

Backup - Error Code Compendium

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Lösung (öffentlich)

Backup - Error Code Compendium

When the backup client throws an error, the message contains an error code in the format ANS1234E.

You can look up the error code here and find possible solutions.

ANS1017E ANS1017E Session rejected: TCP/IP connection failure.

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Impact: A connection to the backup server is not possible.

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Background: No connection to the backup server can be established.

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Solution:

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Please try again in a few hours first. Maintenance or short outages can cause this error. Also check the operational status.

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If it still doesn't work after a while, please contact the Service Desk.

ANS1351E ANS1351E Session rejected: All server sessions are currently in use

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Impact: The backup does not start or fails.

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Background: The backup server is under too much load or has run full.

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Solution:

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This is a ZIH-side problem, which we can usually resolve quickly ourselves.

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Try starting the backup again in a few hours. If it still doesn't work, please contact the Service Desk.

ANS1330S ANS1330S This node currently has a pending restartable restore session.

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Impact: Restore does not work.

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Background: An open session is blocking the restore.

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Solution: Either resume or cancel the open session:

Show open sessions

dsmc query restore

Cancel the open session

dsmc cancel restore

Resume the open session

dsmc restart restore

ANS1592E ANS1592E Failed to initialize SSL protocol.

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Impact: Login is not possible.

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Background: After the first connection, client and server exchange certificates. If these are deleted, client and server no longer trust each other.

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Solution: Generate a new password via the Self-Service Portal (SSP); this automatically resets the certificates. Follow the instructions under ANR2178E ANS1361E: the old password must be removed from your system, otherwise the backup node will be locked again immediately.

ANR2178E ANS1361E ANR2178E / NODE LOCKED

ANS1361E Session Rejected: The specified node name is currently locked.

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Impact: Login is not possible.

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Background: The backup node has been locked (probably because a wrong password was used too often, or an old password is still cached).

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Solution:

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Stop (if necessary) all services that access the backup node:

Linux:

Examples, please check yourself (and restart in step 5)

systemctl status tsmclient.service

sudo systemctl stop tsmclient.service

systemctl status dsmdcad.service

sudo systemctl stop dsmdcad.service

Windows:

Example, please check yourself (and restart in step 5)

Get-Service "TSM Client Scheduler"

Stop-Service "TSM Client Scheduler"

Set-Service "TSM Client Scheduler" -StartupType Disabled

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Generate a new password via the SSP (this automatically unlocks the backup node). Save the password.

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Clean up the old passwords:

Linux:

sudo mv /etc/adsm/TSM.KDB /etc/adsm/TSM.KDB.old

sudo mv /etc/adsm/TSM.sth /etc/adsm/TSM.sth.old

sudo mv /etc/adsm/TSM.IDX /etc/adsm/TSM.IDX.old

Windows:

Open PowerShell as administrator and run the following commands:

cd "C:\Program Files\Tivoli\TSM\baclient"

.\dsmcutil updatepw /node:<nodename> /password:<password> /validate:yes

Replace <nodename> with the Nodename from the Connection Details in the SSP (not the display name) and <password> with the newly generated password.

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Log in to the backup node again (e.g., with sudo dsmd query session). On Windows, the login has already been performed by the dsmcutil command.

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Restart (if necessary) the services from step 1:

Linux:

sudo systemctl start tsmclient.service

sudo systemctl start dsmdcad.service

Windows:

Start-Service "TSM Client Scheduler"

Set-Service "TSM Client Scheduler" -StartupType Enabled