

Error Messages

Error Number 2 — Out of memory

Description: Increase the memory in your computer or unload some modules to make additional memory available for processing.

Error Number 3 — Invalid memory block

Description: An invalid memory block was passed to the memory handler. Please contact technical support to report this error.

Error Number 4 — Invalid path id

Description: An invalid path id descriptor was used to access a file. Please contact technical support to report this error.

Error Number 5 — Error opening file

Description: A file that was required could not be opened. Check to make sure the database Path in the [configuration] section of NNCfg.Ini is a valid path and that no other NovaNet systems are currently using this database.

Error Number 6 — File seek error

Description: When attempting to seek to a specific address within a file, the IO manager encountered an error. Please contact technical support to report this error.

Error Number 7 — File read error

Description: When attempting to read from the database, a read error occurred. This is probably caused by a corrupted database. Either repair the database or restore from a tape which contains a backup of the database.

Error Number 8 — File write error

Description: When attempting to write to the database, a write error occurred. This is probably caused by a disk full or write protected error. Check if there is sufficient space on the disk containing the database. Keep in mind that backup and restore jobs require temporary disk space to run. If you have less than 10-20mb free, delete some files on the disk and attempt the operation again.

Error Number 9 — Get file length error

Description: When attempting to determine the length of a file, the IO manager encountered an error. Please contact technical support to report this error.

Error Number 10 — File rename error

Description: When attempting to rename a file, the IO manager encountered an error. Please contact technical support to report this error.

Error Number 11 — File not found

Description: When attempting to open a file, the IO manager could not open the requested file. The file is probably missing or currently in use (unlikely). Retry the operation again. If the problem persists, try to repair the database or restore from a tape which contains a backup of the database.

Error Number 12 — DPMI failure

Description: When attempting to perform a protected mode/real mode operation, the DPMI manager could not switch back to real mode to perform the requested function. Please contact technical support to report this error.

Error Number 13 — Module load failure

Description: While attempting to load a module, NovaNet could not find the module to load, or one of the dependent modules that the module relies on could not be found or could not be loaded.

Error Number 14 — Invalid module format

Description: This module being loaded does not follow the NovaNet module format. This module is illegal.

Error Number 15 — No module name

Description: When attempting to load a module, no module name was specified. This is usually due to incorrect syntax in the NNCfg.Ini file.

Error Number 16 — Invalid module name

Description: The module name is longer than 31 characters. The base name of the module can be a maximum of 31 characters. This does not include the path.

Error Number 17 — Work has been cancelled

Description: The scheduled work to do has been cancelled by the scheduler of the work.

Error Number 18 — Work is running

Description: The scheduled work to do is currently running.

Error Number 19 — Work has been queued

Description: The scheduled work to do is currently queued to run. As soon as a work thread is available, the work will be performed.

Error Number 20 — Module is not reentrant

Description: You have attempted to load a module multiple times when the module is designed to be loaded only once.

Error Number 21 — Driver is running

Description: The driver instance is currently running.

Error Number 22 — Driver is not running

Description: The driver instance is currently not running.

Error Number 23 — Message file not found

Description: The required message file was not found. Check to make sure the root Path setting in the [configuration] section of NovaNet has the correct setting for where the .msg files are located.

Error Number 24 — Invalid command

Description: An invalid or unsupported command has been received. Please contact technical support to report this error.

Error Number 25 — Service not available

Description: The service supporting the operation is not loaded or is no longer running on the target machine. If this problem persists, please contact technical support to report this problem.

Error Number 26 — Data length mismatch

Description: During a verify, the data read from the target does not match in length to the data on the tape. Either the file has been truncated or the file has been expanded on disk. This error can also occur when performing a communications test.

Error Number 27 — Data mismatch

Description: During a verify, the data read from the target does not match. Either the file has changed on disk, or a hardware error has occurred. Check to make sure that the file has changed on disk. If you are sure that the file has not changed, please contact technical support to report this problem.

Error Number 28 — Invalid connection

Description: The connection handle is now invalid. Retry the operation again, maybe after logging in to the database server. This can be caused by a communication error where the two machines involved in the connection can not communicate for an extended period of time (usually 5 minutes). If the problem persists, please contact technical support to report this problem.

Error Number 29 — No available connections

Description: The connection table is full. Try increasing the size of the connection table by setting connections equal to a larger value in the [configuration] section in the NNCfg.Ini file. The current value can be determined by examining the Diagnostic tab on the machine's properties.

Error Number 30 — Connection is busy

Description: The connection is currently busy.

Error Number 31 — Communication failure

Description: A communication failure has been detected between the two machines using the connection. This is most likely caused by the 'other' end being shut down, turned off, etc. It can also be caused by a cable break, network problems, etc. between the two systems.

Error Number 32 — No compatible transport

Description: No common protocol between the target machine and the local machine could be found. All machines must have at least one protocol in common to communicate with each other.

Error Number 33 — Network address not found

Description: The network address could not be found or is unreachable from the local machine.

Error Number 34 — Transport failure

Description: The transport driver interface into the local machines protocol stack has failed. Please contact technical support to report this problem.

Error Number 35 — Malformed packet

Description: The transport detected a malformed network packet. If this problem persists, please contact technical support to report this problem.

Error Number 36 — Transmission hardware failure

Description: The transport driver interface into the local machine's protocol stack has reported that the network adapter has failed. Please contact technical support to report this problem.

Error Number 37 — Undefined transport error

Description: The transport detected an unknown error. If this problem persists, please contact technical support to report this problem.

Error Number 38 — Service is already declared

Description: The service has already been declared to the service manager. Please contact technical support.

Error Number 39 — Service not declared

Description: The service has not been declared. Please contact technical support.

Error Number 40 — No stack initialize

Description: The transport protocol driver could not initialize the internal stack driver. Check to make sure you have TCP/IP or IPX loaded. If this problem persists, please contact technical support.

Error Number 41 — No local address

Description: No local address could be determined by the transport protocol driver.

Error Number 42 — Socket open

Description: The transport protocol driver could not open the NovaNet socket. This is probably caused by NovaNet already running on this machine. If this problem persists, please contact technical support.

Error Number 43 — Socket bind failure

Description: The transport socket could not be bound to the required address.

Error Number 44 — Too many advertisers

Description: Too many public services have been started.

Error Number 45 — Invalid connection mode

Description: You have attempted to use a service connection to perform a request.

Error Number 46 — Service not found

Description: The desired service was not found. Either the service is no longer active, or the machine providing the service is unavailable at this time.

Error Number 47 — Duplicate service name

Description: When attempting to add a new service, usually the database service, a duplicate service was found on the network. This is typically caused by two machines having the same zone name in the [configuration] section of NNCfg.Ini and both being declared as database servers creates Zone = Yes. Either change the name of one or the other, or set create Zone = No.

Error Number 48 — Invalid object path

Description: The object path provided is not in the correct format. This is usually caused by database corruption.

Error Number 49 — Invalid object class

Description: The object class provided was not found as a registered object class. This is usually caused by an auxiliary database class driver not being loaded or not initialized. If this problem persists, please contact technical support.

Error Number 50 — Object class already registered

Description: The object class has already been registered. Duplicate class identifiers are not supported. If this problem persists, please contact technical support.

Error Number 51 — Database corrupt

Description: The database has been corrupted. A record on the delete chain is not flagged as having been deleted. Attempt to repair the database or restore the database from tape.

Error Number 52 — Invalid object name

Description: The object name you are attempting to create is invalid or contains invalid characters.

Error Number 53 — Object is not a container

Description: You are attempting to create an object in a parent which is not a container class.

Error Number 54 — Duplicate object name

Description: The object you are attempting to create already exists with the same name and same class. Choose a different name.

Error Number 55 — Buffer too small

Description: The communication buffer is too small to send or receive the desired information. Try increasing the logPacketSize= value in the [configuration] section of NNCfg.Ini.

Error Number 56 — Invalid property

Description: The property id is invalid. This is caused by attempting to read or write a 'virtual' property when there is no specific handler for this property id. Please contact technical support.

Error Number 57 — No database file handles

Description: When attempting to open a database file, no handles to the file are available from the database manager. Attempt this operation later. If this problem persists, please contact technical support.

Error Number 58 — Invalid database file handle

Description: The database file handle passed is incorrect or no longer valid. Please contact technical support.

Error Number 59 — Out of database sort buckets

Description: The maximum number of entries in a directory has been reached. The maximum number of directory entries per subdirectory is currently about 48000. Please contact technical support.

Error Number 60 — Invalid object id

Description: The object id given is invalid. The object has probably been deleted.

Error Number 61 — Invalid view

Description: The view given is no longer valid. A communication failure probably caused the view to be released. Try logging in again and retrying the operation. If this problem persists, please contact technical support.

Error Number 62 — No view handles

Description: The maximum number of database view handles has been reached. Increase the numberViews= value in the database section to a larger value.

Error Number 63 — Invalid data stream handle

Description: An operation to an open scan or open object was requested on a different connection than the scan open or object open was requested on.

Error Number 64 — Property not found

Description: The requested object property was not found.

Error Number 65 — Object not found

Description: The requested object was not found.

Error Number 66 — Object set full

Description: The object set property is full. A maximum of 125 users can be a member of a group, or 125 groups per user. This can also be caused by adding too many trustees to an object.

Error Number 67 — Insufficient rights

Description: You do not have the required rights to perform the requested operation on the object. Contact your system administrator for additional rights.

Error Number 68 — Can not initialize stack

Description: Cannot initialize the protocol stack.

Error Number 69 — Too many listeners

Description: Too many listeners on the transport protocol.

Error Number 70 — Parent not registered

Description: The parent object is not currently registered.

Error Number 71 — Can not create thread

Description: Cannot create an additional work thread. May be low on memory.

Error Number 72 — Can not create semaphore

Description: Cannot create a local semaphore. May be low on memory.

Error Number 73 — Socket option bind failure

Description: Cannot bind a critical socket option to the socket. The protocol cannot be used.

Error Number 74 — Object already locked

Description: The object is already locked by another user or the system. Please try the operation again at a later time.

Error Number 75 — Object is not locked

Description: The object is not locked. The operation cannot be performed without locking the object first.

Error Number 76 — Operator cancel

Description: The operator has cancelled the operation prior to completion.

Error Number 77 — Not running

Description: The object is not currently running.

Error Number 78 — Invalid database ticket

Description: The database security ticket was forged. Please contact technical support.

Error Number 79 — Object is not active

Description: The object is no longer active.

Error Number 80 — Ticket is not validated

Description: The database security ticket has not been validated by the database. Please contact technical support.

Error Number 81 — Not initialized

Description: The driver is not initialized.

Error Number 82 — Deinitializing

Description: The driver is in the process of deinitializing.

Error Number 83 — Invalid date

Description: The date is invalid.

Error Number 84 — Media is not in the database

Description: The media is not in the database. It cannot be read until it is either imported or is overwritten with other information.

Error Number 85 — Cannot delete an object with instances

Description: The object cannot be deleted when the object has instances. To remove the instances, you must remove from the database all the media that contain instances of this object.

Error Number 86 — Internal: Not used

Description: Please contact technical support.

Error Number 87 — No media specified

Description: There are no media specified or all media have been used and cannot be reused in order for the job to complete. If any media were specified they have been marked as already used, full or bad. Please specify additional media by including additional media folders, media, or selecting auto format.

Error Number 88 — No devices specified or all devices are now offline

Description: There are no devices that can possibly meet the requirements for the job to complete. If any devices were specified, they are marked as 'dead' due to communication failure, device failure, etc.

Error Number 89 — Incorrect media, device skipped

Description: The media in the device was not specified as part of the job. The media will be skipped.

Error Number 90 — The software evaluation date has expired

Description: The evaluation period for the software has ended. Please contact your reseller to purchase a licensed copy.

Error Number 91 — Logical format is read only

Description: The logical tape format contained on the media is read only. Either select Overwrite in the job options, reformat the tape, or use a different tape.

Error Number 92 — Overwrite of media is not allowed

Description: Overwriting of this media is not allowed. This media has archive objects on the tape which are not allowed to be overwritten. If you need to overwrite this tape, delete it from the database and reformat it or set your job to autoformat.

Error Number 93 — Media is bad, can only read media

Description: The last time the media was written to, the media signaled a bad block during write. The media is marked in the database as being read only. If you are sure that this media is good, you can delete the media from the database and reformat it.

Error Number 94 — Operation only valid after media is mounted

Description: Please contact technical support.

Error Number 95 — Object open during backup, possibly bad

Description: Please contact technical support.

Error Number 96 — Object open during backup, probably bad

Description: Please contact technical support.

Error Number 97 — The media cannot be used again in this job

Description: The media has already been written to in this job session and cannot be written to again.

Error Number 98 — The instance was not found

Description: The instance was not found during an instance lookup.

Error Number 99 — The device is no longer responding

Description: The device is not responding. Check to make sure the device is still connected and powered on. If this problem persists, please contact technical support.

Error Number 100 — Deferred error, another will follow

Description: Please contact technical support.

Error Number 101 — Data did not compare correctly

Description: During a verify, the data read from the target does not match. Either the file has changed on disk, or a hardware error has occurred. Check to make sure that the file has changed on disk. If you are sure that the file has not changed, please contact technical support to report this problem.

Error Number 102 — Stream sync error, expected stream header

Description: A synchronization error has occurred between the stream process thread and the stream work threads. Please contact technical support.

Error Number 103 — No alert response is available

Description: A pending alert has not been responded to by any user.

Error Number 104 — Not attempted

Description: The object operation was not attempted. Either the job was cancelled before this object could be processed, or an error occurred which caused the job to be terminated.

Error Number 105 — Driver is initializing

Description: The driver is currently initializing.

Error Number 106 — No available device or all devices are busy

Description: All devices are currently in use and busy. Try the operation again at a later time.

Error Number 107 — The magazine in the loader was changed

Description: The magazine in the loader was changed between the time the loader was reinitialized to the time the operation was attempted. Please leave the door on the loader closed while the loader is operating.

Error Number 108 — Invalid media header

Description: Please contact technical support.

Error Number 109 — User does not have a home folder available

Description: The home folder for the user could not be found. Check to make sure that the user has a folder with the same name as the user in the \Database\Home folder.

Error Number 110 — No usable media in the loader

Description: Of all the tapes in the loader, one could not be found that would meet the requirements of the job. Please check the media that the job specifies and the media in the loader. If this problem persists, please contact technical support.

Error Number 111 — Unable to login to NetWare NDS

Description: When attempting to login to Directory Services, an error occurred which prevented the login from completing. Most likely, this is due to an incorrect account name (should be something like cn=admin.o=NDS) or the password is incorrect.

Error Number 112 — Unable to communicate with the target host

Description: When attempting to communicate with the target machine, it was determined that the target machine is not active. Attempt the operation later.

Error Number 113 — Invalid move destination

Description: When attempting to move an object to a different location, the new location was determined to be incompatible with the object being moved. Either the object cannot reside in class of container selected (like trying to move a job into a subdirectory) or the target container is a child of the source container.

Error Number 114 —Redirection manager failure

Description: Please contact technical support.

Error Number 126 — Invalid message file

Description: One of the message files is invalid or is the incorrect version. Reinstall NovaNet and try loading again. If this problem persists, please contact technical support.

Error Number 127 — No cleaning cartridge available

Description: There is no available cleaning cartridge in the autoloader. Either you have not defined any slots to contain a cleaning cartridge, or another device is currently using the cleaning cartridge you have defined. To define a slot as a cleaning cartridge, select the autoloader status properties, change the element status of the slot to contain the cleaning cartridge.

Error Number 128 — No available cleaning cycles

Description: All cleaning cartridges have exhausted their cleaning cycle counts. You need to replace the cleaning cartridge with a new cartridge, and update the autoloader status properties with the new cleaning cartridge information.

Error Number 129 — The database is being backed up

Description: The database files are currently being backed up. At this time, no changes may be made to the database. Try the operation again later.

Error Number 130 — The database restored has an invalid file count

Description: The database being restored has an invalid control file count. The count is checked for accuracy during the final phase of the database restoration. This count is not accurate or the database restore was not completed successfully.

Error Number 131 — A database file for restore is missing

Description: One of the database files needed for restoring the database is missing.

Error Number 132 — A database file for restore has the incorrect size

Description: One of the database files needed for restoring the database has the incorrect size. During the final phase of the restoration process, the file sizes are checked to make sure that the files are intact.

Error Number 133 —Your account has been disabled

Description: Your account on this server has been disabled. Please contact your administrator to reenable your account.

Error Number 134 —Your password has expired

Description: The password for your account has expired and must be changed before you can proceed.

Error Number 135 —Your password has expired

Description: The password for your account has expired. Depending on the number of grace logons remaining you may or may not need to change your password now.

Error Number 136 — The account does not exist

Description: The account you are attempting to use does not exist on this server.

Error Number 137 —Your account has expired

Description: Your account on this server has expired. Please contact your administrator to update your account.

Error Number 138 — Concurrent connections exceeded

Description: The number of concurrent logins that your account is limited to has been exceeded. Try to login again later.

Error Number 139 — Invalid Machine

Description: The machine on which you are attempting to login is not available to this account. This account is limited to a set of machines that does not include this local machine.

Error Number 140 — The password was not changed

Description: The password was not changed. This is most likely due to the old password not being correct, or the new password may have already been used.

Error Number 141 — The password you entered is not correct

Description: The password you have entered is not correct. Please retry the password. If this does not correct the problem, contact your system administrator for assistance.

Error Number 144 — An imported symbol could not be found

Description: You may need to upgrade the CLib to a newer version. Please contact technical support for assistance.

Error Number 145 — Printing error

Description: When attempting to output to the printer, an error occurred. This can be caused by the printer being offline, out of paper or not turned on. Please check the printer. If this problem persists, contact technical support.

Error Number 146 — Unable to initialize e-mail provider

Description: When attempting to initialize the e-mail provider, an error occurred. Verify that your e-mail service is correctly installed. For more information, see the NovaNet log on the database server.

Error Number 147 — Unable to send e-mail

Description: When attempting to send a message, the e-mail provider had a fatal error. Verify that your e-mail service is correctly installed. For more information, see the NovaNet log on the database server.

Error Number 148 — The software beta date has expired

Description: The beta period for the software has ended. Please contact your reseller to purchase a licensed copy.

Error Number 178 — Incorrect media, prompt for new media

Description: Please insert media from a set compatible with the job.

Error Number 179 — Restart machines

Description: The machines which have been restored need to be shutdown and restarted to complete the restore. This is due to some files being in use during the restore process.

Error Number 180 — Restart NovaNet

Description: NovaNet needs to be shutdown and restarted to complete the restore process. If you are running NovaNet as a service, make sure to shut down the service as well. If you just restored the NovaNet database, also shutdown and restart the storage management server.

Error Number 195 — Could not open the database files

Description: An error occurred while opening the database files. Check the databasePath= setting in the [configuration] section of NNCfg.Ini. Also, if you are running under DOS, check to make sure files=40 is set in c:\config.sys.

Error Number 196 — Could not open ???\.ini file

Description: Could not open a required .ini file. Please contact technical support.

Error Number 197 — Could not open NNCfg.Ini

Description: Could not open the configuration file NNCfg.Ini. This file should be located in the NovaNet root directory. This is the directory where the executable NNADMIN.EXE (NNADMIN.NLM for NetWare) resides. If this file cannot be found, reinstall NovaNet.

Error Number 198 — DPMI call error

Description: DPMI call error

Error Number 199 — No driver

Description: No driver

Error Number 200 — No attribute buffer

Description: An attribute was to be read or written but the attribute buffer had not been allocated. Please contact technical support.

Error Number 201 — End of attributes

Description: When attempting to read attributes from the buffer, the end of the buffer was reached.

Error Number 202 — Buffer too small

Description: The attribute buffer is too small and cannot be expanded.

Error Number 203 — Attribute structure mismatch

Description: When reading a tagged structure from the attribute buffer, the size for the structure requested did not match the size of the structure present in the buffer.

Error Number 204 — Dword attribute mismatch

Description: When reading a tagged dword from the attribute buffer, the size for the dword requested did not match the size of the dword present in the buffer.

Error Number 205 — Sparse attribute write

Description: The caller has attempted to write information to the tagged buffer which is not sequential.

Error Number 206 — Invalid operation

Description: When attempting to perform an operation, the operation is incompatible with the original intention of the object. For example, reading an object that was opened for restore.

Error Number 207 — Invalid mode

Description: Invalid open mode specified to open an object.

Error Number 208 — Object not found

Description: The object specified was not found or no longer exists.

Error Number 209 — Object is busy

Description: The object specified was busy and in use by another process.

Error Number 210 — Object already exists

Description: The object specified already exists and cannot be deleted.

Error Number 211 — Too many handles

Description: The data stream manager ran out of handles when attempting to allocate a new handle for open or create.

Error Number 212 — Unknown error

Description: An unknown data stream manager error has occurred.

Error Number 213 — Locking deadlock

Description: The operating system has determined that granting a lock request would cause a deadlock situation.

Error Number 214 — Bad handle

Description: The data stream handle used is now invalid.

Error Number 215 — Invalid argument

Description: An argument passed to the data stream manager is invalid.

Error Number 216 — Invalid stream

Description: A logical stream id passed to the data stream manager is invalid.

Error Number 217 — End of stream

Description: The end of the logical data stream was found.

Error Number 218 — Not sufficient permission

Description: The effective user id does not match the owner of the file or directory, and is not zero (root or supervisor).

Error Number 219 — Read-only file system

Description: The file or directory could not be created because the target file system is read-only.

Error Number 220 — Invalid Compression Header

Description: When decompressing data, the file system detected that the a valid, required decompression header was not present. This probably indicates a hardware fault, or that the information about this media in the database is incorrect.

Error Number 300 — Attempted controller command overlap

Description: Attempt to issue a second command to a device before a previous command has completed. This indicates either a command sequencing/preemption problem or a possible device problem.

Error Number 301 — Abort command failed

Description: Attempt to abort an ASPI command has failed. ASPI never guarantees that a command can be aborted.

Error Number 302 — ASPI buffer too large

Description: A physical transfer has been attempted which is larger than the ASPI manager can handle.

Error Number 303 — ASPI busy

Description: ASPI has queued as many commands as possible and cannot accept any more. Wait until command load less and retry the operation.

Error Number 304 — ASPI command aborted

Description: ASPI command was successfully aborted.

Error Number 305 — ASPI timeout processing

Description: Command timeout has occurred during processing. Check for device, controller or SCSI bus problems.

Error Number 306 — ASPI timeout waiting processing

Description: Command timeout has occurred while in queue awaiting processing. Check for device, controller or SCSI bus problems.

Error Number 307 — Unknown ASPI status

Description: ASPI returned from a command with undefined ASPI status. The command is considered to have failed.

Error Number 308 — ASPI auto request sense failed

Description: ASPI failed in attempt to get sense information after a command has failed with check condition status.

Error Number 309 — Buffer is not aligned

Description: A buffer has been supplied to ASPI which does not meet the required boundary alignment. Contact technical support.

Error Number 310 — SCSI bus reset detected

Description: ASPI has detected a reset on the SCSI bus and the command has been terminated.

Error Number 311 — Status check condition

Description: SCSI command terminated with check condition and a more specific error could not be determined.

Error Number 312 — Status error

Description: SCSI command completed with error condition and a more specific error could not be determined.

Error Number 313 — Device security violation

Description: Attempt to access a device from a process that does not have access privileges.

Error Number 314 — Device select timeout

Description: Attempt to select a device on the SCSI bus has timed out. Either the device is not responding, is turned off, is disconnected or selection is being attempted with the wrong SCSI id.

Error Number 315 — Device reset detected

Description: ASPI has detected a bus device reset directed to itself.

Error Number 316 — Device reset failed

Description: Attempt to issue a bus device reset to a device has failed. Device may need to be manually reset if it will not respond to a bus device reset.

Error Number 317 — Failed to create thread wait semaphore event

Description: Attempt to create a device service thread wait semaphore has failed. The controller will be unable to service the device for which this thread and semaphore were being created. This may indicate serious problems with the operating system.

Error Number 318 — Host adapter status unknown

Description: Command has completed with undefined host adapter status. This may indicate adapter problems or ASPI problems.

Error Number 319 — Host adapter unresponsive

Description: Host adapter is not responding to ASPI commands. The problems may be either hardware or software. It may be necessary to completely power down and restart the system in which the host adapter resides in order get it to respond.

Error Number 320 — Invalid ASPI command

Description: An invalid ASPI command has been issued. This should not be possible. Please call technical support.

Error Number 321 — Invalid controller command

Description: The controller driver has received an invalid command. This should not be possible. Please call technical support.

Error Number 322 — Invalid host adapter id

Description: Attempt to access a host adapter with an invalid id. Make sure ASPI driver for the host adapter you intend to use is loaded.

Error Number 323 — Invalid IOCTL command

Description: Attempt to access the controller's I/O control functions with an invalid command. This should not happen. Please call technical support.

Error Number 324 — Invalid SRB parameter

Description: Attempt to execute an ASPI srb with an invalid parameter. This should not happen. Please call technical support.

Error Number 325 — SCSI reject message received

Description: A device has responded to a SCSI command with a reject message. If this is the result of the device rejecting synchronous transfer negotiations, the device may not support synchronous transfer. If this is the case, disable synchronous negotiation for the device on the controller.

Error Number 326 — No ASPI manager present

Description: Could not find an ASPI manager. The appropriate controller and ASPI manager need to be loaded by the operating system before they can be used by NovaNet. The method for doing will depend on which operating system is being used (NetWare, Windows etc).

Error Number 327 — Device not found or unresponsive

Description: Attempted command to non-existent or unresponsive device. Make sure the desired device is connected and will respond to SCSI commands.

Error Number 328 — No thread waiting semaphore

Description: An attempt has been made to issue a command to a device without starting the device on this controller. This should not happen. Please contact technical support.

Error Number 329 — SCSI parity error detected

Description: SCSI bus parity error has occurred. There may be SCSI bus termination problems or device/controller configuration problems or hardware problems with the device or controller.

Error Number 330 — Target bus phase sequence

Description: ASPI has detected a SCSI bus phase sequence error caused by the target device. This may be the result of SCSI bus problems or device failure.

Error Number 331 — Thread waiting semaphore signal failed

Description: Unable to signal a device service thread. The associated device will be unusable until this problem is solved. It is possible that merely stopping and restarting the device driver will solve the problem. There may however be operating system problems causing the semaphore signal to fail.

Error Number 332 — Too many devices

Description: Attempt to service too many devices on one controller. The maximum number of devices supported on a single SCSI bus is 14.

Error Number 333 — Unexpected bus free

Description: SCSI bus has unexpectedly gone to a bus free state. Either there is a target device problem or the SCSI bus has been physically disconnected from the target.

Error Number 334 — Host adapter not present

Description: Unable to load ASPI controller driver for host adapter. ASPI is either not present for this host adapter or is not responding properly.

Error Number 335 — Device changed while executing command

Description: While executing a command, the device driver was changed. The command cannot be completed. Devices should not be stopped or started while NovaNet is actively using them.

Error Number 336 — Cannot access claimed device

Description: Was unable to get a device handle to a claimed device. Without this handle, device cannot be accessed. If the device has received a non-standard name because of the claiming driver, it may be possible to use the device if it is unclaimed. Simply reconfigure the system NOT to load the claiming driver.

Error Number 337 — Unable to open device exclusively

Description: NovaNet will only use a device if it can obtain exclusive use. Some other program has claimed the device and NovaNet cannot obtain exclusive use. If you wish NovaNet to use the device, The other claimant must relinquish its claim on the device.

Error Number 338 — SCSI bus inquiry failed

Description: When attempting to scan for devices, the SCSI bus inquiry failed. The SCSI miniport may be having problems or there may be other system problems. This controller will not support any devices until the problem is fixed.

Error Number 339 — Failed to get port capabilities

Description: Unable to initialize driver because there was an error when attempting to get port capabilities. The SCSI miniport may be having problems or there may be other system problems.

Error Number 340 — Unable to open SCSI port

Description: Unable to initialize driver because unable to open the SCSI port. The SCSI miniport may be having problems or there may be other system problems.

Error Number 400 — Autoloader deactivated

Description: The autoloader device was deactivated because its SCSI controller driver was deactivated.

Error Number 401 — Buffer empty

Description: The device buffer is empty

Error Number 402 — Buffer full

Description: The device buffer is full

Error Number 403 — Command not set up

Description: Attempt to issue a controller command with an unprepared I/O parameter block. Please contact technical support.

Error Number 404 — Command timeout

Description: A command to a device has timed out. An attempt was made to abort the command. The device or controller may be unresponsive. It may be necessary to reset the device or even power down and restart the system in order to get things responding correctly. There may be device or controller hardware problems.

Error Number 405 — Controller deactivated

Description: The device has been deactivated because its controller has been deactivated.

Error Number 406 — Controller not found

Description: A device or autoloader driver could not be activated because the specified controller could not be found. Make sure that the correct controller is specified and that it is loaded and initialized. In the case of auto detection of devices, this should not occur and you should contact technical support.

Error Number 407 — Device id conflict

Description: Two or more devices have been specified on the same SCSI bus as having the same SCSI Id and Lun. Make sure none of the devices and host adapters have conflicting SCSI Id's and Lun's. If not using autodetect, make sure no Id/Lun conflicts appear in the NNCfg.Ini specifications for loading controllers and devices.

Error Number 408 — Host adapter id conflict

Description: A device has been specified as having the same id as the SCSI host adapter. Make sure none of the devices and host adapters have Id/Lun conflicts. If not using autodetect, make sure no Id/Lun conflicts appear in the NNCfg.Ini specifications for loading controllers and devices.

Error Number 409 — Device is in use

Description: Device has been reserved for exclusive use by another NovaNet user or job. Either use a different device, try again later or determine who or what is using the device and if it can be freed up.

Error Number 410 — Invalid block size

Description: The media in the device cannot be used by NovaNet unless it is re-formatted. The block size must be an even power of two between 512 bytes and 32768 bytes.

Error Number 411 — Invalid controller instance id

Description: A controller command has been submitted with an invalid /inactive controller instance id or a controller instance has become invalid while a command is waiting to complete. This should not happen. Please contact technical support.

Error Number 412 — Invalid connection

Description: Attempted access to a device without previously reserving it or attempted access to a device previously reserved by another user or process.

Error Number 413 — No buffer

Description: Device read/write operations being attempted without a device buffer being allocated. This should never happen Please contact technical support.

Error Number 414 — No controller instance

Description: Attempt to submit a controller command without a controller instance id in the I/O parameter block. This should never happen. Please contact technical support.

Error Number 415 — Not formatted

Description: Media in the device is not formatted or blank. To use this media, either format it or let NovaNet auto-format it when running a backup.

Error Number 416 — Invalid SCSI command

Description: An attempt was made to build a SCSI command not supported by NovaNet. This should never happen. Please contact technical support.

Error Number 417 — Unrecognized format

Description: Media in the device has a format not recognized by any of the logical format drivers currently loaded. If you know the format of the media and there is a NovaNet format driver for that format, then you will need to load that format driver before NovaNet will recognize it. If you know there is no useful information on the media, simply format and use with NovaNet.

Error Number 418 — The target LTF is not loaded

Description: A request was made to use logical format for which a format driver was not loaded. Make sure the appropriate driver is loaded and re-try the operation.

Error Number 419 — Unable to find device sought by loader

Description: An autoloader is trying to find a device which it will service. Either the device driver did not load, did not activate or has been deactivated. Make sure the device drivers for the devices in the loader have been loaded and activated, then try to restart to loader.

Error Number 500 — Device already open

Description: An attempt has been made to open a tape device which is already open. This should not happen although it may happen in some really nasty error situations. In this case even after error recovery has been made, the device may still be "open". Try stopping and restarting the device driver.

Error Number 501 — Beginning of media partition

Description: The media is positioned at the beginning of partition.

Error Number 502 — Device is busy

Description: Device is unable to accept a command. It may become able to do so with time. If the condition persists, there may be a problem with the device.

Error Number 503 — Command has been cancelled

Description: The last command to the device was cancelled

Error Number 504 — Command aborted

Description: The device has aborted a command. This may mean either problems with the device or problems with the commands being sent or the sequence in which they are being sent. If this error occurs regularly or frequently, please contact technical support.

Error Number 505 — Invalid command parameter

Description: Device driver has been given an invalid command parameter. This should not happen. Please contact technical support.

Error Number 506 — Command parameter not supported

Description: Device driver has been given an unsupported command parameter. This should not happen. Please contact technical support.

Error Number 507 — Command queue is full

Description: Device command queue is full. This error should not appear since sequential access devices generally do not support command queuing. Please contact technical support.

Error Number 508 — Command terminated

Description: This error should not appear since NovaNet does not issue the I/O terminate message. If it does appear, please contact technical support.

Error Number 509 — Device is not connected

Description: This error should not appear since it would seem that for all the supported devices, the physical device units are integral with logical units. If it does appear, please contact technical support.

Error Number 510 — Device is not supported on LUN

Description: Target is not capable of supporting a physical device on this logical unit. If you are not using autodetect, make sure NNCfg.Ini device specifications are set to the correct SCSI id and LUN.

Error Number 511 — Invalid peripheral qualifier

Description: This is specified as a reserved value. If the device does not conform to ANSI spec, driver will not initialize.

Error Number 512 — Vendor specific qualifier

Description: This is a vendor specific value. More information would be necessary to support such a device. If you are going to use this device, please contact technical support to see if something can be arranged.

Error Number 513 — Device does not support command

Description: This error occurs when an unsupported command is issued to a device. This should not happen. The device initialization file probably needs modification to include more limitations for the device. Please contact technical support.

Error Number 514 — End of data

Description: If this error occurs during a restore or verify some sort of tape data stream error has occurred. This may indicate a number of different problems including bad media, device problems, driver/formatter problems, corrupt database, etc. You should check the job log for further information. If possible, retry the operation with different media/device. If problem persists, contact technical support.

Error Number 515 — Cancel has failed

Description: An attempt to cancel a device command has failed. Since command abort is never guaranteed, this error is entirely possible. This can be a problem if NovaNet is unloading drivers causing failure to release resources, processor execution exceptions and access violations. Unfortunately there may be no good solution if this error occurs.

Error Number 516 — Filemark detected

Description: During a tape read operation a filemark was encountered. This is normal operation and ordinarily this "error" is not reported. If you have gotten this error check that the operation was one that would report this error.

Error Number 517 — Hardware failure

Description: Device has reported a hardware failure in response to a command. This error may be cleared by resetting the device. If the error persists, the device may require repair or replacement.

Error Number 518 — Illegal length

Description: An illegal block length has been set for a tape command. This is normally handled internally and is not reported. If this error is reported it may indicate device/media problems. It is possible that it may result from erroneous information in the device initialization file (NNtapdev.ini). If the latter is the case, you need to contact technical support.

Error Number 519 — Illegal request

Description: A command issued to a device contains an illegal request. This error is normally handled internally. If this error appears, the device initialization file (NNtapdev.ini) may contain an error. Please contact technical support.

Error Number 520 — Illegal sense key

Description: The device has returned an illegal sense key in the sense data after a check condition. This indicates an out of spec device or device hardware or firmware problems.

Error Number 521 — Incompatible tape format

Description: The media in the device has a low-level format that is not readable by NovaNet. If media contains no useful information, it can be formatted either manually or automatically and used by NovaNet. Note: Formatting will render any previously information on the tape unrecoverable without using special equipment.

Error Number 522 — Unexplained condition

Description: The device has returned an inexplicable status since NovaNet does not issue commands that can produce the condition. This may indicate an out of spec or malfunctioning device.

Error Number 523 — Invalid device command

Description: An attempt has been made to execute an invalid device command. This error should not happen. Please contact technical support.

Error Number 524 — Invalid IOCTL command

Description: The device driver has received an invalid I/O control command. This should never happen. Please contact technical support.

Error Number 525 — Invalid open flags

Description: An attempt has been made to open the device with invalid open mode flags. This should never happen. Please contact technical support.

Error Number 526 — Invalid SCSI status

Description: The device has returned an invalid SCSI status in response to a command. This may indicate an out of spec or malfunctioning device, SCSI bus problems or controller problems.

Error Number 527 — Invalid sense key

Description: The device has returned an undefined sense key value in the sense data. This may indicate an out of spec or malfunctioning device, SCSI bus problems or controller problems.

Error Number 528 — Logical end of media

Description: This error is normal during backup and should be handled as a matter of course. You may be prompted for new media and/or the data stream may be directed to another device. During restore or verify this error would indicate a tape data stream error. This may indicate a number of different problems including bad media, device problems, driver/formatter problems, corrupt data base, etc. You should check the job log for further information. If possible, retry the operation with different media/device. If problem persists, contact technical support.

Error Number 529 — Media data error detected

Description: Device has detected a media error. This may be caused by bad or worn media, device in need of cleaning, hardware problems and sometimes by attempting to use compressed format media in a device that does not support compression. Try head cleaning, different media/device or bulk erasure of media (Only if media/device does not use pre-recorded Servo tracks).

Error Number 530 — No media class specified

Description: This error is caused by an error in the device initialization file (NNtapdev.ini). Please contact technical support.

Error Number 531 — Not ANSI SCSI-1 or SCSI-2

Description: Device does not meet either the ANSI SCSI-1 or SCSI-2 spec. NovaNet will not initialize a driver for such a device. If the device can be reconfigured to conform to the above specs, it now may be supported under NovaNet.

Error Number 532 — Device not open for read

Description: Attempt was made to read from the device without the device having been opened for read. This should never happen. Please contact technical support.

Error Number 533 — Device not open for write

Description: Attempt was made to perform a write operation without the device having been opened for write. This should never happen. Please contact technical support.

Error Number 534 — Device is not yet ready

Description: The device is not ready but is in the process of becoming ready. This error should be handled automatically. If you encounter this error, wait a few seconds and try the operation again. Please contact technical support.

Error Number 535 — Device needs initializing command

Description: The device is not ready and needs an initializing command. This error is normally handled automatically. If you encounter this error, try ejecting and reinserting the media. This will normally auto-load the media. If device has been configured not to auto-load media, try configuring the device to auto-load inserted media.

Error Number 536 — No media in device

Description: There is no media in the device. If you are running a job, selecting Cancel will cause the device to be removed from the device list that the job will use.

Error Number 537 — Not a sequential device

Description: The tape device driver will not initialize for a non-sequential device. If you are not using autodetect, check that you are specifying the correct SCSI id and LUN for the tape device in the NNCfg.Ini file. If you are using autodetect, this error should not occur. Please contact technical support.

Error Number 538 — Physical end of media

Description: Device has encountered physical end of media. This error should not occur since NovaNet is conservative and stops at logical end of media. The device may not be configured to report logical end of media. If this is the case, try reconfiguring the device to report logical end of media. There also may be a device malfunction. If this error occurs during restore or verify, there may be a tape data stream problem. If the error persists, please call technical support.

Error Number 539 — Physical position unknown

Description: If you are using an Exabyte EXB_8200, NovaNet must keep track of the block position for the device. This error means some condition has occurred which has caused NovaNet to lose the physical position. Issuing a rewind command or restarting the failed operation should re-establish the physical position. If the error recurs, the device may have a problem. If it is determined that the device is not malfunctioning, please contact technical support.

Error Number 540 — Timeout while waiting for ready

Description: When attempting to access a device, there has been a timeout while waiting for the device to come ready. This may be caused by a malfunctioning device. If it takes longer than 90 seconds to become ready, this timeout may occur. If this is the case wait a while longer then try the operation again. If the latter is the case, contact technical support and let them know. The fixed value may be made longer or support for a variable value may be added.

Error Number 541 — Device is reserved by another host

Description: A SCSI device reservation has been made by another host. Either wait for the other host to release the device or find out which host and get it to release the device. Some failure conditions may leave the device in this state so it will be necessary to reset the device.

Error Number 542 — Setmark detected

Description: During a tape read operation a setmark was encountered. This is normal operation and ordinarily this "error" is not reported. If you have gotten this error check that the operation was one that would report this error.

Error Number 543 — Unit attention

Description: Device status has changed. This happens when the device is powered up, reset or had media changed. This is normal operation and ordinarily this "error" is not reported. In the event this error is reported, retry the operation and the condition should clear automatically.

Error Number 544 — Unrecognized/unsupported device

Description: Attempt was made to load a device driver and initialization was unable to match the device manufacturer and model info with any entry in the device initialization file (NNtapdev.ini). The device may be supported but lately, devices with modifiable identification are being produced. An OEM or distributor may have changed the device identification. Often the changes required to support a device with changed id are simple and easily implemented. If this is a new device, things will still probably be fairly simple. A new device should also be tested and certified. In either case, please call technical support.

Error Number 545 — Unsupported media class

Description: Attempt to access a device with an unsupported media class. The device initialization file (NNtapdev.ini) has an error and is not setting a valid media class for the device. Either it has been corrupted or misedited. Either correct this file or get a fresh copy from the original CD.

Error Number 546 — Vendor specific

Description: Sense data from a device has returned a vendor specific sense key. The exact meaning depends on the manufacturer of the device. For example, Exabyte uses this key to report a positioning error and that the device has lost its position. If the error persists, it may indicate device malfunction. You may need to contact technical support or the device manufacturer for more specific information.

Error Number 547 — Write protected

Description: Attempt was made to write to write protected media or an attempt was made to append to media already written in a format in which the device is incapable of writing. You should determine if any critical information will be lost, then, if not, remove the write protection and use the media or format or overwrite the media so the device can select a format which it can write.

Error Number 548 — Cleaning tape installed

Description: This error is returned if an attempt is made to use a device while is undergoing a cleaning cycle and the cleaning tape is still installed. Complete the cleaning cycle, remove the cleaning tape, insert regular tape media and retry the operation.

Error Number 549 — Block size is too large

Description: Block size is larger than maximum physical transfer or possibly even the buffer. This may be accommodated by adding or changing some parameters in the NNCfg.Ini under the section for this device. If autodetect has been used, it may be necessary to add a section using the device name assigned by autodetect as the contents of the section header.

Error Number 600 — Volume not found

Description: The volume specified was not found. Check to make sure that the volume is still valid and mounted.

Error Number 601 — Invalid object path

Description: The path specified is invalid. Please contact technical support.

Error Number 602 — Unable convert name space

Description: When attempting to parse the object path, the name space specified in the path could not be converted to a target name space on the volume. This is most likely caused by not having all the name spaces loaded on the volume. To correct this, error, add the name space to volume, perform the operation (probably restore) and remove the name space using VREPAIR.

Error Number 603 — No component

Description: A component was expected but was not found. Please contact technical support.

Error Number 604 — Unable to open Extended Attribute

Description: Unable to open the OS/2 extended attribute fork. Even though extended attributes are used primarily by OS/2, Windows 95/98/NT, and Macintosh name spaces also use some extended attributes.

Error Number 605 — Unable to get Extended Attribute

Description: Unable to get the OS/2 extended attributes of the object.

Error Number 606 — Unable to enum Extended Attribute

Description: Unable to enumerate the OS/2 extended attributes of the object to determine which extended attributes are available.

Error Number 607 — Unable to read Extended Attribute

Description: Unable to read the OS/2 extended attribute key returned by enumerate. Please contact technical support.

Error Number 608 — Unable to get MacInfo

Description: Unable to read the Macintosh Finder and Prodos info. Please contact technical support.

Error Number 609 — Unable to get NfsInfo

Description: Unable to read the Unix NFS information about rights, group and owner.

Error Number 610 — Invalid name space or not loaded

Description: When attempting to retrieve a component of an object path, the name space specified in the component could not be dereferenced. This is most likely caused by not having all the name spaces loaded on the volume. To correct this, error, add the name space to volume, perform the operation (probably restore) and remove the name space using VREPAIR.

Error Number 611 — Unable to read Dos name

Description: Unused

Error Number 612 — Unable to map volld/dird to path

Description: Unable to map the volume id and directory id pair to a true DOS compatible path. This is probably caused by the directory or object being deleted or the supporting volume being dismounted.

Error Number 613 — Unable to map volld to name

Description: Unable to obtain the volume name given the volume id. This is probably caused by the volume being dismounted during a NovaNet operation.

Error Number 614 — Unable to get the directory entry

Description: Unable to get the DOS directory entry for the volume id and directory id pair. This is probably caused by the directory or object being deleted or the supporting volume being dismounted.

Error Number 615 — Could not open or create the component

Description: An error occurred while attempting to create or open the file or directory object. This could be caused by the volume being dismounted, or the name of the object is invalid.

Error Number 616 — Entry not found

Description: When attempting to parse the NovaNet path, an entry along the path could not be found. Either it was deleted, it contains an illegal character (such as ALT-255), the volume was dismounted or has become unavailable.

Error Number 617 — Format is incompatible with target

Description: The format that the object is stored in is incompatible with the target system. For example, attempting to restore a file that was compressed on NetWare 4.x to a file server running NetWare 3.x, or a Windows NTFS file to a NetWare file, etc. If this is required, select the "Advanced" button on the Backup Options tab of the job, and deselect the native data stream format.

Error Number 618 — Unable to get compression info

Description: While attempting to get the compressed and uncompressed sizes of the file, NetWare failed. This is required in order to complete the backup procedure. Please contact technical support.

Error Number 619 — Invalid volume or volume not mounted

Description: The volume specified is invalid, does not exist or is not mounted.

Error Number 620 — Unable to write the user space restrictions

Description: An error occurred while attempting to write the user space restrictions on the volume. Attempt the operation again, check the volume name, etc. If this error persists, please contact technical support.

Error Number 621 — Unable to write the directory space restriction

Description: An error occurred while attempting to write the directory space restrictions on the volume. Attempt the operation again, check the directory name, etc. If this error persists, please contact technical support.

Error Number 622 — Unable to write trustee

Description: An error occurred while attempting to write the trustee information on the directory or file. Attempt the operation again, check the directory name, etc. If this error persists, please contact technical support.

Error Number 623 — Unable to obtain entry information

Description: Unable to obtain the critical information about the file or directory such as attributes, dates and times, sizes, etc. If this error persists, please contact technical support.

Error Number 624 — Unable to modify entry information

Description: Unable to modify the critical information about the file or directory such as attributes, dates and times, sizes, etc. If this error persists, please contact technical support.

Error Number 625 — Unable to put MacInfo

Description: Unable to save the Macintosh information about the file or directory such as the Finder Info, associations, etc. If this error persists, please contact technical support.

Error Number 626 — Unable to put NfsInfo

Description: Unable to save the NFS specific information about the file or directory such as the UID/GID and Unix attributes. If this error persists, please contact technical support.

Error Number 627 — Unable to write Extended Attribute

Description: Unable to save the extended attribute information about the file or directory such as the UID/GID and Unix attributes. If this error persists, please contact technical support.

Error Number 628 — Object info is too long, overflowed

Description: The NDS object information overflowed the internal buffer. Please contact technical support.

Error Number 629 — Unable to get the NDS/Bindery object id

Description: An error occurred when attempt to retrieve the object information from an object id. If this error persists, please contact technical support.

Error Number 630 — Unable to create a directory

Description: Unable to create the target directory. Make sure the volume is valid and that the directory name is valid. Also, make sure you have sufficient rights on the target machine. If this error persists, please contact technical support.

Error Number 631 — A component of the path is not a directory

Description: When attempting to create a directory path, a component within the path was found to exist, but was not a directory. You must either rename the offending entry to another name, or delete the directory on the target machine.

Error Number 632 — Sync error on WinNT restore

Description: Data given to Windows NT to restore was not accepted for the given operation. Please contact technical support.

Error Number 633 — Cannot open source files

Description: When attempting to open one of the source files, an error occurred. This is usually due to the source files not existing or being in use.

Error Number 634 — Error writing to file

Description: Unable to write to the target disk. Most likely, the volume is out of space, or the volume is read only (like a CD-Rom).

Error Number 635 — Error reading from file

Description: Unable to read from the target disk. Most likely, the disk has been corrupted or dismounted.

Error Number 636 — Incompatible version

Description: The stream being restored is incompatible with the target system. Please contact technical support.

Error Number 637 — Cannot create the target

Description: When attempting to create one of the target files, an error occurred. This is usually due to the target files being in use.

Error Number 638 — Target file not found

Description: When attempting to open one of the source files, an error occurred. This is usually due to the source files not existing or being in use.

Error Number 640 — Unable to adjust process privileges

Description: An error occurred while attempting to adjust the NovaNet privileges to have backup/restore rights to the registry. Please contact technical support.

Error Number 641 — Unable to create the registry key

Description: Unable to create the registry key for the save operation. Please contact technical support.

Error Number 642 — Unable to save the registry key

Description: Unable to save the registry key for the backup operation. Please contact technical support.

Error Number 643 — Unable to enumerate the registry keys

Description: An error occurred while attempting to enumerate the target keys for backup. Please contact technical support.

Error Number 644 — Invalid function

Description: An invalid function was specified. This could be caused by the failover of resources on a cluster server.

Error Number 700 — Logical format not recognized

Description: The target machine does not recognize the logical tape format written to the tape.

Error Number 800 — Loader is busy

Description: This error would normally be encountered during autoloader when the loader device is performing self tests and internal initialization. This is normally handled at initialization of the autoloader device driver and would not normally be reported. Try re-initializing the loader driver after a few minutes. If the error persists, the loader device may be malfunctioning.

Error Number 801 — Loader is unable to move media

Description: A move medium command has been given to the loader but the exact cause is not specified. There are a number of possible causes. Mostly they involve misplaced cartridges or loader elements in an incorrect state. Manual intervention is the way to get things in order again. If the error persists, the loader may be malfunctioning and need service or repair.

Error Number 802 — Loader detected a cartridge fault

Description: There was a cartridge in the transport mechanism prior to power on or a move medium command. This may result from catastrophic failure such as power loss during a medium move. Use manual intervention to place the cartridge in its slot then retry the operation.

Error Number 803 — Loader detected a stuck cartridge

Description: Cartridge is stuck in the tape device. Use manual intervention to clear the problem. If the device is having trouble ejecting media it may require service or repair.

Error Number 804 — Loader command was aborted

Description: The loader has aborted a command. This may mean either problems with the loader or problems with the commands being sent or the sequence in which they are being sent. If this error occurs regularly or frequently, please contact technical support.

Error Number 805 — Loader command terminated

Description: This error should not appear since NovaNet does not issue the i/o terminate message. If it does appear, please contact technical support.

Error Number 806 — Loader command queue is full

Description: This error should not appear since NovaNet does not queue loader commands. If this error does appear, please contact technical support.

Error Number 807 — Destination element is full

Description: A move medium command was issued with a destination that already contained media. If manual intervention caused the problem, it may require NovaNet to rebuild the loader media inventory. If the problem persists, please call technical support.

Error Number 808 — Loader incapable of executing the command

Description: An attempt was made to give a loader device a command which it does not support. This should normally be handled internally via workarounds. If this error appears, please call technical support.

Error Number 809 — Loader door is open

Description: Attempt to issue a motion command while the loader door was open. Make sure the door is closed and then retry the operation.

Error Number 810 — Loader hardware error

Description: Loader has reported a hardware failure. It is possible that cycling power and/or manual intervention may clear the error. If the error persists, the loader may need service or repair.

Error Number 811 — Illegal SCSI request

Description: A command issued to a loader contains an illegal request. This error is normally handled internally. If this error appears, the device initialization file (NNldrdev.ini) may contain an error. Please contact technical support.

Error Number 812 — Illegal sense key

Description: The loader has returned an illegal sense key in the sense data after a check condition. This indicates an out of spec loader or loader hardware or firmware problems.

Error Number 813 — Invalid device command

Description: An attempt has been made to execute an invalid loader device command. This error should not happen. Please contact technical support.

Error Number 814 — Invalid parameter for Mode Select

Description: An invalid mode select command has been attempted. This should not happen. Please contact technical support.

Error Number 815 — Invalid SCSI status byte

Description: The loader has returned an invalid SCSI status in response to a command. This may indicate an out of spec or malfunctioning loader, SCSI bus problems or controller problems.

Error Number 816 — Invalid sense data key

Description: The loader has returned an undefined sense key value in the sense data. This may indicate an out of spec or malfunctioning loader, SCSI bus problems or controller problems.

Error Number 817 — No volume tag scanner installed

Description: This error is used internally to initialize the loader and should not be reported. If you got this error, you should contact technical support.

Error Number 818 — No device installed

Description: An attempt was made to move from/to a device which is not installed in the loader. This should not happen. Please contact technical support.

Error Number 819 — No magazine in loader

Description: Loader has no magazine from which to get or to which to put media. A magazine of media needs to be installed before loader can be used.

Error Number 820 — Invalid element for status request

Description: Status has been requested for an invalid element. This should not happen. Please contact technical support.

Error Number 821 — Loader not in SCSI control mode

Description: The loader is in a non-SCSI control mode and cannot be used by NovaNet. Place the loader in SCSI control mode and re-initialize the loader driver.

Error Number 822 — Device type is not an autoloader

Description: If you are not using autodetect, make sure the loader device specification in NNCfg.Ini has the correct SCSI id and LUN for the loader device. If this happens using autodetect, please call technical support.

Error Number 823 — Loader not ready

Description: Usually this will occur during loader internal initialization. The NovaNet loader driver initialization should handle this condition. Wait a while, then try to re-initialize the loader driver. If the error persists, the loader may be malfunctioning or in a non-accessible mode.

Error Number 824 — Loader is becoming ready

Description: Loader is not ready but is in the process of becoming so. If this process takes too long, NovaNet may time out while trying to initialize the loader driver. If so, wait a while, then try to re-initialize the loader driver. If the error persists, the loader may be malfunctioning.

Error Number 825 — Loader is reserved by another host

Description: Another host has reserved the loader. Wait until the other host has released its reservation and retry the operation. Otherwise find out what host is holding the reservation and arrange to access the loader. Under certain conditions, the host which made the reservation may have failed to release loader. In this case, it may be necessary to reset the loader.

Error Number 826 — Loader is in boot ROM mode

Description: The loader is in a special mode and cannot be used by NovaNet. There may be a problem with the loader firmware forcing it to run in a low level mode.

Error Number 827 — Source element is empty

Description: A move medium command was issued with a source that contained no media. If manual intervention caused the problem, it may require NovaNet to rebuild the loader media inventory. If the problem persists, please call technical support.

Error Number 828 — Loader status has changed

Description: This happens when the loader has had its door closed, is powered up, reset or had media changed. This is normal operation and ordinarily this "error" is not reported. In the event this error is reported, retry the operation and the condition should clear automatically. NovaNet will redevelop the loader inventory.

Error Number 829 — Did not recognize loader inquiry data

Description: Attempt was made to load a loader driver and initialization was unable to match the loader manufacturer and model info with any entry in the loader initialization file (NNldrdev.ini). The loader may be supported but lately, devices with modifiable identification are being produced. An OEM or distributor may have changed the device identification. Often the changes required to support a device with changed id are simple and easily implemented. If this is a new loader, things will still probably be fairly simple. A new loader should also be tested and certified. In either case, please call technical support.

Error Number 830 — Device not supported by this loader

Description: A move medium command was attempted to a device not supported by the loader. This should not happen. Please contact technical support.

Error Number 831 — Specified non-cleaning tape to clean

Description: A cleaning cycle was attempted but the cartridge was found not to be a cleaning cartridge. Make sure that loader storage that is specified as holding a cleaning cartridge does in fact hold a cleaning cartridge, then retry the operation.

Error Number 832 — Loader is reinitializing

Description: Attempted access to a loader while it is re-initializing. Normally, a loader command issued while it is re-initializing will be held until the re-initialize succeeds then, execution will be reattempted. If this error appears, there may be some unforeseen problem. Please call technical support.

Error Number 833 — Bad loader mode sense data

Description: Driver initialization has gotten bad mode sense data from the loader and initialization is not completed. This may be caused by loader malfunction, SCSI bus or controller problems.

Error Number 834 — All storage elements are full

Description: During initialization, extra media has been found in a device and all storage elements are full. Use manual intervention to remove the extra media, then re-Initialize the loader driver.

Error Number 835 — Loader did not find any devices

Description: During initialization, the loader was unable to find devices with which to associate. If autodetect is being used, loader devices must be on the same bus as the loader. Make sure that the device drivers have loaded and are initialized. If the loader is not on the same bus as its devices, both the loader and its devices must be loaded by specification in the NNCfg.Ini file.

Error Number 836 — Loader has not checked all its devices

Description: During initialization the loader has not been able to check all its devices. Make sure all device drivers are loaded and initialized, then try re-initializing the loader driver.

Error Number 837 — Loader command cannot complete

Description: When trying to re-initialize the loader driver another command has been encountered which will not complete. It may be necessary to try and unload the loader driver. There is some risk in that resources may not be released, there may be execution exceptions and access violations if a command is still in progress.

Error Number 839 — Invalid source element specified

Description: Attempted a move medium command with an invalid source element specified. This should not happen. Please contact technical support.

Error Number 840 — Invalid destination element specified

Description: Attempted a move medium command with an invalid destination element specified. This should not happen. Please contact technical support.

Error Number 841 — Loader incapable of requested move

Description: The loader is not capable of the requested move medium command. This should not happen. Please contact technical support.

Error Number 842 — No volume tag available

Description: This error can occur as a result of normal operation. It is handled internally and should not be reported. If you get this "error", please contact technical support.

Error Number 843 — Loader has been de-servoed

Description: The loader has been stopped or de-servoed from the operator control panel. Loader servos must be re-enabled in order for NovaNet to use the loader.

Error Number 844 — Loader is offline

Description: The loader has been taken offline from the operator control panel. The loader must be brought back online before NovaNet can use it.

Error Number 845 — Loader needs an initializing command

Description: The loader needs an initializing command in order to become fully ready. This is normally done automatically. If the loader driver fails to initialize with this error, try stopping NovaNet and restarting it. The re-initialization should clear the error.

Error Number 846 — Loader needs manual intervention

Description: Loader is not ready and requires manual intervention in order to become so. Either some operating setting must be changed or there is some other problem with the loader.

Error Number 900 — Unable to get BTrieve version

Description: Unable to obtain the version information from BTrieve. Please contact technical support.

Error Number 901 — Unable to get the set file info

Description: Unable to get the set file attributes and modification date and time. The set file NN\$BTRV.DAT probably does not exist.

Error Number 902 — Invalid BTrieve version. Need at least 6.00

Description: The version of BTrieve you are using is not the correct version. You need at least version 6.00. However, some problems have been reported with some revisions of 6.00 so you really should upgrade to at least 6.10.

Error Number 903 — The set control is currently busy

Description: The set control file NN\$BTRV.DAT is currently in use, needs to be updated, but cannot be updated because another process is using it. Try the operation again.

Error Number 904 — Out of BTrieve context handles

Description: Too many BTrieve handles have been allocated. Since the number of context handles is large, this usually indicates a programming problem. Please contact technical support.

Error Number 905 — Invalid BTrieve context handle

Description: The handle to the BTrieve context mapper is invalid. Please contact technical support.

Error Number 906 — BTrieve file not found

Description: The file specified in a set could not be found.

Error Number 907 — Unable to set entry info

Description: Unable to set the attributes and date/times on the BTrieve file.

Error Number 908 — Invalid create path

Description: The path to restore is invalid. Please contact technical support.

Error Number 909 — Unable to shut down BTrieve set

Description: Cannot shutdown the set for backup or verify. This is usually caused by a data corruption error or one of the files defined in the set not being found. To view the actual BTrieve error, press <Control-F9> on the server console.

Error Number 910 — Unable to start up BTrieve set

Description: Cannot startup the set after backup or verify. This is usually caused by a data corruption error. To view the actual BTrieve error, press <Control-F9> on the server console.

Error Number 911 — BTrieve set data is too big

Description: The set data is too big. The total amount of space that can be used in the set is the total of the filenames plus the pathnames + 3. The total size can be no larger than 32K. Split the set up into multiple sets and retry the operation.

Error Number 912 — No such BTrieve set

Description: A set specified on tape does not exist in a set in the NN\$BTRV.DAT set control file.

Error Number 913 — No such BTrieve file

Description: A file specified on tape does not exist in a set in the NN\$BTRV.DAT set control file.

Error Number 914 — Unexpected end of BTrieve file

Description: An unexpected end of file has occurred in the NN\$BTRV.DAT set control file. Check the syntax and make sure the file is correct.

Error Number 915 — Invalid BTrieve path specified

Description: The specified path is invalid. This is usually caused by attempting to add a server name to the path entry. This is not allowed. The path format is VOLUME:\PATH. You may not specify a machine name. All BTrieve files are local to the machine being controlled by the BTrieve connector.

Error Number 916 — A BTrieve file is in use

Description: A file in the BTrieve set is currently in use and cannot be opened for backup. Since the BTrieve set has shutdown this file, another process is probably using this file.

Error Number 917 — Error reading from a BTrieve file

Description: An error occurred when attempting to read from the BTrieve file. This is most likely caused by an error on the disk.

Error Number 918 — Error seeking in a BTrieve file

Description: Please contact technical support

Error Number 919 — Error creating a BTrieve file

Description: An error occurred when attempting to create the BTrieve data file. The is probably due to an invalid disk specified or the file being in use by another process. Check the drives, paths and filenames in the NN\$BTRV.DAT file and attempt the operation again.

Error Number 920 — Error writing to a BTrieve file

Description: An error occurred while writing to the BTrieve data file. This is probably caused by a full disk.

Error Number 921 — Invalid BTrieve signature

Description: The BTrieve set bundle signature was not found at the start of the data stream. Try importing the tape into the database. If this problem persists, contact technical support.

Error Number 925 — Unable to get login

Description: Unable to allocate a login record from the dB-Library. You may be out of memory. If this problem persists, contact technical support.

Error Number 926 — Unable to open a connection

Description: Unable to open a connection to the SQL server. Make sure the SQL service is started. Also, make sure the login name and password are correct. If this problem persists, contact technical support.

Error Number 927 — Unable to setup SQL command

Description: Unable to setup the SQL command via the dB-Library. You may be out of memory. If this problem persists, contact technical support.

Error Number 928 — Unable to execute SQL command

Description: The SQL server rejected the command. Make sure the login user has sa rights to the database server. If this problem persists, contact technical support.

Error Number 929 — Unable to obtain results

Description: An error occurred when attempting to parse the results from the dB-Library. Please contact technical support.

Error Number 930 — SQL RPC failure

Description: A result from the SQL server was expected but not found. Please contact technical support.

Error Number 931 — SQL result unknown

Description: An unknown failure occurred while retrieving the results from the dB-Library. Please contact technical support.

Error Number 932 — Unable to create SQL pipe

Description: When attempting to backup or restore, NovaNet was unable to open the transfer pipe. This is normal if the server has rejected the DUMP or LOAD command. If this problem persists, please contact technical support.

Error Number 933 — SQL transfer pipe read failure

Description: While reading from the transfer pipe, an unexpected error occurred. Please examine the NNTRACE.TXT file and report the problem to technical support.

Error Number 934 — SQL transfer pipe write failure

Description: While writing to the transfer pipe, an unexpected error occurred. Please examine the NNTRACE.TXT file and report the problem to technical support.

Error Number 935 — SQL transfer pipe close failure

Description: While attempting to close the pipe after the restoration, the results returned from the SQL server indicated a problem with the restore. Please contact technical support.

Error Number 936 — SQL Sync 1 error

Description: When parsing the incoming data stream for restore, a synchronization error occurred looking for the stream header. Please contact technical support.

Error Number 937 — SQL Sync 2 error

Description: When parsing the incoming data stream for restore, a synchronization error occurred looking for the stream header. Please contact technical support.

Error Number 938 — SQL buffer too small

Description: When attempting to accept incoming data for the restoration, a header was found that indicated the following data is larger than the size allocated for the SQL transfer buffer. Please contact technical support.

Error Number 939 — Database not found

Description: When attempting to restore a transaction set to the SQL server, the SQL server indicated that the database no longer exists. Either rename the target or go back to a full backup and restore all transactions up to the selected point.

Error Number 950 — Unable to open Exchange pipe

Description: When attempting to access the Exchange server, NovaNet could not create a named pipe.

Error Number 951 — Unexpected Exchange pipe read error

Description: An unexpected error occurred when reading from the Exchange pipe. Please contact technical support.

Error Number 952 — Unexpected Exchange pipe write error

Description: An unexpected error occurred when writing to the Exchange pipe. Please contact technical support.

Error Number 953 — General Exchange interface error

Description: A general Exchange interface error occurred. Please contact technical support to report this problem.

Error Number 1000 — Unable to send to SMTP socket

Description: A communications failure occurred when sending to the target SMTP socket. Please check the SMTP configuration.

Error Number 1001 — Unable to recv from SMTP socket

Description: A communications failure occurred when receiving from the target SMTP socket. Please check the SMTP configuration.

Error Number 1002 — Unable to connect to SMTP host

Description: Unable to connect to the target SMTP host. Please check the SMTP configuration.

Error Number 1003 — Unable to open socket to SMTP host

Description: Unable to open a socket to the target SMTP host. Please check the SMTP configuration.

Error Number 1004 — Unexpected SMTP error

Description: Unexpected SMTP error. Please contact technical support.

Error Number 1050 — Out of channel slots

Description: No available local communication slots are available. Shut down some applications and retry the operation.

Error Number 1051 — Channel server is down

Description: The main channel application server is currently down. Restart the channel server on the local machine and retry the operation.

Error Number 1052 — Unable to open channel map file

Description: An error occurred when attempting to open the channel map file. Another application is probably using a of the same name. Attempt the operation again later.

Error Number 1053 — Unable to map a view of the channel map file

Description: An error occurred when attempting to map a view of the channel map file. Attempt the operation again later.

Error Number 1054 — Unable to create the channel mutex

Description: An error occurred when creating the mutex for the channel map.

Error Number 1055 — Unable to create the channel service event

Description: An error occurred when creating the service event for the channel map.

Error Number 1056 — Unable to create the channel complete event

Description: An error occurred when creating the completion event for the channel map.

Error Number 1057 — Open service control manager

Description: Unable to open the service control manager. This is required to manipulate the service. Most likely, you are not running under Windows NT or you do not have sufficient rights to maintain services.

Error Number 1058 — Unable to create service

Description: Unable to create the service. Most likely, the service already exists or the service database is locked by another process.

Error Number 1059 — Unable to open service

Description: Unable to open the service. Most likely, the service does not exist or the service database is locked by another process.

Error Number 1060 — Unable to delete service

Description: Unable to delete the service. Most likely, the service does not exist or the service database is locked by another process.

Error Number 1061 — Unable to start service

Description: Unable to start the service. Most likely, the service does not exist or the service database is locked by another process.

Error Number 1062 — Unable to open registry

Description: Unable to open the registry to update the service keys. Most likely, you do not have rights to update the registry.

Error Number 1063 — Unable to set registry value

Description: Unable to set the registry value in the service key. Most likely, you do not have rights to update the registry.

Error Number 1064 — Unable to delete registry value

Description: Unable to delete the registry value in the service key. Most likely, you do not have rights to update the registry or the service is not installed.

Error Number 1065 — Unable to query registry value

Description: Unable to query the registry value in the service key. Most likely, you do not have rights to update the registry or the service is not installed.

Error Number 1066 — Unable to create service process

Description: Unable to create the service process. Most likely this is caused by the service processing program missing. Check to make sure that the NNWINSVC.EXE program is in the same directory as the NNWINSCM.EXE program.

Error Number 1067 — Unable to open system mutex

Description: Unable to open the system mutex which is used to control access between multiple instances of the loaded application. Most likely, you do not have enough rights.

Error Number 1068 — Unable to open service exit mutex

Description: Unable to open the service exit mutex which is used to control access between multiple instances of the loaded application. Most likely, you do not have enough rights.

Error Number 1069 — A stand alone app is already running

Description: A standalone backup application (the administrator) is already running or the service is already running. The service program must be the first instance executed.

Error Number 1070 — The service is not running

Description: The service is not currently running.

Error Number 1071 — The service is already running

Description: The service is already running and active.

Error Number 1072 — Unable to set service status

Description: An error occurred when attempting to send the service status to the service control manager.

Error Number 1073 — Unable to get module name

Description: An error occurred when attempting to get the name and absolute path to the service control program.

Error Number 1074 — Unable to attach to service control manager

Description: When attempting to connect to the local service control manager, an error occurred. This is most likely due to executing the wrong program. The NNWINSVC.EXE program is used to run the service, while the NNWINSCM.EXE is used to manage the service.

Error Number 1075 — The database is being repaired

Description: The database is being repaired due to either an automatic database repair or manually initiated via the configuration file.

Error Number 1076 — The database repair is completed

Description: The database repair operation has been completed. All operations for the database may now proceed.

Error Number 1077 — Unable to query service status

Description: An error occurred when attempting to query the status of the service from the service control manager.

Error Number 1100 — No key available

Description: No keyboard input was available.

Error Number 1101 — Item not found

Description: An item in the list was not found.

Error Number 1102 — Field not found

Description: The indicated field was not found on the form.

Error Number 1103 — Too many fields

Description: Too many fields have been defined for the form.

Error Number 1104 — Too many options

Description: Too many options have been defined for the menu.

Error Number 1105 — Return from form handling

Description: This error code is used internally by the form manager.

Error Number 1106 — Bad video mode

Description: The video mode detected is not currently supported. Try typing MODE CO80 or MODE MONO.

Error Number 1107 — Unable to create resource tag

Description: An error occurred when attempting to create the resource tag for the screen.

Error Number 1108 — Unable to create direct screen

Description: An error occurred when attempting to create the direct access screen.

Error Number 1109 — Unable to create screen

Description: An error occurred when attempting to create the compatible screen.

Error Number 1110 — No windows

Description: When attempting a form or menu operation that requires a window, the window had not yet been created.

Error Number 1154 — Unable to load protocol

Description: When attempting to load the protocol driver, a fatal error %ld occurred.

Error Number 1155 — No optional packages installed

Description: You cannot select a package when no optional packages have been installed.

Error Number 1156 — NovaNet has not been installed to this directory

Description: The directory you have selected does not contain an installed version of NovaNet.

Error Number 1157 — Could not create database directory

Description: When attempting to create the directory to store the storage management database files, an error occurred. Make sure the main installation directory is valid and that you have create authorization rights.

Error Number 1158 — Unable to create directory

Description: When attempting to create the directory %s to install to, an error occurred. Make sure the directory you have entered is valid and that you have create authorization rights.

Error Number 1159 — Unable to remove the directory

Description: An error occurred when attempting to remove the directory %s. This is probably due to the directory being in use by another process.

Error Number 1160 — Unable to open install profile

Description: The installation manager was unable to open the installation control file %s.

Error Number 1161 — Unable to open NNCfg.Ini

Description: The installation manager was Unable to open the NNCfg.Ini. This operation failed with error code %ld.

Error Number 1162 — Unable to open package control

Description: The installation manager was unable to open the installation control file %s

Error Number 1163 — No compatible packages found

Description: When attempting to install a package, no compatible packages with your operating system were found.

Error Number 1164 — Incorrect license key entered

Description: You have entered an incorrect license key. Make sure the license key is the correct license key for the product or option you are attempting to install.

Error Number 1165 — Duplicate storage server

Description: A storage server with that name you have entered already exists. Enter another name that is unique.

Error Number 1166 — Must enable the network

Description: The license key entered does not support creating a zone and no network protocols are currently loaded or selected. A network protocol must be loaded and selected or a different license key be used before installation can continue.

Error Number 1167 — OS not supported

Description: The license key entered does not support this operating system. Please use a different license key.

Error Number 1168 — Incorrect license key type

Description: This is an incorrect license type for the package being installed.

Error Number 1169 — Invalid license key

Description: The license key entered is invalid. Please check the back of the CD case or the inside of the CD mailer for the proper license key.

Error Number 1170 — No licensed packages have been installed

Description: When attempting to update license keys, no licensed packages were found to be installed.

Error Number 1171 — Must install from CD

Description: The installation of NovaNet must be performed from your CD-ROM or a copy on the local hard disk. You are attempting to install NovaNet from an already installed copy.

Error Number 1172 — Installed build is too old

Description: This package requires a later version of NovaNet installed on your system to function correctly. The package requires %s, but you have only installed %s. Make sure you have installed the correct version and all the required service packs.

Error Number 1173 — Error reading from source file

Description: An error (%ld) occurred when reading from the source file. This is probably due to a bad installation media.

Error Number 1174 — Error writing to target file

Description: An error (%ld) occurred when writing to the target file. This is probably due to a full disk.

Error Number 1175 — Unable to open source file

Description: An error (%ld) occurred when opening the source file %s Check the installation media and try the operation again.

Error Number 1176 — Unable to create target file

Description: An error (%ld) occurred when creating the target file %s Check the target directory and try the operation again.

Error Number 1177 — Unable to get COM interface

Description: Unable to obtain an interface pointer to the COM object. This is required to interact with the shell.

Error Number 1178 — Unable to initialize COM

Description: Unable to initialize the COM interface to communicate with the shell.

Error Number 1179 — Unable to connect to program manager

Description: An unexpected error connecting to the program manager occurred. The program icons and groups will not be added.

Error Number 1180 — Unable to create DDE string

Description: Unable to create the DDE string to send to the program manager DDE connection.

Error Number 1181 — Unable to get shell special folder

Description: Unable to get the special shell desktop folder. This error is probably due to Explorer being corrupted. Reset the machine and attempt to setup again.

Error Number 1182 — Unable to get shell special path

Description: Unable to get the special shell desktop path. This error is probably due to Explorer being corrupted. Reset the machine and attempt to setup again.

Error Number 1183 — The DDE transaction failed

Description: The DDE transaction for %s failed. This means that a program group or program item could not be added or removed.

Error Number 1184 — The Registry key is invalid

Description: The registry key %s is not a valid root key. Check the installation control file.

Error Number 1185 — Unable to open the registry key

Description: An error occurred when attempting to open the registry key %s\%s.

Error Number 1186 — Unable to create the registry key

Description: An error occurred when attempting to open the registry key %s\\%s\\%s.

Error Number 1187 — Unable to install or remove

Description: NovaNet seems to be installed on your system by someone other than you. However, you do not have enough privileges to install, update or remove it. Contact your system admin or login as Administrator and rerun setup.

Error Number 1188 — Install failed.

Description: The installation of the product or an option has failed. Please attempt the operation again. If this error persists, please contact technical support for assistance.

Error Number 1189 — Unable to execute

Description: Unable to execute the following command %s Check to make sure the command is valid and the program file exists.

Error Number 1200 — Invalid license document

Description: The license document in NNCfg.Ini is incorrect. Please contact technical support to obtain the correct license document for your software.

Error Number 1201 — Invalid database server

Description: This machine type is not licensed to be a NovaNet database server. Check your NovaNet license to determine which type of operating systems can be used for the database server.

Error Number 1202 — Invalid device server

Description: This machine type is not licensed to be a NovaNet device server. Check your NovaNet license to determine which type of operating systems can be used for devices.

Error Number 1203 — Invalid datastream server

Description: This machine type is not licensed to be a NovaNet data server. This means that you may not backup nor restore to machine type. Check your NovaNet license to determine which type of operating systems can be used for data streams.

Error Number 1204 — Site license exceeded

Description: You have exceeded the number of licenses purchased with your site license agreement. Please contact your vendor for additional site license authentication keys.

Error Number 1205 — Client type not supported

Description: The client you are using is not supported with the license you are using. Please contact your vendor for an upgrade.

Error Number 1206 — Server count exceeded

Description: The maximum number of servers allowed to attach to the database server has been exceeded. Please contact your vendor for an upgrade.

Error Number 1207 — Client count exceeded

Description: The maximum number of clients allowed to attach to the database server has been exceeded. Please contact your vendor for an upgrade.

Error Number 1208 — Server user level exceeded

Description: The user level of the server has exceeded the NovaNet license you are using. Please contact your vendor for an upgrade.

Error Number 1209 — No network support

Description: Your license does not include network support. Please contact your vendor for an upgrade.

Error Number 1210 — No loader support

Description: Your license does not include autoloader support. Please contact your vendor for an upgrade.

Error Number 1211 — No advanced loader support

Description: Your license does not include advanced autoloader support. This autoloader requires the advanced autoloader support package.

Error Number 1212 — Duplicate license

Description: A machine with a duplicate license document has been found. Please contact your vendor to purchase an additional copy of NovaNet.

Error Number 1213 — License expired.

Description: Your evaluation license has expired. Please contact your vendor to purchase a new license to continue operation.

Error Number 1300 — TapeAlert - Warning – Read

Description: The tape drive is having problems reading data. No data has been lost, but there has been a reduction in the performance of the tape.

Error Number 1301 — TapeAlert - Warning - Write

Description: The tape drive is having problems writing data. No data has been lost, but there has been a reduction in the capacity of the tape.

Error Number 1302 — TapeAlert - Warning - Hard Error

Description: The operation has stopped because an error has occurred while reading or writing data which the drive cannot correct.

Error Number 1303 — TapeAlert - Critical - Media

Description: Your data is at risk:

1. Copy any data you require from this tape.
2. Do not use this tape again.
3. Restart the operation with a different tape.

Error Number 1304 — TapeAlert - Critical - Read Failure

Description: The tape is damaged or the drive is faulty. Call the tape drive supplier help line.

Error Number 1305 — TapeAlert - Critical - Write Failure

Description: The tape is from a faulty batch or the tape drive is faulty:

1. Use a good tape to test the drive.
2. If the problem persists, call the tape drive supplier helpline.

Error Number 1306 — TapeAlert - Warning - Media Life

Description: The tape cartridge has reached the end of its calculated useful life:

1. Copy any data you need to another tape.
2. Discard the old tape.

Error Number 1307 — TapeAlert - Warning - Not Data Grade Media

Description: The tape cartridge is not data grade. Any data you back up to the tape is at risk. Replace the cartridge with a data grade tape.

Error Number 1308 — TapeAlert - Critical - Write Protect

Description: You are trying to write to a write-protected cartridge. Remove the write-protection or use another tape.

Error Number 1309 — TapeAlert - Information - No Removal

Description: You cannot eject the cartridge because the tape drive is in use. Wait until the operation is complete before ejecting the cartridge.

Error Number 1310 — TapeAlert - Information - Cleaning Media

Description: The tape in the drive is a cleaning cartridge. If you want to back up or restore, insert a data-grade tape.

Error Number 1311 — TapeAlert - Information - Unsupported Format

Description: You have tried to load a cartridge of a type which is not supported by this drive.

Error Number 1312 — TapeAlert - Critical - Recoverable Snapped Tape

Description: The operation has failed because the tape in the drive has snapped:

1. Discard the old tape.
2. Restart the operation with a different tape.

Error Number 1313 — TapeAlert - Critical - Unrecoverable Snapped Tape

Description: The operation has failed because the tape in the drive has snapped:

1. Do not attempt to extract the tape cartridge.
2. Call the tape drive supplier helpline.

Error Number 1314 — TapeAlert - Warning - Memory Chip in Cartridge Failure

Description: The memory in the cartridge has failed, which reduces performance. Do not use the cartridge for further backup operations.

Error Number 1315 — TapeAlert - Critical - Forced Eject

Description: The operation has failed because the tape cartridge was manually ejected while the tape drive was actively writing or reading.

Error Number 1316 — TapeAlert - Warning - Read Only Format

Description: You have loaded a cartridge of a type that is read-only in this drive. The cartridge will appear as write-protected.

Error Number 1317 — TapeAlert - Warning - Tape Directory Corrupt

Description: The directory on the cartridge has been corrupted. File search performance will be degraded.

Error Number 1318 — TapeAlert - Information - Nearing Media Life

Description: The tape cartridge is nearing the end of its calculated life. It is recommended that you:

1. Use another tape cartridge for your next backup.
2. Store this tape cartridge in a safe place in case you need to restore data from it.

Error Number 1319 — TapeAlert - Critical - Clean Now

Description: The tape drive needs cleaning:

1. If the operation has stopped, eject the tape and clean the drive.
2. If the operation has not stopped, wait for it to finish and then clean the drive.
3. Check the tape drive users manual for device specific cleaning instructions.

Error Number 1320 — TapeAlert - Warning - Clean Periodic

Description: The tape drive is due for routine cleaning:

1. Wait for the current operation to finish.
2. Then use a cleaning cartridge.
3. Check the tape drive users manual for device specific cleaning instructions.

Error Number 1321 — TapeAlert - Critical - Expired Cleaning Media

Description: The last cleaning cartridge used in the tape drive has worn out:

1. Discard the worn out cleaning cartridge.
2. Wait for the current operation to finish.
3. Then use a new cleaning cartridge.

Error Number 1322 — TapeAlert - Critical - Invalid Cleaning Media

Description: The last cleaning cartridge used in the tape drive was an invalid type:

1. Do not use this cleaning cartridge in this drive.
2. Wait for the current operation to finish.
3. Then use a valid cleaning cartridge.

Error Number 1323 — TapeAlert - Warning - Retention Requested

Description: The tape drive has requested a retention operation.

Error Number 1324 — TapeAlert - Warning - Dual-Port Interface Error

Description: A redundant interface port on the tape drive has failed.

Error Number 1325 — TapeAlert - Warning - Cooling Fan Failure

Description: A tape drive cooling fan has failed.

Error Number 1326 — TapeAlert - Warning - Power Supply

Description: A redundant power supply has failed inside the tape drive enclosure. Check the enclosure users manual for instructions on replacing the failed power supply.

Error Number 1327 — TapeAlert - Warning - Power Consumption

Description: The tape drive power consumption is outside the specified range.

Error Number 1328 — TapeAlert - Warning - Drive Maintenance

Description: Preventative maintenance of the tape drive is required. Check the tape drive users manual for device specific preventative maintenance tasks or call the tape drive supplier helpline.

Error Number 1329 — TapeAlert - Critical - Hardware A

Description: The tape drive has a hardware fault:

1. Eject the tape or magazine.
2. Reset the drive.
3. Restart the operation.

Error Number 1330 — TapeAlert - Critical - Hardware B

Description: The tape drive has a hardware fault:

1. Turn the tape drive off and then on again.
2. Restart the operation.
3. If the problem persists, call the tape drive supplier helpline.
4. Check the tape drive users manual for device specific instructions on turning the device power on and off.

Error Number 1331 — TapeAlert - Warning - Interface

Description: The tape drive has a problem with the host interface:

1. Check the cables and cable connections.
2. Restart the operation.

Error Number 1332 — TapeAlert - Critical - Eject Media

Description: The operation has failed:

1. Eject the tape or magazine.
2. Insert the tape or magazine again.

3. Restart the operation.

Error Number 1333 — TapeAlert - Warning - Download Failure

Description: The firmware download has failed because you have tried to use the incorrect firmware for this tape drive. Obtain the correct firmware and try again.

Error Number 1334 — TapeAlert - Warning - Drive Humidity

Description: Environmental conditions inside the tape drive are exceeding the humidity specifications.

Error Number 1335 — TapeAlert - Warning - Drive Temperature

Description: Environmental conditions inside the tape drive are exceeding the temperature specifications.

Error Number 1336 — TapeAlert - Warning - Drive Voltage

Description: The voltage supply to the tape drive exceeds specifications.

Error Number 1337 — TapeAlert - Critical - Predictive Failure

Description: A hardware failure of the tape drive is predicted. Call the tape drive supplier helpline.

Error Number 1338 — TapeAlert - Warning - Diagnostics Required

Description: The tape drive may have a hardware fault. Run extended diagnostics to verify and diagnose the problem. Check the tape drive users manual for device specific instructions on running extended diagnostic tests and retrieving diagnostic data.

Error Number 1339 — TapeAlert - Critical - Loader Hardware A

Description: The changer mechanism is having difficulty communicating with the tape drive:

1. Turn the autoloader off then on.
2. Restart the operation.
3. If the problem persists, call the tape drive supplier helpline.

Error Number 1340 — TapeAlert - Critical - Loader Stray Tape

Description: A tape has been left in the autoloader by a previous hardware fault:

1. Insert an empty magazine to clear the fault.
2. If the fault does not clear, turn the autoloader off and then on again.
3. If the problem persists, call the tape drive supplier helpline.

Error Number 1341 — TapeAlert - Warning - Loader Hardware B

Description: There is a problem with the autoloader mechanism.

Error Number 1342 — TapeAlert - Critical - Loader Door

Description: The operation has failed because the autoloader door is open:

1. Clear any obstructions from the autoloader door.
2. Eject the magazine and then insert it again.
3. If the fault does not clear, turn the autoloader off then on again.
4. If the problem persists, call the tape drive supplier helpline.

Error Number 1343 — TapeAlert - Critical - Loader Hardware C

Description: The autoloader has a hardware fault:

1. Turn the autoloader off and then on again.
2. Restart the operation.
3. If the problem persists, call the tape drive supplier helpline.
4. Check the autoloader users manual for device specific instructions on turning the device power on and off.

Error Number 1344 — TapeAlert - Critical - Loader Magazine

Description: The autoloader cannot operate without the magazine:

1. Insert the magazine into the autoloader.
2. Restart the operation.

Error Number 1345 — TapeAlert - Warning - Loader Predictive Failure

Description: A hardware failure of the changer mechanism is predicted. Call the tape drive supplier helpline.

Error Number 1349 — TapeAlert - Warning - Lost Statistics

Description: Media statistics have been lost at some time in the past.

Error Number 1350 — TapeAlert - Warning - Tape directory invalid at unload

Description: The tape directory on the tape cartridge just unloaded has been corrupted. File search performance will be degraded. The tape directory can be rebuilt by reading all the data.

Error Number 1351 — TapeAlert - Critical - Tape System Area Write Failure

Description: The tape just unloaded could not write its system area successfully:

1. Copy data to another tape cartridge.
2. Discard the old cartridge.

Error Number 1352 — TapeAlert - Critical - Tape System Area Read Failure

Description: The tape system area could not be read successfully at load time:

1. Copy data to another tape cartridge.
2. Discard the old cartridge.

Error Number 1353 — TapeAlert - Critical - No Start of Data

Description: The start of data could not be found on the tape:

1. Check you are using the correct format tape.
2. Discard the tape or return the tape to your supplier.

Error Number 1400 — TapeAlert - Critical - Library Hardware A

Description: The library mechanism is having difficulty communicating with the drive:

1. Turn the library off then on.
2. Restart the operation.
3. If the problem persists, call the library supplier helpline.

Error Number 1401 — TapeAlert - Warning - Library Hardware B

Description: There is a problem with the library mechanism. If the problem persists, call the library supplier helpline.

Error Number 1402 — TapeAlert - Critical - Library Hardware C

Description: The library has a hardware fault:

1. Reset the library.
2. Restart the operation. Check the library users manual for device specific instructions on resetting the device.

Error Number 1403 — TapeAlert - Critical - Library Hardware D

Description: The library has a hardware fault:

1. Turn the library off and then on again.
2. Restart the operation.
3. If the problem persists, call the library supplier helpline.
4. Check the library users manual for device specific instructions on turning the device power on and off.

Error Number 1404 — TapeAlert - Warning - Library Diagnostics Required

Description: The library mechanism may have a hardware fault. Run extended diagnostics to verify and diagnose the problem. Check the library users manual for device specific instructions on running extended diagnostic tests.

Error Number 1405 — TapeAlert - Critical - Library Interface

Description: The library has a problem with the host interface:

1. Check the cables and cable connections.
2. Restart the operation.

Error Number 1406 — TapeAlert - Warning - Library Predictive Failure

Description: A hardware failure of the library is predicted. Call the library supplier helpline.

Error Number 1407 — TapeAlert - Warning - Library Maintenance

Description: Preventative maintenance of the library is required. Check the library users manual for device specific preventative maintenance tasks, or call your library supplier helpline.

Error Number 1408 — TapeAlert - Critical - Library Humidity Limits

Description: General environmental conditions inside the library have exceeded the humidity specifications.

Error Number 1409 — TapeAlert - Critical - Library Temperature Limits

Description: General environmental conditions inside the library have exceeded the temperature specifications.

Error Number 1410 — TapeAlert - Critical - Library Voltage Limits

Description: The voltage supply to the library exceeds specifications. There is a potential problem with the power supply or failure of a redundant power supply.

Error Number 1411 — TapeAlert - Critical - Library Stray Tape

Description: A cartridge has been left in a drive inside the library by a previous hardware fault:

1. Insert an empty magazine to clear the fault.
2. If the fault does not clear, turn the library off and then on again.
3. If the problem persists, call the library supplier helpline.

Error Number 1412 — TapeAlert - Warning - Library Pick Retry

Description: There is a potential problem with a drive ejecting cartridges short or with the library mechanism picking a cartridge from a slot.

1. No action needs to be taken at this time.
2. If the problem persists, call the library supplier helpline.

Error Number 1413 — TapeAlert - Warning - Library Place Retry.

Description: There is a potential problem with the library mechanism placing a cartridge into a slot.

1. No action needs to be taken at this time.
2. If the problem persists, call the library supplier helpline.

Error Number 1414 — TapeAlert - Warning - Library Load Retry

Description: There is a potential problem with a drive or the library mechanism loading cartridges, or an incompatible cartridge.

Error Number 1415 — TapeAlert - Critical - Library Door

Description: The operation has failed because the library door is open:

1. Clear any obstructions from the library door.
2. Close the library door.
3. If the problem persists, call the library supplier helpline.

Error Number 1416 — TapeAlert - Critical - Library Mailslot

Description: There is a mechanical problem with the library media import/export mailslot.

Error Number 1417 — TapeAlert - Critical - Library Magazine.

Description: The library cannot operate without the magazine.

1. Insert the magazine into the library.
2. Restart the operation.

Error Number 1418 — TapeAlert - Warning - Library Security

Description: Library security has been compromised.

Error Number 1419 — TapeAlert - Information - Library Security Mode

Description: The security mode of the library has been changed. The library has either been put into secure mode, or the library has exited the secure mode. This is for information purposes only. No action is required.

Error Number 1420 — TapeAlert - Information - Library Offline

Description: The library has been manually turned offline and is unavailable for use.

Error Number 1421 — TapeAlert - Information - Library Drive Offline

Description: A drive inside the library has been taken offline. This is for information purposes only. No action is required.

Error Number 1422 — TapeAlert - Warning - Library Scan Retry

Description: There is a potential problem with the barcode label or the scanner hardware in the library mechanism.

1. No action needs to be taken at this time.
2. If the problem persists, call the library supplier helpline.

Error Number 1423 — TapeAlert - Critical - Library Inventory

Description: The library has detected an inconsistency in its inventory.

1. Redo the library inventory to correct this inconsistency.
2. Restart the operation.
3. Check the applications users manual or the hardware users manual for specific instructions on redoing the library inventory.

Error Number 1424 — TapeAlert - Warning - Library Illegal Operation

Description: A library operation has been attempted that is invalid at this time.

Error Number 1425 — TapeAlert - Warning - Dual-Port Interface Error

Description: A redundant interface port on the library has failed.

Error Number 1426 — TapeAlert - Warning - Cooling Fan Failure

Description: A library cooling fan has failed.

Error Number 1427 — TapeAlert - Warning - Power Supply

Description: A redundant power supply has failed inside the library. Check the library users manual for instructions on replacing the failed power supply.

Error Number 1428 — TapeAlert - Warning - Power Consumption

Description: The library power consumption is outside the specified range.

Error Number 1429 — TapeAlert - Critical - Pass-Through Mechanism Failure

Description: A failure has occurred in the cartridge pass-through mechanism between two library modules.

Error Number 1430 — TapeAlert - Critical - Cartridge in pass-through mechanism

Description: A cartridge has been left in the library pass-through mechanism from a previous hardware fault. Check the library users guide for instructions on clearing this fault.

Error Number 1431 — TapeAlert - Information - Unreadable Bar Code Labels

Description: The library was unable to read the bar code on a cartridge.

Error Number 1500 — Unable to enumerate modules

Description: The disaster recovery manager is unable to enumerate the loaded modules to determine which modules need to be included in the recovery packages.

Error Number 1501 — Too many modules

Description: The disaster recovery manager determined that too many modules are required to support the recovery process. Try unloading some unused modules on the server.

Error Number 1502 — NCF file not found

Description: Either the STARTUP.NCF file or the AUTOEXEC.NCF file could not be located. This file is required for the disaster recovery manager to determine which modules need to be used for the recovery process.

Error Number 1503 — Invalid PCK file

Description: While attempting to unpack the package file, an error was discovered within the file itself. This is probably caused by a bad floppy disk or a bad tape. Please try the operation again with another set of media.

Error Number 1504 — Create Temporary Directory

Description: The recovery manager was unable to create the temporary recovery directory on the target boot volume.

Error Number 1505 — Unrecognized DOS

Description: The DOS you are running is not supported or unrecognized. You must run either MS-DOS, DR-DOS or PC-DOS.

Error Number 1506 — Partition Read Error

Description: An error occurred while attempting to read from the newly created partition.

Error Number 1507 — Partition Write Error

Description: An error occurred while attempting to write to the newly created partition.

Error Number 1508 — Get Drive Parameters

Description: The recovery manager was unable to get the current drive parameters. This is required so that the new partitions may be setup correctly.

Error Number 1509 — Partition too small

Description: The partition size specified is too small. The smallest partition you may use is 4Mb or one disk cylinder (whichever is smaller).

Error Number 1510 — Disk Full

Description: While attempting to write to the newly created partition, the disk manager determined that the disk is full.

Error Number 1511 — No more handles

Description: While attempting to open or create a file, the disk manager ran out of file handles.

Error Number 1512 — Invalid handle

Description: While attempting to read or write to the disk, the disk manager was given an invalid file handle.

Error Number 1513 — End of data

Description: While attempting to read from a file, the disk manager determined that the end of the file was reached.

Error Number 1514 — File already exists

Description: While attempting to create a new file, the disk manager determined that the file already exists.

Error Number 1515 — File not found

Description: While attempting to open a file, the disk manager determined that the file does not exist.

Error Number 1516 — Root full

Description: When attempting to create a file, the root directory was filled.

Error Number 1517 — Not absolute path

Description: The disk manager supports only absolute paths.

Error Number 1518 — Directory not found

Description: The directory specified in a filename or path was not found.

Error Number 1519 — Too many sectors

Description: When attempting to read from or write to the disk, the disk manager was requested to transfer more sectors than can be transferred in a single call.

Error Number 1520 — No host name

Description: The DrMgr.Ini file does not contain the host name of the system being recovered.

Error Number 1521 — Disaster Recovery not loaded

Description: The disaster recovery modules are not currently loaded. You may need to reinstall.

Error Number 1522 — Reboot

Description: The disaster recovery manager requires that the system be restarted in order to proceed.

Error Number 1523 — Get/Set Server Info Failure

Description: While attempting to get or set the server information, an unrecoverable error has occurred. The server information contains configuration information about the disk drives, the layouts, registry, etc. Try the operation again, and if this error continues, please contact your support professional. To find the exact cause of the error, please consult the NNTrace.Txt file in your NovaNet home directory.

Error Number 1524 — No DOS

Description: DOS has been removed from memory at this time. In order to support disaster recovery, DOS must be present since a backup of the DOS drives is required. Delete the REMOVE DOS line from your AUTOEXEC.NCF file and restart your server.

Error Number 1525 — Invalid Server Info

Description: The information given to recover the critical server configuration is invalid.

Error Number 1526 — Obsolete Server Info

Description: The information given to recover the critical server configuration is obsolete and requires a different version of the disaster recovery manager.