



Error Messages Manual

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Event Messages

Device Events

This section describes event messages that might appear when adding, modifying, deleting, or connecting to a device. (See the Device Error Messages section for screen messages that might appear when attempting to add a device.)

DEVICE_ADDED

Message	Added Device: <i>deviceAddress</i>
Example	Added Device: 192.168.77.166 Added Device: admin-jsmith
Description	Device <i>deviceAddress</i> was added to the Axcient appliance. The example provides two devices naming conventions, IP address (192.168.77.166) and host name. (admin-jsmith). Adding a device allows the Axcient appliance to find that device on the network and log into the device. (To protect data stored on the device, you must create one or more backup jobs after adding the device.)
Action	Informational message (no action needed).

DEVICE_CREDENTIALS_UPDATED

Message	Edited Device credentials: <i>deviceAddress</i>
Example	Edited Device: 192.168.77.166 Edited Device: admin-jsmith
Description	The user name and/or password were updated for device <i>deviceAddress</i> . The example provides two devices naming conventions, IP address (192.168.77.166) and host name. (admin-jsmith). This is necessary whenever the administrator account name or password is changed after adding the device. Otherwise, the Axcient appliance will no longer be able to access the device.
Action	Informational message (no action needed).

DEVICE_DELETED

Message	Deleted Device: <i>deviceAddress</i>
Example	Deleted Device: 192.168.77.166 Deleted Device: admin-jsmith
Description	Device <i>deviceAddress</i> was deleted from the Axcient appliance. The example provides two devices naming conventions, IP address (192.168.77.166) and host name. (admin-jsmith). Deleting a device removes any knowledge of that device from the Axcient appliance. (A device cannot be deleted if there are existing backup jobs for that device.)
Action	Informational message (no action needed).

DEVICE_MISSING

Message	Device <i>deviceAddress</i> has not been backed up for two weeks since backup failure
Example	Device 192.168.77.166 has not been backed up for two weeks since backup failure
Description	This message indicates that the device has not had a successful backup in the last two weeks. This message applies only to laptops and only to jobs in which the "Backup on Connect" field is set. The backup failure can be for any reason (laptop never connected, the backup job runs but fails, combination, other). The message is generated (but just once) for every two weeks (14 consecutive days) that the job does not complete a successful run.
Action	Check whether the laptop has been connected to the network during this period. If not, connect the laptop and leave it connected long enough to complete the backup. (Because "Backup on Connect" is set, the backup will start automatically after connecting to the network.) If the laptop was connected, check the log for other messages that identify why the backup job is failing.

DEVICE_UPDATED

Message	Edited Device: <i>deviceAddress</i>
Example	Edited Device: 192.168.77.166 Edited Device: admin-jsmith
Description	One or more of the parameters for device <i>deviceAddress</i> (such as device type or alias) were changed. The example provides two devices naming conventions, IP address (192.168.77.166) and host name. (admin-jsmith).
Action	Informational message (no action needed).

Backup Job Definition Events

This section describes event messages that might appear when adding, modifying, or deleting a backup job. (Also see the [Image Job and Virtual Machine \(VM\) Events](#) section for image job events.)

BACKUP_JOB_ADDED

Message	New Backup Job: <i>scheduleName</i>
Example	New Backup Job: 'Work Files'
Description	Backup job <i>scheduleName</i> was added to the Axcient appliance. This message is generated the first time a backup job is added.
Action	Informational message (no action needed).

BACKUP_JOB_DELETED

Message	Backup job: <i>scheduleName</i> has been deleted.
Example	Backup job: 'Work Files' has been deleted.
Description	Backup <i>scheduleName</i> was deleted from the Axcient appliance. This message is generated whenever an existing backup job is deleted. When a backup job is deleted, all record of that job is deleted, including all the saved revisions.
Action	Informational message (no action needed).

BACKUP_JOB_UPDATED

Message	Backup job: <i>scheduleName</i> has been deleted.
Example	Backup job: 'Work Files' has been deleted.
Description	One or more parameters of the backup job (for example, the contents or schedule type) for job <i>scheduleName</i> were updated. This message is generated whenever an existing backup job is modified.
Action	Informational message (no action needed).

BACKUP_JOB_UPDATED_RETENTION

Message	For job <i>scheduleName</i> , retention changed from: <i>oldRetentionLength oldRetentionMethod</i> to: <i>newRetentionLength newRetentionMethod</i>
Example	For job 'Work Files', retention changed from: 30 Days to 168 Hours
Description	In the backup job definition, the "Keep backups for" field (which specifies the amount of time to retain a backup instance) was changed. This message is generated whenever that field is modified.
Action	Informational message (no action needed).

Onsite Backup Events

This section describes event messages that might appear when running an onsite backup job. (See the [Exchange Mailbox Events](#) section for events from running an Exchange mailbox job.)

AUTO_PRUNING

Message	Auto Freeing disk space due to low memory conditions
Example	(same)
Description	When attempting to do a backup, the auto-pruning feature detected there was not enough free disk space available, so the job retention period was automatically adjusted (reduced) and the older backup versions deleted to free up enough space to allow the backup job to continue. This message can also appear when doing a Cloud backup if the job definition is set for both local and Cloud.
Action	Informational message (no action needed).

BACKUP_CANCELED_BY_USER

Message	User <i>user_name</i> canceled <i>job_name</i> for machine <i>device_name</i> . Address of user's browser is <i>ip_address</i>
Example	User admin canceled Once for machine 2K3. Address of user's browser is 192.168.77.220
Description	A user canceled a job run, usually from the UMC dashboard.
Action	Informational message (no action needed).

BACKUP_DATA_CHANGE

Message	User <i>user_name</i> canceled <i>job_name</i> for machine <i>device_name</i> . Address of user's browser is <i>ip_address</i>
Example	09/16/2011 - 8:51:46 AM Backup data for IMServ9921Ver345 on machine server9921 has changed by 5.1 GB
Description	The backup job changed in size by the indicated amount during that job run.
Action	Informational message (no action needed). A large change size indicates an offsite backup job run might take extended time If this job is also set for offsite backup.

BACKUP_EXCEEDED_TIME_THRESHOLD

Message	Backup <i>job_name</i> on machine <i>device_name</i> exceeds time threshold of number hours
Example	Backup IMServ77229Ver001 on machine server77229 exceeds time threshold of 3 hours
Description	The backup job has not completed within the allotted threshold interval (number of hours). This might indicate the network is slow, there is an unusually large amount of data change, the backup job is hung, or the threshold interval is set too low.
Action	If you suspect the message indicates a problem, begin to investigate the problem by checking things such as network performance, device health, and competing load issues. Also, check the log for other related error messages.

BACKUP_FAILED

- Message** Backup *scheduleName* Failed — Error - *systemMsg*
- Example** Backup 'acl' Failed — Error - could not mount or could not find any mounts for the device 192.168.77.194
- Description** The backup failed due to the error described in *systemMsg*, which could describe a variety of conditions. In the example the backup failed because of a mount problem.
- Action** The appropriate action varies by the cause of the failure. For corrective actions to typical problems, [click here](#). If the message includes an “entitlement” comment (entitlement missing, expired, or not allowed), see the [Check Entitlements](#) section for more information.

BACKUP_FAILED_EXCEPTION

- Message** Backup *scheduleName* on *deviceAddress* Failed — Error - *exceptionMsgShort exceptionMsgStack*
- Example** Backup 'testsh' on 192.168.77.194 Failed — Error - Failed to create temporary file for jnidispach library: java.io.IOException: No space left on device

```
java.lang.Error: Failed to create temporary file for jnidispach library: java.io.IOException: No space left on device
at com.sun.jna.Native.loadNativeLibraryFromJar(Native.java:600)
...

```
- Description** The backup failed because the system encountered a condition for which it was not prepared as described in *exceptionMsgShort*, which could describe a variety of conditions. In the example, the backup failed because the Axcient appliance ran out of space.
- Action** The appropriate action varies by the cause of the failure. For corrective actions to typical problems, [click here](#).

BACKUP_FAILED_INTERRUPTED

- Message** Backup *scheduleName* on *deviceAddress* was cancelled.
- Example** Backup 'Work Files' on 192.168.77.194 was cancelled.
- Description** A cancel request was initiated, which is usually due to the user pressing the **Cancel** button for the running job on the UMC dashboard. While this message usually appears because of a user cancel request, it could be generated from a system-initiated cancel operation.
- Action** Informational message (no action needed) if the cancel request was initiated by the user. If a user did not request the cancel, check the log for other related event messages.

BACKUP_FAILED_MOUNT

- Message** Backup Failed: was unable to mount device *deviceDescription* *deviceAddress*, for schedule, *scheduleName*
- Example** Backup Failed: was unable to mount device 'Joe laptop (admin-jsmith)', for schedule, "Documents and Settings"
- Description** The device could not be mounted because there was a network problem (down or device unreachable), the mount was deleted, the mount password changed, or the device was too busy (100% CPU usage) to connect.
- Action** Check each of the conditions identified in the explanation and correct as needed. If the mount password changed, update the password for that device in the UMC.

BACKUP_FAILED_NO_MOUNTS

- Message** Backup Failed: could not mount or could not find any mounts for the device *deviceDescription* *deviceAddress*, for schedule, *scheduleName*
- Example** Backup Failed: could not mount or could not find any mounts for the device 'Joe laptop(admin-jsmith)', for schedule, "Documents and Settings"
- Description** The device could not be mounted because there was a network problem (down or device unreachable), the mount was deleted, the mount password changed, or the device was too busy (100% CPU usage) to connect.
- Action** Check each of the conditions identified in the explanation and correct as needed. If the mount password changed, update the password for that device in the UMC.

BACKUP_FAILED_PRE_PING

- Message** Backup *scheduleName* on *deviceAddress* Failed during pre-backup ping
- Example** Backup 'Work Files' on 192.168.77.194 Failed during pre-backup ping
- Description** Before running a backup job, the Axcient appliance verifies it can access the device by running the **ping** command. In this case ping failed, so the backup job was canceled.
- Action** The Axcient appliance cannot contact the device, so check the network connection. Possible causes include the device is shut down, the listed IP or other network address is not correct, or the network is down. When the connection issue is resolved (that is, you can ping the device), restart the backup job.

BACKUP_ON_CONNECT_SET

- Message** Backup On Connect: *scheduleName* / *deviceDescription* *deviceAddress*
- Example** Backup On Connect: 'Work Files' / 'Joe laptop (admin-jsmith)'
- Description** This message is generated whenever a laptop device that has the "Backup on Connect" option set completes a backup. This message does not indicate whether the backup job run succeeded or failed, just that it completed for this laptop. Check the log for other events that indicated whether the job succeeded, completed with warnings, or failed.
- Action** Informational message (no action needed).

BACKUP_STARTED

Message Backup Started: *scheduleName* on *deviceAddress*
Example Backup Started: 'Documents and Settings' on admin-jsmith
Description A run of the backup job *scheduleName* was started.
Action Informational message (no action needed).

BACKUP_SUCCEEDED

Message Backup Completed: *scheduleName* Successfully on *deviceAddress*
Example Backup Completed: 'Documents and Settings' on admin-jsmith
Description Backup *scheduleName* completed successfully with no errors.
Action Informational message (no action needed).

BACKUP_WARNING_ALREADY_RUNNING

Message Backup *scheduleName* on *deviceAddress* is already running, ignoring request.
Example Backup 'Documents and Settings' on admin-jsmith is already running, ignoring request.
Description An instance of backup job *scheduleName* was running when the new run request was made. Therefore, the new request was ignored and discarded (not rescheduled).
Action Informational message (no action needed). To restart immediately, cancel the running job and then start a new instance of the job. See the [Backup Jobs Tab](#) section for instructions on how to cancel or start a backup job from the UMC dashboard.

BACKUP_WARNING_EXCEPTION

Message Backup *scheduleName* had a problem removing VSS volume, exception: *exceptionMsg*
Example
Description The VSS volume could not be unmounted (or encountered another problem) after the backup.
Action See the [Backup Fails Because of VSS Problem](#) section for corrective actions.

BACKUP_WARNING_MOUNT_EXCEPTION

- Message** Could not mount: *deviceDescription deviceAddress* for schedule, *scheduleName*, because: *exceptionMsg*
- Example** Could not mount: 'Joe laptop (admin-jsmith)' for schedule, 'Documents and Settings', because: There was a network problem: admin-jsmith/c\$, No route to host (return code: 113)
- Description** This occurs if the volume specified in the schedule could not be mounted. This can occur if the system is or becomes off-line when the backup schedule is run. It can also occur if the sharing settings for the volume have been changed since the schedule was created.
- Action** Make sure that the device to be backed up is connected to the network, that its file sharing settings are correct, and that there is not a problem with the volume on the specified device.

BACKUP_WARNING_MOUNT_MAXTRIES

- Message** Giving up trying to mount device: *deviceDescription deviceAddress*, for schedule: *scheduleName*
- Example** Giving up trying to mount device: 'Joe laptop (admin-jsmith)', for schedule: 'Documents and Settings'.
- Description** The Axcient appliance attempts to mount the volume specified in a schedule a certain number of times. After this, it give up and logs this message.
- Action** Make sure the machine to be backed up is connected to the network, that its file sharing settings are correct and that there is not a problem with the volume on the specified machine.

BACKUP_WARNING_MOUNT_IN_USE

- Message** During setup of Open File Backup, the mount *mountPath* for Machine *deviceAddress* could not be unmounted because it was in use.
- Example**
- Description** The volume specified in the schedule could not be unmounted because it is still in use. This is not under end user control.
- Action** Contact [Axcient customer support](#) to investigate the issue.

BACKUP_WARNING_NET_SHARE_NO_REMOVE

- Message** Could not remove sharing from the path *volumePath* on Machine *deviceAddress*; *systemMsg*
- Example**
- Description** The VSS Shadow volume exposed as a network share during the backup could not be removed.
- Action** See the [Backup Fails Because of VSS Problem](#) section for corrective actions.

BACKUP_WARNING_NO_DELETE_STATS

Message	Unable to remove schedule statistics from the RMC while deleting Backup Job: <i>scheduleName</i>
Example	Unable to remove schedule statistics from the RMC while deleting Backup Job: 'Work Files'
Description	Statistical information about a backup job is sent to the RMC when the job is created, modified, or deleted. However, when <i>scheduleName</i> was deleted, the job statistics on the RMC were not updated. This is usually because the Axcient appliance connection to the RMC was lost, so the updated information could not be sent.
Action	Check the network connections and fix as necessary. A starting point is to determine whether the RMC is accessible (<i>ping axcient.net</i>). The specific error of not deleting the schedule statistics is benign and does not require any action.

BACKUP_WARNING_NO_INCLUSION

Message	Backup <i>scheduleName</i> has no included files; note that 'pagefile.sys' cannot be backed up.
Example	Backup 'win pagefile.sys' has no included files; note that 'pagefile.sys' cannot be backed up.
Description	The folder(s) selected for backup do not include any files that can be backed up. (The pagefile.sys file is a system swap file that cannot be backed up, so the message will be generated even if the pagefile.sys file is in the backed up folder.)
Action	Review what files and folders are included in the job, and modify the job contents accordingly (or ignore the message if the selected files and folders are correct).

BACKUP_WARNING_OPEN_FILE_EXCEPTION

Message	Could not do Open File Backup for machine: <i>deviceAddress</i> for schedule, <i>scheduleName</i> : <i>exceptionMsg</i>
Example	Could not do Open File Backup for machine: 'server-9921' (for schedule, 'win2') : InterruptedException, sleep interrupted
Description	Several failure conditions when doing an open file backup can cause this exception. (An open file backup uses VSS.)
Action	See the Backup Fails Because of VSS Problem and Open Files Not Backed Up sections for corrective actions.

BACKUP_WARNING_PRE_PING_EXCEPTION

Message	Backup <i>scheduleName</i> on <i>deviceAddress</i> ping exception: <i>exceptionMsgShort</i>
Example	
Description	Before a backup is started, the Axcient appliance attempts to reach the machine specified in the schedule. The system had trouble issuing the ping command. This is an unusual error. Note the distinction between this message type and <i>BACKUP_FAILED_PRE_PING</i> , which is more likely.
Action	This can be a transient error that does not require any action. If this problem recurs, contact Axcient customer support .

BACKUP_WARNING_PRUNE

Message Backup *scheduleName*: Removing Old Retention had error: *systemMsg*
Example Backup 'testsh': Removing Old Retention had error: errcode: 143; stderr: ; stdout:
Description The appliance was unable to remove (prune) old job information. this is probably due to either a corruption problem or the appliance filling up to maximum capacity, which means there is insufficient available storage space to do the action.
Action Check the available space on the UMC dashboard. If the appliance is completely full, free up some space (see the [Reducing Backup Job Size](#) and [Remove Backup Job](#) sections). If space is available, contact Axcient customer support.

BACKUP_WARNING_PRUNE_EXCEPTION

Message Backup *scheduleName* Warning – Error in Retention Cleaning: *exceptionMsg*
Example Backup 'x2' Warning – Error in Retention Cleaning: sleep interrupted null
Description This can occur if some unforeseen error condition exists during the removal of expired backups.
Action Contact [Axcient customer support](#).

BACKUP_WARNING_STAT_CLEAN_EXCEPTION

Message Backup *scheduleName* Warning – Error - Invalidating Old Statistics: *exceptionMsg*
Example
Description This can occur if some un for seen error condition exists during the removal of expired statistical data.
Action Contact [Axcient customer support](#).

BACKUP_WARNING_VDIFF

Message Backup *scheduleName* Warning - StdErr from vdiff - *systemMsg*
Example Backup 'testsh' Warning - StdErr from vdiff - Warning [digested_copy()] Failed to open source file: "/uptiva/mounts/192.168.77.194/4/lhamel/testshare/bad_a_e.txt" errno(#2 No such file or directory)
Warning [mirror_file()] Encountered problems copying from: "/uptiva/-mounts/192.168.77.194/4/lhamel/testshare/bad_a_e.txt"
Warning [differential_copy_func()] Skipping would-be-added entry: "/uptiva/-mounts/192.168.77.194/4/lhamel/testshare/bad_a_e.txt"
Description Any number of warning conditions might be detected during the actual backup process. The message included with the warning provides more details. In the example there are warnings for a missing file.
Action The appropriate action varies by the cause of the warning. For corrective actions to typical problems, [click here](#).

BACKUP_WARNING_VSHADOW_ALREADY_ACTIVE

Message	VSS collision with other backup jobs detected on <i>deviceAddress</i> so entering limited retry loop to await our turn...
Example	VSS collision with other backup jobs detected on 192.168.77.194 so entering limited retry loop to await our turn...
Description	VSS is being invoked by multiple jobs, but it cannot run in parallel. Therefore, the jobs are queued to run VSS.
Action	No action should be necessary, because the job will continue when VSS is available. However, if the job appears to be waiting indefinitely, cancel the job run and start it again later. If the condition is due to multiple jobs scheduled to run simultaneously, stagger the job schedule start times so they will not overlap when running.

BACKUP_WARNING_VSHADOW_NO_CREATE

Message	Unable to create shadow volume for Machine <i>deviceAddress</i> : <i>systemMsg</i>
Example	
Description	There was a problem creating or reaching the volume for the device.
Action	Be sure the target system has the proper credentials. For VSS-related corrective actions, see click here .

BACKUP_WARNING_VSHADOW_NO_DELETE

Message	Could not remove the Shadow Image for Machine <i>deviceAddress</i> : <i>systemMsg</i>
Example	
Description	The shadow volume for this backup could not be deleted. A possible reason is that there are multiple backup jobs running on this machine and there is a temporary conflict.
Action	Wait and see if the warning repeats. If there are multiple jobs running concurrently on the same machine. Try staggering the jobs to avoid the overlap.

BACKUP_WARNING_VSHADOW_NO_MOUNT

Message	Unable to create shadow volume for Machine <i>deviceAddress</i> because: <i>exceptionMsg</i>
Example	
Description	There was a problem mounting the volume, though the other steps, like creating the volume succeeded.
Action	Check all the sharing permissions for this job.

BACKUP_WARNING_VSHADOW_NO_WRITER

Message	Please install the VSS writer for the <i>service_name</i> service. Unable to perform an Open File Backup without this writer.
Example	Please install the VSS writer for the Exchange service. Unable to perform an Open File Backup without this writer.
Description	The backup had a VSS-related problem. In the example the Exchange VSS writer is not installed or enabled.
Action	Install or enable the missing VSS writer. See the Backup Fails Because of VSS Problem section for more information.

BACKUP_WARNING_VSHADOW_WRITER_UNREADABLE

Message	Unable to read installed VSS writers
Example	(same)
Description	There is a problem with one or more of the VSS writers.
Action	See the Backup Fails Because of VSS Problem section for more information.

BACKUP_WARNING_VSSPREP

Message	Unable to update Windows file system modification times with vssprep.exe for Machine <i>device_name</i> : <i>systemMsg</i>
Example	
Description	The backup had a VSS-related problem.
Action	See the Backup Fails Because of VSS Problem section for more information.

ERROR: Unable to Retrieve Disk Information

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed Error - winexe returned error: ERROR: Unable to retrieve disk information.
Example	Backup Daily for <i>ImageBackup</i> on <i>192.168.99.11</i> Failed -- Error - winexe returned error: ERROR: Unable to retrieve disk information.
Description	Unable to retrieve disk information
Action	Check that the physical disk drive information is reported correctly with the <i>wmic diskdrive</i> list command. Contact Axcient Technical Support if you are unable to determine the reason.

ERROR: Unable to Retrieve Network Interface Information

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed – Error - winexe returned error: ERROR: Unable to retrieve network interface information.
Example	Backup Daily for <i>ImageBackup</i> on <i>192.168.99.11</i> Failed – Error - winexe returned error: ERROR: Unable to retrieve network interface information.
Description	Unable to retrieve network interface information
Action	Check that the network adapter information is reported correctly with the <i>wmic nicconfig</i> list command. Contact Axcient Technical Support if you are unable to determine the reason.

ERROR: Unable to Retrieve Operating System Information

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed Error - winexe returned error: ERROR: Unable to retrieve operating system information.
Example	Backup Daily for <i>ImageBackup</i> on <i>192.168.99.11</i> Failed – Error - winexe returned error: ERROR: Unable to retrieve operating system information.
Description	Unable to retrieve operating system information
Action	Check that the operating system information is reported correctly with the <i>wmic os</i> list command. Contact Axcient Technical Support if you are unable to determine the reason.

ERROR: Unable to Retrieve Computer System Information

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed Error - winexe returned error: ERROR: Unable to retrieve computer system information.
Example	Backup Daily for <i>ImageBackup</i> on <i>192.168.99.11</i> Failed – Error - winexe returned error: ERROR: Unable to retrieve computer system information.
Description	Unable to retrieve computer system information
Action	Check that the system manufacturer and model is reported correctly with the <i>wmic computersystem</i> list command. Contact Axcient Technical Support if you are unable to determine the reason.

ERROR: Input Output Error

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed – Error - Error: Backup failed with Input/output error while accessing a file or directory on the device, please verify that the specified file or directory is accessible on the device and restart the backup manually (or wait for the next scheduled run to kick in automatically)
Example	Backup Daily for <i>ImageBackup</i> on <i>192.168.99.11</i> Failed – Error - Error: Backup failed with Input/output error while accessing a file or directory on the device, please verify that the specified file or directory is accessible on the device and restart the backup manually (or wait for the next scheduled run to kick in automatically)
Description	The backup job failed with Input/output error while accessing a file or directory on the device.
Action	Please verify that the specified file or directory is accessible on the device. Input/output errors can be a cause for concern. Consider running the Windows check disk tool to check the integrity of the disk(s). Run <i>chkdisk drive_letter: /r</i> , which locates bad sectors and recovers readable informaton.

Error: VSS Writer Disabled

Message	Backup Daily for <i>BackupType</i> on 192.168.99.11 Failed — Error - The Volume Shadow Service writer for Application ACTIVEDIRECTORY is DISABLED.
Example	Backup Daily for <i>ImageBackup</i> on 192.168.99.11 Failed — Error - Error: Backup failed with Input/output error while accessing a file or directory on the device, please verify that the specified file or directory is accessible on the device and restart the backup manually (or wait for the next scheduled run to kick in automatically)
Description	The VSS writer is configured incorrectly or disabled.
Action	Run <i>vssadmin list writers</i> command to verify that the VSS writer for Application ACTIVEDIRECTORY is listed. This backup cannot continue until the VSS writer is configured correctly and enabled.

ERROR_FILE_CORRUPT (Error Code 200)

Message	Backup failed with error code 95: A file or directory is corrupted and unreadable.
Example	
Description	The backup job may fail if a file or directory on the VSS snapshot is corrupted and unreadable.
Action	This message indicates a data corruption in the VSS Snapshot called out by %SNAPSHOT_GUID%. Contact Axcient Technical Support for further assistance.

VSS_E_INSUFFICIENT_STORAGE

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed — Error - The Volume Shadow Service writer for Application ACTIVEDIRECTORY is not configured correctly or DISABLED.
Example	Backup Daily for <i>ImageBackup</i> on 192.168.99.11 Failed — Error - The Volume Shadow Service writer for Application ACTIVEDIRECTORY is not configured correctly or DISABLED.
Description	The backup job may fail if an error is encountered while creating a VSS snapshot, as part of preparing a Windows device for image or file/folder backup.
Action	This message indicates the actual Microsoft system error encountered while creating the VSS snapshot. Typically, VSS snapshot creation can fail due to insufficient storage which usually means that the drive is running out of space. If the cause of the error cannot be determined, contact Axcient Technical Support for further assistance.

Error: SMBClient Encountered Authentication Error

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed — Error - smbclient encountered an authentication failure while trying to communicate with <i>device_address</i>
Example	Backup Daily for <i>ImageBackup</i> on 192.168.99.11 Failed — Error - smbclient encountered an authentication failure while trying to communicate with 192.168.99.11
Description	The backup job may fail if the Axcient appliance is unable to communicate with the Windows device using the provided credentials.
Action	This error message is typically encountered if the login credentials for the device are changed after a previous backup attempt. If this is the case, please update the login credentials for the device through the RMC. If this error still persists, contact Axcient Technical Support for further assistance.

Error Code 210

Message	Backup Daily for <i>BackupType</i> on <i>device_address</i> Failed -- Error - Error: Backup failed
Example	Backup Daily for ImageBackup on 192.168.99.11 Failed -- Error - Error: Backup failed
Description	The backup job may fail if the Axcient appliance loses connectivity with the device for any reason.
Action	Restart this backup manually (or wait for the next scheduled run to kick in automatically). If backups continue to fail, please contact Axcient Technical Support for further assistance.

Offsite Backup Events

This section describes event messages that might appear when backing up (copying) data to the offsite Axcient data center.

OFFSITE_CANCELLED_BY_USER

Message	User <i>user_name</i> canceled the <i>job_name</i> job. Address of user's browser is <i>ip_address</i>
Example	User admin canceled the Off-Site job. Address of user's browser is 192.168.77.102
Description	A user canceled an offsite job, usually from the UMC dashboard.
Action	Informational message (no action needed).

OFFSITE_FAIL_EBR_EXCEPTION

Message	Off-Site Backup subtask for Exchange backup Failed with exception: <i>exceptionMsg</i>
Example	
Description	A subtask in an offsite mailbox backup job had a problem (generated an exception), which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Read the <i>exceptionMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

OFFSITE_FAILED_EXCEPTION

Message	Error occurred while running an off-site backup: <i>exceptionMsg</i>
Example	
Description	An offsite backup job had a problem (generated an exception), which can be due to a variety of issues
Action	The appropriate action varies by the cause of the failure. Read the <i>exceptionMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

OFFSITE_FAILED_INTERRUPTED

Message	Off-site backup canceled
Example	(same)
Description	A cancel request was initiated, which is usually due to the user pressing the Cancel button for the running offsite job on the UMC dashboard.
Action	A cancel request was initiated, which is usually due to the user pressing the Cancel button for the running offsite job on the UMC dashboard.

OFFSITE_FAILED_INTERRUPTED_WITH_ERRORS

Message	Off-site backup canceled
Example	(same)
Description	A cancel request was initiated, which is usually due to the user pressing the Cancel button for the running offsite job on the UMC dashboard.
Action	A cancel request was initiated, which is usually due to the user pressing the Cancel button for the running offsite job on the UMC dashboard.

OFFSITE_FAILED_NO_JOBS

Message	Off-Site Backup - no jobs to backup were found
Example	(same)
Description	Individual offsite backup requests are queued in an offsite directory on the Axcient appliance. When an offsite job is initiated, the individual backup requests are run serially one by one. In this case, no individual backup requests were present in the offsite job queue, so the offsite backup job run was cancelled.
Action	Informational message (no action needed). However, this could indicate there is a problem in getting the individual jobs queued up for offsite backup. Review the log for other messages about offsite job issues.

OFFSITE_FAILED_NOMOUNT

Message	Off-Site Backup failed. Details: There was a problem mounting the Off-Site volume
Example	(same)
Description	An offsite backup job had a mount problem.
Action	See the Backup Fails Because of Mount Problem section.

OFFSITE_FAILED_OFFSITE_DIR

Message	Off-Site Backup failed: No offsite directory found at: <i>srcPath</i>
Example	
Description	An offsite backup job failed because it could not find the offsite directory that contains the files to be backed up offsite
Action	Call Axcient customer support .

OFFSITE_RETRY_AXCIENT_SYSTEM_DATA

Message	There was a problem with offsite backup for axcient system data. Error Code: <i>errCode</i> . Will begin retry number <i>retryNumber</i> in <i>delaySeconds</i> seconds.
Example	
Description	This message appears because the relevant event could not be logged, which indicates a possible problem.
Action	No action is necessary, because the Axcient appliance will automatically retry the offsite backup. However, if the retry fails note the <i>errCode</i> and look for other relevant messages that identify the underlying problem.

OFFSITE_FAILED_RMC_SETTINGS

Message	Off-Site Backup failed. Details: There was a problem retrieving Off-Site settings
Example	(same)
Description	An offsite backup job failed to get needed information from the RMC. This typically is due to a network or Internet problem that prevented the Axcient appliance from connecting to the RMC.
Action	Check the network connections and firewall settings, and fix as necessary. A starting point is to determine whether the RMC is accessible (<i>ping axcient.net</i>).

OFFSITE_FAILED_RSYNC_WARNINGS

Message	Off-Site Backup completed with warnings: Please refer to previous subtask alerts for details. Subtask Summary: Errors: <i>errorCount</i> Warnings: <i>warningCount</i> Success: <i>successCount</i>
Example	Off-Site Backup completed with warnings: Please refer to previous subtask alerts for details. Subtask Summary: Errors: 0 Warnings: 1 Success: 3
Description	This is a summary message when at least one warning was generated by the offsite backup job.
Action	Check the log for other messages that describe the warning issues.

OFFSITE_FAILED_SRCDIR_EXCEPTION

Message	Off-Site Backup for machine: <i>deviceName</i> failed. Details: <i>exceptionMsg</i>
Example	
Description	An offsite backup job had a problem (generated an exception), which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Read the <i>exceptionMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

OFFSITE_RETRY_EBR

- Message** There was a problem with offsite backup for Exchange data. Error Code: *errCode*. Will begin retry number *retryNumber* in *delaySeconds* seconds.
- Example**
- Description** This message appears because the relevant event could not be logged, which indicates a possible problem.
- Action** No action is necessary, because the Axcient appliance will automatically retry the offsite backup. However, if the retry fails note the *errCode* and look for other relevant messages that identify the underlying problem.

OFFSITE_RETRY_DEVICE

- Message** There was a problem with Offsite Backup for machine: *deviceDescription deviceAddress*, schedule: *scheduleName*. Error Code: *errCode*. Will begin retry number *retryNumber* in *delaySeconds* seconds.
- Example**
- Description** This message appears because the relevant event could not be logged, which indicates a possible problem.
- Action** No action is necessary, because the Axcient appliance will automatically retry the offsite backup. However, if the retry fails note the *errCode* and look for other relevant messages that identify the underlying problem.

OFFSITE_STARTED

- Message** Off-Site Backup has been started
- Example** (same)
- Description** An offsite backup job was started.
- Action** Informational message (no action needed).

OFFSITE_SUBTASK_SUCCEEDED_INFO

- Message** Off-Site Backup subtask for machine: *deviceAddress*, backup: *scheduleName* completed successfully.
- Example** Off-Site Backup subtask for machine: 'systemdata', backup: 'System-Data-Transfer' completed successfully.
- Description** An offsite backup job run can involve several steps. This message indicates one of the steps completed successfully.
- Action** Informational message (no action needed).

OFFSITE_INIT_TASK

Message Off-Site Backup init task : *taskName* completed successfully.
Example Off-Site Backup init task : ZIP_DATABASE completed successfully.
Description All initialization tasks (prior to doing the offsite backup) completed successfully.
Action Informational message (no action needed).

OFFSITE_SUCCEEDED

Message Off-Site Backup completed successfully.
Example (same)
Description The offsite backup job run completed successfully without any errors or warnings.
Action Informational message (no action needed).

OFFSITE_WARNING_ALREADY_RUNNING

Message Previous Off-Site Backup still running.
Example (same)
Description An instance of the offsite backup job was running when the new run request was made. Therefore, the new request was ignored and discarded (not rescheduled).
Action Informational message (no action needed). To restart immediately, cancel the running job and then start a new instance of the job. See the [Backup Jobs Tab](#) section for instructions on how to cancel or start a backup job from the UMC dashboard.

OFFSITE_WARNING_CLEAN_TASK

Message Off-Site Backup init task : *taskName* failed. Details: *systemMsg*
Example
Description An offsite backup job had an initialization problem (generated an exception or synchronization failure), which can be due to a variety of issues.
Action The appropriate action varies by the cause of the failure. Read the *systemMsg* for clues to the problem. For corrective actions to typical problems, [click here](#).

OFFSITE_WARNING_EXCHANGE_RUNNING

Message	Off-Site Backup subtask for Exchange backup: <i>scheduleName</i> cannot be run while (onsite) EBR backup is running.
Example	Off-Site Backup subtask for Exchange backup: 'Exchange Mailboxes' cannot be run while (onsite) EBR backup is running.
Description	The Exchange mailbox backup job <i>scheduleName</i> was running when the offsite job started. Therefore, the offsite request was ignored and discarded (not rescheduled).
Action	Informational message (no action needed). Optionally, you can wait for the offsite backup job to complete (or cancel it prematurely) and then start it manually. See the Backup Jobs Tab section for instructions on how to cancel or start a backup job from the UMC dashboard.

OFFSITE_WARNING_INIT_TASK

Message	Off-Site Backup init task : <i>taskName</i> failed. Details: <i>systemMsg</i>
Example	Off-Site Backup init task : ZIP_DATABASE failed. Details: (gzip:/uptiva/off-site/systemdata/mysqlbackup.sql.gz already exists; not overwritten)
Description	An offsite backup job had an initialization problem (generated an exception or synchronization failure), which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Read the <i>systemMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

OFFSITE_WARNING_INIT_TASK_EXCEPTION

Message	Off-Site Backup init task : <i>taskName</i> failed. Details: <i>exceptionMsg</i>
Example	Off-Site Backup init task : Remove any old schedule directories of machine: 23 failed. Details: errcode: 127; stderr:/mnt/ax/scratch/executor/uptiva-offsite-clean-64870.sh: line 51:[/mnt/ax/ap-p/bin/offsite backup_wrapper,: No such file ordirectory; stdout:
Description	An offsite backup job had an initialization problem (generated an exception or synchronization failure), which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Read the <i>exceptionMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

OFFSITE_WARNING_SERVER_ALIVE_EXCEPTION

Message	Off-Site Backup subtask for ServerAlive backup Failed with exception: <i>exceptionMsg</i>
Example	
Description	The appliance was unable to successfully transfer the data from one or more volumes to the Axcient data center. This is usually due to a network connectivity issue, or it may occur if the offsite backup is interrupted.
Action	Verify the network connectivity between the Axcient appliance and the Internet.

OFFSITE_WARNING_SUBTASK_RSYNC

Message	Off-Site Backup subtask for machine: <i>deviceAddress</i> , backup: <i>scheduleName</i> completed with warnings: <i>rsyncErrorLevelMsg</i> Error code: <i>rsyncErrorLevel</i> , stdout: <i>systemMsg</i> <i>rsyncErrorMsg</i>
Example	Off-Site Backup subtask for machine: 'systemdata', backup: 'System-Data-Transfer' completed with warnings: Partial transfer due to error (Error code: 23, stdout: IO error encountered – skipping file deletion Number of files: 28 Number of files transferred: 9 Total file size: 8382651 bytes ...
Description	An offsite backup job had a subtask problem, which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Check <i>systemMsg</i> and <i>rsyncErrorMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

Restore Events

This section describes event messages that might appear when restoring data from a backup job. (See the [Exchange Mailbox Events](#) section for events from restoring mailboxes on an Exchange server.)

RESTORE_CANCELLED_BY_USER

Message	User <i>user_name</i> canceled restore of <i>device_name</i> : <i>job_name</i> . Address of user's browser is <i>ip_address</i>
Example	User admin canceled restore of 192.168.99.11 : 99.11 FF 1. Address of user's browser is 192.168.77.8
Description	A user canceled a restore operation, usually from the UMC dashboard.
Action	Informational message (no action needed).

RESTORE_FAILED

Message	Restore Failed for <i>scheduleName</i> , see previous warnings for specific cause
Example	Restore Failed for 'Work Files', see previous warnings for specific cause
Description	This is a general failure message that the Axcient appliance could not complete the restore operation. The cause of the failure is not indicated in this message.
Action	There should be additional (previous) messages in the event log about this restore operation. Review the other warning messages for information about the problem that caused the restore failure.

RESTORE_FAILED_EXCEPTION

Message	Restore error for <i>scheduleName</i> because of error: <i>exceptionMsg</i>
Example	Restore Failed for 'foreign, acl' because of error: NullPointerException
Description	A restore attempt failed (generated an exception), which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Check <i>exceptionMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

RESTORE_FAILED_FILE_CHECK

Message	Restore error for <i>scheduleName</i> : <i>filesMissing</i>
Example	Restore Failed for 'foreign, acl': could not copy: 'ulti_languages'; could not copy: 'CLS/attribReadOnly.txt'; could not copy: 'CLS';
Description	Could not verify that the files to be restored were copied correctly (not found, failed copy, corrupted file, or other issue), thus the restore attempt failed.
Action	Examine the <i>filesMissing</i> and determine if there is anything special about these files that would account for the problem. If necessary, remove these files from the backup job (set to Ignore in the job definition).

RESTORE_FAILED_INTERRUPTED

Message	Restore interrupted for <i>scheduleName</i>
Example	
Description	A cancel request was initiated, which is usually due to the user pressing the Cancel button for the running restore job on the UMC dashboard.
Action	Informational message (no action needed) if the cancel request was initiated by the user. If a user did not request the cancel, check the log for other related event messages

RESTORE_FAILED_RDIFF

Message	Restore error for scheduleName: <i>rdiffMsg</i>
Example	
Description	A restore attempt failed, which can be due to a variety of issues.
Action	The appropriate action varies by the cause of the failure. Check <i>rdiffMsg</i> for clues to the problem. For corrective actions to typical problems, click here .

RESTORE_STARTED

Message	Restore Started for Job <i>scheduleName</i>
Example	Restore Started for Job 'Work Files'
Description	A restore of the backup job <i>scheduleName</i> was started. This message does not indicate the scope of the restore (that is, which files in <i>scheduleName</i> are being restored), only that a restore has started.
Action	Informational message (no action needed).

RESTORE_SUCCEEDED

Message	Restore Completed: Backup Job <i>scheduleName</i>
Example	Restore Completed: Backup Job 'Work Files'
Description	A restore of the backup job <i>scheduleName</i> succeeded without errors. This message does not indicate the scope of the restore (that is, which files in <i>scheduleName</i> were restored), only that the restore succeeded.
Action	Informational message (no action needed).

RESTORE_WARNING_ACL_EXCEPTION

Message ACL exception encountered for job *scheduleName*, *exceptionMsg*

Example

Description A restore attempt failed (generated an exception) when copying ACL files, which can be due to a variety of issues.

Action The appropriate action varies by the cause of the failure. Check *exceptionMsg* for clues to the problem. Contact [Axcient customer support](#) to debug the problem.

RESTORE_WARNING_ACL_FAILED

Message ACL restore warning for job *scheduleName*: *systemMsg*

Example

Description A restore attempt failed when copying ACL files, which can be due to a variety of issues.

Action The appropriate action varies by the cause of the failure. Check *systemMsg* for clues to the problem. Contact [Axcient customer support](#) to debug the problem.

RESTORE_WARNING_ACL_MERGED

Message ACL merge error for job *scheduleName*: *mergeMsg*

Example

Description An error occurred when attempting to apply ACL files in a restore operation, which can be due to a variety of issues.

Action The appropriate action varies by the cause of the failure. Check *mergeMsg* for clues to the problem. Contact [Axcient customer support](#) to debug the problem.

RESTORE_WARNING_ACL_PATH_NOCOPY

Message ACL copy error for job *scheduleName*, Cannot copy src: *sourceFile* to dest: *destinationFile*

Example

Description An error occurred when attempting to copy ACL files in a restore operation, which can be due to a variety of issues.

Action Contact [Axcient customer support](#) to debug the problem.

RESTORE_WARNING_ACL_PATH_NOCOPY

Message cannot find time associated with backup ID: *backupStatisticsId*; using 'now' for restore

Example

Description There is a problem restoring from the selected backup job version (date).

Action Select an alternate date from the backup job list and restore from that version.

RESTORE_WARNING_ILLEGAL_FILENAME

Message	During restore of <i>scheduleName</i> , destination has a <i>osType</i> system, and a file or directory name from the backup, path, is not a legal filename on <i>osType</i> , so it will not be restored.
Example	During restore of 'testsh', destination has a WINDOWS system, and a file or directory name from the backup, 'lhamel/testshare/dir with space/dir with " quote', is not a legal filename on WINDOWS, so it will not be restored.
Description	One or more files to be restored have file names that are illegal in the target operating system. This can occur when the target device operating system is different from the source device. For example, if you backed up a device running Linux or another UNIX-based operating system and attempt to restore those files on a Windows device, the restore will fail if one or more files have illegal Windows names. (UNIX allows certain characters in file names, such as a quote or colon, that are illegal in Windows file names.)
Action	Do the following: <ol style="list-style-type: none">1. Remove any files with illegal names from the list of files to restore, and then repeat the restore job.2. Restore the files with illegal characters to a target device with the same operating system.3. Rename the files (removing the illegal characters), and then move them to the original target device.

Exchange Mailbox Events

This section describes event messages that might appear when backing up or restoring mailboxes on an Exchange server.

EBR_BACKUP_EXCEPTION

Message	Exchange Mailbox Backup <i>scheduleName</i> failed with exception: <i>exceptionMsg</i>
Example	Exchange Mailbox Backup (Folder to be deleted) failed with exception: EBR command timed out.
Description	The Exchange mailbox backup ailed due to the error described in <i>exceptionMsg</i> , which could describe a variety of conditions. In the example the backup failed because it timed out during execution.
Action	Review the details in <i>exceptionMsg</i> to determine what action is needed. For corrective actions to some typical problems, click here . If the message includes an "entitlement" comment (entitlement missing, exceeded, expired, or not allowed), see the Check Entitlements section for more information.

EBR_BACKUP_FAILED_RESTORE_RUNNING

Message	Exchange Backup cannot progress while restore is active
Example	(same)
Description	The Exchange mailbox job was being restored when the backup run request was made. Therefore, the backup run request was ignored and discarded (not rescheduled).
Action	Informational message (no action needed). Optionally, wait for the restore to complete and then manually start the backup job. See the Backup Jobs Tab section for instructions on how to start a backup job from the UMC dashboard.

EBR_BACKUP_STARTED

Message	Exchange Backup Started: <i>scheduleName</i> on <i>deviceAddress</i>
Example	Exchange Backup Started: 'Exchange Mailboxes' on 192.168.77.246
Description	A run of the Exchange mailbox backup job <i>scheduleName</i> was started.
Action	Informational message (no action needed).

EBR_SUCCEEDED

Message	Exchange Mailbox Backup <i>scheduleName</i> succeeded
Example	Exchange Mailbox Backup (Exchange Mailboxes) succeeded: Mailboxes processed: 6 Mailboxes backed up: 6 Mailbox backup failures: 0 Warnings issued: 0 Messages backed up: 0 Bytes backed up: 0
Description	Exchange mailbox backup <i>scheduleName</i> completed successfully with no errors. Summary information about the backup job run is included.
Action	Informational message (no action needed).

EBR_BACKUP_SUCCEEDED_WITH_WARNINGS

Message	Exchange Mailbox Backup <i>scheduleName</i> succeeded with warnings
Example	Exchange Mailbox Backup 'Exchange Mailboxes' succeeded with warnings
Description	Exchange mailbox backup <i>scheduleName</i> completed but not without errors. Additional warning messages were generated that describe the errors.
Action	Check for other warning messages related to this job run.

EBR_BACKUP_WARNING_MAILITEM

Message	Exchange processing message: <i>itemMsg</i>
Example	
Description	The Exchange mailbox backup process encountered issues that could have made backing up certain mail item fail.
Action	Informational message (no action needed).

EBR_DATA_MIGRATION_FAILED

Message	Exchange Backup data migration failed for Exchange Mailbox Backup (<i>job_name</i>) Caused by: Problem <i>description</i> . Apparent cause: <i>description</i>
Example	Exchange Backup data migration failed for Exchange Mailbox Backup (ExServ77229Ver002) Caused by: Problem connecting to AD server. Apparent cause: Invalid Credentials
Description	The attempt to migrate an existing mailbox job to the new format that supports multiple restore points failed. Earlier versions of the Exchange mailbox backup feature supported a single blob representation of the Exchange database. Now, multiple blob instances representing different dates can be saved. However, to accommodate this change, existing mailbox jobs must be migrated to a new format. This is a one-time migration is required of all older mailbox jobs.
Action	Check the problem and cause descriptions for information. In this example, the credentials used to log into the AD server were invalid, so the job needs to be re-run with proper credentials.

EBR_RESTORE_CANCELLED

Message Exchange Mailbox Restore was cancelled.
Example (same)
Description User initiated cancellation.
Action Informational message (no action needed).

EBR_RESTORE_FAILED_BUSY_BACKUP

Message Mailbox restore could not be run because a mailbox backup was in progress.
Example (same)
Description An instance of the Exchange mailbox backup job was running when the new run request was made. Therefore, the new request was ignored and discarded (not rescheduled).
Action Informational message (no action needed). To restart immediately, cancel the running job and then start a new instance of the job. See the [Backup Jobs Tab](#) section for instructions on how to cancel or start a backup job from the UMC dashboard.

EBR_RESTORE_FAILED_BUSY_RESTORE

Message Mailbox restore could not be run because a mailbox restore was in progress.
Example (same)
Description The Exchange mailbox job was being restored when the new restore request was made. Therefore, the new request was ignored.
Action Wait for the current restore to complete and then restart the new restore request.

EBR_RESTORE_FAILED_EXCEPTION

Message Exchange Mailbox Restore failed, caused by: *exceptionMsg*
Example
Description The mailbox restore failed due to the error described in *exceptionMsg*, which could describe a variety of conditions.
Action The appropriate action varies by the cause of the failure. For corrective actions to typical problems, [click here](#).

EBR_RESTORE_STARTED

Message	Exchange Restore Started: scheduleName on <i>deviceAddress</i>
Example	Exchange Restore Started: 'Exchange Mailboxes' on 192.168.77.246
Description	A restore of the Exchange mailbox backup job <i>scheduleName</i> was started. This message does not indicate the scope of the restore (that is, which mailboxes in <i>scheduleName</i> are being restored), only that a restore has started.
Action	Informational message (no action needed).

EBR_RESTORE_SUCCEEDED

Message	Exchange Restore Succeeded.
Example	(same)
Description	A restore of the Exchange mailbox backup job succeeded without errors. This message does not indicate the scope of the restore (that is, which mailboxes were restored), only that the restore succeeded.
Action	Informational message (no action needed).

EBR_RESTORE_WARNING_MAILITEM

Message	Exchange processing message: <i>itemMsg</i>
Example	
Description	The Exchange mailbox restore process encountered issues that could have made restoring certain mail item fail.
Action	Review the details in <i>itemMsg</i> to determine if any action is needed.

EBR_RESTORE_FAILED

Message	Exchange Backup retention failed for Exchange Mailbox Backup (<i>mailbox_job_name</i>) on <i>device_addr</i> Cused by: <i>error_msg</i>
Example	Exchange Backup retention failed for Exchange Mailbox Backup (EBRServ99201Ver001) on 192.168.99.201 Caused by: EBR failure: RETENTION_CHECK_COMPLETED_WITH_ERRORS
Description	The Exchange mailbox restore process encountered issues that could have made restoring certain mail item fail.
Action	Review the details in <i>itemMsg</i> to determine if any action is needed.

Image Job and Virtual Machine (VM) Events

This section describes event messages that might appear when adding, updating, or deleting an image backup job and when starting or stopping a virtual machine (VM).

SERVER_ALIVE_BACKUP_FAILED

Message	Backup <i>firstTimePrefix</i> for <i>scheduleName</i> on <i>deviceAddress</i> Failed -- Error - <i>systemMsg</i>
Example	Backup Server Alive on 192.168.99.23 Failed -- Error - /mnt/ax/scratch/executor/uptiva-slive-1-4-6823.sh: line 48: /mnt/ax/app/SVA/axvmi.sh: Permission denied
Description	The image backup failed due to the error described in <i>systemMsg</i> , which could describe a variety of conditions. In the example the backup failed because of a permission denied problem.
Action	The appropriate action varies by the cause of the failure. For corrective actions to typical problems, click here . If the message includes an "entitlement" comment (entitlement missing, expired, or not allowed), see the Check Entitlements section for more information.

SERVER_ALIVE_BACKUP_STARTED

Message	Backup <i>firstTimePrefix</i> Started for <i>scheduleName</i> on <i>deviceAddress</i>
Example	Backup Started for '240-to-241-SVA-9927' on 192.168.99.27
Description	A run of the image backup job <i>scheduleName</i> for the device <i>deviceAddress</i> was started. The <i>firstTimePrefix</i> value is "First-Time" if this is the first run of the backup job, blank if this is a regularly scheduled (or manually initiated) run, and "Refresh" if this a refresh of the "current" image (set by the "Refresh Interval" field in the image job definition.)
Action	Informational message (no action needed).

SERVER_ALIVE_BACKUP_SUCCEEDED

Message	Backup <i>firstTimePrefix</i> for <i>scheduleName</i> on <i>deviceAddress</i> completed Successfully
Example	Backup [Refresh] for 'Server Alive' on 192.168.99.120 completed Successfully.
Description	A run of the image backup job <i>scheduleName</i> for the device <i>deviceAddress</i> completed successfully. The <i>firstTimePrefix</i> value is "First-Time" if this is the first run of the backup job, blank if this is a regularly scheduled (or manually initiated) run, and "Refresh" if this a refresh of the "current" image (set by the "Refresh Interval" field in the image job definition.)
Action	Informational message (no action needed).

SERVER_ALIVE_BACKUP_WARNING

Message Backup *firstTimePrefix* for *scheduleName* on *deviceAddress* Warning - StdErr - *systemMsg*

Example

Description An image backup was unable to transfer some files from the protected machine to the Axcient appliance. This may occur if the credentials configured on the Axcient appliance do not have permission to transfer all files. The user through which the backup is occurring should have administrative privileges and be part of the Backup Operators group. Additionally, there are some operating system-specific files (such as System Volume Information or Java Runtime Files) which are intentionally configured by each respective application to be inaccessible by all user accounts.

Action Those files that cannot be backed up may be excluded from the backup job. See the [Back Up System Images](#) section for instructions on how to exclude files from an image backup job. (A warning about a permission denied error from vdiff-backup being unable to lstat the \$BitMap, \$MFT, \$MFTMirr, \$LogFile, or \$Volume files can be ignored.)

SERVER_ALIVE_BACKUP_WARNING_POST_PRUNE_INTERRUPTED

Message Backup *firstTimePrefix* for *scheduleName* on *deviceAddress* was cancelled during post-backup retention pruning, so that sub-task was cancelled also.

Example Backup 'Server Alive' on 192.168.99.23 was cancelled during post-backup retention pruning, so that sub-task was cancelled also.

Description The backup job was canceled, so any subtasks associated with the job were also canceled.

Action Informational message (no action needed).

SERVER_ALIVE_BACKUP_WARNING_PRUNE

Message Backup *firstTimePrefix* for *scheduleName* on *deviceAddress* Warning - retention pruning failed: *systemMsg*

Example Backup [Refresh] 'Server Alive' on 192.168.99.23 Warning - retention pruning failed:/mnt/ax/scratch/executor/uptiva-slive-1-4-6818.sh: line 48:/mnt/ax/app/SVA/axvmi.sh: Permission denied

Description One or more files could not be pruned from the Axcient appliance storage.

Action Allow one backup to complete successfully. This issue is usually resolved automatically.

SERVER_ALIVE_BACKUP_WARNING_PRUNE_EXCEPTION

Message Backup *firstTimePrefix* for *scheduleName* on *deviceAddress* Warning - retention pruning failed: *exceptionMsg*

Example

Description One or more files could not be pruned from the Axcient appliance storage.

Action Allow one backup to complete successfully. This issue is usually resolved automatically.

SERVER_ALIVE_BACKUP_WARNING_STATS_EMPTY

Message Backup *firstTimePrefix* for *scheduleName* on *deviceAddress* vdiff statistics empty. See: *statsFilePath*
Example
Description Internal error.
Action Contact [Axcient customer support](#).

SERVER_ALIVE_VM_BACKUP_CANCELLED

Message Backup job cancelled to fulfill *failoverType* request for: *scheduleName* on: *deviceAddress*
Example Backup job cancelled to fulfill VM Failover request for: 'Server Alive' on: 192.168.99.120
Description An image backup job run for job *scheduleName* on device *deviceAddress* was cancelled (and not rescheduled) because it conflicted with a current VM failoverType action. The *failoverType* is one of the following: VM Failover, VM Shutdown, VM Pause, Bare Metal Lock, Bare Metal Unlock.
Action Informational message (no action needed). Optionally, manually start the image job run after the *failoverType* completes.

SERVER_ALIVE_VM_FAILED

Message *failoverType* for: *scheduleName* on: *deviceAddress* for backup date: *backupDate* stderr: *systemMsg*
Example
Description The Axcient appliance was unable to start a VM successfully.
Action If this issue continues, contact [Axcient customer support](#).

SERVER_ALIVE_VM

Message *failoverType* for: *scheduleName* on: *deviceAddress* stderr: *systemMsg*
Example VM Failover for: 'Server Alive' on: 192.168.99.120
Description A VM successfully started on the Axcient appliance.
Action Informational message (no action needed).

SERVER_ALIVE_VM_STARTED

Message *failoverType* Started for: *scheduleName* on: *deviceAddress*
Example VM Failover Started for: 'Server Alive' on: 192.168.99.120
Description A *failoverType* condition was started on the Axcient appliance for the device *deviceAddress*. The *failoverType* is one of the following: VM Failover, VM Shutdown, VM Pause, Bare Metal Lock, Bare Metal Unlock. Every STARTED message has a corresponding outcome message, so watch the log for the corresponding SUCCEEDED or FAILED message.
Action Informational message (no action needed).

SERVER_ALIVE_VM_STOPPED

Message *failoverType* stopped for: *scheduleName* on: *deviceAddress*
Example VM Failover stopped for: 'Server Alive' on: 192.168.99.120
Description A failover (or test) VM for the device *deviceAddress* was stopped on the Axcient appliance.
Action Informational message (no action needed).

SERVER_ALIVE_VM_SUCCEEDED

Message *failoverType* succeeded for: *scheduleName* on: *deviceAddress* for backup date: *backupDate*
Example VM Failover succeeded for: 'Server Alive' on: 192.168.99.120 for backup date: 05/05/2010 - 7:49:48 PM
Description A VM *failoverType* based on the system image dated *backupDate* for the device *deviceAddress* was started successfully on the Axcient appliance. The *failoverType* is one of the following: VM Failover, VM Shutdown, VM Pause, Bare Metal Lock, Bare Metal Unlock.
Action Informational message (no action needed).

Bare Metal Restore (BMR) Events

This section describes event messages that might appear when doing a BMR.

BMR_RESTORE_FAILED

Message	Restore has failed for <i>deviceAddress</i>
Example	Restore has failed for 192.168.77.104
Description	The bare metal restore failed for an unspecified reason.
Action	The appropriate action varies by the cause of the failure. For corrective actions to typical problems, click here .

BMR_RESTORE_INFO

Message	The restore is <i>restoredPercent</i> complete for <i>deviceAddress</i>
Example	The restore is 50% complete for 192.168.99.23
Description	Progress message during the restore process.
Action	Informational message (no action needed).

BMR_RESTORE_STARTED

Message	Restore has started for <i>deviceAddress</i>
Example	Restore has started for 192.168.99.23
Description	The system image for 192.168.99.23 has been locked and prepared to be restored on a new device.
Action	Informational message (no action needed).

BMR_RESTORE_SUCCEEDED

Message	Restore has succeeded for <i>deviceAddress</i>
Example	Restore has succeeded for 192.168.99.23
Description	The system image for 192.168.99.23 has been restored successfully on a new device.
Action	Informational message (no action needed).

System Events

This section describes event messages that might appear about the Axcient appliance (hardware, configuration, and network status).

CANT_SEND_MAIL

Message	Error attempting to send mail: exceptionMsg
Example	
Description	E-mail from the Axcient appliance is sent through a security tunnel to the Axcient data center where it is processed and sent to the recipient from a mail server in the data center. This error message means an e-mail could not be sent. The primary causes for this error are an issue in the data center (not likely) and a problem with the tunnel connection (most likely). There are a variety of reasons the tunnel would not be connected such as firewall rules or an Internet problem.
Action	Check your firewall settings to make sure the Axcient appliance is not blocked from sending an e-mail to the RMC. If this is not the problem, contact Axcient customer support .

CANT_SEND_PSA_TICKET

Message	Trying to send PSA ticket to <i>psa_tool</i> failed with the following error: <i>error_msg</i>
Example	Trying to send PSA ticket to ConnectWise failed with the following error: Server returned HTTP response code 500 for URL: https://test.connectwise.com/v4_6_release/services/system_io/integration_io/processclientaction.rails
Description	There was a problem when trying to send ticket information from the Axcient appliance to the target PSA tool. This could result from a number of issues. In the example, a ConnectWise ticket failed because of an HTTP 500 (internal server) error.
Action	Review the <i>error_msg</i> for clues as to the problem and proceed accordingly. If you cannot determine and correct the underlying problem yourself, contact Axcient customer support.

CHECK_SMART_DRIVE

Message	SMART: Please check drive health on <i>drived</i>
Example	SMART: Please check drive health on /dev/md0
Description	One of the hard drives is beginning to fail. It is likely the drive will need to be replaced.
Action	Contact Axcient customer support to arrange for a replacement drive.

INFORMATION_TASK_FAILED

Message	The following <i>error</i> UBS tasks failed to complete: Check Storage Space <i>CHECKSTORAGESPACE</i> Contact RMC <i>CONTACTRMC</i> Check SMART status <i>CHECKSMARTSTATUS</i> Get Storage Space <i>GETSTORAGESPACE</i> Send Events <i>SENDEVENTS</i> Send Stats <i>SENDSTATS</i> Send Statistics <i>SENDSTATISTICS</i>
Example	The following (1) UBS tasks failed to complete: Check Storage Space [Succeed] Contact RMC [Fail] Check SMART status [Succeed] Get Storage Space [Succeed] Send Events [Succeed] Send Stats [Succeed] Send Statistics [Succeed]
Description	The Axcient appliance does a periodic set of status checks and reports. This message reports the status (succeed or fail) of those status checks. In the example, the Axcient appliance was not able to contact the Web Application. A "Fail" status indicates the following: <ul style="list-style-type: none"> • Check Storage Space: Storage capacity on the Axcient appliance is nearly full; more free space is needed. • Contact Web Application: There was a connection error at either the Axcient appliance end or the Web Application end. This could be due to a connection being down or to a connection being prevented, such as a firewall block. • Check SMART Status: A disk health test failed or disk health status was not available. • Get Storage Space: The required space exceeds the available space. This is due to exceeding either the entitled space or the physical capacity. • Send Events: A daily report of relevant failure and recovery events was not sent to the Web Application. • Send Stats: Statistics about backup jobs was not sent to the Web Application. • Send Statistics: Statistics about the Axcient appliance was not sent to the Web Application.
Action	Select the appropriate action: <ul style="list-style-type: none"> • Check Storage Space: There are several options to free up disk space, such as enabling the auto prune detection feature, manually reducing the retention period, or excluding unneeded data from one or more backup jobs. See the Reduce Backup Job Size section for more information. • Contact Web Application: Check the network connections and firewall settings, and fix as necessary. A starting point is to determine whether the Web Application is accessible (ping axcient.net). • Check SMART Space: Check for a "Please check drive health..." message in the log, and if one is present, contact Axcient customer support to arrange for a replacement drive. • Get Storage Space: If the Check Storage Space test also failed, the problem is probably not enough free disk space. Otherwise, check entitlements (see the Check Entitlements section). • Send Events: See Contact Web Application action. • Send Stats: See Contact Web Application action. • Send Statistics: See Contact Web Application action.

LOW_DISK_SPACE_ALERT_10_PCT

- Message** Less than 10% of Axcient Appliance storage remaining! Backup jobs may not have sufficient overhead to complete successfully. Reduce backup retention to conserve space.
- Example** (same)
- Description** The Axcient appliance is dangerously low on storage space, which could lead to failed backups and even data corruption if the appliance runs out of disk space.
- Action** Analyze your storage requirements and do one (or both) of the following:
 - Reduce the space currently used. This can be done by (1) reducing the retention period of selected jobs, (2) reducing the schedule frequency of selected jobs, or (3) deleting jobs. See the [Reduce Backup Job Size](#) section for more information.
 - Contact [Axcient Customer Support](#) to get a larger capacity Axcient appliance that better fits your needs.

LOW_DISK_SPACE_ALERT_20_PCT

- Message** Less than 20% of Axcient Appliance storage remaining! If space utilization grows too much further, backup jobs may fail. Consider reducing backup retention to conserve space.
- Example** (same)
- Description** The Axcient appliance is dangerously low on storage space, which could lead to failed backups and even data corruption if the appliance runs out of disk space.
- Action** Analyze your storage requirements and do one (or both) of the following:
 - Reduce the space currently used. This can be done by (1) reducing the retention period of selected jobs, (2) reducing the schedule frequency of selected jobs, or (3) deleting jobs. See the [Reduce Backup Job Size](#) section for more information.
 - Contact [Axcient Customer Support](#) to get a larger capacity Axcient appliance that better fits your needs.

NO_DISK_SPACE_ALERT

- Message** There is no storage remaining on the Axcient Appliance! Backup jobs cannot execute. Reduce backup retention to conserve space.
- Example** (same)
- Description** The Axcient appliance has run out of available storage space, which means backup jobs cannot run successfully and could result in data corruption.
- Action** Analyze your storage requirements and do one (or both) of the following:
 - Reduce the space currently used. This can be done by (1) reducing the retention period of selected jobs, (2) reducing the schedule frequency of selected jobs, or (3) deleting jobs. See the [Reduce Backup Job Size](#) section for more information.
 - Contact [Axcient Customer Support](#) to get a larger capacity Axcient appliance that better fits your needs.

PURGE_EVENT_LOG

Message	The event log was truncated
Example	(same)
Description	The event log was purged. Purging deletes all existing messages from the log. However, logging remains active, and all new events will be recorded in the log.
Action	Informational message (no action needed).

QOS_BANDWIDTH_CHANGE

Message	QOS Bandwidth Changed from <i>oldQosSettingList</i> QOS Bandwidth Changed to <i>newQosSettingList</i>
Example	(QOS Bandwidth Changed from External service download rate limit:: 1000000 External Service Upload Rate Limit:: 1000000 Internal service download rate limit:: 1000000 Internal service upload rate limit:: 1000000 QOS Bandwidth Changed to External service download rate limit:: 1000000 External Service Upload Rate Limit:: 500 Internal service download rate limit:: 1000000 Internal service upload rate limit:: 1000000)
Description	The bandwidth setting (quality of service) was changed for one or more of the adjustable rate limits: external upload rate, internal download rate, internal upload rate. (In the example the external upload rate was changed to 500 Kbit/sec from 1 Gbit/sec.)
Action	Informational message (no action needed). See the Set Bandwidth Usage (Quality of Service) section for more information.

QOS_BANDWIDTH_INITIALIZED

Message	QOS Bandwidth Schedule Initialized as <i>newQosSettingList</i>
Example	QOS Bandwidth Schedule Initialized as External service download rate limit:: 1000000 External Service Upload Rate Limit:: 1000000 Internal service download rate limit:: 1000000 Internal service upload rate limit:: 1000000
Description	The bandwidth settings (quality of service) were enabled for the first time.
Action	Informational message (no action needed). See the Set Bandwidth Usage (Quality of Service) section for more information.

REGISTRATION_FAILED

Message	Failed Registration for Axcient appliance: <i>serialNumber</i>
Example	Failed Registration for Axcient appliance: a5xl
Description	Axcient appliance <i>serialNumber</i> was not registered. Typically, this is because either there is no network connection to the RMC (where registration occurs) or Axcient has not yet added this appliance to the RMC.
Action	Verify that you can reach the RMC (ping axcient.net). If not, check your network connections. If you can reach the RMC, contact Axcient customer support and verify the appliance has been added to the RMC.

REGISTRATION_SUCCEEDED

Message Succeeded Registration for Axcient appliance: *serialNumber*
Example Succeeded Registration for Axcient appliance: a5xl
Description The Axcient appliance *serialNumber* was registered successfully with the RMC.
Action Informational message (no action needed).

REGISTRATION_TRIAL_MODE

Message Did not fully register Appliance, registered in trial mode Appliance: *serialNumber*
Example Did not fully register Appliance, registered in trial mode Appliance: a5xl
Description Axcient appliance *serialNumber* was not registered and, therefore, started in trial mode. (In this case *serialNumber* could appear as "TRIAL".) Typically, this is because either there is no network connection to the RMC (where registration occurs) or Axcient has not yet added this appliance to the RMC.
Action Verify that you can reach the RMC (*ping axcient.net*). If not, check your network connections. If you can reach the RMC, contact Axcient customer support and verify the appliance has been added to the RMC. When in trial mode, the UMC dashboard displays a trial message at the bottom of the screen. Register the appliance using the **Register Now** link provided on the UMC dashboard.

SYSTEM_CONFIG_UPDATED

Message System update was performed for *systemSettingsType*
Example
Description The system setting *systemSettingsType* was updated (changed).
Action Informational message (no action needed).

SYSTEM_DISABLE_ACCESS

Message Disable Axcient technical support access
Example (same)
Description Access to the appliance through special tools available to Axcient technical support personnel has been disabled. This is a configurable option for customers who wish to maintain strict access security.
Action Informational message (no action needed).

SYSTEM_ENABLE_ACCESS

Message	Enable Axcient technical support access
Example	(same)
Description	Access to the appliance through special tools available to Axcient technical support personnel has been enabled.
Action	Informational message (no action needed).

SYSTEM_RAID_DRIVE_CHECK_FAILED

Message	RAID drive check FAILED. RAID: Drive status for <i>driveId</i> is: <i>driveStatus</i>
Example	RAID drive check FAILED. RAID: Drive status for RAID 5 is: Recovering, 16% complete Alert time: Thu May 05 16:10:37 PDT 2011
Description	The system could not complete the RAID implementation. This could be a transient event, in which case the RAID can recover. However, if this condition persists, it is likely because either a disk or the RAID controller failed.
Action	Wait to see if the RAID recovers. If it does not in a reasonable amount of time, contact Axcient customer support to replace the bad disk or controller.

SYSTEM_RAID_DRIVE_CHECK_WARNING

Message	RAID drive check WARNING. RAID: Drive status for <i>driveId</i> is: <i>driveStatus</i>
Example	
Description	The RAID implementation is in the process of recovery. Some event occurred that required the RAID array to rebuild. This message indicates the RAID array is being rebuilt currently.
Action	Informational message (no action needed). However, if the RAID array does not rebuild successfully in a reasonable amount of time, there might be another problem that does require attention.

SYSTEM_SHUTDOWN

Message	The system is shutting down. All running jobs and other processes will be stopped.
Example	(same)
Description	A manual or system shutdown was initiated, and the system is shutting down.
Action	Informational message (no action needed).

User Events

This section describes event messages that might appear when users access the UMC and when adding, modifying, or deleting user accounts.

USER_ADDED

Message	Add User: <i>username</i>
Example	Add User: jsmith@axcient.com
Description	The user account <i>username</i> was added to the UMC
Action	Informational message (no action needed).

USER_DELETED

Message	User: <i>username</i> has been deleted
Example	User: jsmith@axcient.com has been deleted
Description	The user account <i>username</i> was deleted from the UMC
Action	Informational message (no action needed).

USER_LOCKED

Message	User account: <i>username</i> has been locked, too many login failures. Wait 30 minutes before logging in again.
Example	User account: jsmith@axcient.com has been locked, too many login failures. Wait 30 minutes before logging in again.
Description	If there are several failed login attempts, the system locks out additional attempts. (The most common causes of login failures are forgetting or misspelling the password.) The lock is released after 30 minutes.
Action	Wait 30 minutes for the lock to clear and try again.

USER_LOGIN

Message	User: <i>username</i> logged in
Example	User: jsmith@axcient.com logged in
Description	The user <i>username</i> logged in to the UMC.
Action	Informational message (no action needed).

USER_LOGOUT

Message User: *username* logged out
Example User: jsmith@axcient.com logged out
Description The user *username* logged out of the UMC.
Action Informational message (no action needed).

USER_PASSWORD_CHANGED

Message Password change for user: *username*
Example Password change for user: jsmith@axcient.com
Description The password for user account *username* was updated on the UMC
Action Informational message (no action needed).

USER_UPDATED

Message Edit User: *username*
Example Edit User: smith@axcient.com
Description The user account *username* was updated on the UMC
Action Informational message (no action needed).

DAS Events

This section describes event messages that might appear when transferring files from the Axcient appliance to a direct attach storage (DAS) device for transfer to an Axcient data center.

DAS_COPY_ALREADY_COPYING

Message	OffsiteCopy in progress, but called again. Ignoring.
Example	(same)
Description	The data is already being copied to the DAS device, so it is unnecessary to start it again.
Action	Informational message (no action needed).

DAS_COPY_CONNECTED_ON_REBOOT

Message	OffsiteCopy: Axcient appliance is rebooted with DAS connected
Example	(same)
Description	A DAS device was connected to the Axcient appliance when the appliance was rebooted.
Action	Informational message (no action needed).

DAS_COPY_DISCONNECTED

Message	OffsiteCopy: DAS device has been abruptly removed after start of DAS copy
Example	(same)
Description	The connection to the DAS device was broken during an offsite backup job run. This could be due to someone physically disconnecting the drive or to a hardware problem that caused the signal to fail.
Action	Verify the DAS device is connected to the Axcient appliance. If it is disconnected, reconnect the DAS and restart the DAS download. If it is connected, unplug and then reconnect the DAS. If the Axcient appliance still cannot see the DAS, contact Axcient customer support.

DAS_COPY_ERROR

Message	OffsiteCopy unable to mount das: <i>systemMsg</i>
Example	
Description	The system was unable to mount and/or copy the data to the DAS device. This can be caused because the DAS device is not connected properly, there is a hardware failure in the DAS device, or there was an intermittent error.
Action	Disconnect and reconnect the DAS device and retry the copy operation. If it fails again, call Axcient Customer Support .

DAS_COPY_EXCEPTION

Message	Error occurred while running an Offsite DAS Drive Copy, exception: exceptionMsg
Example	
Description	An error condition (exception) was encountered during the DAS operation. This error can come from various conditions, but it most likely was generated because of a mount issue or a file copying issue.
Action	Disconnect and reconnect the DAS device and retry the copy operation. If it fails again, call Axcient Customer Support .

DAS_COPY_INFO

Message	OffsiteCopy: offsite DAS copy has starting...
Example	(same)
Description	An offsite backup job run has started to the DAS device (i
Action	Informational message (no action needed).

DAS_COPY_MOUNTED

Message	OffsiteCopy: Copy button is enabled and DAS is mounted
Example	(same)
Description	The DAS device is recognized by the Axcient appliance and is ready for use.
Action	Informational message (no action needed).

DAS_COPY_NOMOUNTED

Message	OffsiteCopy: Unable to mount
Example	(same)
Description	The DAS device could not be mounted, which means the DAS cannot be used as the target device for an offsite backup job.
Action	Disconnect and reconnect the DAS device to see if that solves the problem.

DAS_COPY_STARTED

Message	OffsiteCopy: Beginning copy process...
Example	(same)
Description	An offsite backup job run has started. This backup is to the DAS device (instead of directly to the Axcient data center through the Internet).
Action	Informational message (no action needed).

DAS_COPY_STARTING

Message	OffsiteCopy: Beginning copy process...
Example	(same)
Description	An offsite backup job run has started. This backup is to the DAS device (instead of directly to the Axcient data center through the Internet).
Action	Informational message (no action needed).

DAS_COPY_SUCCEEDED

Message	OffsiteCopy: Offsite files have been copied to DAS device
Example	(same)
Description	The offsite backup job was copied successfully to the DAS device.
Action	Informational message (no action needed). After a successful backup, follow the return instructions in the Axcient DAS Transfer Guide .

DAS_COPY_UNMOUNTED

Message	OffsiteCopy: DAS device has been unmounted
Example	(same)
Description	The DAS device was unmounted. This happens automatically after a successful backup.
Action	Informational message (no action needed).

DAS_COPY_UNMOUNTING_ERROR

Message	Unable to unmount the DAS device after copying offsite error: <i>systemMsg</i>
Example	
Description	The DAS device could not be unmounted, which could be due to a number of issues.
Action	Contact Axcient Customer Support . Do NOT disconnect the DAS device. It is important to ensure the data is synced properly to the DAS before disconnecting to avoid corruption.

DAS_COPY_UNMOUNTING_EXCEPTION

Message	Unable to unmount the DAS device after copying offsite exception: <i>exceptionMsg</i>
Example	
Description	The DAS device could not be unmounted, which could be due to a number of issues.
Action	Contact Axcient Customer Support . Do NOT disconnect the DAS device. It is important to ensure the data is synced properly to the DAS before disconnecting to avoid corruption.

DAS_COPY_UNMOUNTING

Message	OffsiteCopy: Ummounting DAS device
Example	(same)
Description	The DAS device is being unmounted. This happens automatically after a successful backup.
Action	Informational message (no action needed).

Export Copy Events

This section describes event messages that might appear when transferring files from the Axcient appliance to a direct attach storage (DAS) device used as an external backup archive.

EXPORT_CANCELLED_BY_USER

Message	Export Copy: Copy to drive canceled by user
Example	(same)
Description	A user canceled an export copy to a DAS device.
Action	Informational message (no action needed).

EXPORT_FAILED

Message	Export Copy failed: <i>message</i>
Example	
Description	An export copy to a DAS device failed.
Action	Review the message to assess the problem and then attempt to export again. See the Axcient DAS Transfer Guide for more information.

EXPORT_INFO

Message	Export Copy: <i>message</i>
Example	Export Copy: message
Description	These are information messages displayed as an export copy to a DAS device is performed.
Action	Informational message (no action needed).

EXPORT_STARTED

Message	Export Copy: Started...
Example	(same)
Description	An export copy to a DAS device has started.
Action	Informational message (no action needed).

EXPORT_SUCCEEDED

Message	Export Copy completed successfully. Succeeded: <i>number_of_jobs</i> <i>device_name</i> : <i>job_name</i> ...
Example	Export Copy completed successfully. Succeeded: 3 192.168.99.11 : 99.11 FF 1 192.168.77.85 : twaxdev test-file 1 192.168.99.11 : 99.11 foobar
Description	An export copy to a DAS device completed successfully. The message indicates how many jobs were copied and lists those jobs.
Action	Informational message (no action needed).

EXPORT_WARNING

Message	Export Copy: <i>warning_message</i>
Example	Export Copy: Unable to unmount the drive after completing copy. Exception: java.lang.Interrupted Exception: sleep interrupted
Description	A problem occurred during an export copy operation that generated a warning. In the example, the appliance was unable to unmount the DAS device after completing the export copy.
Action	Contact Axcient Customer Support . Do NOT disconnect the DAS device. It is important to ensure the data is synced properly to the DAS before disconnecting to avoid corruption.

Entitlement Events

This section describes event messages that might appear during entitlement-related actions (entitlements granted to this user account).

ENTITLEMENT_EXPIRED

Message	Entitlement expired for appliance <i>serviceld</i> . Contacting RMC to update it.
Example	Entitlement expired for appliance '2tej'. Contacting RMC to update it.
Description	The entitlements allowed to this account have expired. The Axcient appliance will attempt to contact the RMC to get the latest entitlement information.
Action	Wait a few minutes and then check the current entitlements (see the Check Entitlements section).

ENTITLEMENT_INVALID

Message	Entitlement is invalid for appliance <i>serviceld</i> .
Example	Entitlement is invalid for appliance '2tej'.
Description	The Axcient appliance could not validate entitlements, either because no entitlement information is available or the information is not correct for this appliance.
Action	Wait a few minutes and then check the current entitlements (see the Check Entitlements section).

ENTITLEMENT_INVALID

Message	Entitlement is valid for appliance <i>serviceld</i> .
Example	Entitlement is valid for appliance '2tej'.
Description	The Axcient appliance is authorized (entitled) to perform specified actions.
Action	Informational message (no action needed).

ENTITLEMENT_UPGRADED

Message	Entitlement was upgraded for appliance <i>serviceld</i> .
Example	Entitlement was upgraded for appliance '2tej'.
Description	A new entitlement record was loaded into the Axcient appliance. This can occur when new information is downloaded from the RMC or when a user manually pastes in new information in the Entitlements page of the UMC (in authorized accounts).
Action	Informational message (no action needed).

OFFSITE_STORAGE_EXCEEDED

- Message** Offsite storage used is: *offsiteUsed* which is more than the offsite storage allowed: *offsiteAllowed* for this appliance.
- Example** Offsite storage used is: '550 GB' which is more than the offsite storage allowed: '500 GB' for this appliance.
- Description** The amount of offsite storage used to store the backup jobs from this Axcient appliance exceeds the entitled amount allocated to this appliance.
- Action** Wait a few minutes and then check the current entitlements (see the [Check Entitlements](#) section).

ONSITE_STORAGE_EXCEEDED

- Message** Onsite storage used is: *onsiteUsed* which is more than the onsite storage allowed: *onsiteAllowed* for this appliance.
- Example** Onsite storage used is: '1100 GB' which is more than the onsite storage allowed: '1000 GB' for this appliance.
- Description** The amount of onsite storage used to store the backup jobs exceeds the entitled amount allocated to this account.
- Action** Wait a few minutes and then check the current entitlements (see the [Check Entitlements](#) section).

Device Error Messages

This section describes error messages that might appear when adding or modifying a device.

Message	An error occurred in retrieving your shares.
Example	(same)
Description	The device was not reachable because it was shutdown, it was not addressable though the network (no response to ping), the network was down, or the administrative password was changed after the device was added.
Action	Check each of the conditions identified in the explanation and correct as needed. If the administrative password changed, update the specified password for the device.

Message	Could not connect to device: <i>device-name</i>
Example	Could not connect to device: Sam laptop
Description	During the discovery phase when adding multiple devices, one or more of the device parameters (name, IP address, user name, password) were wrong for the listed device.
Action	Verify that all the entered information for the specified device is correct (e.g., misspelling, incorrect IP address, missing domain\username) and then try again to add the device.

Message	Devices that failed to add: Could not connect to device: <i>device 1-name</i> Could not connect to device: <i>device2-name</i> (and so on)
Example	Devices that failed to add: Could not connect to device: 192.168.77.36 Could not connect to device: EBR Server1
Description	During the discovery phase when adding multiple devices, one or more of the device parameters (name, IP address, user name, password) were wrong for the listed devices.
Action	Verify that all the entered information for the specified devices is correct (e.g., misspelling, incorrect IP address, missing domain\username) and then try again to add the device.

Message	This address is already in use.
Example	(same)
Description	Credentials for a device already in use were entered.
Action	Verify that all the entered information for the device is correct (e.g., misspelling, incorrect IP address, missing domain\username) and then try again to add the device.

Message	Unable to connect to machine.
Example	(same)
Description	One or more of the device parameters (name, IP address, user name, password) were wrong.
Action	Verify that all the entered information for the device is correct (e.g., misspelling, incorrect IP address, missing domain\username) and then try again to add the device.

BMR Error Messages

This section describes error messages that might appear on the target machine console when doing a BMR.

Message	BMR failed - No Server is locked for Bare Metal Restore. Use the Bare Metal Restore button on the screen at Devices/Server/Job Name.
Example	(same)
Description	A BMR image for the source device is not prepared for download on the Axcient appliance.
Action	Select and prepare the image through the UMC. See the Start BMR section for more information.
Message	Cannot enable network interface. Please load appropriate driver.
Example	(same)
Description	The network is not enabled. One possible reason is that none of the default drivers is appropriate for this device.
Action	Download the appropriate driver. You can do this through the Load Driver option on the BMR login screen. To identify unknown components, see the Unknown Device Identifier Utility section.
Message	Not enough space on disk 0 - required: <i>required_size</i> , actual: <i>actual_size</i>
Example	Not enough space on disk 0 - required: 315 GB, actual: 223 GB
Description	The size of the target device disk is too small to hold the source device BMR image.
Action	Use a target device with sufficient capacity to hold the source device image.
Message	The current machine has less number of disks than the backed-up server.
Example	(same)
Description	A BMR cannot be performed because the target device has fewer disks than the source device.
Action	Change to a different target device that has as least as many (or more) hard disks as the source device.
Message	The existing partition table doesn't have drive <i>letter</i>
Example	The existing partition table doesn't have drive C:
Description	This happens only when if "use existing partition table" is selected and the existing partitions do not include the specified drive (C: in the example).
Action	Either create the partition for the specified drive or uncheck "use existing partition table" and then try again.
Message	BMR aborted: The target drive <i>letter</i> is smaller than disk usage of the source drive (target.size= <i>val1</i> , source.usage= <i>val2</i>). Try BMR with manual partition on larger drives.
Example	BMR aborted: The target drive C: is smaller than disk usage of the source drive (target.size= <i>size_in_bytes</i> , source.usage= <i>size_in_bytes</i>). Try BMR with manual partition on larger drives.

Description The target device disk is too small to copy the source device image. This can happen when performing a BMR from a running VM whose disk consumption is now larger than the original configured disk.

Action Partition the target drive to be larger than *val2*, and then retry the BMR with the “use existing partition table” box checked.

Message Network interface cable unplugged.

Example (same)

Description The network cable is not plugged in to the BMR target device.

Action Plug a network cable into the target device.

Message Can not get a valid IP address.

Example (same)

Description The BMR target device cannot acquire a valid IP address.

Action Verify your DHCP server is serving the subnet of the BMR target device, or assign a static IP to the target device.

Message No available backup.

Example (same)

Description The Axcient appliance has been locked for a BMR, but there is no available BMR image (internal error).

Action Contact [Axcient customer support](#).

Message One of the following:

- Unable to load restored system information.
- Unable to load restored system disk information.
- Unable to load restored operating system version.

Example (same)

Description Cannot load source system information from the prepared image, or the information is corrupted (internal error).

Action Contact [Axcient customer support](#).

Message One of the following:

- Unable to retrieve disk information.
- Unable to detect any hard disks. Please make sure necessary storage device drivers are loaded, and cable/power for hard disks are connected.
- Unable to retrieve volume information.

Example (same)
Description Cannot detect any hard disk on the BMR target device.
Action Verify that the necessary storage device drivers are loaded on the BMR target device, and that cable and power for the hard disks are connected.

Message One of the following:

- Unable to connect to Axcient Appliance.
- Not a valid Axcient Appliance.

Example (same)
Description The BMR boot CD cannot find or connect to the Axcient appliance. It is likely the entered hostname or IP address is not valid.
Action Verify that you have the correct hostname or IP address for the Axcient appliance and then enter it in the "IP Address of Axcient Appliance" field of the BMR boot CD login page.

Message One of the following:

- No network interface found. Please load network driver.
- Failed to set static IP - invalid IP address/subnet mask.
- Failed to set static IP - invalid gateway.

Example (same)
Description The provided static IP address is not valid for one of the stated reasons. These issues can result if a static IP is specified in the BMR boot CD login screen.
Action Verify you have the correct network address information and (based on the message) do one of the following from the BMR boot CD login screen:

- Select the **Load Driver** option and load the correct network driver.
- Select the **Set Static IP** option and enter a valid IP address, subnet, and gateway.