information on the software to be linked.	An attempt to read the registry for acquiring linkage software information has failed. Check whether the software product that links Protection Manager has been installed properly. If a registry problem is found, reinstall the OS.
DRM-10087	Detected multiple installation paths for the software to be linked.	Two or more installation paths with different versions were detected in the software that links Protection Manager. Software products that link Protection Manager might have different versions installed. Check the versions of the products currently installed. If multiple versions exist, uninstall the unused version. If a registry problem is found, reinstall the OS.
DRM-10088	An attempt to deport the disk group has failed.	This message is displayed when an attempt to deport a disk group managed by VxVM fails. If <code>KAVX5131-E</code> is displayed, the displayed result indicates the incorrect disk group. Check the status of the disk group by using the logical volume manager. If the status of the disk group cannot be confirmed as normal, re-create the disk group. Correct any disk group problems, import the disk group by using the logical volume manager, and then remount the logical volume. If this message is displayed during a backup or restore operation, and the cluster product is the VERITAS Cluster Server for Windows, make sure that the cluster information registered by using the <code>drmclusinit</code> command is correct.
DRM-10089	An attempt to import the disk group has failed.	This message is displayed when an attempt to deport a disk group managed by VxVM fails. If <code>KAVX5131-E</code> is displayed, the displayed result indicates the incorrect disk group. Check the status of the disk group by using the logical volume manager. If the status of the disk group cannot be confirmed as normal, re-create the disk group. Correct any disk group problems, import the disk group by using the logical volume manager, and then remount the logical volume.

Message ID	Message Text	Description and Recommended Action
DRM-10090	An attempt to acquire the logical volume from the physical disk has failed.	An attempt was made to acquire logical volume information by using the API of the OS from the physical disk, but it could not be acquired. If <code>KAVX5130-E</code> is displayed, the displayed result indicates the incorrect disk group. Use the logical volume manager to check whether the logical volume has been correctly defined on the physical disk. If the logical volume cannot be confirmed as normal, delete the logical volume, and then re-create and mount it.
DRM-10091	An attempt to rescan the physical disk has failed.	This message appears when an attempt to rescan physical disk information fails. Check whether VxVM and LDM are running normally. If they cannot be confirmed as running normally, reinstall VxVM or Windows OS.
DRM-10097	An attempt to execute the "diskpart" command has failed.	This message is output when an attempt to execute the <code>diskpart</code> command fails. Verify the contents of the system log, remove the cause of the unsuccessful <code>diskpart</code> command execution, and then re-execute the command.
DRM-10098	No specified copy group exists in the current configuration.	This message is output if the copy group in the backup catalog does not exist in the current configuration. A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
DRM-10099	An optional generation of the copy group cannot be specified.	This message is output when no usable copy group exists because copy groups are locked. A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
DRM-10100	The maximum number of files that the OS can open at one time was exceeded.	An attempt was made to open files that exceeded the maximum number that can be opened in the system. Redefine the OS kernel parameter to increase the maximum number of files that can be opened in the system.
DRM-10101	The dictionary map file is corrupted.	The dictionary map file is corrupted. Use the <code>drmdbsetup</code> utility to re-create the dictionary map file.
DRM-10102	The target record is locked.	A record to be updated was locked when the attempt was made to update the dictionary map file, so it has not updated. Wait a while, and then re-execute the command.
DRM-10103	The target file is locked.	The file to be updated was locked when the attempt was made to update the dictionary map file, so it has not updated. Wait a while, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
DRM-10104	No target record exists.	<p>A record to be referenced did not exist when the attempt was made to reference the dictionary map file, so it was not referenced.</p> <p>Refresh the contents of the dictionary map file by using following command. Execute the command as follows.</p> <ul style="list-style-type: none"> <li>▪ When the backup is of a file system: <code>drmfdisplay -refresh</code></li> <li>▪ When the backup is of an SQL Server database: <code>drmsqldisplay -refresh</code></li> <li>▪ When the backup is of an Exchange database: <code>drmexgdisplay -refresh</code></li> </ul>
DRM-10105	Memory is insufficient.	<p>Memory became insufficient when the command was executed.</p> <p>Increase available memory, and then re-execute the command.</p>
DRM-10106	An internal error occurred.	<p>During internal processing, an unknown internal error occurred when a system call was used.</p> <p>Refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i>, collect the necessary data, and then contact your support center.</p>
DRM-10107	The dictionary map file already exists.	<p>This message is output if the dictionary map file created during the previous installation still exists when you attempt to create a new dictionary map file in the specified directory by using the <code>drmdbsetup</code> utility.</p> <p>Delete the dictionary map file in the specified directory, and then re-create the dictionary map file by using the <code>drmdbsetup</code> utility.</p>
DRM-10108	The dictionary map file cannot be found.	<p>This message is output when the dictionary map file was deleted for some reason or the storage directory for a dictionary map file does not exist.</p> <p>Check the <code>DRM_HOSTNAME</code> environment variable and the contents of the <code>init.conf</code> environment settings file.</p> <p>Also, create a storage directory for a dictionary map file, and then use the <code>drmdbsetup</code> utility to create a dictionary map file.</p>
DRM-10109	Disk space is insufficient.	<p>Disk space was insufficient when the command was executed.</p> <p>Increase available disk space, and then re-execute the command.</p>
DRM-10110	You do not have access permission.	<p>The user is not authorized to execute the command.</p> <p>Re-execute the command with system administrator permissions.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10111	The specified copy group is already locked.	<p>The system tried to lock the specified copy group, but it was already locked.</p> <p>If this message is displayed during execution of the <code>drmmount</code> command, check the following:</p> <ol style="list-style-type: none"> <li>Whether execution of the <code>drmmount</code> command has completed for the same backup ID.</li> <li>Whether a completed <code>drmmount</code> command contains a copy group that includes a backup ID specified in a <code>drmmount</code> command for which an error was output.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>Execute the <code>drmmount</code> command for the backup ID from which this error occurred, and then re-execute the <code>drmmount</code> command.</li> <li>From a <code>drmmount</code> command that completed execution, find the item containing the copy group that includes the backup ID specified in the <code>drmmount</code> command for which an error was output. Execute the <code>drmmount</code> command with the corresponding backup ID, and then re-execute the <code>drmmount</code> command.</li> </ol>
DRM-10112	The specified copy group is not locked.	The system tried to unlock the copy group, but it was not locked.
DRM-10113	No usable copy group exists.	<p>Since all the copy groups were locked at the time of executing backup, a usable copy group did not exist.</p> <p>Unlock a copy group and then re-execute the backup command.</p>
DRM-10114	A system error occurred during operation on a temporary file.	<p>A system error occurred during operation on a temporary file.</p> <p>Check that memory and free disk space are sufficient. If they are, check the system log and confirm that no problems exist with the OS.</p>
DRM-10115	The backup data is already locked.	<p>The user attempted to execute a command on a locked copy group.</p> <p>Unlock the target copy group before the command is executed.</p>
DRM-10116	The dictionary map file is incorrect, but you lack permission to restore it.	<p>The user tried to execute a command to restore a corrupted dictionary map file, but the user had general user permissions only.</p> <p>Obtain system administrator permissions, and then re-execute the command to update the dictionary map file.</p>
DRM-10117	The backup ID for the backup to the tape could not be specified.	<p>This message is output when you attempt to lock a copy group by using the <code>drmcgetl</code> command for the backup ID to be displayed by the <code>drmtapecat</code> command.</p> <p>Specify the backup ID contained in any of the following commands as the backup ID to be specified in the <code>drmcgetl</code> command:</p> <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul>

Message ID	Message Text	Description and Recommended Action
DRM-10118	The version of the dictionary map file is incorrect.	During an upgrade of a Protection Manager program, the data format conflicts with the upgrade version because a previous version of the dictionary map file exists in the default storage directory or the directory specified in the <code>init.conf</code> file. Use the <code>drmdbconvert</code> command to convert data in the dictionary map file.  The default storage directory for the dictionary map file is as follows: <i>Protection-Manager-installation-destination\db</i>
DRM-10119	The virtual server name in the configuration file ( <code>init.conf</code> ) is invalid.	The virtual server name specified in the <code>DRM_DB_PATH</code> parameter in the configuration definition file ( <code>init.conf</code> ) does not match that defined in the <code>DRM_HOSTNAME</code> environment variable.  Check the virtual server name specified in the <code>DRM_DB_PATH</code> parameter in the configuration definition file ( <code>init.conf</code> ) and the virtual server name defined in the <code>DRM_HOSTNAME</code> environment variable.
DRM-10120	The virtual server name in the <code>DRM_HOSTNAME</code> environment variable or the configuration file ( <code>init.conf</code> ) is too long.	The virtual server name specified in the <code>DRM_DB_PATH</code> parameter in the configuration definition file ( <code>init.conf</code> ) or the virtual server name defined in the <code>DRM_HOSTNAME</code> environment variable is too long.  Check the virtual server name specified in the <code>DRM_DB_PATH</code> parameter in the configuration definition file ( <code>init.conf</code> ) and the virtual server name defined in the <code>DRM_HOSTNAME</code> environment variable.
DRM-10121	The specified directory name of the dictionary map file is invalid.	Possible causes are as follows: <ul style="list-style-type: none"> <li>• The directory name of the dictionary map file defined in the <code>DRM_DB_PATH</code> parameter in the configuration definition file (<code>init.conf</code>) is too long.</li> <li>• The directory name of the dictionary map file defined in the <code>DRM_DB_PATH</code> parameter in the configuration definition file (<code>init.conf</code>) is not an absolute path name.</li> </ul> Check the directory name of the dictionary map file specified in the <code>DRM_DB_PATH</code> parameter of the configuration file ( <code>init.conf</code> ).
DRM-10122	The specified copy group is a "remote copy" type, so it is not subject to processing.	This message is output when the <code>drmtapebackup</code> or <code>drmtaperestore</code> command is executed with a remote copy group specified.  Check the copy type of the copy group that was backed up using the backup catalog specified by the <code>drmtapebackup</code> or <code>drmtaperestore</code> command. The <code>drmtapebackup</code> and <code>drmtaperestore</code> commands perform processing only for the volume replication function in the storage subsystem.  To perform a backup to a tape or a restoration from a tape, for the copy group using a remote copy, use the <code>EX_DRM_TAPE_BACKUP</code> or <code>EX_DRM_TAPE_RESTORE</code> command.
DRM-10123	Data conversion is unnecessary, because the dictionary map file is the latest version.	This message is output when the <code>drmdbconvert</code> command is executed for a dictionary map with the most recent data structure.  You can perform a normal backup without using the <code>drmdbconvert</code> command to convert the data.

Message ID	Message Text	Description and Recommended Action
DRM-10124	A contradiction was detected in the dictionary map file.	This message is output when an attempt to operate the dictionary map file fails because an internal contradiction exists in the dictionary map file.  See the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> to recover the dictionary map file. If the error still occurs after recovering the dictionary map file, check the table name, processing, and error code output at the same time, collect all the required data, and then contact your support center.
DRM-10125	An unexpected error occurred in the processing of the dictionary map file.	This message is output when an attempt to operate the dictionary map file fails because an unexpected fatal error occurred.  See the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-10126	A system error occurred during operation of the dictionary map file.	This message is output when an attempt to operate the dictionary map file fails because an OS system error occurred.  Remove the cause of the system error based on the output OS error code, and then re-execute the command.  For the contents of system errors, causes, and actions to be taken, see the appropriate OS manual.
DRM-10300	An optional copy group is not defined.	This message is displayed when no copy group is defined for the volume specified for backup, or when only a copy group of an unsupported copy type is defined.  A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
DRM-10301	The number of generations of the backup destination is different.	This message is output when the number of copy groups differs for each physical disk.  A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
DRM-10302	An attempt to acquire volume name has failed.	This message is output when an attempt to acquire a volume name fails.  If the <code>KAVX0272-E</code> is not output, check the detailed message that is output after this message and indicates the cause of the <code>KAVX0006-E</code> message, and then take appropriate action.  If the <code>KAVX0272-E</code> message is output, check whether a message indicating abnormality was output to the event log of the backup server, and execute the command again after removing the error cause.
DRM-10303	An attempt at flush of the middle buffer of the file system has failed.	This message is output when an attempt to flush the intermediate buffer in the file system fails.  A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.
DRM-10304	An attempt to open a file has failed.	This message is output when an attempt to open a file fails.  A detailed message, output after this message, indicates the cause of the <code>KAVX0006-E</code> message. Check the detailed message, and then take appropriate action to remove the error.

Message ID	Message Text	Description and Recommended Action
DRM-10305	The mount point is different.	<p>This message is output when one or more logical volumes to be restored where mount points differ exist both in backup catalog information and in the current configuration.</p> <p>If <code>KAVX5129-E</code> is displayed, the displayed result indicates the incorrect disk group.</p> <p>Perform the following procedure to make sure that there is no change to the volume configuration during backup processing:</p> <ol style="list-style-type: none"> <li>Execute one of the following commands specifying the <code>-l</code> option, and then check the volume configuration at the time of the backup: <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul> </li> <li>Check the current volume configuration by using a method such as a RAID MANAGER command.</li> </ol>
DRM-10306	The number of physical disks is different.	<p>This message is output when the number of physical disks to be restored in backup catalog information differs from that in the current configuration.</p> <p>If <code>KAVX5129-E</code> is displayed, the displayed result indicates the incorrect disk group.</p> <p>Perform the following procedure to make sure that there is no change to the volume configuration during backup processing:</p> <ol style="list-style-type: none"> <li>Execute one of the following commands specifying the <code>-l</code> option, and then check the volume configuration at the time of the backup: <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul> </li> <li>Check the current volume configuration by using a method such as a RAID MANAGER command.</li> </ol>

Message ID	Message Text	Description and Recommended Action
DRM-10307	The number of volumes is different.	<p>This message is output when the number of volumes to be restored in backup catalog information differs from that in the current configuration.</p> <p>If <code>KAVX5129-E</code> is displayed, the displayed result indicates the incorrect disk group.</p> <p>Make sure that there is no change to the volume configuration during backup processing with the following procedure:</p> <ol style="list-style-type: none"> <li>Execute one of the following commands specifying the <code>-l</code> option, and then check the volume configuration at the time of the backup: <ul style="list-style-type: none"> <li>When the backup is of a file system: <code>drmfscat</code> command.</li> <li>When the backup is of an SQL Server database: <code>drmsqlcat</code> command.</li> <li>When the backup is of an Exchange database: <code>drmexgcat</code> command.</li> </ul> </li> <li>Check the current volume configuration by using a method such as a RAID MANAGER command.</li> </ol>
DRM-10308	An error occurred in an operation related to extended maintenance mode.	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>The status of the maintenance mode for the disk resource could not be obtained.</li> <li>The operated disk resource could not be changed to maintenance mode.</li> </ul> <p>Make sure of the following:</p> <ul style="list-style-type: none"> <li>The patch for using the MSCS extended maintenance mode is installed.</li> <li>The target disk resource is online.</li> <li>The host node owns the target disk resource.</li> </ul> <p>If no problems exist, check the table name, processing, and error code output at the same time, collect all the required data, and then contact your support center.</p>
DRM-10309	The target disk resource is not online.	<p>The status of the operated disk resource cannot be changed because the disk resource is not online.</p> <p>Check whether the operated disk resource is online.</p> <p>If the disk resource is not online, bring it online, and then re-execute the command.</p> <p>If this error occurs even when the target disk resource is online, check the table name, processing, and error code output at the same time, collect all the required data, and then contact your support center.</p>
DRM-10310	A timeout occurred while waiting for the disk resource status to change.	<p>The status of the maintenance mode for the disk resource did not change to the specified status, within the waiting period.</p> <p>In the environment settings file for Protection Products (<code>init.conf</code>), increase the values of <code>CLU_RETRY_TIME</code> and <code>CLU_RETRY_WAIT</code>, and then re-execute the command.</p>
DRM-10311	This version of Windows does not support partial restoration of cluster resources that are in an online state.	<p>The server's OS is not Windows Server 2003.</p> <p>Windows Server 2003 is needed to perform partial database restoration by VSS.</p> <p>In the environment settings file for Protection Products (<code>init.conf</code>), specify <code>CLU_VSS_RESTORE=OFFLINE</code>, and then re-execute the command.</p>

Message ID	Message Text	Description and Recommended Action
DRM-10312	An attempt to acquire OS version information has failed.	An attempt to acquire OS version information has failed. Based on the error code output to the trace log of the product, remove the problem preventing the version information from being obtained, and then re-execute the command.
DRM-10313	An attempt to re-set signature and volume layout information on the physical disk has failed.	An error occurred during processing to re-set the signature and volume layout information on the physical disk. Refer to the Release Notes and check whether the target volume is a disk supported by Protection Manager. If the target volume is supported, examine the system log and check whether error messages have been output for the target volume, and then remove the cause of the error.
DRM-10314	An attempt to acquire signature and volume layout information from the physical disk has failed.	An error occurred during the attempt to acquire the signature and volume layout information from the physical disk. Refer to the Release Notes and check whether the target volume is a disk supported by Protection Manager. If the target volume is supported, examine the system log and check whether error messages have been output for the target volume, and then remove the cause of the error.
DRM-10315	The status of the secondary volume is invalid.	Either of the following abnormalities was detected as a result of checking the secondary volume status: <ul style="list-style-type: none"> <li>▪ If KAVX5146-E was output at the same time The target secondary volume is mounted on the backup server.</li> <li>▪ If KAVX5147-E was output at the same time The secondary volume is not hidden.</li> <li>▪ If KAVX5151-E was output at the same time The pair status is incorrect. The secondary volume of the output copy group and the primary volume of another copy group have been set.</li> </ul> Take the following actions based on the message output at the same time. <ul style="list-style-type: none"> <li>▪ If the KAVX5146-E was output at the same time Unmount the output mount point on the backup server, and then re-execute the command. To unmount the volume mounted by using the <code>drmmount</code> command, use the <code>drmunmount</code> command.</li> <li>▪ If the KAVX5147-E was output at the same time If the output volume is mounted on the backup server, unmount it. Then, describe the <code>HORCMINST</code> and <code>DEVICE_DETACH=ENABLE</code> in the RAID MANAGER-linkage definition file, and then execute the <code>drmdevctl -detach</code> command. By this operation, volumes on the backup server are hidden. After this, re-execute the command.</li> <li>▪ If the KAVX5151-E was output at the same time Determine the copy group of the secondary volume from the output MU number, and then perform the pair-split processing.</li> </ul>
DRM-10316	An attempt to acquire the physical disk information from the logical volume has failed.	An attempt to acquire the physical disk information from the logical volume using the API provided by the OS has failed. See the system log to check whether a message indicating abnormality in the target physical disk is output, and then remove the error cause.

Message ID	Message Text	Description and Recommended Action
DRM-10317	An error occurred in the Protection Manager service.	An error occurred in the Protection Manager Service during the processing on the backup server. Fix the error based on the error message (KAVX5024-E) that was output at the same time, and then execute the command again.
DRM-10318	An attempt to connect to the Protection Manager service has failed.	An error occurred during communication processing with the Protection Manager Service. Fix the error based on the error message (KAVX0258-E or KAVX0269-E) that was output at the same time, and then execute the command again.
DRM-10319	An attempt to set an environment variable has failed.	An error occurred in the settings processing for the environment variable. Make sure the memory or disk space is sufficient. If there is enough memory and disk space, see the system log, and check whether the OS has an abnormality. If no abnormality is found, contact your support center.
DRM-10320	The mount command of the backup server ended with an error.	The mount command on the backup server terminated due to an error. Check whether the path name of the mount has been specified correctly. If the path name is correct, see the trace log file for the product or the system log file on the backup server, and check whether a problem exists. If no abnormality is found, contact your support center.
DRM-10321	The command was not executed because the backup ID of the backup server was locked.	Automatic import of the backup catalog failed because the backup ID of the backup server has already been locked. Check the following, and then take appropriate action based on the check result: <ul style="list-style-type: none"> <li>▪ Make sure another command is not running on the backup server. If another command is running, wait for that command to end, and then execute the command again.</li> <li>▪ Make sure the backup ID of the backup server is not locked. If the backup ID of the backup server is locked, unlock it, and then execute the command again.</li> </ul>
DRM-10405	The file name is too long.	The file path name specified with the <code>-target</code> option or <code>-f</code> option for backup exceeds 1,024 bytes. A file path name exceeding 1,024 bytes cannot be specified. Specify a correct file name by using less than 1,024 bytes.
DRM-10406	The process has reached the maximum number of files that can be opened.	The process has reached the maximum number of files that can be opened. Redefine the kernel parameter and increase the number of files that a process can open.
DRM-10407	The number of open files in the entire system has reached the maximum allowed limit.	The number of open files in the entire system has reached the maximum allowed limit. Redefine the kernel parameter to increase the number of files that the system can open.

Message ID	Message Text	Description and Recommended Action
DRM-10408	An attempt to access a file failed.	The system cannot access the file path because an invalid file name or invalid directory name was specified for backup or restore processing. Check whether the path name used in backup or restore processing is specified correctly. If the path name is correct, examine the Protection Manager trace log file and the system log, and check whether there is any problem.
DRM-10409	An attempt to generate a process failed.	When a command was executed, an attempt to generate an internal process failed. Make sure there is sufficient memory and disk space. If there are no problems with memory or disk capacity, examine the system log and check whether there are any problems in the OS.
DRM-10410	The host name could not be obtained.	During execution of a command to back up to tape, the host name that executes the command could not be obtained. Set up the system so that the name of the host that executes the command can be obtained correctly. Then, re-execute the command.
DRM-10411	The expiration period could not be set.	When executing the <code>drmtapebackup</code> command, the system could not set the expiration period, based on the number of days that the backup data is to be stored (previously specified in the <code>drmtapeinit</code> command). Re-execute the <code>drmtapeinit</code> command and reset the number of days that the backup data is to be stored, and then re-execute the <code>drmtapebackup</code> command.
DRM-10418	An indispensable item <i>item-name</i> is not specified.	This message is output when a required item is not specified in a user script. Specify all required items in the user script file.
DRM-10419	Line <i>line-number</i> : The required item " <i>item-name</i> " is not specified in the command definition section.	This message is output when a required item is not specified in the command definition section of a user script. Specify all required items in the user script file.
DRM-10420	Line <i>line-number</i> : The value of item " <i>item-name</i> " is not specified.	This message is output when no value is specified for an item in the user script. Set the value on the corresponding line of the user script file.
DRM-10421	Line <i>line-number</i> : The specified value cannot be used for item " <i>item-name</i> ".	This message is output when an illegal keyword is used for the value of an item in the user script. See the <i>HiCommand Protection Manager User's Guide</i> , check the values that can be used for the item, and then correct the corresponding line of the user script file.
DRM-10422	Line <i>line-number</i> : The specified value's length exceeded the limit for item " <i>item-name</i> ". The max. is <i>maximum-number-of-characters</i> characters.	This message is output when the value of an item in the user script file is too long. Edit the contents of the user script file: correct the corresponding line so that the number of characters in the value is less than or equal to the maximum.
DRM-10423	Line <i>line-number</i> : The specified value is not an integer, or is outside the range from <i>minimum-value</i> to <i>maximum-value</i> .	This message is output when the value of an item in the user script file is outside the valid range. Edit the contents of the user script file: correct the corresponding line so that the value is an integer within the displayed range.

Message ID	Message Text	Description and Recommended Action
DRM-10424	Line <i>line-number</i> : Item " <i>item-name</i> " cannot be specified more than once in the same file.	This message is output when an item that cannot be duplicated is specified more than once in the user script file. Edit the contents of the user script file: correct the corresponding line so that the item is not duplicated.
DRM-10425	Line <i>line-number</i> : Item " <i>item-name</i> " cannot be specified more than once in the same command definition section.	This message is output when an item that cannot be duplicated is specified more than once in the same command definition section of the user script file. Edit the contents of the command definition section of the user script file: correct the corresponding line so that the item is not duplicated.
DRM-10426	Line <i>line-number</i> : The item name or section name is invalid.	This message is output when either the specified item name or section name in the user script file is invalid. See the <i>HiCommand Protection Manager User's Guide</i> , check the values that can be set for the item name, and then correct the corresponding line of the user script file.
DRM-10427	Line <i>line-number</i> : Item " <i>item-name</i> " cannot be specified outside the user processing section.	This message is output when an item that cannot be specified before the user processing section of the user script file is specified in that section. Move the corresponding line of the user script file to within the user processing section of the user script file.
DRM-10428	Line <i>line-number</i> : Item " <i>item-name</i> " cannot be specified outside the command definition section.	This message is output when an item that cannot be specified outside of the command definition section of a user script file is specified in that section. Move the corresponding line of the user script file to within the command definition section of the user script file.
DRM-10429	Line <i>line-number</i> : Item " <i>item-name</i> " cannot be specified inside the user processing section.	This message is output when an item that cannot be specified outside of the command definition section of a user script file is specified in that section. Move the corresponding line of the user script file to within the command definition section of the user script file.
DRM-10430	Line <i>line-number</i> : The size of the specified line exceeded the limit. The max. is <i>maximum-number-of-bytes</i> bytes.	This message is output when a line whose length exceeds the maximum exists in the user script file. Correct the corresponding line in the user script file so that the number of characters is within the maximum length.
DRM-10431	The user script is too large.	This message is output when the user script is too large for processing. Delete some of the contents of the user script file.
DRM-10432	Line <i>line-number</i> , column <i>column-number</i> : Contains an invalid character.	This message is output when the user script file contains an invalid character code (anything less than 0x20, a line break, or a tab character). Edit the user script file contents: delete any invalid characters.
DRM-10433	An internal error occurred in the user script processing.	This message is output when an internal error occurs in the user script processing. Contact your support center.

Message ID	Message Text	Description and Recommended Action
DRM-10434	An error occurred in VSS.	This message is output when an error occurs in VSS. Check whether the startup type of the Volume Shadow Copy service is invalid. If it is invalid, return it to manual and then re-execute the command. If this message is displayed after returning the startup type to manual, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-10435	An error occurred in Virtual Disk Service.	This message is output when an error occurs in Virtual Disk Service. Check whether the startup type of the Virtual Disk Service is invalid. If it is invalid, return it to manual and then re-execute the command. If this message is displayed after returning the startup type to manual, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-10436	Line <i>line-number</i> : The value's format is invalid.	This message is output when the value's format is invalid. Possible causes are as follows: <ul style="list-style-type: none"> <li>The value's format of the <code>ENV</code> setting item is invalid (no equal sign exists, or the environment variable name is not specified).</li> </ul> Correct the corresponding line to the correct format.
DRM-10450	An attempt to transfer files to the FTP client has failed.	An attempt to transfer files to the FTP client has failed. Check the following items. <ul style="list-style-type: none"> <li>Ensure the FTP service in the FTP server is running normally.</li> <li>Determine if connection to the FTP server can be made properly with the specified user ID and password.</li> <li>When connection to the FTP server can be made, determine if a temporary directory for extended command on the FTP server and a backup catalog file subject to transfer exist.</li> </ul>
DRM-10451	An attempt to transfer files to the FTP server has failed.	An attempt to transfer files to the FTP server has failed. Check the following items. <ul style="list-style-type: none"> <li>Ensure the FTP service in the FTP server is running normally.</li> <li>Determine if connection to the FTP server can be made properly with the specified user ID and password.</li> <li>When connection to the FTP server can be made, determine if a temporary directory for extended command on the FTP server exists and if a file can be created.</li> </ul>
DRM-10452	The character string specified as the operation ID exceeds the maximum number of characters.	The operation ID, which was specified when the command was executed, exceeds the maximum number of characters allowed. Specify an operation ID within the limit.
DRM-10453	The specified file does not exist.	The file required by the executed extended command does not exist. Check that the specified file exists.
DRM-10454	An attempt to access the specified file failed.	An attempt to access the required file failed during the processing of the extended command. Check that the user has the proper permission for the target file and that there is sufficient memory and free disk space. If there is sufficient memory and free disk space, examine the system log and check if there is any problem with the operating system.

Message ID	Message Text	Description and Recommended Action
DRM-10455	An attempt to read the specified file failed.	An attempt to read the required file failed during the processing of the extended command Use a text editor to check that the specified definition file can be opened.
DRM-10456	An attempt to copy the specified file failed.	An error occurred when the file is copied. Check whether the file system capacity is full. If the file system capacity is not full, examine the system log and check whether there is any error message about the target file system. If the file system is normal, contact your support center.
DRM-10457	The content of the specified file is invalid.	The contents of the specified file are incorrect. Check that the contents of the file are correct.
DRM-10458	An attempt to generate a process failed.	Generation of an internal process failed during command execution. Check that there is sufficient memory and free disk space. If there is sufficient memory and free disk space, examine the system log and check if there is any problem with the operating system.
DRM-10459	An attempt to obtain the installation path failed.	Since the Protection Manager program is not installed correctly in the Windows system, the installation path of the program could not be obtained. Uninstall the program and then re-install it.
DRM-10460	An attempt to connect to the FTP server failed.	Connection to the FTP server was not possible. On the FTP server, check that the FTP service is running normally. Also make sure that you can use the specified ID and password to connect to the specified FTP server.
DRM-10461	An attempt to connect to database server failed.	Connection to the database server was impossible. On the database server, make sure that the service is running normally. Also make sure that you can connect to the database server by using the name of the user who is logged in and the password.
DRM-10462	An internal error occurred.	An unknown internal error occurred. Refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center.
DRM-10463	The target backup catalog file does not exist.	This message is output when the backup catalog file to be operated by executing the extended command cannot be found. Create or copy a backup catalog file to execute the extended command.
DRM-10464	An error occurred during database server processing.	This message is output if an error occurs during the database server processing. Make sure that the service is running on the database server. Also make sure that you can connect to the database server by using the name of the user who is logged in and the password.
DRM-10465	The assigned directory does not exist in the specified file.	This message is output when the specified directory does not exist on the host. Confirm that the specified directory exists.
DRM-10466	The assigned directory name is not an absolute path.	This message is output when the specified directory is not an absolute path. Use an absolute path to specify the directory name.

Message ID	Message Text	Description and Recommended Action
DRM-10467	The target file does not exist.	The file subject to the extended command operation could not be found. Use the following extended commands and create a file to operate: <ul style="list-style-type: none"> <li>▪ EX_DRM_BACKUPID_SET</li> <li>▪ EX_DRM_SQL_BACKUP (Protection Manager for SQL)</li> <li>▪ EX_DRM_TAPE_RESTORE</li> <li>▪ EX_DRM_DB_IMPORT</li> </ul>
DRM-10469	An attempt to write an internal file failed.	The file could not be written to during processing of the extension command. Check the file name that was output with this message, and make sure that the file is in a writable state and that no other program is accessing that file.
DRM-10470	The target SQL Server metafile does not exist.	The target SQL Server metafile executed by the extended command cannot be found. Create or copy the SQL Server metafile and then re-execute the extended command.
DRM-10471	The required initialization command has not been executed.	Either the necessary parameter registration command ( <code>drmsqlinit</code> ) was not executed before the extended command was executed, or the information created when the parameter registration command was executed is damaged. Execute the parameter registration command that is displayed in this message and then re-execute the extended command.
DRM-10505	An attempt to back up a control file failed.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ An attempt to create a directory to be used to store the backup files failed.</li> </ul> Examine the message displayed with this message and the system log, and check whether there is any problem in the system.
DRM-10506	An attempt to copy a control file failed.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ An attempt to create a directory to be used to store the backup files failed.</li> </ul> Examine the message displayed with this message, and the system log, and then check whether there is any problem in the system.
DRM-10507	An attempt to copy an initialization parameter file failed.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ An attempt to create a directory to be used to store the backup files failed.</li> </ul> Examine the message displayed with this message and the system log, and then check whether there is any problem in the system.
DRM-10515	An attempt to access the file <i>file-name</i> failed.	Registration of the configuration definition file failed. Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ There is not a directory that is to store the configuration definition file.</li> <li>▪ The same, registered file cannot be accessed.</li> </ul> Identify the cause of the error, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
DRM-10519	An internal error occurred.	During internal processing, an unknown internal error occurred when a system call was used.  Refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect the necessary data, and then contact your support center. To recover, you must uninstall the Protection Manager program and then re-install it.
DRM-10543	An attempt to back up a server parameter file has failed.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ Backup of a server parameter file failed during backup processing.</li> <li>▪ Creation of a directory to be used to store the backup files failed.</li> </ul> Check the message that is displayed together with this message and the system log to determine whether there is an error in the system.
DRM-10544	An attempt to open a memory file for archived redo log backup information has failed.	The system was unable to open or create a memory file for archived redo log backup information.  Check the message that is displayed together with this message and the system log to determine whether there is an error in the system.
DRM-10545	An attempt to read a memory file for archived redo log backup information has failed.	The system was unable to read the memory file for the archived redo log backup information.  Check the message that is displayed together with this message and the system log to determine whether there is an error in the system.
DRM-10546	An attempt to write a memory file for archived redo log backup information has failed.	The system was unable to write data in the memory file for the archived redo log backup information.  Check the message that is displayed together with this message and the system log to determine whether there is an error in the system.
DRM-10547	An attempt to close a memory file for archived redo log backup information has failed.	The system was unable to close the memory file for the archived redo log backup information.  Check the message that is displayed together with this message and the system log to determine whether there is an error in the system.
DRM-10561	An attempt to copy a server parameter file has failed.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ Copying of the server parameter file failed during backup or restore processing.</li> <li>▪ Creation of a directory to be used to store the backup files failed.</li> </ul> Check the message that is displayed together with this message and the system log to determine whether there is an error in the system.
DRM-11010	An internal error occurred.	An unexpected internal error occurred during command execution.  Check the error code and the details indicated in the message, refer to the SQL Server documentation, and then remove the cause of the error. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11011	The error was detected during execution of an SQL statement.	A message was returned from SQL Server during execution of an SQL statement.  Check the error code and the details indicated in the message, refer to the SQL Server documentation, and then remove the cause of the error. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.

Message ID	Message Text	Description and Recommended Action
DRM-11012	An error was detected during the processing to log on to SQL Server.	An unexpected internal error occurred during command execution. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11013	Logging on to SQL Server.	The above message was returned while logging on to SQL Server. Check the error code and the details indicated in the message, refer to the SQL Server documentation, and then remove the cause of the error. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11014	An error was detected during the processing to log off from the SQL Server.	An unexpected error occurred during the logoff process from SQL Server. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11015	Logging off from SQL Server.	The above message was returned while logging off from SQL Server. Check the error code and the details indicated in the message, refer to the SQL Server documentation, and then remove the cause of the error. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11016	An attempt to open a metafile failed.	An attempt to open a metafile failed while backup or restore processing was being performed for the SQL Server database. Check whether you have permission to read or write to the metafile. You can check the location of the metafile for backup by using the <code>drmsqlinit</code> command, and the location of the metafile for restoration by using the <code>drmsqlcat</code> command.
DRM-11017	A timeout error occurred.	A timeout error occurred during VDI metafile creation by using the <code>drmsqlbackup</code> command. Alternatively, the VDI metafile application that was performed by using the <code>drmsqlrestore</code> command took a long time. A transaction log for an application other than HiCommand Protection Manager may have been undergoing backup while the <code>drmsqlbackup</code> command was executing. Check the status of the SQL Server, and then re-execute the command. If the same message is displayed repeatedly, check and reset the timeout value by using the <code>drmsqlinit</code> command.
DRM-11018	The user lacks appropriate permission to execute SQL statements.	A user who does not have permission to execute SQL statements attempted to execute a statement. Make sure that the user has the appropriate permissions, and then re-execute the command.
DRM-11019	An attempt to start SQL Server has failed.	This message is output when an attempt to start SQL server fails. Examine the Windows event log and then remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.

Message ID	Message Text	Description and Recommended Action
DRM-11020	An attempt to operate the virtual device interface has failed.	This message is output when an attempt to operate a virtual device interface fails.  Examine the Windows event log and then remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-11021	An attempt to gather information from SQL Server has failed.	This message is output when an attempt to gather SQL server information fails.  A message was returned from SQL Server during execution of an SQL statement. Check the error code and the details indicated in the message, see the SQL Server documentation, and then remove the cause of the error. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11022	An attempt to allocate the object and check the structural consistency has failed.	This message is output when an attempt to allocate an object and check the structural consistency fails.  A message was returned from SQL Server during execution of an SQL statement. Check the error code and the details indicated in the message, see the SQL Server documentation, and then remove the cause of the error. Collect the SQL Server error log and the Windows event log as required, and then check the status of the OS or the SQL Server. If you cannot detect any problems, contact your support center.
DRM-11100	The specified database is offline.	The specified database is offline, so backup processing cannot be executed.  Place the database online or exclude the database where the error occurred from command targets.
DRM-11101	The specified database is currently restored.	The specified database has been restored, but not recovered.  If the <code>drmsqlbackup</code> command or <code>drmsqllogbackup</code> command was used, recover the target database and then re-execute the command. If the <code>drmsqlrestore</code> command was used, recover or delete the target database and then re-execute this command.
DRM-11102	The specified database is being recovered.	The specified database is currently being recovered and cannot be used in the query.  Wait a short while, and then re-execute the command.
DRM-11103	The specified database is suspect.	The database could not be recovered.  Check the status of the target database, and then re-execute the command.  If you cannot restore the database status to either of the following statuses, start processing from restoration: <ul style="list-style-type: none"> <li>▪ At backup or transaction log backup: Online.</li> <li>▪ At recovery: Being read or read-only.</li> </ul>
DRM-11104	The file name of the specified database could not be found.	For some reason, the file name of the specified database could not be found.  For example, backup might have been performed with an unknown database owner.  To continue, check the status of the database.
DRM-11105	The attribute of the specified database is read-only.	Check the status of the target database, and then re-execute the command.

Message ID	Message Text	Description and Recommended Action
DRM-11107	The specified database information could not be obtained.	This message is output if the information for the target database could not be obtained. Collect the SQL Server error log and Windows event log, check the OS status and SQL Server status, and then contact your support center.
DRM-11109	The specified database is in standby mode.	This message is output when the specified database is in the standby mode. Execute the <code>drmsqlrecover</code> command without specifying the <code>-undo</code> option to recover the database.
DRM-11112	Automatic recovery did not finish.	This message is output when automatic restoration does not finish within a certain time. Change the values of <code>SVC_RETRY_TIME</code> and <code>SVC_RETRY_WAIT</code> in the <code>init.conf</code> file, and then re-execute the command.
DRM-11113	The DATABASEPROPERTY function detected an invalid return code.	This message is output when an invalid value is detected during database status acquisition. Collect the SQL Server error log and the Windows event log, check the status of the OS and SQL server, and then contact your support center.
DRM-11500	Exchange Server information could not be acquired.	Exchange Server information could not be obtained when the user executed a command. Check the settings for Exchange Server. If the settings are incorrect, check that the service used to start Exchange Server is running.
DRM-11501	The system has been returned to pre-failure status.	Since an attempt to perform restore processing has failed, the following files have been returned to their previous statuses: <ul style="list-style-type: none"> <li>▪ Data files (*.edb or *.stm).</li> <li>▪ Transaction log files (*.log).</li> <li>▪ Check point files (*.chk).</li> </ul> Remove the cause of the error, and re-execute the restore command.
DRM-11502	Mounting cannot take place, since a database inconsistency exists.	Restore processing has failed because an inconsistency exists in the database. Remove the cause of the error, and then re-execute the restore command.
DRM-11503	An attempt to execute the ESEUTIL command failed.	An error occurred when an attempt was made to check the compatibility of the database. Remove the cause of the error, and then re-execute the command.
DRM-11504	An internal error occurred.	Refer to the documentation for Exchange Server and correct the error according to the error code and detailed message that appear with this message. You may have to check the statuses of the OS and Exchange Server in the Windows event log as required. If there is no problem in the OS or Exchange Server, contact your support center.

Message ID	Message Text	Description and Recommended Action
DRM-11505	An error occurred during the Information Store Service processing.	<p>This can be due to any of the following:</p> <ul style="list-style-type: none"> <li>▪ The Information Store Service is not functioning properly.</li> <li>▪ A timeout occurred during an Information Store Service status change.</li> <li>▪ An unexpected status was entered because an external operation was performed on the Information Store Service while the command was executed.</li> <li>▪ In a cluster environment, even though the information store of the cluster resource was online, the Information Store Service was not running.</li> </ul> <p>See the Exchange Server documentation, and check whether the Information Store Service is operating properly.</p> <p>If the message DRM-11508 is output as the cause, adjust the values of the <code>SVC_RETRY_TIME</code> or <code>SVC_RETRY_WAIT</code> field in the <code>init.conf</code> file. If another cause is indicated, check as indicated.</p>
DRM-11506	An attempt to start the Information Store Service has failed.	<p>This message is output when an attempt to start the Information Store Service fails.</p> <p>Make sure that the Information Store Service is running correctly.</p> <p>If the message DRM-11508 is output as the cause, adjust the values of the <code>SVC_RETRY_TIME</code> or <code>SVC_RETRY_WAIT</code> field in the <code>init.conf</code> file. If another cause is indicated, check as indicated.</p>
DRM-11507	An exception occurred with the status of the Information Store Service.	<p>This can be due to any of the following:</p> <ul style="list-style-type: none"> <li>▪ An unexpected status was entered because an external operation was performed on the Information Store Service while the command was executed.</li> <li>▪ In a cluster environment, even though the information store of the cluster resource was online, the Information Store Service was not running.</li> </ul> <p>Make sure that no external operations are performed on the Information Store Service while the command is executing. Also, make sure that the Information Store Service is running when the information store of the cluster resource is online.</p>
DRM-11508	A timeout occurred.	<p>This message is output when a timeout occurs.</p> <p>Check the other message output at the same time, and act accordingly.</p>
DRM-11509	The ESEUTIL command returned the error.	<p>An error occurred when a check for the database compatibility was executed.</p> <p>Remove the cause of the error, and then re-execute the command.</p>
DRM-11602	An internal error occurred.	<p>An unknown internal error occurred.</p> <p>Refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i>, collect the necessary data, and then contact your support center.</p>
DRM-11603	An attempt to generate the object has failed.	<p>An attempt to generate an object has failed.</p> <p>Examine the system log to check whether there is a problem in the OS.</p>

Message ID	Message Text	Description and Recommended Action
DRM-12500	An attempt to access the remote directory has failed.	An attempt to access the remote directory on the FTP server has failed. See the message that is displayed with this message, and make sure of the following: <ul style="list-style-type: none"> <li>▪ That the user ID and password are correct.</li> <li>▪ That the FTP service is running.</li> <li>▪ That the target directory exists.</li> <li>▪ That the target directory or file have sufficient write permission.</li> </ul>
DRM-12501	The user does not have execution permission for the file.	Command execution failed because there is no execution permission for the command. Make sure that the specified file is executable and the user has permission to execute the specified file.
DRM-12502	The target backup catalog file does not exist on the FTP server.	The target backup catalog file was not found in the specified directory on the FTP server. Make sure that the target backup catalog file exists in the FTP server. If it does not exist, create or copy the backup catalog file and then re-execute the command.
DRM-12503	The target file does not exist.	The temporary directory for the extended command was not found. Execute the check tool for operation definition files, and then re-execute the command.
DRM-12504	An error occurred during Active Directory processing.	The system could not connect to the domain controller. Determine if you can establish connection to the domain controller using the logon user name and password. Alternatively, determine if the domain controller, the DNS service, and the network are operating properly. If required, collect event log information from the server that runs this program, the domain controller, and the DNS service, and check the operating system status.
DRM-14000	An attempt to start the service has failed.	This message is output when an attempt to start a service fails. Refer to the OS error code displayed with this message and the Windows event log to remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-14001	An attempt to stop the service has failed.	This message is output when an attempt to stop a service fails. Refer to the OS error code displayed with this message and the Windows event log to remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-14002	The service control manager could not be opened.	This message is output when an attempt to open the service control manager fails. Refer to the OS error code displayed with this message and the Windows event log to remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.

Message ID	Message Text	Description and Recommended Action
DRM-14003	An attempt to acquire information on the service has failed.	This message is output when an attempt to acquire information on the service fails.  Refer to the OS error code displayed with this message and the Windows event log to remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-14004	An attempt to generate the thread has failed.	This message is output when an attempt to generate a thread fails.  Refer to the OS error code displayed with this message and the Windows event log to remove the cause of the error. If the same message reappears after removing the cause of the error, refer to the troubleshooting explanation in the <i>HiCommand Protection Manager User's Guide</i> , collect all the required data, and then contact your support center.
DRM-14005	The -s option is required to execute a backup server user script.	The <code>-s</code> option was not specified when the user script was executed at the remote site.  If the user script is executed at the remote site, specify the host name by the <code>-s</code> option.
DRM-14100	The schedule map file does not exist. File = <i>file-name</i>	An error occurred because the schedule map file cannot be found.  Check that the schedule map file is located in the path specified in the schedule configuration file.
DRM-14101	The schedule map file cannot be accessed. File = <i>file-name</i>	The possible causes are as follows:  1. The user does not have the permissions to access the schedule map file. 2. The schedule map file is being used by other processing.  Depending on the cause, take appropriate action from the following:  1. Make sure that the user has the permissions to access the schedule map file. 2. Make sure that the schedule map file is not being used by other processing.
DRM-14102	The configuration file does not exist. File = <i>file-name</i>	An error occurred because the configuration file cannot be found.  Check the followings. <ul style="list-style-type: none"><li>▪ Make sure that the configuration file name is correct.</li><li>▪ Make sure that the configuration file exists under the "<i>Protection-Manager-Console-installation-destination</i>\conf" directory.</li></ul>
DRM-14103	The configuration file cannot be accessed. File = <i>file-name</i>	Possible causes of the error are as follows.  1. The user does not have the permissions to access the configuration file. 2. The configuration file is being used by other processing.  Depending on the cause, take appropriate action from the following:  1. Make sure that the user has the permissions to access the configuration file. 2. Make sure that the configuration file is not being used by other processing.
DRM-14104	The execution log file does not exist. File = <i>file-name</i>	An error occurred because the execution log file cannot be found.  Make sure that the execution log file path is specified correctly in the schedule configuration file.

Message ID	Message Text	Description and Recommended Action
DRM-14105	The execution log file cannot be accessed. File = <i>file-name</i>	<p>Possible causes of the error are as follows.</p> <ol style="list-style-type: none"> <li>1. The user does not have the permissions to access the execution log file.</li> <li>2. The execution log file is being used by other processing.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that the user has the permissions to access the execution log file.</li> <li>2. Make sure that the execution log file is not being used by other processing.</li> </ol>
DRM-14106	The configuration information is invalid. File = <i>file-name</i>	<p>Possible causes of the error are as follows.</p> <ol style="list-style-type: none"> <li>1. A required parameter is missing in the configuration file.</li> <li>2. A value of a parameter specified in the configuration file is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that required parameters are specified in the configuration file.</li> <li>2. Make sure that the values of parameters specified in the configuration file are valid.</li> </ol>
DRM-14107	A job is currently executing.	<p>An error occurred because job modification or job deletion is not possible when a job is currently executing.</p> <p>Make sure that a job is not executing while a job modification or job deletion is being performed.</p>
DRM-14108	Task Scheduler has not been executed.	<p>An error occurred because the Windows task scheduler is not running.</p> <p>Make sure that Windows task scheduler service has started.</p>
DRM-14109	The Schedule map file is empty.	<p>There is no record in the schedule map file.</p> <p>Job information will only be displayed if a record exists in the schedule map file.</p>
DRM-14110	One time only job can be executed only once.	<p>An error occurred because it is not possible to execute a 'One time only' job more than once.</p> <p>Make sure that a 'One time only' job is not executed more than once.</p>
DRM-14111	Another task has already been registered using the same task name.	<p>An error occurred because another task with the same task name is already registered in the Windows task scheduler.</p> <p>Wait, and then register again.</p>
DRM-14112	The job does not exist in the schedule map file. Job id = <i>job id</i> Hostname = <i>host-name</i>	<p>An error occurred because the job has already been deleted by another user.</p> <p>Make sure to retrieve the latest job information from the schedule map file.</p>
DRM-14113	The job execution result does not exist. Job id = <i>job id</i> Hostname = <i>host-name</i>	<p>An error occurred because the job execution result has already been deleted from the execution log file by another user.</p> <p>Make sure to retrieve the latest job information from the execution log file.</p>
DRM-14114	The hostname specified in the command line does not exist. Hostname = <i>host-name</i>	<p>An error occurred because the specified host name cannot be found in the <code>init.conf</code> configuration file.</p> <p>Make sure to specify the valid host name.</p>

Message ID	Message Text	Description and Recommended Action
DRM-14115	A required parameter has not been specified in the schedule configuration file. Parameter = <i>parameter-name</i>	An error occurred because the required parameter is not specified in the schedule configuration file. Make sure to specify the required parameter in the schedule configuration file.
DRM-14116	The values for the parameters are invalid in the schedule configuration file. Parameter = <i>parameter-name</i>	An error occurred because a value of a parameter specified in the schedule configuration file is invalid. Make sure to specify valid values for all the parameters in the schedule configuration file.
DRM-14117	The directory is either invalid or cannot be accessed. Path = <i>directory-path</i>	Possible causes of the error are as follows. <ol style="list-style-type: none"> <li>1. The directory name specified in the schedule configuration file is invalid.</li> <li>2. The Protection Manager Copy Controller environment might not be fully prepared.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Make sure that a valid directory name is specified in the schedule configuration file and that the user has the permissions to access the directory.</li> <li>2. Make sure that the Protection Manager Copy Controller environment is installed correctly.</li> </ol>
DRM-14118	The directory is either invalid or offline. Path = <i>directory-path</i>	Possible causes of the error are as follows. <ol style="list-style-type: none"> <li>1. The directory name specified in the schedule configuration file is invalid.</li> <li>2. The disk is in a cluster configuration and is currently offline.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Make sure that a valid directory name is specified in the schedule configuration file and that the user has the permissions to access the directory.</li> <li>2. Make sure that the job operations are carried out only on the online virtual server.</li> </ol>
DRM-14119	The same command line option is specified more than once. Option = <i>command-line-option</i>	An error occurred because the same command line option is specified more than once. Make sure that each command line option is specified only once.
DRM-14120	A required command line option has not been specified. Option = <i>command-line-option</i>	An error occurred because a required command line option is missing. Make sure to specify all the required command line options. Execute 'drmjobsch -h' to acquire the correct usage details.
DRM-14121	The number of arguments specified on the command line exceeds the required number of arguments. Command = <i>command</i>	An error occurred because the specified number of arguments in the command line is more than the required number of arguments. Make sure to specify the correct number of arguments in the command line.
DRM-14122	The specified command line option is invalid. Option = <i>command-line-option</i>	An error occurred because the specified command line option is invalid. Make sure to specify the correct command line options. Execute 'drmjobsch -h' to acquire the correct usage details.
DRM-14123	The value specified for the command line option is invalid. Option = <i>command-line-option</i>	An error occurred because the value specified for the command line option is invalid. Make sure to specify the correct value for all the command line options.

Message ID	Message Text	Description and Recommended Action
DRM-14124	A value required for a command line option is missing. Command = <i>command-line-option</i>	An error occurred because no value is specified for the command line option. Make sure to specify a value for all command line options.
DRM-14125	The number of registered jobs has exceeded the maximum.	An error occurred during job registration because the number of registered jobs has already reached the maximum value. Make sure that the completed 'One time only' jobs and other jobs that are not required are deleted.
DRM-14126	A 'One time only' job cannot be updated after execution.	An error occurred because the 'One time only' job has already been executed and cannot be modified to execute again. Make sure that the 'One time only' job is not executed before modification.
DRM-14127	The user does not have administrator privileges.	An error occurred because the user does not have administrator permissions. Make sure that the user has administrator permissions.
DRM-14128	There are no jobs in Task Scheduler.	An error occurred because the job has already been deleted from the task scheduler by another user. Make sure to retrieve the latest job information from the schedule map file.
DRM-14129	The value specified for the key <code>MAX_JOB_REGISTRATION_COUNT</code> is less than the total number jobs in the Schedule map file.	The value specified for the key in the schedule configuration file is less than the total number of jobs registered in the schedule map file. Make sure that the value specified for the key in the schedule configuration file is greater than the total number of jobs registered in the schedule map file.
DRM-14130	The virtual server has an offline status.	The virtual server has an offline status. The Job scheduler command is executed only in the online Virtual server.
DRM-14131	The schedule information either could not be acquired or written.	An error occurred while the schedule information was being acquired or written. Collect the maintenance information, and then contact your support center.
DRM-14132	The backup command has failed.	The backup command has failed. Carry out the following procedure: <ol style="list-style-type: none"> <li>1. From the Backup Job View tab of the Protection Manager Console window, select the job that failed and click the <b>Show Backup Job Results</b> button. The Backup Job Result Details window is displayed.</li> <li>2. From the Backup Job View list, select the record of the failed job, and click the <b>Show Job Output</b> button. The job result will be displayed in the <b>Job Output</b>.</li> <li>3. Take appropriate action responding to the message ID shown in the column.</li> </ol>
DRM-14133	The job information in the schedule map file does not match with the job information in the Task scheduler. Job id = <i>job-id</i>	An error occurred because the job information in the schedule map file and the job information in the task scheduler does not match. Make sure to delete the particular job and register it again.

Message ID	Message Text	Description and Recommended Action
DRM-14133	The job information in the schedule map file does not match with the job information in the Task scheduler. Job id = <i>job-id</i>	An error occurred because the job information in the schedule map file and the job information in the task scheduler does not match. Make sure to delete the particular job and register it again.
DRM-14134	The value specified for the key <code>MAX_JOB_RESULT_COUNT</code> is less than the total number of job results in the Execution log output file.	The value specified for the key in the schedule configuration file is less than the total number of job results in the execution log output file. Make sure that the value specified for the key in the schedule configuration file is greater than the total number of job result in the execution log output file.
DRM-14200	The command line format is invalid. Command = <i>command-name</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14201	An attempt to open the configuration file has failed. File = <i>file-name</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14202	An attempt to acquire the installation path has failed. Path = <i>installation-path</i>	An error occurred because the installation path could not be acquired. Check whether the product was installed correctly.
DRM-14203	The file is corrupt. File = <i>file-name</i>	An error occurred because the file is corrupt. Collect the maintenance information, and then contact your support center.
DRM-14204	A section within the check item section is invalid. Section Name = <i>section-name</i> Cause = <i>cause-description</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14205	The specified host is not found. Host name = <i>host-name</i>	An error occurred when the host name was not found. Check whether the specified hostname exists in the network.
DRM-14206	A connection with the specified host will now be established. Host name = <i>host-name</i>	This message is output when a connection with the specified host is established.
DRM-14207	An error occurred while loading the library <i>library-name</i> . Cause = <i>cause-description</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14208	The file name is not specified. File name = <i>file-name</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14209	The specified file does not exist. File = <i>file-name</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14210	Command execution failed. Command = <i>command-name</i>	This is an internal error of the program. Collect the maintenance information, and then contact your support center.
DRM-14211	Initialization of the <i>tag-name</i> tag in the DAT file used for Configuration Checker has failed.	This is an internal program error. Collect the maintenance information, and then contact your support center.

## 1.18 DRM-20000—DRM-29999

This section describes the detailed messages displayed as causes of problems in Protection Manager Console. For details about the countermeasures for detailed messages, see the troubleshooting explanation in the *HiCommand Protection Manager Console User's Guide*.

**Table 1.19 DRM-20000—DRM-29999 (continues on the following pages)**

Message ID	Message	Description and Recommended Action
DRM-21000	An IO exception occurred.	An I/O error occurred when <b>Output to CSV file</b> was chosen from the <b>File</b> menu, or when the <b>CSV Output</b> button was clicked in an attempt to output the displayed contents of the window to a file.  Make sure of the following: <ul style="list-style-type: none"> <li>▪ The output destination file is not being used by another process.</li> <li>▪ The executing user has permission to create a file in the directory.</li> <li>▪ A valid file name has been specified.</li> </ul>
DRM-21001	The value specified for the elapsed-time update-interval parameter is outside the valid range.	The value set in the <code>gui.process.elapsed_time.interval</code> parameter, which specifies the refresh interval for the elapsed time displayed during backup or other operations, is outside the range of valid values.  Check and, if necessary, revise the items set in the <code>console.conf</code> file.
DRM-21002	The value specified for the progress-status update-interval parameter is outside the valid range.	The value set in the <code>gui.process.bar.interval</code> parameter, which specifies the refresh interval for the progress status displayed during backup or other operations, is outside the range of valid values.  Check and, if necessary, revise the items set in the <code>console.conf</code> file.
DRM-22002	The command terminated due to an error.	An attempt to execute a command, such as a Protection Manager Copy Controller command or a RAID MANAGER command, has failed. View the Protection Manager Copy Controller log and remove the cause of the failure, and then re-execute the command.
DRM-22004	A backup information could not be acquired.	A list of catalog information could not be acquired.  Refer to the Protection Manager - CopyController log and remove the cause, and then re-execute processing.  Alternatively, the acquired catalog information was not that of a supported database.  Check the database environment on the application server, as well as the Protection Manager environment.
DRM-22005	An application list could not be acquired.	An application list could not be acquired from the dictionary map file. The dictionary map file may not have been updated. Refer to the <i>HiCommand Protection Manager User's Guide</i> , and make sure that the dictionary map file has been updated.  If necessary, update the dictionary map file. However, you can continue operations if the secondary server is being used, or when another application has been assigned to each virtual server as when using a cluster configuration.

Message ID	Message	Description and Recommended Action
DRM-22200	There is a conflict in the data acquired for display.	The number of executed commands does not match the number of responses. This is an internal error of the program. Collect maintenance information, and then contact your support center.
DRM-22201	An attempt to acquire command execution results has failed.	An error occurred during generation of a response. Check that Protection Manager Copy Controller and RAID MANAGER are installed correctly.
DRM-22203	The copy group status is invalid.	The copy group status is invalid. This is an internal error of the program Collect maintenance information, and then contact your support center.
DRM-22300	An attempt to create a command string has failed.	An abnormality occurred during command string creation Collect maintenance information, and then contact your support center.
DRM-22301	The command string exceeded the maximum value.	The command string length exceeded 4,092 characters. Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ There are too many characters in Pair Name or Mount Point.</li> <li>▪ There are too many items selected in the list box.</li> </ul> Depending on the cause, take appropriate action from the following: <ul style="list-style-type: none"> <li>▪ Shorten the number of characters in Pair Name or Mount Point, and then re-execute processing.</li> <li>▪ Reduce the selected items or select <b>All</b>, and then re-execute processing.</li> </ul>
DRM-22350	An attempt to parse processing for the standard output has failed.	An error occurred while parsing the data received from Protection Manager Copy Controller. Make sure that Protection Manager Copy Controller is correctly installed.
DRM-22401	An error occurred while accessing information from the cache.	An internal error occurred in the internal cache of Protection Manager Console. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-22402	The internal-cache parameter value in the configuration file is invalid.	The setting value for the internal cache in the configuration file is invalid. Check the following items in the configuration file: <ul style="list-style-type: none"> <li>cache.count=50</li> <li>cache.initial_capacity=16</li> <li>cache.load_factor=0.75</li> </ul>
DRM-22501	An attempt to acquire information for the application server has failed.	An attempt to acquire information about the Protection Manager Copy Controller installed on the application server has failed. Check the following items: <ul style="list-style-type: none"> <li>Make sure that the values set for the configuration file are correct.</li> <li>Make sure that Protection Manager Copy Controller is installed.</li> <li>When Protection Manager Console is running from a remote server, make sure that you can connect to the application server from Protection Manager Console.</li> </ul>
DRM-22502	An invalid value is set in the configuration file.	An invalid value is set in the <code>console.conf</code> file. Set a correct value for the parameter displayed in the <b>Detail</b> column of the message dialog box.
DRM-22503	A required parameter is missing in the configuration file.	A required value is not set in the <code>console.conf</code> file. Set a correct value for the parameter displayed in the <b>Detail</b> column of the message dialog box.
DRM-22504	An attempt to create a directory has failed.	During a remote start, an attempt to create a directory in which a temporary file, log file, or configuration file was to be located failed. Possible causes are as follows: <ul style="list-style-type: none"> <li>A file exists with the same name as the directory name.</li> <li>The executing user does not have permission to create directories.</li> </ul> For remote execution, create the following directories on the remote host: <ul style="list-style-type: none"> <li><code>user-home-directory-for-the-management-client\drm_console</code></li> <li><code>user-home-directory-for-the-management-client\drm_console\conf</code></li> <li><code>user-home-directory-for-the-management-client\drm_console\log</code></li> <li><code>user-home-directory-for-the-management-client\drm_console\tmp</code></li> </ul> Check the following items: <ul style="list-style-type: none"> <li>Make sure that the user has Administrator permissions.</li> <li>Make sure that no file exists with the same name as the directory the user is attempting to create.</li> </ul>

Message ID	Message	Description and Recommended Action
DRM-22600	An attempt to acquire information on the executing user's privileges has failed.	An attempt to acquire information on the executing user's privileges has failed. Collect maintenance information, and then contact your support center.
DRM-22601	The executing user does not have Administrator privileges.	A user lacking Administrator permissions attempted to execute a command. Check the privileges for the executing user, and perform execution through a user with Administrator permissions.
DRM-22602	An attempt to acquire the installation path of Protection Manager Console has failed.	An attempt to acquire the installation path for Protection Manager Console has failed. Check the following items, and then re-install Protection Manager Console if necessary. <ul style="list-style-type: none"> <li>▪ Make sure that Protection Manager Console is correctly installed.</li> <li>▪ Make sure that the registry is not damaged.</li> </ul>
DRM-22603	The process of Protection Manager Console could not be created.	An attempt to create a Protection Manager Console process has failed. Check the following items: <ul style="list-style-type: none"> <li>▪ Make sure that the system on the execution machine is functioning correctly.</li> </ul>
DRM-22604	An attempt to start Protection Manager Console has failed.	An attempt to start a Protection Manager Console window has failed. Collect maintenance information, and then contact your support center.
DRM-22605	Java 2 Runtime Environment is not installed.	The Java execution environment is not installed. Install the Java execution environment.
DRM-23001	The timeout value is invalid.	The local or remote execution engine control acquired invalid information (such as negative numbers or numbers larger than 1,440) during timeout information collection. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23002	The command and parameter length is invalid.	The command and parameter length acquired by the local execution engine control was invalid. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23003	The command is invalid.	The command acquired by the local execution engine control was null. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23004	The length of the command is invalid.	The length of command acquired by the local execution engine control was invalid. This is an internal program error. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-23005	The length of the environment variable is invalid.	The length of the environment variable acquired by the local execution engine control was invalid. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23006	Invalid Management Client information was received.	The remote execution engine control received invalid host information during request creation. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23007	Invalid agent information was received.	The remote execution engine control acquired invalid agent information while creating a request. A Device Manager linkage error occurred. Collect maintenance information, and then contact your support center.
DRM-23008	An invalid temporary file directory name was received.	The specifications are invalid for the directory for the temporary file that is required for the remote execution engine control to generate a request. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23100	The command does not exist.	Possible causes are as follows: <ul style="list-style-type: none"> <li>▪ An attempt to acquire the installation path of the Protection Manager Copy Controller failed.</li> <li>▪ An attempt to acquire the installation path of RAID MANAGER failed.</li> <li>▪ The file indicated to by the acquired installation path is not the directory.</li> </ul> Make sure of the following: <ul style="list-style-type: none"> <li>▪ Protection Manager Copy Controller is correctly installed.</li> <li>▪ RAID MANAGER is correctly installed.</li> <li>▪ The installation path of RAID MANAGER that is set in the RAID MANAGER-linkage definition file (DEFAULT.dat) is correct.</li> </ul>
DRM-23102	Execution of the command is not permitted.	Permission to execute the command was denied. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23104	The environment variables could not be collected.	An error occurred when the local execution engine attempted to acquire the execution environment of the command. Alternatively, an error occurred during an attempt to acquire the environment variable for the VSS Environment tab in Setup GUI. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23105	An exception occurred during execution of the command.	An error occurred when the local execution engine attempted to execute the command. This is an internal program error. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-23106	The thread was interrupted during command execution, and was interrupted again during post-processing. Some threads might still be alive.	An interruption occurred for the local execution engine, while post-processing was being performed after a forced termination. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23107	The thread was interrupted during command execution. Post-processing was successfully carried out.	The local execution engine successfully performed post-processing for forced termination. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23108	The thread was interrupted during post-processing. Some threads might still be alive.	An interruption occurred during post-processing for command execution. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23109	The command timed out.	The command timed out. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23110	The thread was interrupted by an unknown object during command execution.	An unknown interruption occurred during execution for the command termination monitoring thread. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23111	The command execution results could not be acquired.	The standard output and standard error output for the command could not be correctly acquired. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23113	The DLL could not be loaded.	The DLL could not be read. Make sure that Protection Manager Console is correctly installed.
DRM-23115	An invalid process was received.	The process subject to monitoring, that was passed to the constructor of the command termination monitoring thread, is invalid ( <i>null</i> ). This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23116	An invalid input stream was received.	The stream subject to loading, which was passed to the constructor of the output loading thread, was invalid ( <i>null</i> ). This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23117	An invalid command termination monitoring thread was received.	The command termination monitoring thread, that was passed to the constructor of the timeout monitoring thread, was invalid ( <i>null</i> ). This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23118	An invalid DLL name was received.	The file name of the DLL was <i>null</i> . This is an internal program error. Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-23119	An invalid command name was received.	A <code>null</code> or empty string was passed as the command name to the command validity checker. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23120	The Copy Controller install path could not be acquired.	An attempt to acquire the installation path of Protection Manager Copy Controller has failed. Make sure that Protection Manager Copy Controller is correctly installed.
DRM-23121	The full path for the Copy Controller command could not be acquired.	The command validity checker could not acquire the full path of the command. Make sure that Protection Manager Copy Controller is correctly installed.
DRM-23123	The command is not supported.	The command has not been supported. If this command has to be executed, contact your support center to obtain the execution privileges.
DRM-23200	The unknown command filter could not be created.	The non-executable command filter could not be created. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23300	An attempt to acquire the agent host name has failed.	The requested data is incorrect. Collect maintenance information, and then contact your support center.
DRM-23301	A timeout occurred while waiting for execution termination.	A timeout occurred during command execution. Collect maintenance information, and then contact your support center.
DRM-23302	The thread was interrupted while monitoring the execution of the command.	The remote execution engine completed forced termination processing. This is an internal program error. Collect maintenance information, and then contact your support center.
DRM-23303	A timeout occurred while communicating with the agent.	A timeout might have occurred in Protection Manager Console due to a heavy load on the Device Manager agent or the communication load. Wait a few minutes, and then retry the operation.  If the problem is not solved, check the following items: <ul style="list-style-type: none"> <li>▪ Make sure that Device Manager - Agent has not stopped.</li> <li>▪ Make sure that the IP address of the connection destination is valid</li> <li>▪ Make sure that the port number of the connection destination is valid.</li> </ul> If none of the above items are the cause of the problem, follow the troubleshooting procedures for Device Manager - Agent to check its status, remove the cause of the error, and then re-execute processing.
DRM-23304	The response data to the OPEN request is invalid.	Collect maintenance information, and then contact your support center.
DRM-23305	The return value from the agent is invalid.	Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-23306	An attempt to send failed, although the system attempted the specified number of retries for the send operation.	Make sure that the environment is such that TCP/IP transmission can be used.
DRM-23307	An exception occurred.	Collect maintenance information, and then contact your support center.
DRM-23308	An error occurred before execution of the command, although the execution request was carried out.	Collect maintenance information, and then contact your support center.
DRM-23309	An error occurred after execution of the command, although the execution request was carried out.	Collect maintenance information, and then contact your support center.
DRM-23310	The request data is invalid.	Collect maintenance information, and then contact your support center.
DRM-23311	The agent.conf file is invalid.	The <code>agent.conf</code> file for remote execution is invalid. Make sure that the <code>agent.conf</code> file exists and that the settings in the <code>agent.conf</code> file are correct.
DRM-23312	The response data for the execution request is invalid.	Collect maintenance information, and then contact your support center.
DRM-23313	An error occurred before execution of the command.	Collect maintenance information, and then contact your support center.
DRM-23314	An error occurred after execution of the command.	Collect maintenance information, and then contact your support center.
DRM-23315	The termination status of the command is unknown.	Collect maintenance information, and then contact your support center.
DRM-23318	The response data for the execution status acquisition request is invalid.	Collect maintenance information, and then contact your support center.
DRM-23319	An error occurred while processing a result acquisition request.	Collect maintenance information, and then contact your support center.
DRM-23320	The response data for the execution result acquisition request is invalid.	Collect maintenance information, and then contact your support center.
DRM-23321	An error occurred while processing the execution request data.	Collect maintenance information, and then contact your support center.
DRM-23322	An invalid format was detected in the request data.	Collect maintenance information, and then contact your support center.
DRM-23323	An attempt to generate the execution request data has failed.	Collect maintenance information, and then contact your support center.
DRM-23324	An attempt to generate the data for the execution status acquisition request has failed.	Collect maintenance information, and then contact your support center.
DRM-23325	An attempt to generate the data for the execution result acquisition request has failed.	Collect maintenance information, and then contact your support center.
DRM-23326	An attempt to obtain the address of the agent has failed.	Collect maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-23327	The port number for Device Manager Agent's service is invalid.	The number of the port that receives the web-functionality start request for Device Manager - Agent is invalid. See the manual <i>HiCommand Device Manager Agent Installation Guide</i> , and specify an appropriate port number.
DRM-23328	The port number that Device Manager Agent's Web server uses is invalid.	The number of the port that receives the Device Manager agent request is invalid. See the manual <i>HiCommand Device Manager Agent Installation Guide</i> , and specify an appropriate port number.
DRM-23329	The retry count value specified in the configuration file for communication with the agent is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Set a correct value for the parameter displayed in the <b>Detail</b> column of the message dialog box.
DRM-23330	The retry interval value specified in the configuration file for communication with the agent is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Set a correct value for the parameter displayed in the <b>Detail</b> column of the message dialog box.
DRM-23331	The waiting time value specified in the configuration file for response from the agent is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Check the following item in the configuration file: <code>agent.request_timeout=60</code>
DRM-23332	The waiting time value specified in the configuration file for connection with the agent is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Set a correct value for the parameter displayed in the <b>Detail</b> column of the message dialog box.
DRM-23333	The retry parameter value specified for execution status acquisition requests in the configuration file is invalid.	An invalid value is set in the <code>console.conf</code> file for remote execution. Check the following items in the configuration file: <ul style="list-style-type: none"> <li>▪ <code>agent.request_interval_init=1</code></li> <li>▪ <code>agent.request_interval_add=3</code></li> <li>▪ <code>agent.request_interval_max=60</code></li> </ul>
DRM-23334	An attempt to convert the character string has failed.	Collect maintenance information, and then contact your support center.
DRM-23335	The return value from the communication processing method is invalid.	Collect maintenance information, and then contact your support center.
DRM-26000	Disk space is insufficient.	An error occurred due to insufficient disk space while saving the information to the configuration file. Make sure that sufficient free space is available in the disk before saving the information to the configuration file.
DRM-26001	The parameter value is invalid.	An invalid value is specified for the parameter. Make sure that the value specified for the parameter is correct.

Message ID	Message	Description and Recommended Action
DRM-26002	The port number is already being used.	An error occurred while registering the DRMVSSServer service. The service could not be registered using the specified port number.  Make sure that the port number that is specified for the VSS import server is not already used by some other service.
DRM-26003	The dictionary map file already exists or the specified path may be invalid.	The dictionary map file could not be created in the specified path. Possible causes are as follows: <ol style="list-style-type: none"> <li>1. The path already contains the dictionary map file.</li> <li>2. The specified path cannot be created.</li> <li>3. The path name might be too long, so the dictionary map file cannot be created.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. The specified path already contains the dictionary map file. To store the file in a different location, then please specify a different path that does not contain the dictionary map file.</li> <li>2. Make sure that the specified path name and drive name are valid.</li> <li>3. Create the file in a different location, or shorten the path by renaming.</li> </ol>
DRM-26004	The drive name is invalid.	An error occurred while saving the configuration information since the specified drive name does not exist.  Make sure that the valid drive name is specified.
DRM-26005	The path name is invalid.	An error occurred while saving the configuration information since the specified path name is invalid.  Make sure that the valid path name is specified.
DRM-26006	The file contains non-character values.	An error occurred while loading the values from the file. Possible causes are as follows: <ol style="list-style-type: none"> <li>1. The file contains invalid characters.</li> <li>2. The format of the file is not supported.</li> </ol> Depending on the cause, take appropriate action from the following: <ol style="list-style-type: none"> <li>1. Make sure that the file contains valid characters only.</li> <li>2. Make sure that the format of the file is supported by the current tab.</li> </ol>
DRM-26500	The command format is invalid.	An error occurred because the job scheduler command was invoked with insufficient or invalid arguments.  This is an internal program error. Collect the maintenance information, and then contact your support center.

Message ID	Message	Description and Recommended Action
DRM-26501	The schedule information could not be acquired.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The schedule map file does not exist.</li> <li>2. The schedule map file is not accessible.</li> <li>3. The schedule map file is being accessed by another process.</li> </ol> <p>Take the following actions based on the error cause:</p> <ol style="list-style-type: none"> <li>1. Collect the maintenance information, and then contact your support center.</li> <li>2. Collect the maintenance information, and then contact your support center.</li> <li>3. Wait, and then try again.</li> </ol>
DRM-26502	The schedule configuration information could not be acquired.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The Protection Manager Copy Controller environment might not be fully prepared.</li> <li>2. The schedule configuration file does not exist.</li> <li>3. The schedule configuration file is not accessible.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that the Protection Manager Copy Controller environment is installed correctly.</li> <li>2. Make sure the following schedule configuration file exists: "<i>Protection-Manager-Console-installation-destination</i>\conf\sched.conf"</li> <li>3. Make sure the user has permission to access the schedule configuration file.</li> </ol>
DRM-26503	The job execution result information could not be acquired.	<p>An error occurred because the job execution result information could not be acquired.</p> <p>Collect the maintenance information, and then contact your support center.</p>
DRM-26504	A job is currently executing.	<p>An error occurred because the job modification or job deletion is not possible when the job is under execution.</p> <p>Make sure that execution of the job has finished before modifying or deleting the job.</p>
DRM-26505	An attempt to operate Task Scheduler has failed.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The task scheduler is not running.</li> <li>2. Another task with the same task name is already registered.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the task scheduler is running.</li> <li>2. Wait, and then register again.</li> </ol>
DRM-26506	The number of registered jobs has exceeded the maximum.	<p>An error occurred during job registration because the number of registered jobs has already reached the maximum value.</p> <p>Make sure that the completed 'One time only' jobs and other jobs that are not required are deleted.</p>

Message ID	Message	Description and Recommended Action
DRM-26507	The scheduled time is invalid.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The scheduled time is set for an earlier time than the current system time of the application server.</li> <li>2. The scheduled time contains an invalid date value.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the scheduled time is set for a time later than the current system time of the application server.</li> <li>2. Make sure the valid date is specified in the scheduled time.</li> </ol>
DRM-26508	The schedule configuration information is invalid.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. A required parameter is missing in the schedule configuration file.</li> <li>2. The value of a parameter in the schedule configuration file is invalid.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure that required parameters are specified in the schedule configuration file.</li> <li>2. Make sure the values of the parameters specified in the schedule configuration file are valid.</li> </ol>
DRM-26509	The job does not exist.	<p>An error occurred because the job has already been deleted by another user.</p> <p>Make sure that the latest job information is available by refreshing the Backup Job View screen.</p>
DRM-26510	The 'One time only' job cannot be modified after execution.	<p>An error occurred because the 'One time only' job has already been executed and cannot be modified to be executed again.</p> <p>Make sure that the 'One time only' job is not executed before modification.</p>
DRM-26511	Memory is insufficient.	<p>An error occurred because the memory is insufficient to carry out the operation successfully.</p> <p>Make sure that sufficient memory is available by closing other applications.</p>
DRM-26512	Disk space is insufficient.	<p>An error occurred because the disk space is insufficient to carry out the operation successfully.</p> <p>Make sure that sufficient disk space is available.</p>
DRM-26513	The schedule information could not be written.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The schedule information is not accessible.</li> <li>2. The schedule information is being used by other processing.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Collect the maintenance information, and then contact your support center.</li> <li>2. Wait, and then register again.</li> </ol>

Message ID	Message	Description and Recommended Action
DRM-26514	The job execution results could not be written.	An error occurred because the job execution result information is not accessible. Collect the maintenance information, and then contact your support center.
DRM-26516	The directory is either invalid or offline.	An error occurred. Possible causes are as follows: 1. The directory name specified in the configuration file ( <code>init.conf</code> ) is invalid. 2. The disk is in a cluster configuration and is currently offline. Depending on the cause, take appropriate action from the following: 1. Make sure that a valid directory name is specified in the configuration file ( <code>init.conf</code> ) and that the user has the permissions to access the directory. 2. Make sure that the job operations are carried out only on the online virtual server.
DRM-26517	The user does not have the administrator privileges to carry out the operation.	An error occurred because the user does not have the administrator permissions. Make sure that the user has the administrator permissions to carry out the operation.
DRM-26518	The configuration file ( <code>init.conf</code> ) of Protection Manager is invalid.	An error occurred. Possible causes are as follows: 1. A required parameter is missing in the configuration file ( <code>init.conf</code> ). 2. A value of a parameter in the configuration file ( <code>init.conf</code> ) is invalid. Depending on the cause, take appropriate action from the following: 1. Make sure that the required parameters are specified in the configuration file ( <code>init.conf</code> ). 2. Make sure that the value of the parameters specified in the configuration file ( <code>init.conf</code> ) are correct.
DRM-26519	The 'One time only' completed job cannot be run.	An error occurred because a 'One time only' job has already been executed and cannot be executed again. Before executing a 'One time only' job, make sure it has not already been executed.
DRM-26520	An attempt to run the backup job has failed due to schedule information mismatch.	An error occurred while modifying the job due to which the schedule information and the task scheduler information does not match. Delete the job and create it again because the schedule information of this job is incorrect and does not match the task scheduler information.
DRM-26521	The backup command has failed.	An error occurred because the backup command failed. Refer to the explanation displayed in the <b>Job Output</b> in the Backup Job Result Details window and take appropriate action.
DRM-26522	The backup command does not exist.	An error occurred because the backup command specified for this job does not exist. Make sure that Protection Manager Copy Controller is installed correctly.

Message ID	Message	Description and Recommended Action
DRM-26523	The configuration file (init.conf) information of Protection Manager could not be acquired.	<p>An error occurred. Possible causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The Protection Manager Copy Controller environment might not be fully prepared.</li> <li>2. The configuration file (<i>init.conf</i>) does not exist.</li> <li>3. The configuration file (<i>init.conf</i>) is not accessible.</li> </ol> <p>Depending on the cause, take appropriate action from the following:</p> <ol style="list-style-type: none"> <li>1. Make sure the Protection Manager Copy Controller is installed correctly.</li> <li>2. Make sure that the configuration file exists in the "<i>Protection-Manager-installation-destination\conf\init.conf</i>"</li> <li>3. Make sure that the user has the permission for accessing the configuration file (<i>init.conf</i>).</li> </ol>
DRM-27000	A connection to the specified server could not be established.	<p>An error occurred because no such host exists with the specified hostname.</p> <p>Make sure the specified hostname is valid.</p>
DRM-27001	The configuration information could not be acquired due to an internal error.	<p>This is an internal program error.</p> <p>Collect the maintenance information, and then contact your support center.</p>
DRM-27002	The Protection Manager service is not running.	<p>An error occurred because the Protection Manager service is not running.</p> <p>Make sure the Protection Manager service is running.</p>
DRM-27003	The Protection Manager versions are different.	<p>An error occurred because the versions of Protection Manager are different.</p> <p>Make sure that the versions of Protection Manager are the same.</p>

## Acronyms and Abbreviations

API	Application Programming Interface
CCI	Command Control Interface
DB	database
dd	variable for the day of the month (range = 01-31)
DNS	domain name system
FS	file system
FTP	file transfer protocol
HDD	hard disk drive
ID	identification, identifier
LDEV	logical device
LSN	log sequence number
MB	megabyte (1,024 <sup>2</sup> bytes)
mm	variable for the month of the year (range = 01-12)
MU	mirror unit
NBU	VERITAS NetBackup
OS	operating system
RAID	redundant array of inexpensive disks
RM	RAID Manager (another name for CCI)
SMPL	simplex
SQL	structured query language
UNC	Universal Naming Convention
VSS	Volume Shadow Copy Service
VxVM	VERITAS Volume Manager
yyyy	variable for the year



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