

# Error Messages Guide

## Arcserve Unified Data Protection

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arcserve®

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## Arcserve Product References

This document references the following Arcserve products:

- Arcserve® Unified Data Protection
- Arcserve® Unified Data Protection Agent for Windows
- Arcserve® Unified Data Protection Agent for Linux
- Arcserve® Backup
- Arcserve® Continuous Availability

## Contact Arcserve Support

The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

### [Contact Support](#)

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve product.

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## Chapter 1: Error Messages

This section includes all the UDP error messages.

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### Error Messages from 10000 to 10100

This section includes the following error messages:

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#### Error Message 10000

Mount driver is not working properly. Please restart this server.

**Symptom**

Mount driver is not working properly.

**Solution**

Refer the product documentation to view how to reinstall mount driver.

#### Error Message 10001

The mount volume does not contain a recognizable file system. Verify the availability or data integrity of the recovery point.

**Symptom**

The mount volume is not accessible.

**Solution**

Run chkdsk.exe on the mounted volume to verify error.

#### Error Message 10002

Mounting the volume is taking longer time than expected (<parameter> minutes). Your server may have unexpected load. Retry when the server load is lesser or refer to the troubleshooting in online documentation to increase the time out value.

**Symptom**

Mount volume timeout. Mounting the volume is taking longer time than expected.

**Solution**

Verify the network throughput and the server load.

## Error Message 10003

Failed to dismount volume [<parameter>] with error <parameter>[<parameter>].

### Symptom

Failed to dismount volume.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10004

Failed to mount volume <parameter> from recovery point <parameter> to <parameter> with error <parameter>.

### Symptom

Failed to mount volume.

### Solution

Refer to the internal error for the root cause. For more information, see the job log.

## Error Message 10005

Failed to mount volume [<parameter>] from Arcserve UDP Recovery Point Server [<parameter>], data store [<parameter>], Session [<parameter>] to drive [<parameter>] with error <parameter>[<parameter>].

### Symptom

Failed to mount volume.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10006

The driver used to mount the recovery point to the volume is not functioning. Verify that it is installed properly.

### Symptom

Mount driver is not working properly.

### Solution

Refer the product documentation to view how to reinstall mount driver.

## Error Message 10007

The selected recovery point is invalid. Ensure that a valid full recovery point is accessible.

### Symptom

The selected recovery point is invalid.

### Solution

Verify if the destination is available or the account is valid.

## Error Message 10008

Failed to mount the specified recovery point because another (backup/catalog/merge/purge) operation is in progress.

### Symptom

Failed to mount volume.

### Solution

Verify if another job (backup/catalog/merge/purge) is in progress.

## Error Message 10009

Authentication Failure. The provided user credentials failed validation for the requested service.

### Symptom

Archive job failed due to required permissions not given to the user.

### Solution

Verify the user have the below permissions to perform the operation, File Copy: Read permission on source Volume/Folder, Read/Write/Delete permissions for destination folder. File Archive: Read/Write/Delete permission on source volume/-folder. Read/Write/Delete permission for destination folder. If permissions are not assigned, assign them.

## Error Message 10010

File Copy Catalog Resync job for alternate location has failed.

### Symptom

Catalog resync job for alternate location has failed.

### **Solution**

Rerun the catalog resync for alternate location. If problem persisting continuously, contact Arcserve Support.

## **Error Message 10011**

Clock skew detected on machine. Please adjust the system time or timezone.

### **Symptom**

Archive job failed due to clock skew detected on machine.

### **Solution**

The time on your local machine is out of sync with the destination machine time, sync up the time on local machine to destination machine time solve the issue.

## **Error Message 10012**

<parameter> job has failed.

### **Symptom**

Archive job failed.

### **Solution**

Wait for the next makeup job to run, it will resolve the timing issue like network connection is not available for some time. If subsequent archive makeup jobs doesn't solve the problem, contact Arcserve Support.

## **Error Message 10013**

The encryption password does not match with original destination password for the node[<parameter>]. Either get the original password or use new destination.

### **Symptom**

Archive job failed due to destination encryption password doesn't match.

### **Solution**

Reason could be destination is initialized with encryption, even user enables the encryption, but the encryption password provided in configuration doesn't match with the destination encryption password. Verify your encryption password for destination. If you are unable to get the original password change the archive destination. In other case, contact Arcserve Support.

## Error Message 10015

Failed to Create <parameter> Policy Error = <parameter>.

## Error Message 10016

The File Copy destination encryption settings validation failed with CCI error [<parameter>]  
>

## Error Message 10017

Incorrect <parameter> destination encryption password.

### Symptom

Archive job failed due to encryption password for destination is doesn't match.

### Solution

Check the encryption password for the destination and provide correct password for the destination, if you are unable to get the original password then change the archive destination. If password is correct and archive job failing with this error, contact Arcserve Support.

## Error Message 10018

The <parameter> Encryption settings on the destination and the one in restore job don't match.

### Symptom

Restore job is failed due to encryption details didn't match.

### Solution

Please check the details providing for restore with encryption settings for the destination. If not correct, please provide correct details on restore job settings. If the password is correct and failed, please contact Arcserve Support.

## Error Message 10019

Encryption feature license is not available, skipping the file copy job.

## Error Message 10020

D2D2D (File Copy to a local or network drive) feature license is not available for the current configured destination, skipping the file copy job.

### Symptom

The file copy job got skipped as the license for this feature is not available.

### Solution

Check the license for the file copy/file archive feature and contact Arcserve License Team.

## Error Message 10021

Encryption mismatch with the <parameter> destination. To disable encryption settings, specify a new destination for the node[<parameter>].

### Symptom

The Archive job is failed in validating encryption settings for archive destination.

### Solution

Reason could be destination is initialized with encryption, but user disabled the encryption while configuring the task, provide correct encryption settings for the destination in configuration settings. In other case, contact Arcserve Support.

## Error Message 10022

Failed to copy file <parameter>. There is not enough available space at the specified <parameter> destination.

### Symptom

Archive job failed because the enough space is not available on the destination device.

### Solution

Please check the archive destination for space availability. If the space is not available, please change the destination or add required amount of storage to destination.

## Error Message 10023

Encryption mismatch with the <parameter> destination. To enable encryption settings, specify a new destination for the node[<parameter>].

**Symptom**

Archive job failed because user providing encryption settings for non-encrypted destination.

**Solution**

Reason could be archive destination is not initialized with encryption, but user provided encryption details for the destination in the configuration. Check the configuration and disable encryption settings. In other case, contact Arcserve Support team.

## Error Message 10024

File Copy Delete job has failed.

**Symptom**

File Copy Delete job has failed.

**Solution**

Please check whether the archive destination is reachable or not. Note: check the connectivity of network on the agent if backup destination is local or network share or check on RPS node if backup destination is data store. User should have Delete/read/write permissions on source location.

## Error Message 10025

An internal error has been encountered that prevent <parameter> operation to continue, please contact Arcserve Support if the problem persist.

**Symptom**

Archive Job failed with CCI error. This may get resulted in two cases. Case1, Failed in validation of encryption password with destination. Case2, an internal error occurred.

**Solution**

In case1, please check encryption password with destination. In case2, check the connectivity to archive destination. Check whether some files (filename includes special characters) in the source can create in archive destination manually. If cannot create please add filter for file copy/file archive to skip those files.

## Error Message 10026

An internal error has been encountered with Cloud connection that prevent <parameter> operation to continue, please contact Arcserve Support if the problem

persist.

**Symptom**

Archive job failed due to an internal error occurred.

**Solution**

Please check the cloud account details and the test the cloud connection. Check whether some files (filename includes special characters) in the source can create on archive destination manually. If cannot create manually please add filter for file copy/file archive to skip those files. In other case, contact Arcserve Support team.

## Error Message 10027

Unable to reach <parameter> destination.

**Symptom**

Archive job failed due to initialization the cloud destination failed

**Solution**

Please check the cloud configuration details and test the connection for that cloud account.

## Error Message 10028

Invalid <parameter> name. Please check cloud vendor rules for naming a <parameter>.

**Symptom**

Archive job failed due to invalid bucket/ container name.

**Solution**

Follow the naming convention rules for the Bucket/Container name with respect cloud provider, provide correct bucket/ container name and try again. If problem persists even if you followed naming conventions provided by vendor for bucket name, please contact Arcserve Support

## Error Message 10029

Invalid File Copy destination path specified.

**Symptom**

Archive job failed due to unable to reach destination.

**Solution**

Check the destination details and check the connectivity of archive destination. Reason might be invalid path, username or password provided in configuration or network or domain is not available.

## Error Message 10030

Failed to copy file <parameter>. Make sure you are properly connected to the network and try again.

### Symptom

File copy job is failed with no network error.

### Solution

Please check the network connection. check network name and connectivity. Reason might be invalid path, username or password provided in configuration or network/domain is not available.

## Error Message 10031

There is not enough space on the destination device.

## Error Message 10032

No new or modified files available for <parameter> backup.

### Symptom

File copy job successful but showing no new files are copied

### Solution

No files are changed from the last backup for the archive source path list or file copy job already copied changed files for that recovery point.

## Error Message 10033

A connection is active to the same network resource with different credential.

### Symptom

Archive job is failed due to logon session doesn't exist.

### Solution

Check if the user account control is enabled or not, if not enable the access control for the user.

## Error Message 10034

The specified network resource password is invalid.

### Symptom

Archive job failed due to invalid password for network share.

### Solution

Please specify the correct password for network share.

## Error Message 10035

The specified network resource username is invalid.

### Symptom

Archive job failed due to invalid username for network share.

### Solution

Please specify the correct username for network share.

## Error Message 10036

The network is unavailable.

### Symptom

Archive job failed due to current user doesn't have the write permission on file copy destination

### Solution

Current user doesn't have the permissions to write into the network path, provide the read/write/delete permissions for the user.

## Error Message 10037

The <parameter> destination is not writable.

### Symptom

Archive job failed due to current user doesn't have the write permission on file copy destination.

### Solution

Please provide the write permissions for that user.

## Error Message 10038

File Copy Purge job has failed.

### Symptom

Purge job got failed

### Solution

Please check connectivity of archive destination from the agent (if backup destination is local or network share) /RPS node (if backup destination is data store) and user should have read/write/delete permissions on archive destination.

## Error Message 10039

Failed to read data for file <parameter> (Error Code = <parameter>). Please check log files for more details.

### Symptom

File copy job failed due to failed in replicating blocks for file.

### Solution

Please check connectivity of archive destination from the agent (if backup destination is local or network share) /RPS node (if backup destination is data store) and user should have read/write/delete permissions on archive destination.

## Error Message 10040

Cannot read from the specified device due to problem with network or service provider.

### Symptom

Archive job failed to read the file from the file copy destination.

### Solution

Please check connectivity of archive destination from the agent (if backup destination is local or network share) /RPS node (if backup destination is data store) and user should have read/write/delete permissions on archive destination and source path.

## Error Message 10041

The Drive [<parameter>] does not exist.

### Symptom

Restore job failed due to volume directory is does not exist.

**Solution**

Please make sure that restoring to destination device contains volume specified in restore configuration window.

## Error Message 10042

<parameter> destination is corrupted or has not been initialized, <parameter> job will be failed.

## Error Message 10043

Failed to create a new bucket. Reason: Too many buckets in cloud. Please refer to amazon plugin logs for more details.

**Symptom**

Unable to create bucket because too many buckets in cloud.

**Solution**

You can delete one bucket from the current amazon account and try again. If you require more than 100 buckets in account, you can submit a bucket limit increase request. For information about how to increase your bucket limit, go to AWS Service Limits in the AWS General Reference.

## Error Message 10044

Mount virtual disk failed. Error <parameter>.

**Symptom**

Archive job failed due to mount volume failed.

**Solution**

Check the time out value for mounted volume. And check network path, username or password provided in configuration or check connectivity of network/domain.

## Error Message 10045

Cannot write to the specified device due to problem with network or service provider.

**Symptom**

Failed to write file on file copy destination.

**Solution**

Please check the network connection, in case of cloud account please test the cloud connection. Please check connectivity of archive destination from the agent (if backup destination is local or network share) /RPS node (if backup destination is data store) and user should have read/write/delete permissions on archive destination and source path for file archive job.

## Error Message 10046

A license check failure occurred on virtual machine ESX server <parameter>.

### Symptom

Failed to Check license.

### Solution

Apply related type of license

## Error Message 10047

License Check Failure. The <parameter> license is invalid in this machine.

### Symptom

Failed to Check license.

### Solution

Apply related type of license.

## Error Message 10048

Copy by volume is not supported for cloud destination.

### Symptom

Copy recovery Point job crashed. Copy by volume is not supported.

### Solution

Don't run copy by volume for cloud destination. Please read the user manual for more details.

## Error Message 10049

Copy file <parameter> to <parameter> failed, Reason:<parameter>.

### Symptom

Copy recovery Point job crashed. Failed to copy files from source to destination.

### Solution

Check the error message in this message for more details and try to fix it. Contact Support if the problem persists.

## Error Message 10050

Copy recovery point job crashed. Will retry in next schedule.

### Symptom

Copy recovery Point job crashed.

### Solution

Copy recovery point job for same backup session will run again on next schedule. Check the copy recovery point job log for more details on job crash.

## Error Message 10051

Encryption password cannot remain empty. Enter password.

### Symptom

Copy recovery Point job failed.

### Solution

Please provide the valid encryption password and retry the Job.

## Error Message 10052

Encryption password is invalid. Please enter valid password.

### Symptom

Copy recovery Point job failed. Encryption password is invalid.

### Solution

Please provide the valid encryption password and retry the job.

## Error Message 10053

Download recovery point failed.

### Symptom

The Copy Recovery Point job failed.

### Solution

Refer to the activity log of the current Copy Recovery Point job and the Copy Recovery Point job log file in the logs folder.

## Error Message 10054

Copy session block files failed.

### Symptom

Copy recovery Point job failed.

### Solution

Unable to copy block files. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10055

Copy catalog files failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy Recovery Point Job is unable to copy catalog files. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10056

Failed to copy recovery point. Error:<parameter>.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while reading/writing the disk/files. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10057

<parameter> for volume <parameter> failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while reading/writing/seeking to/from disk. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10058

Failed to locate copy of recovery point destination. (Path=[<parameter>], Username=[<parameter>], EC=[<parameter>])

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while locating the Source/Destination for recovery points. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10059

Open metablock failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while opening the meta block. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10060

Open virtual disk <parameter> failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while opening the VHD File. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10061

Read metablock failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while reading the meta block. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10062

Read data failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while reading the VHD disk. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10063

<parameter> job failed. Will retry in next schedule.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery point job for same backup session will run again on next schedule. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10064

Seek file pointer failed.

### Symptom

Copy recovery Point job failed.

### Solution

Copy recovery Point job might be failing while seeking the VHD disk. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10065

The backup session [<parameter>] is not available in path [<parameter>].

### Symptom

Copy recovery Point job failed.

### Solution

There is no requested session available on the backup destination. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10066

<parameter> does not have enough free space. Please make sure you allocate <parameter> free space.

### Symptom

Copy recovery Point job failed.

### Solution

Allocate the enough space and run the job again. If the problem persists, please contact support and provide the copy recovery point job log for more details.

## Error Message 10067

Write data failed. <parameter>

### Symptom

Failed to write the data for the VHD file.

### Solution

Copy recovery Point job might be failing while writing to the VHD disk. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10068

Failed to lock backup destination. Please check if the backup destination is accessible or if there is another job is writing data to the same destination.

### Symptom

Failed to lock backup destination.

### Solution

Please check if the backup destination is accessible or if there is another job is writing data to the same destination.

## Error Message 10069

Failed to lock backup destination because another <parameter> job (process <parameter>) from node <parameter> is writing data to the same destination.

### Symptom

Failed to lock backup destination because another job from another node is writing data to the same destination.

**Solution**

Wait for another job to finish, and then resubmit the job.

## Error Message 10070

Failed to download recovery point files from cloud. Please check logs for error message.

**Symptom**

Download recovery point files from cloud job is failed.

**Solution**

Download recovery point files might be failing because of incorrect path or recovery point does not contain the valid data. Please contact support and provide the copy recovery point job log for more details.

## Error Message 10071

Host-Based VM Backup failed to exclude the virtual disk at <parameter> controller [<parameter> : <parameter>].

**Symptom**

Failed to exclude the virtual disk.

**Solution**

Check the backup job log to get more information.

## Error Message 10072

Failed to create new session on backup destination <parameter>. Verify if the backup destination is available.

**Symptom**

Failed to create new session on backup destination.

**Solution**

Verify if the backup destination is available.

## Error Message 10073

Unable to find snapshot for volume [<parameter>]. Check the Volume Shadow Copy Service (VSS) related Windows event log for more details.

### Symptom

Unable to find snapshot for volume.

### Solution

Check the Volume Shadow Copy Service (VSS) related Windows event log for more details.

## Error Message 10074

Failed to read data from virtual disk. Internal error=[<parameter>].

### Symptom

Failed to read data from virtual disk.

### Solution

Check the backup job log to get more information.

## Error Message 10075

Failed to read data from virtual disk. Internal error=[<parameter>]. Please check disk space of the backup destination volume, or the network connection to the remote backup destination folder.

### Symptom

Failed to read data from virtual disk.

### Solution

Check the backup job log to get more information.

## Error Message 10076

Failed to read data from virtual disk. System error=[<parameter>].

### Symptom

Failed to read data from virtual disk.

### Solution

Check the backup job log to get more information.

## Error Message 10077

Failed to save the catalog job script. (This failure will not affect backup jobs).

### Symptom

Failed to save the catalog job script. (This failure will not affect backup jobs).

### Solution

Check the backup job log to get more information.

## Error Message 10078

Failed to save session key file. (EC=[<parameter>])

### Symptom

Failed to save session key file.

### Solution

Check the backup job log to get more information.

## Error Message 10079

Failed to create virtual disk <parameter>. System error=[<parameter>].

### Symptom

Failed to create virtual disk.

### Solution

The system will give related message information.

## Error Message 10080

Failed to create virtual disk <parameter>. Internal error=[<parameter>].

### Symptom

Failed to create virtual disk.

### Solution

Check the backup job log to get more information.

## Error Message 10081

Failed to create metadata of backup session.

### Symptom

Failed to create metadata of backup session.

**Solution**

Maybe it's cause the destination can't be access. Check the backup job log to get more information.

## Error Message 10082

Failed to locate backup destination. (Path=[<parameter>], Username=[<parameter>], EC=[<parameter>: <parameter>])

**Symptom**

Failed to lock backup destination.

**Solution**

Check the backup job log to get more information.

## Error Message 10083

Failed to locate backup destination. (Path=[<parameter>], EC=-=<parameter>:<parameter>]).

**Symptom**

Failed to lock backup destination.

**Solution**

Check the backup job log to get more information.

## Error Message 10084

Failed to read shadow copy of volume <parameter>, the system error is [<parameter>]. Failed to read shadow copy of volume.

**Symptom**

Failed the Backup job.

**Solution**

Need check the event log and the backup job log

## Error Message 10085

Unable to back up the sub session metadata for volume <parameter>, System error=[<parameter>].

**Symptom**

Unable to back up the sub session metadata for related volume.

**Solution**

The system will give related message information in the active log. For more information please check related backup job log.

## Error Message 10086

Merge Sessions Failed. Retention count setting=<parameter>, System error=[<parameter>].

**Symptom**

Merge Sessions Failed.

**Solution**

The system will give related message information in the active log. For more information please check related backup job log.

## Error Message 10087

Merge Sessions Failed. Retention count setting=<parameter>, Internal error=[<parameter>].

**Symptom**

Merge Sessions Failed.

**Solution**

Check the backup job log to get more information.

## Error Message 10088

Failed to write to destination. System error=[<parameter>].

**Symptom**

Failed to write to destination.

**Solution**

The system will give related message information in the active log. For more information, check the related backup job log.

For OneDrive Backup, if the "Warning: Start generate parent full bitmap from Sibat. <Filename>" message is found in the <installation folder>\Arcserve\Unified Data Protection\Engine\Logs\OneDrv-<date>-job<JobId>-pid<uniquenumber>.log file on the Backup Proxy machine/VM, do the following for a successful backup:

- When *<backup destination folder>\Nodename [uniqueid]\VStore\S0000000000<-backupsessionnumber>\disk<uniqueid>.D2D.fbt* file is accidentally deleted or moved from the datastore, restore this file from where it is moved if you know the location, and then trigger the incremental backup for the OneDrive node.
- If restoring *<backup destination folder>\ Nodename [uniqueid]\VStore\S0000000000<-backupsessionnumber>\disk<uniqueid>.D2D.fbt* file and incremental backups are not possible, perform a Full backup.

**Note:** *Backupsessionnumber* refers to the last successful backup session.

## Error Message 10089

Failed to write to virtual disk. Internal error=[<parameter>].

### Symptom

Failed to write to virtual disk.

### Solution

Check the backup job log to get more information.

## Error Message 10090

Failed to write to virtual disk. Internal error=[<parameter>]. Please check disk space of the backup destination volume, or the network connection to the remote backup destination folder.

### Symptom

Failed to write to virtual disk.

### Solution

Please check disk space of the backup destination volume, or the network connection to the remote backup destination folder.

## Error Message 10092

The VMware Tools for virtual machine [<parameter>] is not installed or out of date. As a result, the subsequent Exchange catalog job will not be launched.

### Symptom

The VMware Tools is not installed or out of date. As a result, the subsequent Exchange catalog job will not be launched.

**Solution**

Reinstall the VMware tools or upgrade it.

## Error Message 10093

Virtual machine [<parameter>] is not running. As a result, the subsequent Exchange catalog job will not be launched.

**Symptom**

Virtual machine is not running. As a result, the subsequent Exchange catalog job will not be launched

**Solution**

Power on the VM

## Error Message 10094

Failed to back up the VM configuration file <parameter>. System error=[<parameter>].

**Symptom**

Failed to back up the VM configuration file.

**Solution**

Check the backup job log to get more information.

## Error Message 10095

Failed to connect to Hyper-V host <parameter>.

**Symptom**

Failed to connect to Hyper-V host.

**Solution**

Check the network connection or the firewall settings of the Hyper-V host. Or check the backup job log to get more information.

## Error Message 10096

The virtual machine has part of its configuration file and virtual disk files in Cluster Shared Volumes (CSV) and the other part in a local disk. This situation is not

supported by the Hyper-V VSS Writer.

**Symptom**

The virtual machine with such configuration is not supported by Hyper-V VSS writer thus not support by UDP.

**Solution**

Correct the configuration of the virtual machine.

## Error Message 10097

Failed to perform backup of virtual disk <parameter>. System error=[<parameter>].

**Symptom**

Encountered system error when backing up the virtual disk file.

**Solution**

Check the backup job log to get more information.

## Error Message 10099

Failed to open virtual disk file [<parameter>]. System error=[<parameter>].

**Symptom**

Encountered system error when opening the virtual disk file for backup.

**Solution**

Check the backup job log to get more information.

## Error Message 10100

Failed to prepare for backup of the virtual machine.

**Symptom**

Encountered error when deploying backup stub into Hyper-V host or when connecting to backup stub in Hyper-V host.

**Solution**

Check network connectivity between the backup proxy and the Hyper-V host, or the firewall settings in the Hyper-V host. Or check the backup job log to get more information.

## Error Messages from 10101 to 10200

This section includes the following error messages:

## Error Message 10101

Failed to connect to the Hyper-V backup utility.

### Symptom

Encountered error when deploying backup stub into Hyper-V host or when connecting to backup stub in Hyper-V host.

### Solution

Check network connectivity between backup proxy and Hyper-V host, or the fire-wall settings in Hyper-V host. Or check the backup job log to get more information.

## Error Message 10102

The Hyper-V backup utility is not responding.

### Symptom

Encountered error when deploying backup stub into Hyper-V host or when connecting to backup stub in Hyper-V host.

### Solution

Check network connectivity between backup proxy and Hyper-V host, or the fire-wall settings in Hyper-V host. Or check the backup job log to get more information.

## Error Message 10103

Failed to take VSS snapshot. System error=[<parameter>].

### Symptom

Encountered system error when taking VSS snapshot for backup.

### Solution

Check errors in Windows event message under Microsoft -> Windows -> Hyper-V-VMMS -> Admin in both Hyper-V host and guest OS. Or check the backup job log and stub log to get more information. One reason for this message could be a source volume, which is 64 TB or larger. This size is above the Microsoft limit for VSS snapshot functionality. If the data on the volume allows it, shrinking the volume from the Microsoft Disk Management to a partition size below 63.9 TB would allow VSS snapshots to work.

## Error Message 10104

Failed to take VM backup checkpoint. Error message [<parameter>].

### Symptom

System error when taking checkpoint for backup.

### Solution

Either view errors in the Windows Event message from the location Microsoft>Windows>Hyper-V-VMMS>Admin in both Hyper-V host and guest OS or view the backup job log and stub log for more information.

## Error Message 10105

Host-Based VM Backup does not support the protection of Windows 2008 Hyper-V virtual machines. You need to upgrade your Hyper-V host to a Windows 2008 R2 operating system or later.

### Symptom

Hyper-V 2008 is not supported by agentless backup of UDP.

### Solution

Upgrade to Hyper-V 2008 R2 or later.

## Error Message 10106

Host-Based VM Backup does not support the protection of Windows 2008 R2 Hyper-V cluster virtual machines. You need to upgrade your Hyper-V host to a Windows 2012 operating system or later.

### Symptom

Hyper-V 2008 R2 cluster is not supported by agentless backup of UDP.

### Solution

Upgrade to Hyper-V 2012 or later.

## Error Message 10107

Failed to upgrade The changed block tracking (CBT) function. System error=[<parameter>].

### Symptom

Encountered system error when upgrading Changed Block Tracking function in Hyper-V host.

**Solution**

Check the backup job log to get more information.

## Error Message 10108

One or more configuration files or virtual disk files of the virtual machine reside in a SMB share folder. This is not supported by Host-Based VM Backup.

**Symptom**

Obsolete message.

**Solution**

Obsolete message.

## Error Message 10109

Unable to locate one or more configuration files or virtual disk files of the virtual machine. Verify if the VM is registered to the Hyper-V and Hyper-V VSS Writer.

**Symptom**

Backup job cannot locate one or more configuration files or virtual disk files of the virtual machine.

**Solution**

Verify if the VM is registered to the Hyper-V and Hyper-V VSS Writer. Or check the backup job log and stub log to get more information.

## Error Message 10110

The Hyper-V VSS writer has encountered an error when processing this virtual machine. (For more information about Hyper-V VSS writer errors, refer to the product documentation).

**Symptom**

Error when Hyper-V VSS writer processes the virtual machine for backup.

**Solution**

Either view errors in the Windows Event message from the location Microsoft>Windows>Hyper-V-VMMS>Admin in both Hyper-V host and guest OS or view the backup job log and stub log for more information.

## Error Message 10111

The Hyper-V VSS writer failed to process this VM because the VM is currently being backed up by another application.

### Symptom

This virtual machine is being backed up by another UDP backup job or another backup application.

### Solution

End the backup job of either UDP or other application and try backup again.

## Error Message 10112

Failed to initialize the Hyper-V environment.

### Symptom

Error while preparing backup for virtual machine in Hyper-V host.

### Solution

View the backup job log and stub log for more information.

## Error Message 10113

Found invalid session. (Session Path=[<parameter>])

### Symptom

Found invalid session.

### Solution

Need Merge the invalid Session. The next backup job should be Full backup job.

## Error Message 10114

Backup job failed.

### Symptom

Backup job failed.

### Solution

Refer to the internal error for the root cause and view the backup job log for more details.

## Error Message 10115

Backup job <parameter> for virtual machine <parameter>(<parameter>) failed.

### Symptom

Backup job failed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10116

Backup job failed because of backup destination is under deletion.

### Symptom

Backup job failed because of backup destination is under deletion.

### Solution

Resubmit backup job.

## Error Message 10117

Failed to submit backup job <parameter> for virtual machine <parameter>(<parameter>).

### Symptom

Failed to submit backup job for the virtual machine.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 10118

Unable to lock session <parameter>.

### Symptom

Unable to lock session.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10119

Unable to lock session <parameter>. The session may have been merged or removed.

### Symptom

Unable to lock session.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10120

The space is not enough on the VM backup proxy machine where the agent is installed.

### Symptom

There is no enough free storage space in the backup proxy machine.

### Solution

Check storage space of the volume where UDP agent is installed, and free some space.

## Error Message 10121

It is not ready for backup because previous merge operation is not complete.

### Symptom

Backup job cannot continue because merge operation is still in progress.

### Solution

Wait for merge to complete and try backup job again.

## Error Message 10122

The 64 bit binaries are not found in VMware Virtual Disk Development Kit! Please check if it is installed properly.

### Symptom

VMware Virtual Disk Development Kit is not installed properly in backup proxy machine.

### Solution

Check the installation of VMware Virtual Disk Development Kit. Re-install UDP agent if necessary.

## Error Message 10123

Your current licensing only supports block-level incremental (BLI) backups at an minimum interval of one per hour. To perform more frequent BLI backups (as often as every 15 minutes), please upgrade your licensing.

### Symptom

The license doesn't allow backup interval less than 1 hour.

### Solution

Acquire a new license.

## Error Message 10124

No source volumes are available for backup.

### Symptom

The volume selected in backup plan is not available.

### Solution

Check if the volume exists or change plan to select other volumes.

## Error Message 10125

VMware Virtual Disk Development Kit not found! Please check if it is installed properly.

### Symptom

VMware Virtual Disk Development Kit is not installed properly in backup proxy machine.

### Solution

Check the installation of VMware Virtual Disk Development Kit. Re-install UDP agent if necessary.

## Error Message 10126

VMware VIX not found! Please check if it is installed properly.

### Symptom

VMware VIX is not installed properly in backup proxy machine.

**Solution**

Check the installation of VMware VIX and re-install it if necessary.

## Error Message 10127

VMware VIX is not installed. The application cannot perform application log truncation and Pre/Post commands without VMware VIX.

**Symptom**

VMware VIX is not installed properly in backup proxy machine.

**Solution**

Check the installation of VMware VIX and re-install it if necessary.

## Error Message 10128

There is no volume selected in this backup job.

**Symptom**

There is no volume selected in this backup job.

**Solution**

Modify the plan to select volume or the whole machine.

## Error Message 10129

The backup job failed to update critical metadata or release resources at the last stage.

**Symptom**

Failed the backup job.

**Solution**

Please refer to backup job log for more details.

## Error Message 10131

Unable to execute command. (EC=<parameter>)

**Symptom**

Unable to execute command.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10132

Unable to execute command in guest OS. (EC=<parameter>)

### Symptom

Unable to execute command in guest OS.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10133

Job Aborted. Generic Task process could not be stopped. (EC=<parameter>) Job Aborted. Generic Task process could not be stopped.

### Symptom

Warning message.

### Solution

General warning information ,no need take more operation.

## Error Message 10134

Failed to purge invalid session. (Session Path=[<parameter>])

### Symptom

Failed to purge invalid session.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10135

Failed to reconfigure the virtual machine to change disk mode. If the virtual machine has snapshots, please remove.

### Symptom

Failed to reconfigure the virtual machine to change disk mode.

### Solution

If the virtual machine has snapshots, please remove and try backup again.

## Error Message 10136

Only VMware Virtual Disk Development Kit 1.2 or later version is supported!

### Symptom

VMware Virtual Disk Development Kit before version 1.2 is not supported.

### Solution

Check the installation of VMware Virtual Disk Development Kit. Re-install UDP agent if necessary.

## Error Message 10137

Virtual machine ESX server <parameter> is not licensed.

### Symptom

The ESX server doesn't have proper license so that the features required by agentless backup are absent.

### Solution

Make sure ESX has proper license applied. Check UDP solution guide for detailed information.

## Error Message 10138

The ESX Server version is <parameter>. The application requires ESX Server version 4.0 or later.

### Symptom

UDP agentless backup only supports ESX server version 4.0 or later.

### Solution

Upgrade the ESX server.

## Error Message 10139

Hardware snapshot is not supported for one or more VMDK files residing on a HW appliance volume. Hence failing the backup job.

### Symptom

Because one or more VMDK files reside on a HW appliance volume, hardware snapshot is not supported.

**Solution**

Move VMDK files to other volumes.

## Error Message 10140

Failed to backup virtual disk <parameter>.

**Symptom**

Encountered error when backing up virtual disk.

**Solution**

Check the backup job log to get more information.

## Error Message 10141

Failed to backup virtual disk <parameter> using Hardware snapshot.

**Symptom**

Encountered error when backing up virtual disk.

**Solution**

Check the backup job log to get more information.

## Error Message 10142

The chkdsk command was unable to complete the process within the expected time. The possible reason could be high system load. Please refer to the Arcserve UDP Solutions Guide for details.

**Symptom**

The chkdsk command was unable to complete the process within the expected time.

**Solution**

The possible reason could be high system load. Please check the backup job log for more details.

## Error Message 10143

Recovery point check result: Volume: [<parameter>], File System: [<parameter>], Volume Type: [<parameter>], Error on checking disk [<parameter>].

**Symptom**

Encountered error when checking the disk.

**Solution**

Check the backup job log to get more information.

## Error Message 10144

Recovery point check result: Volume: [<parameter>], File System: [<parameter>], Volume Type: [<parameter>], Error on dismounting disk [<parameter>].

**Symptom**

Encountered error when dismounting the disk after recovery point check.

**Solution**

Check the backup job log to get more information.

## Error Message 10145

Recovery point check result: Volume: [<parameter>], File System: [<parameter>], Volume Type: [<parameter>], Error on mounting disk [<parameter>].

**Symptom**

Encountered error when mounting the disk for recovery point check.

**Solution**

Check the backup job log to get more information.

## Error Message 10146

Recovery point check result: Volume: [<parameter>], File System: [<parameter>], Volume Type: [<parameter>], Error [<parameter>].

**Symptom**

Encountered error when checking the disk.

**Solution**

Check the backup job log to get more information.

## Error Message 10147

Recovery point check for node [<parameter>], session number [<parameter>] failed.

**Symptom**

Recovery point check failed.

**Solution**

Check the backup job log to get more information.

## Error Message 10148

Recovery point check for node [<parameter>], session number [<parameter>] failed with error [<parameter>].

### Symptom

Recovery point check failed.

### Solution

Check the backup job log to get more information.

## Error Message 10149

Cannot connect to ESX or vCenter Server. If you are connecting to an ESX server, verify that the VMware Management Service is running on that server. If you are connecting to a vCenter Server, verify that the vCenter Service is running on that server.

### Symptom

Failed to connect to vCenter or ESX server.

### Solution

Make sure that you can connect to vCenter/ESX by vSphere client. Or check the backup job log to get more information.

## Error Message 10150

Cannot connect to ESX or vCenter Server. Credentials are invalid or incorrect.

### Symptom

Failed to connect to vCenter or ESX server.

### Solution

Make sure that you can connect to vCenter/ESX by vSphere client. Or check the backup job log to get more information.

## Error Message 10151

Cannot connect to ESX or vCenter Server. The server is unreachable. Verify that the VMware Management Service or vCenter Service is running, the server is connected to the network and the credentials are valid.

### Symptom

Failed to connect to vCenter or ESX server.

**Solution**

Make sure that you can connect to vCenter/ESX by vSphere client. Or check the backup job log to get more information.

## Error Message 10152

Failed to create virtual machine snapshot.

**Symptom**

Failed to take snapshot for the virtual machine for backup.

**Solution**

Make sure that you can create snapshot manually in vSphere client. Or check the backup job log to get more information.

## Error Message 10153

The application cannot enable changed block tracking on the virtual machine because there are snapshots on the virtual machine. To correct this problem, delete the snapshots and then resubmit the backup.

**Symptom**

Changed block tracking cannot be enabled for the virtual machine with snapshots.

**Solution**

Delete the snapshots and then resubmit the backup.

## Error Message 10154

The backup failed because changed block tracking cannot be enabled on the specified virtual machine.

**Symptom**

Failed to enable changed block tracking for the virtual machine.

**Solution**

Check the backup job log to get more information.

## Error Message 10155

The backup cannot continue at this time. The application cannot delete the data related to previous failed backup session because the backup destination is

unavailable. The system error is <parameter>. The application will rectify the problem when a backup job runs later.?

**Symptom**

Backup job couldn't continue because, due to system error, it cannot clean data left by previous unsuccessful backup job.

**Solution**

Check the backup job log to get more information.

## Error Message 10156

Abort backup because backup job has been configured to use the "Microsoft VSS inside VM" snapshot method. However, only the "VMware Tools" snapshot method is applicable because Host-Based VM Backup failed to deploy the necessary tools into the VM.

**Symptom**

Backup job aborted because backup plan configured to use the "Microsoft VSS inside VM" snapshot method but backup job failed to configure VM to apply this snapshot method.

**Solution**

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide.

## Error Message 10157

Abort backup because backup job has been configured to use the "VMware Tools" snapshot method. However, only the "Microsoft VSS inside VM" snapshot method is applicable because Host-Based VM Backup failed to undeploy tools from inside VM.

**Symptom**

Backup job aborted because backup plan configured to use the "VMware Tools" snapshot method but the VM has been configured with "Microsoft VSS inside VM" snapshot method and backup job couldn't configure VM to unapply that snapshot method.

**Solution**

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide.

## Error Message 10158

Cannot open VMDK file.

### Symptom

Backup job failed because it cannot open VMDK file for backup.

### Solution

Check the backup job log to get more information.

## Error Message 10159

The application cannot delete the snapshot of the virtual machine. ESX Server-/vCenter Server reports the following error: <parameter>.

### Symptom

Backup job couldn't delete VM's snapshot.

### Solution

Check the backup job log to get more information.

## Error Message 10160

Could not get application-related information from the virtual machine snapshot. Your backup may not contain application-specific sessions, such as Microsoft SQL Server or Exchange Server. Check the status of the Microsoft Volume Shadow Copy service in the Guest Operating System.

### Symptom

Backup job couldn't get application's information although application is installed inside VM

### Solution

This may happen when it is not an application consistent backup. Refer to UDP Solution Guide for the prerequisites of application consistent backup.

## Error Message 10161

Fail to get virtual machine's configuration.

### Symptom

Backup job couldn't get VM's configuration.

**Solution**

Check if Hyper-V is still accessible and VM still exists.

## Error Message 10162

The application was unable to retrieve information about virtual machine <parameter>.

**Symptom**

Backup job couldn't get VM's configuration.

**Solution**

Check vCenter/ESX is still accessible and VM still exists.

## Error Message 10163

Could not get volume information from virtual machine Guest OS.

**Symptom**

Backup job couldn't parse data and get volume information.

**Solution**

This may happen when VM has Linux guest OS or does not have guest OS at all.  
Check the backup job log to get more information.

## Error Message 10164

The job failed to process this VM because the VM is currently being backed up by another application.

**Symptom**

This virtual machine is being backed up by another UDP backup job or another backup application.

**Solution**

End the backup job of either UDP or other application and try backup again.

## Error Message 10165

Unable to log in to the guest operating system on the virtual machine. ESX/vCenter reports error: <parameter>. This could also happen if your VMware Tools is out-of-date.

**Symptom**

Backup job couldn't log in to the guest OS of VM to process some tasks like configuring snapshot method, triggering pre/post command.

**Solution**

This message can be ignored if snapshot method is not changed and either application log purge or pre/post command is not configured in backup plan. To eliminate the message, update the VM node with built-in administrator credentials (or if non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solutions Guide).

## Error Message 10166

Unable to determine power state of virtual machine.

**Symptom**

Failed to detect power status of virtual machine.

**Solution**

Check the backup job log to get more information.

## Error Message 10167

Could not purge Microsoft Exchange Server log from virtual machine.

**Symptom**

Failed to truncate transaction log of Microsoft Exchange Server.

**Solution**

Check the backup job log to get more information.

## Error Message 10168

Could not purge Microsoft SQL Server log from virtual machine.

**Symptom**

Failed to truncate transaction log of Microsoft SQL Server.

**Solution**

Check the backup job log to get more information.

## Error Message 10169

There was an error reported during the reconfiguration of the virtual machine to enable the "disk.EnableUUID" parameter (which is required for an application-consistent backup). This could occur when the virtual environment has recovered from an error (e.g. an unexpected power cycle of the ESX server while the VM was running). This error can be resolved by shutting down the VM and running a new backup job. (To reduce the down time of the VM, the VM can be powered on during or after the "Taking Snapshot" phase of the new backup job).

### Symptom

Error happened when reconfiguring the virtual machine to enable the "disk.EnableUUID" parameter which is required for an application-consistent backup.

### Solution

Try shutting down the VM and running a new backup job.

## Error Message 10170

Unable to identify the blocks that were used or changed for virtual disk <parameter> on the virtual machine. Please check VMware logs for more details. Performing backup of all blocks.

### Symptom

Failed to get information of used/changed block of VM. All data blocks will be backed up.

### Solution

Check the backup job log to get more information.

## Error Message 10171

Failed to reset the changed block tracking function for the first backup job.

### Symptom

Failed to reset the changed block tracking function of the VM.

### Solution

Check the backup job log to get more information.

## Error Message 10172

The application cannot reset changed block tracking because it cannot create a snapshot of the virtual machine.

### Symptom

Failed to reset the changed block tracking function of the VM because creating snapshot failed.

### Solution

Try to manually create/delete snapshot by vSphere client and check the error. Or check the backup job log to get more information.

## Error Message 10173

The application cannot reset changed block tracking because it cannot delete the snapshot of the virtual machine.

### Symptom

Failed to reset the changed block tracking function of the VM because deleting snapshot failed.

### Solution

Try to manually create/delete snapshot by vSphere client and check the error. Or check the backup job log to get more information.

## Error Message 10174

Resetting changed block tracking. Performing backup of all used blocks.

### Symptom

The changed block tracking function of the VM has been reset. All data blocks will be backed up.

### Solution

This message can be ignored if CBT reset is expected.

## Error Message 10175

The application cannot reset changed block tracking because there are snapshots present. To reset changed block tracking, delete the snapshots and then resubmit the backup job.

### Symptom

Failed to reset the changed block tracking function of the VM because VM has snapshots.

**Solution**

Delete the snapshots and then resubmit the backup.

## Error Message 10176

Could not take snapshot of the virtual machine. ESX Server/vCenter Server reported the following error: <parameter>.

**Symptom**

Failed to create snapshot for backup.

**Solution**

Either try to manually create/delete snapshot by vSphere client and check the error message or view the backup job log to get more information.

## Error Message 10177

VMware Tools is not installed.

**Symptom**

VMware Tools are not installed in the guest OS of the VM.

**Solution**

Install VMware Tools in the guest OS of the VM.

## Error Message 10178

The version of VMware Tools is outdated and should be upgraded.

**Symptom**

VMware Tools are not up-to-date in the guest OS of the VM.

**Solution**

Upgrade VMware Tools in the guest OS of the VM.

## Error Message 10179

Unable to check status of VMware Tools.

**Symptom**

Failed to detect VMware Tools status in the guest OS of the VM.

**Solution**

Check the backup job log to get more information.

## Error Message 10180

Failed to backup virtual machine <parameter>.

**Symptom**

Failed to take backup for the VM.

**Solution**

Check the backup job log to get more information.

## Error Message 10181

The virtual machine version is <parameter>. The application requires virtual machine with version 7 or later to back up the virtual machines.

**Symptom**

Backup job couldn't continue because source VM's version is not supported.

**Solution**

Upgrade the VM to version 7 or higher.

## Error Message 10182

Failed to read VMDK. Check network connection between the Proxy and ESX or vCenter Server. If you are using a SAN, check network connection between the Proxy and SAN. Resubmit the backup job.

**Symptom**

Backup job couldn't continue because reading VMDK file failed.

**Solution**

Check network connection between the Proxy and ESX or vCenter Server. If you are using a SAN, check network connection between the Proxy and SAN. Resubmit the backup job.

## Error Message 10183

Unable to backup virtual disk <parameter> because it is an independent disk. VMware does not support backing up independent disks.

**Symptom**

Independent virtual disk was skipped by backup job because it is not supported.

**Solution**

If you want to backup the virtual disk, convert it to dependent disk.

## Error Message 10184

The application did not back up the metadata for FAT volume <parameter>.

**Symptom**

Backup job skipped metadata of FAT volume inside guest OS of VM.

**Solution**

Because FAT file system doesn't support consistent VSS snapshot, UDP skips backing up its metadata. Thus File Level Restore is not available for FAT volume. But you still can get it back by restoring the whole VM.

## Error Message 10185

The application did not back up the metadata for FAT32 volume <parameter>.

**Symptom**

Backup job skipped metadata of FAT32 volume inside guest OS of VM.

**Solution**

As the FAT32 file system does not support consistent VSS snapshot, Arcserve UDP skips backing up its metadata. Thus, File Level Restore is not available for FAT32 volume. But you can still get back the files inside the volume by restoring the whole VM.

## Error Message 10186

The application did not back up iSCSI disk volume <parameter>.

**Symptom**

Backup job skipped the volume on the disk which is connected directly to guest OS of VM by iSCSI.

**Solution**

UDP doesn't support backing up the disk which is connected directly to guest OS of VM by iSCSI.

## Error Message 10187

The application did not back up volume <parameter> because the virtual disk where the volume resides was not backed up.

### Symptom

Backup job skipped the volume because the virtual disk where the volume resides was skipped from backup due to some reasons.

### Solution

Check other messages to find out why the virtual disk was skipped by backup job. Or check the backup job log to get more information.

## Error Message 10188

Failed to create gateway.

### Symptom

Failed to create a gateway.

### Solution

Check the logs for more details and try again. If the problem persists, contact Arcserve Support.

## Error Message 10190

Source volume <parameter> resides on a disk larger than 2TB. Standard format without compression and encryption enabled is limited to the VHD file size limitation of 2TB. Please enable compression or encryption, or consider using Advanced format.

### Symptom

Source volume resides on a disk larger than 2TB.

### Solution

Standard format without compression and encryption enabled is limited to the VHD file size limitation of 2TB. Please enable compression or encryption, or consider using Advanced format.

## Error Message 10191

The <parameter> is encrypted by BitLocker Drive Encryption, please unlock it before submitting backup job.

**Symptom**

Volume is encrypted by BitLocker Drive Encryption, please unlock it before submitting backup job.

**Solution**

Volume is encrypted by BitLocker Drive Encryption, please unlock it before submitting backup job.

## Error Message 10192

Abort backup because volume [<parameter>] is not hosted on hard disks.

**Symptom**

Abort backup because volume is not hosted on hard disks.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10193

Failed to get the bitmap for volume <parameter> (<parameter>). Check the application/system event log for more information.

**Symptom**

Failed to get the bitmap for volume. Check the application/system event log for more information.

**Solution**

Failed to get the bitmap for volume. Check the application/system event log for more information.

## Error Message 10194

The size of volume <parameter> (<parameter>) was changed from <parameter> to <parameter> while the backup job was running.

**Symptom**

The size of volume was changed while the backup job was running.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10195

Failed to get the snapshot bitmap for volume <parameter>(<parameter>). This can be caused by not enough space for the storage area of the snapshot. Check the application/system event log for more information.

### Symptom

Failed to get the snapshot bitmap for volume.

### Solution

This can be caused by not enough space for the storage area of the snapshot. Check the application/system event log for more information.

## Error Message 10196

Failed to connect the network [<parameter>]. Error=[<parameter>].

### Symptom

Failed to connect the network.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10197

Failed to connect the network [<parameter>]. Error=[<parameter>].

### Symptom

Failed to connect the network.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10198

Failed to Dismount Writable Recovery Point.

### Symptom

Failed to Dismount Writable Recovery Point.

### Solution

Please refer to the internal error for the root cause and check the backup job log for more details.

For OneDrive Backup, if the "WriteBitmapToFile failed. EC=59" message is found in the *<installation folder>\Arcserve\Unified Data Protection\Engine\Logs\ArcMount\_Job\_<JobId>.log* file on the Backup Proxy machine/VM, do one of the following for a successful backup:

- Rerun the backup for the OneDrive node as the backup may have failed due to a network or file error.
- Set the following registry value key, and then run the backup again:

Note: To increase the session timeout, the registry value key "sesstimeout" may be added to HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanWorkstation\Parameters.

- ♦ **Data Type:** DWORD
- ♦ **Value:** 90. The default value is 45 seconds. We recommend that you increase the value by calculating  $\text{<current value>/default value} + 45$  seconds. If you still encounter the error, based on your machine or VM of the Backup proxy, calculate  $\text{<current value>} + 45$  seconds, which is 135 seconds in most cases.

**Important!** Reboot is necessary to get this registry value key into effect. Make sure to use this key carefully as it may impact other modules and the system accessing shared folders.

## Error Message 10199

Failed to Mount Writable Recovery Point.

### Symptom

Failed to Mount Writable Recovery Point.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10200

Failed to write data to Writable Recovery Point. Error=[<parameter>].

### Symptom

Failed to write data to Writable Recovery Point.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Messages from 10201 to 10300

This section includes the following error messages:

---

### Error Message 10201

Failed to write data to Writable Recovery Point. Error=[<parameter>].

#### Symptom

Failed to write data to Writable Recovery Point.

#### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

### Error Message 10202

The account does not impersonate the backup mailboxes.

#### Symptom

The account does not impersonate the backup mailboxes.

#### Solution

Please change the limits of authority for the account.

### Error Message 10203

The user name or password is incorrect.

#### Symptom

The user name or password is incorrect.

#### Solution

Please affirm the user name and password.

### Error Message 10204

Cannot complete request. Please install .Net framework 4.5.

#### Symptom

Cannot complete request. Please install .Net framework 4.5.

**Solution**

Please install .Net framework 4.5.

## Error Message 10205

The administrator account doesn't exist.

**Symptom**

The administrator account doesn't exist.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10206

Failed to read data from mounted volume [<parameter>]. Error=[<parameter>].

**Symptom**

Failed to read data from mounted volume.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10207

Failed to write data to mounted volume [<parameter>]. Error=[<parameter>].

**Symptom**

Failed to write data to mounted volume.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10208

Current job will be canceled because another job with the same type is currently running.

**Symptom**

Current job will be canceled because another job with the same type is currently running.

**Solution**

Please wait the other job complete.

## Error Message 10209

Job crashed.

**Symptom**

Job crashed.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10210

Job <parameter> for virtual machine <parameter>(<parameter>) crashed.

**Symptom**

Job crashed.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10211

Software Snapshot Failed.

**Symptom**

Software Snapshot Failed.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10212

Backup destination is already in a backup chain. Unable to back up data to this destination.

## Error Message 10213

Failed to move old backup data of [<parameter>].

**Symptom**

Failed to move old backup data to single folder.

**Solution**

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10214

Unable to find session password in key management database. (Session GUID=[<parameter>])

**Symptom**

Unable to find session password in the key management database.

**Solution**

Manually type the session password.

## Error Message 10215

Unable to initialize key management module.

**Symptom**

Unable to initialize key management module.

**Solution**

Manually type the session password.

## Error Message 10216

Unable to shrink key management database file and remove all passwords marked as "removed".

**Symptom**

Unable to shrink the key management database file and remove all passwords marked as removed.

**Solution**

Manually type the session password.

## Error Message 10217

Unable to update administration account for key management database. (UserName=[<parameter>])

**Symptom**

Unable to update the administration account for the key management database.

**Solution**

Manually type the session password.

## Error Message 10218

The backup destination you specified is currently in use, please enter another backup destination.

**Symptom**

Failed to save the backup configuration.

**Solution**

Select an empty folder as the backup destination.

## Error Message 10219

Data store hash key is incorrect. (Data Store Name=[<parameter>], Data Store GUID=[<parameter>]).

**Symptom**

Incorrect data store hash key.

**Solution**

Enter correct data store password.

## Error Message 10220

Encryption password length is too long. The maximum length is <parameter> characters.

**Symptom**

Encryption password length is too long.

**Solution**

The password should not exceed 23 characters.

## Error Message 10221

Session resources are being used by process <parameter> on computer <parameter>.

**Symptom**

Session resources are being used by the other process.

**Solution**

Refer to the internal error for the root cause. For more details, view the job log.

**Error Message 10222**

Session resources are locked [<parameter>].

**Error Message 10223**

Session password is incorrect. (Session Number=[<parameter>]).

**Symptom**

Incorrect session password.

**Solution**

Provide correct session password.

**Error Message 10224**

License failure. The schedule intervals of full backup job has been adjusted to <parameter> days.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

**Error Message 10225**

License failure. The schedule intervals of full backup job has been adjusted to <parameter> hours.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

**Error Message 10226**

License failure. The schedule intervals of full backup job has been adjusted to <parameter> minutes.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

## Error Message 10227

License failure. The schedule intervals of incremental backup job has been adjusted to <parameter> hours.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

## Error Message 10228

License failure. The schedule intervals of incremental backup job has been adjusted to <parameter> minutes.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

## Error Message 10229

A job is currently running. A new job named "<parameter>" at <parameter> cannot be performed.

**Symptom**

As job is already running, cannot perform a new job.

**Solution**

Either wait for the running job to finish or cancel.

## Error Message 10230

Unable to communicate with server <parameter>.

**Symptom**

Unable to communicate with the server.

**Solution**

Try to ping the server and fix. If unable to ping, then contact Arcserve Support.

## Error Message 10231

License failure. The required license for this node is <parameter>. Please navigate to Help->Activation and Licensing to find more information.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

## Error Message 10232

Failed to connect to <parameter> to check license, please make sure <parameter> can be connected.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

## Error Message 10233

Host-Based VM copy job failed because of a license failure. Contact your account representative to obtain a new license.

**Symptom**

License failure.

**Solution**

Contact Arcserve Support.

## Error Message 10234

VMware VIX is not installed. The application cannot perform application log truncation and Pre/Post commands without VMware VIX.

**Symptom**

VMware VIX not installed.

**Solution**

Please install VMware VIX.

## Error Message 10235

VMware VIX version is lower than 1.1.0. The application cannot perform application log truncation and Pre/Post commands.

### Symptom

VMware VIX version is too low.

### Solution

Upgrade VMware VIX to a version greater than 1.1.0.

## Error Message 10236

Could not check VMware Tools state.

### Symptom

Unable to check VMware Tools status.

### Solution

Contact Arcserve Support.

## Error Message 10237

VMware Tools is not installed.

### Symptom

VMware Tools is not installed.

### Solution

Install VMware Tools.

## Error Message 10238

VMware Tools is out of date.

### Symptom

VMware Tools is outdated.

### Solution

Upgrade VMware Tools.

## Error Message 10239

The Mounted DB Path is too long, please create registry HKEY\_LOCAL\_MACHINE\SOFTWARE\CARCserved Unified Data Protection\Engine\ExGRT\MountPoint, and assign MountPoint to folder path of short length.

### Symptom

Deprecated message.

### Solution

Deprecated message.

## Error Message 10240

Failed to extend volume <parameter>.

### Symptom

Failed to extend volume.

### Solution

View system event log for detail.

## Error Message 10241

Failed to locate restore destination. (Path=[<parameter>], Username=[<parameter>], EC=[<parameter>])

### Symptom

Failed to locate the restore destination path.

### Solution

Verify if the account credential is valid to connect to destination.

## Error Message 10242

Failed to locate restore source. (Path=[<parameter>], Username=[<parameter>], EC=[<parameter>]).

### Symptom

Failed to locate the restore source path.

### Solution

Verify if the account credential is valid to connect to source.

## Error Message 10243

Merge Sessions Failed.

### Symptom

Restore job failed to continue with previously failed merge job.

### Solution

Verify the restore job log to find reason for the merge job failure.

## Error Message 10244

Failed to format volume <parameter>.

### Symptom

Failed to format volume.

### Solution

View system event log for detail.

## Error Message 10250

Failed to create the virtual disk <[parameter]>. Error=[The system cannot find the path specified.]

### Symptom

The creation of virtual disk fails after the restore operation is performed.

### Solution

Make sure the path specified exists and retry the restore operation.

## Error Message 10251

Failed to deploy the restore utility. System error=[The network name cannot be found.(67)]. Verify that \\<IP address>\\UDP Host-Based VM Backup\$ is accessible from the proxy machine.

### Symptom

Failed to deploy the restore utility.

### Solution

Verify that Host-Based VM Backup is accessible from the proxy machine.

## Error Message 10253

The operation (open, read, or close) on the source backup disk file [<parameter>] has failed.

### Symptom

Error reported by the file system when operating on the specified file. This is often an indication of a system or hardware problem.

### Solution

This issue is often an indication of a system or hardware problem. Perform the following steps:

1. Verify if the specified file is in a valid state.
2. Verify the network connection if the file is on a remote share location.
3. View the System Event log to view information provided by the system.

## Error Message 10257

Restore job failed.

### Symptom

Restore job failed.

### Solution

View the restore job log for details.

## Error Message 10258

Unable to lock session <parameter> for restore. It is possible session has been merged or removed.

### Symptom

Restore process failed to lock session.

### Solution

Verify if any merge or purge job is running.

## Error Message 10259

No more drive letters are available to mount the remote destination <parameter>.

### Symptom

Restore job failed.

**Solution**

Reserve at least one available drive letter.

## Error Message 10260

The ram disk does not have enough space to save bitmap files. Specify a share folder in X:\windows\system32\DR\BmrCfg.ini, and then retry BMR.

**Symptom**

Restore job failed.

**Solution**

Set up an extra path that is large enough to hold the bitmap of the restore volume.

## Error Message 10261

Could not access the folder [<parameter>] or the user does not have the write privilege.

**Symptom**

Restore job failed.

**Solution**

The account does not have write privilege on the destination.

## Error Message 10262

Read data failed. Error Code:<parameter>.

**Symptom**

Restore job failed.

**Solution**

View the error code for detail.

## Error Message 10263

ReFS volume is not supported to restore to non simple/span volume that capacity is not same with source volume.

**Symptom**

ReFS volume is not supported to restore to non simple/span volume where the capacity is not similar to the source volume.

**Solution**

Make the size of the ReFS destination volume similar to the size of the source volume.

## Error Message 10264

ReFS volume is not supported to restore to smaller volume.

**Symptom**

Restore job failed.

**Solution**

ReFS volume is not supported to restore to smaller volume.

## Error Message 10265

Volume data restore completed, but failed to repair target volume boot sector.  
Error code: <parameter>?.

**Symptom**

Restore job failed.

**Solution**

Volume data restore completed, but failed to repair target volume boot sector.

## Error Message 10266

Restore item(s) to disk failed due to lack of disk space, please ensure that restore destination volume( <parameter>) has sufficient disk space.

**Symptom**

Restore job failed.

**Solution**

Make the destination volume large enough to save the restore items.

## Error Message 10267

Failed to open session. (EC=[<parameter>], Session Number=[<parameter>], Session Folder=[<parameter>]).

**Symptom**

Restore job failed.

**Solution**

Refer to the internal error for the root cause. For more details, view the backup job log.

## Error Message 10268

Failed to restore file because unable to find sub-session for this file. (File Path=[<parameter>])

**Symptom**

Restore job failed.

**Solution**

Refer to the internal error for the root cause. For more details, view the backup job log.

## Error Message 10269

Target volume <parameter> has not large enough capacity to do restore job.

**Symptom**

Restore job failed.

**Solution**

Verify if the target volume has adequate space.

## Error Message 10270

Restore job <parameter> for the virtual machine <parameter> failed.

**Symptom**

Restore job failed.

**Solution**

View the restore job log for more details.

## Error Message 10278

VM recovery job was unable to create the new virtual machine.

**Symptom**

The Recover VM job failed.

**Solution**

The Recover VM job is unable to create the new virtual machine. Please check the error reported in the activity log. For get more information, check the restore job log. For further assistance, contact Arcserve technical Support.

**Error Message 10279**

VM recovery job was unable to create the new virtual machine. The ESX/vCenter Server system reported the following error:<failure error message from hypervisor>

**Symptom**

The Recover VM job failed.

**Solution**

The Recover VM job is unable to create the new virtual machine. Please check the error reported in the activity log. For get more information, check the restore job log. For further assistance, contact Arcserve technical Support.

**Error Message 10293**

The credential information of <parameter> is invalid.

**Symptom**

Invalid administrator account.

**Solution**

Update the default administrator account.

**Error Message 10294**

Please make sure that the folder (<parameter>) has users group access right.

**Symptom**

Mount volume failed.

**Solution**

Verify if the UDP installation folder has user group access right.

**Error Message 10295**

Failed to lock the session <parameter> at backup destination <parameter>.

**Symptom**

Mount volume failed.

### **Solution**

Refer to the internal error for the root cause. For more details, view the job log.

## **Error Message 10296**

An invalid parent disk [<parameter>] is detected.

### **Symptom**

A parent disk of current recovery point is detected to be invalid or missing.

### **Solution**

Navigate to the specified path to check whether and why there is an invalid or missing files in one of the previous recovery point folders. If it cannot be remedied manually, launch a new full backup to avoid this error.

## **Error Message 10297**

Failed to delete file <parameter>. Error code: <parameter>, [<parameter>].

### **Symptom**

Failed to delete the specified file due to the given error.

### **Solution**

Try to manually delete the specified file.

## **Error Message 10298**

Attempt to open file <parameter> failed. Another process (such as Arcserve Replication and High Availability) may currently be using this file.

### **Symptom**

The specified file cannot be opened because it is being occupied by another process.

### **Solution**

Check if there are other ongoing jobs and try again later after they finish.

## **Error Message 10299**

Operations (create, close, read, write) on file <parameter> failed, Error code:<-parameter>,<parameter>].

### **Symptom**

Error reported by the file system when operating on the specified file. This is often an indication of a system or hardware problem.

**Solution**

This issue is often an indication of a system or hardware problem. Perform the following steps:

1. Verify if the specified file is in a valid state.
2. Verify the network connection if the file is on a remote share location.
3. View the System Event log to view information provided by the system.

## Error Message 10300

An invalid data block is detected.

**Symptom**

This is an indication that part of the specified file is detected to be invalid.

**Solution**

Check the specified file to see if it is in good state. Check system event log to find more information provided by system.

## Error Messages from 10301 to 10400

This section includes the following error messages:

---

### Error Message 10301

Failed to merge virtual disk. System error=[<parameter>].

**Symptom**

This is an indication of a merge failure due to specified system error.

**Solution**

Check system event log to find more information provided by system.

### Error Message 10302

Failed to merge virtual disk. Internal error=[<parameter>].

**Symptom**

Virtual disk merge fails due to specified internal error.

### Solution

Verify merge job debug log for more information.

- If the backup destination is a Data Store on RPS:  
Log location: "\\Engine\\Logs" directory on the Recovery Point Server.  
File name format: Merge(<Node Name>-<RPS Server Name>-"Data Store Name" )-<yyyyMMdd>-<HHmmss>-<SSS>-<Job ID>.Log
  - If the backup destination is not a Data Store:  
Log location: "\\Engine\\Logs" directory on the Agent machine.  
File name format: Merge-<yyyyMMdd>-<HHmmss>-<SSS>-<Job ID>.Log
- Note:** Contact Arcserve Support for further technical assistance.

## Error Message 10303

Failed to merge data.

### Symptom

This is an indication of a merge failure.

### Solution

Check merge job debug log for more information.

## Error Message 10304

During the merge operation, failed to move file from <parameter> to <parameter>.  
Error code: <parameter>, [<parameter>].

### Symptom

This is an indication of a merge failure due to an error when moving file.

### Solution

Check the specified file to see if it is in good state. Try to solve the problem according to the given system error message.

## Error Message 10305

During the merge operation, the folder rename from <parameter> to <parameter> failed. Error code: <parameter>, [<parameter>].

### Symptom

This is an indication of a merge failure due to an error when renaming folder.

**Solution**

Check the specified file to see if it is in good state. Try to solve the problem according to the given system error message.

## Error Message 10306

During the merge operation, failed to rename file from <parameter> to <parameter>. Error code: <parameter>, [<parameter>].

**Symptom**

This is an indication of a merge failure due to an error when renaming file.

**Solution**

Check the specified folder to see if it is in good state. Try to solve the problem according to the given system error message.

## Error Message 10307

Failed to open the virtual disk. Internal error=[<parameter>].

**Symptom**

This is an indication of a job failure due to an internal error when opening virtual disk.

**Solution**

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10308

Failed to open the virtual disk. System error=[<parameter>].

**Symptom**

This is an indication of a job failure due to a system error when opening virtual disk.

**Solution**

Check system event log to find more information provided by system.

## Error Message 10309

Failed to read data. Internal error=[<parameter>].

**Symptom**

This is an indication of a job failure due to an internal error when reading virtual disk.

**Solution**

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10310

Failed to read data. System error=[<parameter>].

**Symptom**

This is an indication of a job failure due to a system error when reading virtual disk.

**Solution**

Check system event log to find more information provided by system.

## Error Message 10311

Failed to write data. Internal error=[<parameter>].

**Symptom**

This is an indication of a job failure due to an internal error when writing virtual disk.

**Solution**

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10312

Failed to write data. System error=[<parameter>].

**Symptom**

This is an indication of a job failure due to a system error when writing virtual disk.

**Solution**

Check system event log to find more information provided by system.

## Error Message 10314

Volume cannot be added into snapshot set because it does not exist.

**Symptom**

Volume mentioned will not be added into snapshot so that data may not in consistent state

**Solution**

Volume specified in backup plan may not exist. Check if volume exists.

## Error Message 10315

Application restore failed.

**Symptom**

Application restore was failed. (EC=[<parameter>]).

**Solution**

Check previous error message for more information.

## Error Message 10316

Unable to load VSS metadata because the Microsoft VSS on the current system is not compatible with the one on the original backed up system.

**Symptom**

Restore was failed.

**Solution**

Incompatible system for restore session backed up. Check windows version between source and restore system.

## Error Message 10317

Application restore option is not licensed. (Option Name=[<parameter>])

**Symptom**

Restore was failed.

**Solution**

No license for application restore. Acquired license will solve this problem.

## Error Message 10318

The check for proper account privileges failed. Cannot access Microsoft Exchange data.

**Symptom**

Restore was failed.

### **Solution**

Account used for restore does not have enough privileges to restore exchange. Change account for UDP or grant privilege for current account will solve this problem.

## **Error Message 10319**

Application restore is not supported on Windows XP.

### **Symptom**

Restore was failed.

### **Solution**

By design behavior, we do not support restore application on windows XP.

## **Error Message 10320**

Failed to create snapshot for selected volumes.

### **Symptom**

Backup was failed.

### **Solution**

Unable to take snapshot. See event logs for more details. One reason for this message could be a source volume, which is 64 TB or larger. This size is above the Microsoft limit for VSS snapshot functionality. If the data on the volume allows it, shrinking the volume from the Microsoft Disk Management to a partition size below 63.9 TB would allow VSS snapshots to work.

## **Error Message 10321**

Failed to dismount database. (EC=[<parameter>], Database Name=[<parameter>])

### **Symptom**

Restore may be failed.

### **Solution**

Restore may be successful if mentioned database are already dismounted. Otherwise restore will be failed. Check event logs for more details.

## Error Message 10322

The current account :<parameter> does not have enough privilege to access the Exchange data. Please grant proper privilege for this account or switch to another one.

### Symptom

Restore was failed.

### Solution

Account used for restore does not have enough privileges to restore exchange. Change account for UDP or grant privilege for current account will solve this problem.

## Error Message 10323

Failed to mount Microsoft Exchange database: [<parameter>].

### Symptom

Restore was incomplete.

### Solution

Exchange database may be restored incorrectly, but may be recovered by esetil /p. Contact with support for further investigations.

## Error Message 10324

Failed to initialize backup manager, please refer to Windows Event log for more details. (EC=[0x<parameter>]).

### Symptom

Restore was incomplete.

### Solution

Backup component document may be corrupted. Refer to event log for more details.

## Error Message 10325

The system or provider has insufficient storage space. Try again after deleting any old or unnecessary persistent shadow copies or adjusting the snapshot storage area.

### Symptom

Backup was failed.

**Solution**

Backup will be failed. Enlarge snapshot area in "shadow copies" tab of volume properly. Or delete old snapshots in system.

## Error Message 10326

Error during the last asynchronous operation, please refer to Windows Event log for more details. (EC=[0x<parameter>], MSG=[<parameter>]).

**Symptom**

Job was failed.

**Solution**

Some errors in VSS framework. Refer to event logs for more details

## Error Message 10327

Cannot find any application writer running in system. Start writer service or re-register COM components may help resolve this problem.

**Symptom**

Backup in writer less mode or restore was failed.

**Solution**

COM environment was corrupted. Restart computer or register COM components may solve this. Link <https://support.microsoft.com/en-us/help/940032/various-issues-may-occur-on-a-windows-server-2003-based-computer-that>.

## Error Message 10328

Failed to mount database. (EC=[<parameter>], Database Name=[<parameter>]).

**Symptom**

Restore was incomplete.

**Solution**

Exchange database may be restored incorrectly, but may be recovered by esetil /p. Contact with support for further investigations.

## Error Message 10329

Unable to find available volume with enough free space to hold storage area for volume [<parameter>].

### Symptom

Backup was failed.

### Solution

Not enough free space for snapshot. Free more space on any volume.

## Error Message 10330

Application restore cannot be performed because application protection feature is not licensed.

### Symptom

Restore was failed.

### Solution

No license for application restore. Acquired license will solve this problem.

## Error Message 10331

The caller is out of memory or other system resources.

### Symptom

Job was failed.

### Solution

Check if there are enough free memory or system resource.

## Error Message 10332

Failed to prepare for backup.

### Symptom

Backup was failed.

### Solution

Refer to event logs for more details.

## Error Message 10333

Unable to find recovery database. (Name=[<parameter>]).

### Symptom

Restore was failed.

### Solution

Recovery database or recovery storage group should be created before restore.

## Error Message 10334

The provider encountered an error that requires you to restart the computer. .

### Symptom

Job was failed.

### Solution

Restore computer may solve this problem.

## Error Message 10335

Exchange storage group/database [<parameter>] has been restored to its original location, but failed to mount it.

### Symptom

Restore was incomplete.

### Solution

Exchange database may be restored incorrectly, but may be recovered by esetil /p. Contact with support for further investigations.

## Error Message 10336

Failed to restore master database! (EC=[<parameter>], Instance Name=[<parameter>]).

### Symptom

Restore was failed.

### Solution

Check event logs for more details.

## Error Message 10337

Failed to save metadata. (Writer Name=[<parameter>]).

### Symptom

Backup was incomplete.

### Solution

Check event logs for more details.

## Error Message 10338

Volume shadow copy provider specified is not registered. Please ensure all VSS relevant components are registered.

### Symptom

Job was failed.

### Solution

COM environment was corrupted. Restart computer or register COM components may solve this. Link <https://support.microsoft.com/en-us/help/940032/various-issues-may-occur-on-a-windows-server-2003-based-computer-that>.

## Error Message 10339

Skipping to restore database because target SQL server instance does not exist. (Database Name=[<parameter>], Instance Name=[<parameter>])

### Symptom

Restore was incomplete.

### Solution

SQL instance should be installed before restore.

## Error Message 10340

Failed to start snapshot set.

### Symptom

Backup was failed.

### Solution

Check event logs for more details.

## Error Message 10341

Failed to stop service. (EC=[<parameter>], Service Name=[<parameter>]).

### Symptom

Restore was failed.

### Solution

Check event logs for more details.

## Error Message 10342

Volume Shadow Copy service take snapshot timeout, [<parameter>] ms.

### Symptom

Backup was failed.

### Solution

Follow <https://blogs.technet.microsoft.com/asiasupp/2011/08/01/windows-server-backup-failed-to-backup-with-error-0x81000101/>.

## Error Message 10343

The system failed to freeze the Distributed Transaction Coordinator (DTC) or the Kernel Transaction Manager (KTM). Please retry after <parameter> seconds.

### Symptom

Backup was failed.

### Solution

Check DTC and KTM settings. Check event logs for more details.

## Error Message 10344

The system failed to thaw the Distributed Transaction Coordinator (DTC) or the Kernel Transaction Manager (KTM). Please retry after <parameter> seconds.

### Symptom

Backup was failed.

### Solution

Check DTC and KTM settings. Check event logs for more details.

## Error Message 10345

Unable to query information from Active Directory, Username=<parameter>.

### Symptom

Restore may be failed.

### Solution

Current account may not be able to query AD. Check SC setting and account.

## Error Message 10346

Unable to query the database, please check if the Domain Controller (DC) is accessible and the current account "<parameter>" has privileges to query the Active Directory (AD). (EC=[0x<parameter>]).

### Symptom

Restore may be failed.

### Solution

Current account may not be able to query AD. Check SC setting and account.

## Error Message 10347

Unable to query the database, please check if the Domain Controller (DC) is accessible and the current account has privileges to query the Active Directory (AD). (EC=[0x<parameter>]).

### Symptom

Restore may be failed.

### Solution

Current account may not be able to query AD. Check SC setting and account.

## Error Message 10348

This Exchange restore operation can only be performed on an active node.

### Symptom

Restore was skipped.

### Solution

Current node is not active node. Restore on active node.

## Error Message 10349

Writer cannot be restored because application protection feature is not licensed.  
(Writer Name=[<parameter>]).

### Symptom

Restore was incomplete.

### Solution

No license for application restore. Acquire license will solve this problem.

## Error Message 10350

Writer (Name=[<parameter>], ID=[<parameter>]) does not exist or is not running.

### Symptom

Restore was incomplete.

### Solution

Check if mentioned writer is running.

## Error Message 10351

Writer (Name=[<parameter>], ID=[<parameter>]) has a bad status, please refer to Windows Event log for more details. (Status=[0x<parameter>]).

### Symptom

Restore may be failed.

### Solution

Check mentioned writer's state by command "vssadmin list writers" and check event log for more details.

## Error Message 10352

Failed to create session lock file <parameter>. Error code:<parameter> (<parameter>).

### Symptom

Failed to lock session.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10353

Failed to create session lock on <parameter>. Error code:<parameter>(<parameter>).

### Symptom

Failed to lock session.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10354

Failed to read data from session lock file <parameter>. Error code:<parameter>(<parameter>).

### Symptom

Failed to lock session.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10355

Failed to write data to session lock file <parameter>. Error code:<parameter>(<parameter>).

### Symptom

Failed to lock session.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 10356

The account <parameter> does not have write permission of file <parameter>. You need to add complete access to this account on this file and try again.

### Symptom

Failed to write to the File.

### Solution

Verify if the given account has write permission on given files.

## Error Message 10357

The SQLite database (which is used for saving the activity log) is damaged and cannot be accessed. Please contact Arcserve Support to repair the database.

### Symptom

The SQLite database (used to save the activity log) is damaged and cannot be accessed.

### Solution

Activity log SQLite database may be corrupt. Contact Arcserve Support to repair the database.

## Error Message 10358

The SQLite database (which is used for saving the job history) is damaged and cannot be accessed. Please contact Arcserve Support to repair the database.

### Symptom

The SQLite database (used to save the job history) is damaged and cannot be accessed.

### Solution

Job history SQLite database may be corrupt. Contact Arcserve Support to repair the database.

## Error Message 10359

The synchronization process was unable to synchronize the Backup job data on Console node <parameter>.

### Symptom

Synchronization failed.

### Solution

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10360

The Arcserve UDP Agent service cannot communicate with the Console service running on node <parameter>. This problem can occur when the Console service is not

running, or, the Arcserve UDP Agent node cannot communicate with the Console node using the host name of the Console node.

**Symptom**

Unable to communicate with the server.

**Solution**

Try to ping the server and fix. If unable to ping, then contact Arcserve Support.

## Error Message 10361

The Arcserve UDP Agent service cannot communicate with the Console service running on node <parameter>. The version of Arcserve UDP Agent is not compatible with the version of Console.

**Symptom**

Unable to communicate with the server.

**Solution**

Try to ping the server and fix. If unable to ping, then contact Arcserve Support.

## Error Message 10362

The synchronization process was unable to synchronize the File Copy job data on Console node <parameter>.

**Symptom**

Synchronization failed.

**Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10363

The synchronization process was unable to retrieve the data for the backup job.

**Symptom**

Synchronization failed.

**Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10364

The synchronization process was unable to retrieve the data for the file copy job.

### **Symptom**

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10365

The synchronization process was unable to retrieve the Activity Log data.

### **Symptom**

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10366

The synchronization process was unable to retrieve the Virtual Standby data.

### **Symptom**

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10367

The synchronization process was unable to retrieve the data for the Host-Based VM Backup job.

### **Symptom**

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10368

Cannot log in to the Console service on node <parameter>. The problem may occur when Console is reinstalled. To correct this problem, open Console, delete the Arcserve UDP Agent node, and then add the Arcserve UDP Agent node.

### Symptom

Can't login agent node.

### Solution

Please re-add node on console.

## Error Message 10369

The synchronization process was unable to synchronize the Activity Log data on Console node <parameter>.

### Symptom

Synchronization failed.

### Solution

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10370

The synchronization process cannot synchronize data with the Console. The node is not managed by a Console product.

### Symptom

Synchronization failed.

### Solution

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## Error Message 10371

The synchronization process was unable to synchronize data with Console on node <parameter>.

### Symptom

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## **Error Message 10372**

The synchronization process was unable to synchronize the Virtual Standby data on Console node <parameter>.

### **Symptom**

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## **Error Message 10373**

The synchronization process was unable to synchronize the Host-Based VM Backup job data on Console node <parameter>.

### **Symptom**

Synchronization failed.

### **Solution**

Wait for a while and if still continues to fail, collect debug logs and contact Arcserve Support.

## **Error Message 10374**

You are attempting to restore data that was backed up from an NTFS deduplication volume to a system that does not have the Windows 8 Data Deduplication server role installed and enabled(<parameter> drive). As a result, you will not be able to access the restored deduplication files until this role is enabled at the restore destination. After the Data Deduplication role is enabled, these restored files will be automatically displayed and no additional restore job is necessary.

### **Symptom**

Restore job may fail.

### **Solution**

Verify that the Windows Data Deduplication Server role is installed and enabled.

## Error Message 10375

The Arcserve UDP Web Server type is unknown.

### Symptom

Unknown product type.

### Solution

Reinstall Arcserve Unified Data Protection.

## Error Message 10376

The service is invalid: please check whether the Microsoft Exchange Information Store Service is in running state and whether the database which the current user (<parameter>) belongs to is in mounted state.

### Symptom

Job failed.

### Solution

The service is invalid. Verify if the Microsoft Exchange Information Store Service is in the running state and whether the database linked to current usage is in the mounted state.

## Error Message 10377

The Exchange database needs to be defragmented before the open operation, but there is not enough available free space in the defragmentation temporary folder (volume:<parameter>:) to proceed. As a result, the defragmentation process may fail.

### Symptom

Job failed.

### Solution

Provide more disk space.

## Error Message 10378

The Exchange Server database volume (<parameter>:) on the virtual machine has NTFS Data Deduplication enabled. However, the proxy system does not support the Windows Data Deduplication function. As a result, the Exchange information cannot be parsed and the catalog job will fail.

**Symptom**

Job failed.

**Solution**

Modify the proxy where NTFS Data Deduplication is enabled.

## Error Message 10379

The Exchange Server database volume (<parameter>:) on the virtual machine has NTFS Data Deduplication enabled. However, the proxy system does not support the Windows Data Deduplication function. As a result, the Exchange information cannot be identified and the restore job will fail.

**Symptom**

Job failed.

**Solution**

Modify the proxy where NTFS Data Deduplication is enabled.

## Error Message 10380

The Exchange Server database volume (<parameter>:) on the virtual machine is a REFS file system. However, the backup proxy host does not support REFS. As a result, the Exchange information cannot be parsed and the catalog job will fail.

**Symptom**

Job failed.

**Solution**

Modify a proxy that supports REFS.

## Error Message 10381

The Exchange Server database volume (<parameter>:) on the virtual machine is a REFS file system. However, the backup proxy host does not support REFS. As a result, the Exchange information cannot be identified and the restore job will fail.

**Symptom**

Job failed.

**Solution**

Modify a proxy that supports REFS.

## Error Message 10382

Failed to generate Exchange Granular Restore catalog for EDB File <parameter>. session=<parameter>, subsession=<parameter>

### Symptom

Job failed.

### Solution

Verify the job log for more details.

## Error Message 10383

Failed to mount virtual disk of session <parameter> in folder <parameter>.

### Symptom

Job failed.

### Solution

Verify the job log for more details.

## Error Message 10384

Failed to recover EDB file(<parameter>).

### Symptom

Job failed.

### Solution

Verify the job log for more details.

## Error Message 10385

Failed to communicate with exchange server. It is possible the certificate is not installed on the proxy server. Please ask the administrator to check.

### Symptom

Job failed.

### Solution

Contact your administrator.

## Error Message 10386

The Exchange Server installation volume (<parameter>:) on the virtual machine has NTFS Data Deduplication enabled. However, the proxy system does not support the Windows Data Deduplication function. As a result, the Exchange Server binaries cannot be parsed and the catalog job will fail.

### Symptom

Job failed.

### Solution

Modify the proxy where NTFS Data Deduplication is enabled.

## Error Message 10387

The Exchange Server installation volume (<parameter>:) on the virtual machine is REFS file system. However, the backup proxy host does not support REFS. As a result, the Exchange Server binaries cannot be processed and the catalog job will fail.

### Symptom

Job failed.

### Solution

Modify a proxy that supports REFS.

## Error Message 10388

Please check the License of Exchange DB Recovery, make sure it is valid and not expired.

### Symptom

Job failed.

### Solution

Verify the license status.

## Error Message 10389

Please check the License of Exchange Granular Recovery, make sure it is valid and not expired.

### Symptom

Job failed.

**Solution**

Verify the license status.

## Error Message 10390

Restore Failed: Mailbox <parameter> not found.

**Symptom**

Job failed.

**Solution**

Verify the restore job log for more details.

## Error Message 10391

The MAPI package is installed improperly. please uninstall the MAPI package, and then reinstall it again

**Symptom**

Job failed.

**Solution**

Install new version of MAPI.

## Error Message 10392

Exchange Granular Restore cannot be done because Microsoft Exchange Server MAPI Client is not installed. Please download MAPI from Microsoft, install it and retry.

**Symptom**

Job failed.

**Solution**

Install new version of MAPI.

## Error Message 10393

Restore message <parameter> to disk error:<parameter>

**Symptom**

Job failed.

**Solution**

Verify the restore job log for more details.

## Error Message 10394

Restore message <parameter> fail, it's name too long.

### Symptom

Job failed.

### Solution

Verify the restore job log for more details.

## Error Message 10395

The restore process failed to mount the Volume. (Volume [<parameter>], Error [<parameter>]).

### Symptom

The restore process failed to mount the selected volume.

### Solution

View mount driver log ArcMountDriver.log for more details.

## Error Message 10396

The restore process failed to unmount the Volume. (Volume [<parameter>], Error [<parameter>]).

### Symptom

The restore process failed to unmount the selected volume.

### Solution

View mount driver log ArcMountDriver.log for more details.

## Error Message 10397

Failed to set compression level for the File/Directory. (File/Directory [<parameter>], Error [<parameter>]).

### Symptom

Failed to set compression level for the File/Directory.

### Solution

View the Windows error code.

## Error Message 10398

An unexpected exception error occurred in GRTMntBrowser.dll.

### Symptom

An unexpected exception error occurred.

### Solution

Verify the dump file under <UDP\_HOME>\Engine\BIN\.

## Error Message 10399

Failed to restore the File. (File [<parameter>], Error [<parameter>]).

### Symptom

Failed to restore file.

### Solution

View the Windows error code.

## Error Message 10400

Failed to read from the File. (File [<parameter>], Error [<parameter>]).

### Symptom

Failed to read from the File.

### Solution

View the Windows error code.

## Error Messages from 10401 to 10500

This section includes the following error messages:

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## Error Message 10401

Failed to write to the File. (File [<parameter>], Error [<parameter>]).

### Symptom

Failed to write to the File.

### Solution

View the Windows error code.

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## Error Message 10402

Failed to open the File. (File [<parameter>], Error [<parameter>]).

### Symptom

Failed to write to the File.

### Solution

View the Windows error code.

## Error Message 10403

Failed to create the File. (File [<parameter>], Error [<parameter>]).

### Symptom

Failed to create the File.

### Solution

View the Windows error code.

## Error Message 10404

Failed to set sparse attribute for the File/Directory. (File/Directory [<parameter>], Error [<parameter>]).

### Symptom

Failed to set sparse attribute for the File/Directory.

### Solution

View the Windows error code.

## Error Message 10405

This is not supported. The Data Deduplication Feature is not installed or the destination volume is not empty. Source volume <parameter>, Destination volume <parameter>.

### Symptom

The restore source volume has been deduplicated, while the deduplication is not enabled on the destination system.

### Solution

Enable deduplication feature first on the destination system, then try to restore again.

## Error Message 10406

This is not supported. The Data Deduplication Feature is not installed. Source volume <parameter>, Destination volume <parameter>.

### Symptom

The restore source volume has been deduplicated, while the deduplication is not enabled on the destination system.

### Solution

Enable deduplication feature first on the destination system, then try to restore again.

## Error Message 10407

Arcserve UDP does not support a restore of data that was backed up from a deduplication-enabled volume <parameter> on a Server 2012 or later to a target volume <parameter> on a system that is running an operating system earlier than Server 2012.

### Symptom

System does not support a restore of data that was backed up from a deduplication-enabled volume on a Server 2012 or later to a target volume on a system that is running an the operating system with a version earlier than Server 2012.

### Solution

The restore target system must be Windows Server 2012 or above to restore file from the source volume that has been deduplication-enabled. Select Windows Server 2012 or above and deduplication-enabled system to do restore.

## Error Message 10408

The restore process failed to mount Volume [<parameter>] because the session [<parameter>] failed to lock. Please verify that there are no other jobs running on this session.

### Symptom

The session is locked by the other job for write. Unable to mount.

### Solution

Verify if another job is running. For example, Merge, Purge job.

## Error Message 10411

The merge job failed.

### Symptom

The merge job failed.

### Solution

Check logs for more details, and re-run the merge job. If the problem persists, contact Arcserve Support.

## Error Message 10419

As the system limitation, file [<parameter>] can not be restored into volume that doesn't support sparse file.

### Symptom

Destination volume does not support sparse file. Unable to restore sparse file.

### Solution

Verify if the destination volume support sparse file.

## Error Message 10420

Failed to mount volume to the directory. The directory must be NTFS volume or ReFS volume.

### Symptom

Failed to mount volume.

### Solution

Make sure the mount point is on NTFS/ReFS volume.

## Error Message 10421

The selected drive letter is already in use by another user. Select another drive letter.

### Symptom

Failed to mount volume.

### Solution

Select an available driver letter.

## Error Message 10422

32bit proxy is not supported any longer.

### Symptom

This is an indication that the current proxy is 32bit which is no longer supported.

### Solution

Configure and switch to a 64bit proxy.

## Error Message 10423

Catalog job failed because of backup destination is under deleting by purge job.

### Symptom

Catalog job failed because of backup destination is under deleting by purge job.

### Solution

Check the purge job.

## Error Message 10424

Failed to generate catalog.

### Symptom

Failed to generate catalog.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10425

Generate catalog file failed because internal error. Please check backup log to confirm if data is in a consistent state. (Volume=[<parameter>], Backup Job ID=[<parameter>])

### Symptom

Generate catalog file failed because internal error.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10426

Failed to generate index file for volume <parameter>.

### Symptom

Failed to generate index file for volume.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10427

Failed to initialize backup destination. (Destination=[<parameter>])

### Symptom

Failed to initialize backup destination.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10428

Failed to initialize backup destination. (Destination=[<parameter>], UserName=[<parameter>]).

### Symptom

Failed to initialize backup destination.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10429

Failed to generate catalog file for volume <parameter> because of something wrong with data. To solve this problem please submit a full backup after performing chkdsk command.

### Symptom

Failed to generate catalog file for volume because of something wrong with data.

### Solution

To solve this problem please submit a full backup after performing chkdsk command.

## Error Message 10430

Generate index file failed, cause available memory is not enough. Currently in used memory is [<parameter>MB], need [<parameter>MB] free memory for this operation.

### Symptom

Generate index file failed, cause available memory is not enough.

### Solution

Please check the memory size.

## Error Message 10431

Generate index file failed, cause physical memory is too small. Currently in used memory is [<parameter>MB], recommend to enlarge memory to at least [<parameter>MB].

### Symptom

Generate index file failed, cause available memory is not enough.

### Solution

Please check the memory size.

## Error Message 10432

Failed to merge sessions.

### Symptom

Failed to merge sessions.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10433

Failed to merge sessions <parameter> and <parameter>.

### Symptom

Failed to merge sessions.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10434**

Failed to move catalog file to session folder.

### **Symptom**

Failed to move catalog file to session folder.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10435**

Failed to run job script for generating catalog because there is no more job script in job queue.

### **Symptom**

Failed to run job script for generating catalog because there is no more job script in job queue.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10436**

Failed to parse job script.

### **Symptom**

Failed to parse job script.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10437**

Failed to merge failed session.

### **Symptom**

Failed to merge failed session.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10438

Failed to save catalog job script to <parameter>. (<parameter>)

**Symptom**

Failed to save catalog job script.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10439

Failed to update cluster map information.

**Symptom**

Failed to update cluster map information.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10440

Failed to update session information.

**Symptom**

Failed to update session information.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 10441

Open virtual disk failed. (Volume=[<parameter>], EC=[<parameter>])

**Symptom**

Open virtual disk failed.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10442**

Read data from virtual disk failed. (Volume=[<parameter>], EC=[<parameter>]).

### **Symptom**

Read data from virtual disk failed.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10443**

Seek data on virtual disk failed. (Volume=[<parameter>], EC=[<parameter>])

### **Symptom**

Seek data on virtual disk failed.

### **Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## **Error Message 10444**

Failed to purge CIFS node: [<parameter>]

### **Symptom**

The specified node failed to be purged.

### **Solution**

Check other activity log or job debug log for more information on the failure.

## **Error Message 10445**

Node data purge job crashed

### **Symptom**

This is an indication that the job cannot complete due to a crash problem.

### **Solution**

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10446

Failed to delete file: [<parameter>].

### Symptom

The specified file failed to be deleted due to specified error.

### Solution

Check the specified file to see if it is in good state. Try to solve the problem according to the given system error message.

## Error Message 10447

Node data purge job failed.

### Symptom

This is an indication that the whole job failed.

### Solution

Check other activity log or job debug log for more information on the failure.

## Error Message 10448

Total number of CIFS nodes that failed to purge: [<parameter>]

### Symptom

This is a total number of failed CIFS nodes.

### Solution

Check other activity log or job debug log for more information on the failures of these nodes.

## Error Message 10449

Unable to delete CIFS node: [<parameter>] because it is currently in use or its backup destination path is not accessible.

### Symptom

The specified node failed to be deleted due to specified error.

### Solution

Check the files under the specified node to see if they are in good state or occupied by other processes.

## Error Message 10450

Failed to purge agent node: [<parameter>]

### Symptom

The specified node failed to be purged.

### Solution

Check other activity log or job debug log for more information on the failure.

## Error Message 10451

Total number of Office 365 Exchange Online nodes that failed to purge: [<parameter>]

### Symptom

This is a total number of failed Office 365 Exchange Online nodes.

### Solution

Check other activity log or job debug log for more information on the failures of these nodes.

## Error Message 10452

Unable to delete Office 365 Exchange Online node: [<parameter>] because it is currently in use or its backup destination path is not accessible.

### Symptom

The specified node failed to be deleted due to specified error.

### Solution

Check the files under the specified node to see if they are in good state or occupied by other processes.

## Error Message 10453

Unable to delete agent node: [<parameter>] because it is currently in use or its backup destination path is not accessible.

### Symptom

The specified node failed to be deleted due to specified error.

**Solution**

Check the files under the specified node to see if they are in good state or occupied by other processes.

## Error Message 10454

Total number of SharePoint Online nodes that failed to purge: [<parameter>]

**Symptom**

This is a total number of failed SharePoint Online nodes.

**Solution**

Check other activity log or job debug log for more information on the failures of these nodes.

## Error Message 10455

Unable to delete SharePoint Online node: [<parameter>]. The node is either currently in use or its backup destination path is not accessible.

**Symptom**

The specified node failed to be deleted due to specified error.

**Solution**

Check the files under the specified node to see if they are in good state or occupied by other processes.

## Error Message 10456

Total number of Host-Based VM nodes that failed to purge: [<parameter>]

**Symptom**

This is a total number of failed Host-Based VM nodes.

**Solution**

Check other activity log or job debug log for more information on the failures of these nodes.

## Error Message 10457

Unable to delete Host-Based VM node: [<parameter>] because it is currently in use or its backup destination path is not accessible.

**Symptom**

The specified node failed to be deleted due to specified error.

**Solution**

Check the files under the specified node to see if they are in good state or occupied by other processes.

## Error Message 10458

The CIFS node [<parameter>] does not exist.

**Symptom**

This is an indication that the specified node does not exist.

**Solution**

Check existence of the specified node. Ignore this warning if it does not exist.

## Error Message 10459

The agent node [<parameter>] does not exist.

**Symptom**

This is an indication that the specified node does not exist.

**Solution**

Check existence of the specified node. Ignore this warning if it does not exist.

## Error Message 10460

The Office 365 Exchange Online node [<parameter>] does not exist.

**Symptom**

This is an indication that the specified node does not exist.

**Solution**

Check existence of the specified node. Ignore this warning if it does not exist.

## Error Message 10462

The Host-Based VM node [<parameter>] does not exist.

**Symptom**

This is an indication that the specified node does not exist.

**Solution**

Check existence of the specified node. Ignore this warning if it does not exist.

## Error Message 10463

Failed to purge Office 365 Exchange node: [<parameter>]

### Symptom

The specified node failed to be purged.

### Solution

Check other activity log or job debug log for more information on the failure.

## Error Message 10464

Failed to purge data from the data store for node [<parameter>], session number [<parameter>].

### Symptom

The specified session in node failed to be purged.

### Solution

Check other activity log or job debug log for more information on the failure.

## Error Message 10465

Failed to purge SharePoint Online node: [<parameter>].

### Symptom

The specified node failed to be purged.

### Solution

Check other activity log or job debug log for more information on the failure.

## Error Message 10466

Failed to purge Host-Based VM node: [<parameter>].

### Symptom

The specified node failed to be purged.

### Solution

Check other activity log or job debug log for more information on the failure.

## Error Message 10485

Failed to create Azure container [<parameter>]. Exception is thrown: [<parameter>].

### Symptom

VSJ job fails to create Azure container.

### Solution

Verify if the internet connection is available between the RPS server and Azure server. Verify that Azure does not shut down for maintenance. Restart the VSJ job later.

## Error Message 10486

Failed to create page blob [<parameter>]. Exception is thrown: [<parameter>].

### Symptom

VSJ job fails to create Azure page blob.

### Solution

Verify if the internet connection is available between the RPS server and Azure server. Verify that Azure does not shut down for maintenance. Restart the VSJ job later.

## Error Message 10487

Failed to connect to node [<parameter>]. Error=[<parameter>]. Error code=[<parameter>]. Verify that the server is up, running, and reachable.

### Symptom

VSJ job cannot connect the proxy server through socket.

### Solution

Verify if the proxy server is running. Verify if the HATransServer.exe process is running. Verify if the network firewall is set correctly. Then, restart the VSJ job.

## Error Message 10488

Cannot connect to the data store on the RPS server.

### Symptom

VSJ job cannot connect to the RPS data store.

**Solution**

Verify if the RPS server is running. Verify if the data store exists. Then, restart the VSB job.

## Error Message 10489

Cannot inject driver as the page blob [<parameter>] doesn't exist.

**Symptom**

VSB job cannot inject driver to the specified Azure page blob because the page blob does not exist.

**Solution**

The page blob may have been accidentally deleted. Restart a new VSB job.

## Error Message 10490

Failed to open incremental VHD file [<parameter>]. Error code [<parameter>].

**Symptom**

Failed to open the incremental VHD file.

**Solution**

VSB needs to open the incremental VHD file created by the Instant VM process to inject driver. Verify if the incremental VHD file exists. View the error code returned by Windows. Restart a new VSB job.

## Error Message 10491

Failed to open backup disk image [<parameter>]. Error code [<parameter>].

**Symptom**

VSB fails to open the backup session or the backup disk in session.

**Solution**

Verify if the RPS server and data store is running in good state. Verify if the specified session is not deleted accidentally. Run an AR job and verify the data in the specified session is in a valid state.

## Error Message 10492

Failed to read data from backup disk image. Error code [<parameter>]. Start quitting the current job.

### **Symptom**

VSF fails to read the backup data from session.

### **Solution**

Verify if the RPS server and data store are running in valid state. Verify if the specified session is not deleted accidentally. Run an AR job and make sure that the data in the specified session is in consistent state.

## **Error Message 10493**

Cannot inject driver as the page blob's session does not match the current session.

### **Symptom**

The session GUID of the current VSB job must match the one stored in the metadata of page blob in Azure. Otherwise data corruption may occur. If the page blob is modified manually or through other tools, the error may occur.

### **Solution**

Submit a full backup job. To fix the issue, a new VSB job is triggered after the backup job is complete.

## **Error Message 10494**

A VMware VDDK error has occurred. Error message [<parameter>]. Error code [<parameter>].

### **Symptom**

VMware VDDK reports error when VSB invokes it to write .vmdk file.

### **Solution**

Verify if the VMware server is running in a valid state. Verify if the network connection is established. Try enforcing VDDK NBD mode in registry. Then, restart the VSB job.

## **Error Message 10495**

Failed to open [<parameter>]. Error code [<parameter>].

### **Symptom**

VSF job fails to open BackupInfo.xml stored in data store.

### **Solution**

Verify if the RPS server and data store are running. Verify if the specified XML file exists. Verify if the specified session is available and not deleted. Restart the VSB job.

## Error Message 10496

Failed to validate session password.

### Symptom

Session password is not correct.

### Solution

Set correct session password in UDP Console. Then, restart the VSB job.

## Error Message 10497

Many errors occurred during conversion. Please verify the network status.

### Symptom

Multiple network errors detected. VSB job will stop retrying and quit the current job.

### Solution

Verify if the internet connection is available between the RPS server and Azure server. Make sure Azure does not shutdown for maintenance. Restart the VSB job later.

## Error Message 10498

An unknown error occurred. Contact Arcserve Support.

### Symptom

Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10499

Memory allocation failed: out of memory. Contact Arcserve Support.

### Symptom

Memory allocation failed. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10500

One of the parameters was invalid. Contact Arcserve Support.

### Symptom

One of the parameters was invalid. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Messages from 10501 to 10600

This section includes the following error messages:

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## Error Message 10501

A file <parameter> was not found. Please trigger a new virtual machine recovery job.

### Symptom

File was not found. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10502

This function cannot be performed because the handle is executing another function. Contact Arcserve Support.

### Symptom

Unable to perform the function. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10503

The operation is not supported. Contact Arcserve Support.

### Symptom

Job not supported. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10504

A file access error occurred on the host or guest operating system, <parameter>. Start a new virtual machine recovery job.

**Symptom**

Unable to access file on the host or guest operating system. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10505

An error occurred while writing a file <parameter>; the disk is full. The data was not saved. There is not enough space in the data store. To correct this problem, free disk space.

**Symptom**

The data was not saved. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10506

The file <parameter> is write-protected. Start a new virtual machine recovery job.

**Symptom**

The file is write-protected. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10507

You do not have access rights to this file <parameter>. Verify that the SAN is configured properly on the proxy machine. Then start a new virtual machine recovery job.

**Symptom**

Access right to file denied. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10508

The VMFS file system does not support sufficiently large files. The disk file is greater than 2TB.

**Symptom**

VMFS file system does not support very large files. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10509

The system returned an error. Communication with the virtual machine may have been interrupted. Contact Arcserve Support.

**Symptom**

Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10510

The file <parameter> is too big for the file system. Verify the maximum file size supported by the version of VMFS. The disk file is greater than 2TB.

**Symptom**

The file is too big for the file system. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10511

The request refers to an object that no longer exists or never existed. Contact Arcserve Support.

**Symptom**

The request refers to an object that does not exist. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10512

Unable to connect to the host <parameter>. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to network.

**Symptom**

Unable to connect to the host. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10513

This operation is not supported with the current license. Verify that the license is installed.

**Symptom**

Operation not supported with the current license. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10514

Unable to communicate with the virtual machine's host; it appears to be disconnected. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to network.

**Symptom**

Unable to communicate with the virtual machine's host. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10515

The handle is not a valid VIX object. Contact Arcserve Support.

### Symptom

The handle is not a valid VIX object. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10516

The operation is not supported on this type of handle. Contact Arcserve Support.

### Symptom

The operation is not supported on this type of handle. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10517

There are too many handles open. Contact Arcserve Support.

### Symptom

Too many handles open. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10518

Invalid file - a required section of the file is missing. Contact Arcserve Support.

### Symptom

Invalid file. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10519

A timeout error occurred. Verify that the vSphere proxy machine and ESX/vCenter server are connected to network.

### Symptom

Timeout error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10520

Insufficient permissions for the operating system on host <parameter>. Verify that the user name and password are correct.

### Symptom

Insufficient permissions for the operating system on host. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10521

The virtual machine is blocked waiting for a user operation. Verify that the virtual machine user operation pending pop up in VI Client. Contact Arcserve Support.

### Symptom

The virtual machine is blocked waiting for a user operation. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10522

The command is not allowed by this login type. Contact Arcserve Support.

### Symptom

The command is not allowed. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10523

The virtual machine cannot be found. Contact Arcserve Support.

### Symptom

Virtual machine cannot be found. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10524

The operation is not supported for this virtual machine version. Contact Arcserve Support.

### Symptom

Operation is not supported for this virtual machine version. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10525

The virtual machine was loaded previously. Contact Arcserve Support.

### Symptom

The virtual machine was loaded previously. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10526

Disk sector size check failed. Perform a full backup.

### Symptom

Failed to check disk sector size. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10527

Error in protocol. Contact Arcserve Support.

### Symptom

Protocol error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10528

Unable to create socket. Verify that proxy and the host can communicate with each other via the network. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to the network.

### Symptom

Unable to create socket. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10529

The specified server <parameter> cannot be contacted. Verify that the network connection and port setting of the ESX or vCenter server are configured properly.

### Symptom

Unable to contact the server. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10530

The server <parameter> refused the connection. Verify that the network connection and port setting of the ESX or vCenter server are configured properly. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to the network.

### Symptom

Unable to contact the server. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10531

A communication error occurred. Verify that the proxy and the host can communicate with each other via the network. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to the network.

### Symptom

Unable to communicate between the proxy and the host. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10532

The connection was lost. Verify that the ESX/vCenter server can communicate via the network. Try reconnecting. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to the network.

### Symptom

Connection lost. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10533

VDDK write failed with error NBD\_ERR\_HASHFILE\_VOLUME. Contact Arcserve Support.

### Symptom

VDDK write failed. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10534

VDDK write failed with error NBD\_ERR\_HASHFILE\_INIT. Contact Arcserve Support.

### Symptom

VDDK write failed. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10535

One of the parameters supplied is invalid. Contact Arcserve Support.

**Symptom**

Invalid parameter. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10536

The disk library was not initialized. Contact Arcserve Support.

**Symptom**

Failed to initialize disk library. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10537

The called function requires the virtual disk to be opened for I/O. Contact Arcserve Support.

**Symptom**

Virtual disk is not opened for I/O. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10538

The called function cannot be performed on partial chains. Open the parent virtual disk. Contact Arcserve Support.

**Symptom**

Unable to perform the function on partial chains. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10539

The specified virtual disk needs repair. Contact Arcserve Support.

### Symptom

Virtual disk needs repair. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10540

You requested access to an area of the virtual disk that is out of bounds. Contact Arcserve Support.

### Symptom

Area of the virtual disk out of bounds. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10541

The parent virtual disk was modified after the child was created. Verify that the parent disk was not corrupted by another operation.

### Symptom

Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10542

The specified virtual disk cannot be shrunk because it is not the parent disk. Contact Arcserve Support.

### Symptom

Unable to shrink virtual disk. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10543

The version supported by this program. Contact Arcserve Support.

### Symptom

Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10544

The parent of this virtual disk could not be opened. Contact Arcserve Support.

### Symptom

Unable to open parent folder of the virtual disk. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10545

The specified feature is not supported by this version. Contact Arcserve Support.

### Symptom

Current version does not support the feature. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10546

One or more required keys were not provided. Contact Arcserve Support.

### Symptom

Required key is missing. Error reported by VMware VDDK.

### Solution

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10547

An unencrypted child of the encrypted disk will not be created without an explicit request. Contact Arcserve Support.

**Symptom**

Unable to create an unencrypted child of the encrypted disk. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10548

Not an encrypted disk. Contact Arcserve Support.

**Symptom**

Unencrypted disk. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10549

No keys supplied for encrypting disk. Contact Arcserve Support.

**Symptom**

Keys not supplied for encrypting disk. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10550

The partition table is invalid. Contact Arcserve Support.

**Symptom**

Invalid partition table. Error reported by VMware VDDK.

**Solution**

Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10551

Only sparse extents with embedded descriptors may be encrypted. Contact Arcserve Support.

**Symptom**

All extents with embedded descriptors may not be encrypted.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10552

Not an encrypted descriptor file. Contact Arcserve Support.

**Symptom**

Not an encrypted descriptor file.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10553

The file system is not VMFS. Contact Arcserve Support.

**Symptom**

The file system is not VMFS.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10555

The limit for open files on the host was exceeded. The disk file is greater than 2TB.

**Symptom**

Exceeded the limit for open files on the host.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10556

Too many levels of redo logs. Contact Arcserve Support.

**Symptom**

Too many levels of redo logs.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10557

The physical disk is too small. Contact Arcserve Support.

### Symptom

The physical disk is too small.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10558

The disk chain is not valid: cannot mix hosted and managed style disks in the same chain. Contact Arcserve Support.

### Symptom

Invalid disk chain.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10559

The specified key is not found in the disk data base. Contact Arcserve Support.

### Symptom

The specified key is not found in the disk data base.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10560

One or more of the required subsystems failed to initialize. Contact Arcserve Support.

### Symptom

One or more of the required subsystems failed to initialize.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10561

An invalid connection handle error occurred. Contact Arcserve Support.

**Symptom**

Invalid connection handle error.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10562

A disk encoding error occurred. Contact Arcserve Support.

**Symptom**

Disk encoding error.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10563

The disk is corrupted and unrepairable. Contact Arcserve Support.

**Symptom**

The disk is corrupted and unrepairable.

**Solution**

VMware VDDK reports an error. Retry the job. If the error persists, contact Arcserve Support.

## Error Message 10564

The specified file is not a virtual disk. Contact Arcserve Support.

**Symptom**

The specified file is not a virtual disk.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10565

The host is not licensed for this feature. Contact Arcserve Support.

### Symptom

The host is not licensed for this feature.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10566

The device does not exist. Contact Arcserve Support.

### Symptom

The device does not exist.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10567

The operation is not supported on this type of device. Contact Arcserve Support.

### Symptom

The operation is not supported on this type of device.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10568

Cannot connect to host. Verify that the proxy and the ESX/vCenter server can communicate with each other via the network. Verify that the vSphere proxy machine and the ESX/vCenter server are connected to the network.

### Symptom

Cannot connect to the host.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10569

File <parameter> name too long. Contact Arcserve Support.

**Symptom**

File name is too long.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10570

The VMDK IO connection failed. VMware reported the following error: <parameter>. For more information, see the debug log <parameter>. If necessary, contact Arcserve Support.

**Symptom**

The VMDK IO connection failed.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10571

Unable to open VMDK file <parameter>. VMware reported the following error: <parameter>. For more information, see the debug log <parameter>. If necessary, contact Arcserve Support.

**Symptom**

Unable to open VMDK file.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10572

Unable to open VMDK file <parameter>. VMware reported the following error: <parameter>. It can also be caused by network connection problems to ESX(i) server. For more information, see the debug log <parameter>. If necessary, contact Arcserve Support.

### Symptom

Unable to open VMDK file.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10573

Unable to read from VMDK file <parameter>. VMware reported the following error: <parameter>. For more information, see the debug log <parameter>. If necessary, contact Arcserve Support.

### Symptom

Unable to read from VMDK file.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10574

VM recovery job was unable to read the D2D backup session. The session may be inaccessible or corrupt. To correct the problem, submit a new backup job using the new backup session. If the problem persists, contact Arcserve Support.

### Symptom

VM recovery job was unable to read the backup recovery point.

### Solution

Recovery point is either inaccessible or corrupt. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10575

An error occurred while reading source session. For more information, see the VM recovery logs located in <parameter>\Logs. Additionally, see Troubleshooting in the User Guide.

### Symptom

Error in reading the source recovery point

### Solution

VM recovery job was unable to read the backup recovery point. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10576

Unable to create directory <parameter> in the guest operating system on the virtual machine. VMware VIX reports error: <parameter>.

### Symptom

Unable to create directory in the guest operating system on the virtual machine.

### Solution

Error reported by VMware vSphere SDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10577

Unable to delete directory <parameter> in the guest operating system on the virtual machine. VMware VIX reports error: <parameter>.

### Symptom

Unable to delete directory in the guest operating system on the virtual machine.

### Solution

Error reported by VMware vSphere SDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10578

The application will backup all the blocks for VMDK <parameter> because VMware cannot retrieve the used blocks if there are snapshots when enabling changed block tracking on the virtual machine.

### Symptom

The application backs up all the blocks for VMDK.

**Solution**

This error is a limitation of VMware CBT. Remove all snapshot of the VM and reset CBT again.

## Error Message 10579

The VMDK files of the virtual machine cannot be opened. The VMDK files may be migrating using Storage vMotion or a maintenance task is in progress. The backup of the virtual machine cannot continue until the current operation completes.

**Symptom**

Cannot access the VMDK files of virtual machine.

**Solution**

If the virtual machine is being migrated, retry the job after migration. If the error is not resolved, contact Arcserve Support.

## Error Message 10580

VMware cannot retrieve the used blocks of data for full backups when changed block tracking was reset while virtual machine snapshots were present.

**Symptom**

VMware cannot retrieve the used blocks of data for full backups when changed block tracking was reset while virtual machine snapshots were present.

**Solution**

This error is a limitation of VMware CBT. Remove all snapshot of the VM and reset CBT again.

## Error Message 10581

VMware does not support application-level quiescing of Windows 2008 and later virtual machines with dynamic disks that are running on ESX server 4.1 or later.

**Symptom**

VMware does not support application-level quiescing of virtual machines having Windows 2008 and later with dynamic disks that are running on ESX server 4.1 or later.%0

**Solution**

This error is a limitation of VMware. Remove dynamic disks inside VM.

## Error Message 10582

ESX server <parameter> is in maintenance mode. Try backup later after maintenance completes.

### Symptom

Unable to perform backup while ESX host is in the maintenance mode.

### Solution

Retry backup later after completion of maintenance.

## Error Message 10583

The user-defined transport mode <parameter> is not available. The backup job will use the best available transport mode.

### Symptom

The specified transport mode is not available and Arcserve UDP selects another transport mode automatically.

### Solution

No solution.

## Error Message 10584

The snapshot of the virtual machine cannot be deleted at this time; it will be deleted the next time a backup job runs.

### Symptom

Unable to delete the snapshot created by Arcserve UDP for backup.

### Solution

No action needed.

## Error Message 10585

The VMDK IO cleanup operation failed. VMware reported the following error: <parameter>. For more information, see the debug log <parameter>. If necessary, contact Arcserve Support.

### Symptom

The VMDK IO cleanup job failed.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10586

An unknown error has occurred. See the VDDK debug log file: <parameter>.

### Symptom

Unknown error.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 10587

Failed to dismount volume [<parameter>], the error message is [<parameter>].

### Symptom

Assured Recovery with the IVHD method failed to dismount the dummy virtual disk files.

### Solution

The assured recovery process may have failed to read data during mentioned period of time. Verify if the network connection to the datastore works properly. The remaining files will be automatically deleted later by the UDP Agent service.

## Error Message 10588

Failed to set mount point for volume [<parameter>], the error message is [<parameter>].

### Symptom

Cannot set the mount point for the assured recovery job.

### Solution

Follow the instruction provided in the error message.

## Error Message 10589

The credential of the node [<parameter>] is not provided. Please provide the credential for this node by updating node in Console.

### Symptom

Invalid credential provided for node.

**Solution**

For the virtual machine of VMware, the user credential is supposed to be acquired to log on to the virtual machine to execute the custom script. Provide the valid credential by updating the node.

## Error Message 10590

Failed to validate virtual machine [<parameter>] user credentials. Please provide the correct user credentials by updating node [<parameter>] in Console. Error message: <parameter>.

**Symptom**

Failed to validate virtual machine user credentials.

**Solution**

For the virtual machine of VMware, the user credential is supposed to be acquired to log on to the virtual machine to execute the custom script. Provide the valid credential by updating the node.

## Error Message 10591

Failed to verify the volume [<parameter>] file system. The original volume file system is [<parameter>] and the current volume file system is [<parameter>].

**Symptom**

Operating system failed to recognize the mounted volume.

**Solution**

Perform the following steps:

1. Check the data integrity by mounting the recovery point.
2. For the VMware based job, contact Arcserve Support to disable the corresponding writers.
3. Perform a full session backup.

## Error Message 10592

Failed to verify the volume [<parameter>] size. The original volume size is [<parameter>] and the current volume size is [<parameter>], the error message is [<parameter>].

**Symptom**

The mounted volume size is not the expected value according to the backup volume information.

**Solution**

Check the corresponding volume size in the Adrconfigure.xml and the mounted volume size.

## Error Messages from 10601 to 10700

This section includes the following error messages:

---

### Error Message 10617

The NFS share folder [<parameter>] cannot be included in or include another existing NFS share folder.

**Symptom**

The selected folder could not be set as a NFS shared folder.

**Solution**

There is a limitation of NFS implementation on Windows. If there is a folder has been set as a shared NFS folder. Its child or parent folder could not be set as a shared NFS folder any more. Select another folder and try again.

### Error Message 10618

The folder [<parameter>] will be enabled for NFS sharing. It cannot be either part of or include another existing NFS share folder [<parameter>]. Select another folder and try again.??

**Symptom**

The selected folder could not be set as a NFS shared folder.

**Solution**

There is a limitation of NFS implementation on Windows. If there is a folder has been set as a shared NFS folder. Its child or parent folder could not be set as a shared NFS folder any more. Select another folder and try again.

### Error Message 10619

Failed to create cluster group <parameter> for virtual machine <parameter>.

**Symptom**

The cluster group cannot be created.

**Solution**

Verify the status of Microsoft Failover Cluster and the owner of the cluster. Verify the log file to find more details.

## Error Message 10620

The cluster [<parameter>] does not contain a suitable ESX/ESXi host to start the virtual machine.

**Symptom**

All the ESX/ESXi hosts are not qualified to start the virtual machine.

**Solution**

Verify the status for ESX/ESXi hosts under the cluster. At least one host should be in the running status.

## Error Message 10621

The previous job is crashed. Try to remove virtual machine [<parameter>].

**Symptom**

The previous job crashed.

**Solution**

As the message shows, the previous virtual machine will be deleted. This message is just a prompt action information.

## Error Message 10622

The recovery server must be a 64-bit Windows server operating system (Windows Server 2008 R2 or later). The current recovery server [<parameter>] is <parameter>-bit <parameter>.

**Symptom**

The required recovery server should run in a 64-bit Windows with at least Windows Server 2008 R2 or later.

**Solution**

Follow the message and use appropriate server as the recovery server.

## Error Message 10623

The volume [<parameter>] file system is <parameter>. To create a sparse file, you must select a folder on an NTFS or ReFS volume.??

### Symptom

As the message shows, the file system does not support sparse file.

### Solution

Please select a folder on an NTFS or ReFS volume and try again.

## Error Message 10624

The volume [<parameter>] file system is <parameter>. As a result, it does not support creation of a file larger than 4GB.

### Symptom

Cannot create a file larger than 4GB.

### Solution

As the message shows, it 's possible that the file system is FAT32, whose latest file is no more than 4 GB. Select another larger volume and try again.

## Error Message 10625

The volume [<parameter>] file system is <parameter>. As a result, it does not support creation of a NFS share folder. The NFS share folder must be created on a NTFS volume.

### Symptom

The current volume does not support creation of a NFS share folder. The NFS share folder must be created on a NTFS volume.

### Solution

Please employ the NTFS volume format to create the destination folder.

## Error Message 10626

The volume [<parameter>] file system is unknown. Please check if the volume is a floppy disk.

### Symptom

Unknown volume file system.

**Solution**

Verify if the volume is a floppy disk.

## Error Message 10627

The heartbeat of virtual machine <parameter> is not detected in <parameter> seconds. Please verify if the virtual machine integration tools are correctly installed.

**Symptom**

The heartbeat of virtual machine is not detected during the specified seconds.

**Solution**

Verify if the virtual machine integration tools are properly installed.

## Error Message 10628

Failed to check file system of volume [<parameter>]. Error message: <parameter>.

**Symptom**

Unknown file system used during the pre-run check.

**Solution**

Use another folder in different volume.

## Error Message 10629

Failed to get the administrator account of host <parameter>.

**Symptom**

Failed to get the administrator account of host.

**Solution**

View the error message.

## Error Message 10630

Failed to take cluster group <parameter> online.

**Symptom**

Unable to take the cluster group online in the cluster.

**Solution**

Verify that the owner of the current cluster has not changed to other cluster node from the selected proxy server.

## Error Message 10631

Failed to take cluster group <parameter> of virtual machine <parameter> offline.

### Symptom

Unable to take the cluster group offline in the cluster.

### Solution

Verify that the owner of the current cluster has not changed to other cluster node from the selected proxy server.

## Error Message 10632

Failed to update the run custom script status for virtual machine: <parameter>.

### Symptom

Unable to view the result of the custom script.

### Solution

Verify if the virtual machine is running, and then start an instant virtual machine to execute the script to view the result.

## Error Message 10633

Failed to update heartbeat status of virtual machine: <parameter>.

### Symptom

Unable to get the heartbeat status of the virtual machine.

### Solution

Verify that the virtual machine has started successfully and the integration service is installed.

## Error Message 10634

Data inconsistency is detected for data transferring over network.

### Symptom

This is an indication that the network to RPS is unreliable.

### Solution

Fix any faulty hardware in the network or switch to another reliable network.

## Error Message 10635

Failed to communicate with deduplication <parameter> on server <parameter>.  
Network error = [<parameter>].

### Symptom

Failed to communicate with deduplication on server.

### Solution

The network error indicates a network failure and the job failed to connect to RPS. Verify and fix network problem according to the given error message. If already not in the running state, restart the related data store on RPS.

## Error Message 10636

This job is not allowed because of a conflict with another job. .

### Symptom

Current job cannot be launched because a conflict job is running.

### Solution

Retry after the conflict job finishes.

## Error Message 10637

This data store configuration is invalid.

### Symptom

This is an indication of an invalid data store configuration.

### Solution

Import the data store again to generate a new configuration.

## Error Message 10638

Disk is full.

### Symptom

This is an indication that the disk which holds one of the data store paths is full.

### Solution

Clean up the full disk to make more free space for data store.

## Error Message 10639

FAILED TO COMPRESS DATA

### Symptom

The deduplication data store fails to compress data.

### Solution

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10640

FAILED TO LOAD ZIP LIBRARY

### Symptom

The deduplication data store fails to load compression library.

### Solution

Upgrade or reinstall the product to repair the library file.

## Error Message 10641

Insufficient memory.

### Symptom

Memory is not sufficient when backing up to deduplication data store.

### Solution

Clean up physical memory and guarantee enough memory resource for the job.

## Error Message 10642

Invalid parameter.

### Symptom

This is an indication of a job failure due to an internal invalid parameter.

### Solution

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10643

The requested operation is invalid.

### Symptom

This is an indication of a job failure due to an internal invalid request.

### Solution

Check job debug log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10644

Failed to lock file. The file may currently be in use.

### Symptom

This is an indication that merge job fails to create a lock for certain file in deduplication data store.

### Solution

Check if there are other ongoing jobs and try again later after they finish.

## Error Message 10645

This version of the agent is not supported.

### Symptom

This is an indication that the version of agent is incompatible with that of RPS.

### Solution

Check the version of backup agent or proxy and make sure it is consistent with the version of RPS.

## Error Message 10646

The operations for this file (create, close, read, write) failed.

### Symptom

Error is reported by file system when operating on certain file in deduplication data store. This is often an indication of a system or hardware problem.

### Solution

Check deduplication data store logs on RPS for more information on the problematic file. Check the file to see if it is in good state and check network if the file is

on a remote share location. Check system event log to find more information provided by system.

## Error Message 10647

The operations on hash database (search, insert) failed.

### Symptom

This is an indication that hash role of deduplication data store fails to handle some operations.

### Solution

Check deduplication data store hash role log for more information. Contact Arcserve Support for technical assistance.

## Error Message 10648

An error has occurred from deduplication <parameter> on server <parameter>. Error message = [<parameter>].

### Symptom

Error reported by the deduplication data store.

### Solution

View specified error message and deduplication data store logs for more information.

Log location: "\\Engine\\Logs" directory on the Recovery Point Server.

File name format:

- GDDServer-<Data Store Name>-DataRole.log
- GDDServer-<Data Store Name>-HashRole.log
- GDDServer-<Data Store Name>-IndexRole.log

**Note:** Contact Arcserve Support for further technical assistance.

## Error Message 10649

SYSTEM CALL FAILED

### Symptom

Error is reported by system in deduplication data store. This is often an indication of a system or hardware problem.

### Solution

Check deduplication data store logs on RPS for more information. Check system event log to find more information provided by system.

## Error Message 10650

System call returns an error.

### Symptom

Error is reported by system in deduplication data store. This is often an indication of a system or hardware problem.

### Solution

Check deduplication data store logs on RPS for more information. Check system event log to find more information provided by system.

## Error Message 10651

Unable to access file.

### Symptom

The deduplication data store failed to access certain file.

### Solution

Check deduplication data store logs on RPS for more information. Check system event log to find more information provided by system.

## Error Message 10652

Unexpected data size detected from this server.

### Symptom

The deduplication data store detected size mismatch in some internal data structures.

### Solution

Check deduplication data store logs on RPS for more information. Contact Arcserve Support for technical assistance.

## Error Message 10653

Unexpected error.

### Symptom

The deduplication data store met some unexpected error.

**Solution**

Check deduplication data store logs on RPS for more information. Contact Arcserve Support for technical assistance.

## Error Message 10654

An unknown internal error has occurred.

**Symptom**

The deduplication data store met some internal error.

**Solution**

Check deduplication data store logs on RPS for more information. Contact Arcserve Support for technical assistance.

## Error Message 10655

Failed to communicate with deduplication <parameter> on server <parameter>.

**Symptom**

This is an indication of a network failure and the job failed to connect to RPS.

**Solution**

Check and fix network problem. Restart the related data store on RPS if it is not in running state.

## Error Message 10656

Unexpected error [<parameter>] from deduplication <parameter> on server <parameter>.

**Symptom**

The deduplication data store met some unexpected error.

**Solution**

Check deduplication data store logs on RPS for more information. Contact Arcserve Support for technical assistance.

## Error Message 10657

The asynchronous sending method has encountered the internal error.

**Symptom**

The asynchronous sending method has encountered internal error.

**Solution**

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10658

The asynchronous sending has not get the expected reply from the server within the timeout period.

**Symptom**

The asynchronous sending has not received the expected reply from the server within the timeout period.

**Solution**

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs.

## Error Message 10659

The configuration file format is incorrect.

**Symptom**

The configuration file format is incorrect.

**Solution**

Verify the communication configuration.

## Error Message 10660

An attempt to connect the server timed out without establishing a connection.

**Symptom**

An attempt to connect the server timed out without establishing a connection.

**Solution**

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10661

The client context or the server context is incorrect.

**Symptom**

The client context or the server context is incorrect.

**Solution**

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10662

An invalid file command was caught.

### Symptom

An invalid file command.

### Solution

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10663

Unable to load the file interface.

### Symptom

Unable to load the file interface.

### Solution

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10664

The target file size is larger than source size.

### Symptom

The target file size is larger than the source size.

### Solution

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10666

The size of GDD configure file is too large. The limit is 4MB.

### Symptom

Datastore configuration file error.

### Solution

Verify the network connection.

## Error Message 10667

An existing connection was forcibly closed by the remote host.

### Symptom

An existing connection was forcibly closed by the remote host.

**Solution**

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10668

The system cannot allocate the needed memory.

**Symptom**

The system cannot allocate required memory.

**Solution**

Verify available system memory.

## Error Message 10669

The received packet is out of sequence.

**Symptom**

The received packet is out of sequence.

**Solution**

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10670

The proxy server requires user credential to authenticate.

**Symptom**

Proxy authentication required.

**Solution**

Verify proxy settings.

## Error Message 10671

Attempt to connect the proxy server failed. Please make sure the proxy configuration is correct and can connect to the destination server.

**Symptom**

Attempt to connect to the proxy server failed.

**Solution**

Verify if the proxy configuration is correct and can connect to the destination server.

## Error Message 10672

The server is down or not available.

### Symptom

The server is down or not available.

### Solution

View log files at C:\Program Files\Arcserve\Unified Data Protection\Engin\logs

## Error Message 10674

The asynchronous sending has not get the expected reply from the server within the timeout period.

### Symptom

The asynchronous sending has not received the expected reply from the server within the timeout period.

### Solution

Verify the network connection.

## Error Message 10679

Connection broken.

### Symptom

The network connection is broken.

### Solution

Verify the network connection.

## Error Message 10680

Connection to remote server is closed.

### Symptom

Connection handshake error.

### Solution

Verify the network connection.

## Error Message 10682

An existing connection was forcibly closed by the remote host.

### Symptom

Connection is reset.

### Solution

Verify the network connection.

## Error Message 10683

A request to send or receive data was disallowed because the socket had already been shut down in that direction with a previous shutdown call.

### Symptom

Connection is shut down.

### Solution

Verify the network connection.

## Error Message 10685

Connection handshake error occurred.

### Symptom

SSL connection failed.

### Solution

Verify SSL connection.

## Error Message 10689

A socket operation encountered a dead network.

### Symptom

Server connection is down.

### Solution

Verify the network connection.

## Error Message 10690

An operation on a socket could not be performed because the system lacked sufficient buffer space or because a queue was full.

### Symptom

Insufficient memory.

### Solution

Verify available system memory.

## Error Message 10694

A connection attempt failed because the connected party did not properly respond after a period of time.

### Symptom

Network connection timed out.

### Solution

Verify the network connection.

## Error Message 10695

Connection timeout.

### Symptom

Network connection timed out.

### Solution

Verify the network connection.

## Error Message 10699

Failed to start the data store because the configuration file access is denied. Please have a try after few minutes.

### Symptom

Failed to start the data store.

### Solution

Verify the backup destination folder accessing status.

## Error Message 10700

Failed to copy the hash files from the source hash path <parameter> to the destination hash path <parameter>. System error=[<parameter>].

### Symptom

Failed to copy the hash database to a new location when changing hash folder.

### Solution

Verify if the previous/new hash folder has the accessing status.

## Error Messages from 10701 to 10800

This section includes the following error messages:

---

## Error Message 10701

Not enough free space exists in the destination hash path: <parameter>.

### Symptom

Failed to copy the hash database to a new location due to insufficient space.

### Solution

Free space from the new hash folder.

## Error Message 10702

Failed to lock the data store "<parameter>", verify the network connection to the data store.

### Symptom

Failed to start or Import the data store as the data store locker is missing.

### Solution

Verify the backup destination folder accessing status and restart data store management service.

## Error Message 10703

Failed to lock data store "<parameter>" because it is already owned by another server "<parameter>". The data store is stopped automatically.

### Symptom

Failed to start data store because its ownership doesn't belong to it.

**Solution**

The data store is acquired by other RPS. Try to import the data store and modify again.

## Error Message 10704

Failed to modify data store "<parameter>" because it is owned by another server "<parameter>".

**Symptom**

Failed to modify the data store due to invalid ownership.

**Solution**

The data store is acquired by other RPS. Try to import the data store and modify again.

## Error Message 10705

Failed to start data store "<parameter>" because the destination path has been taken over by other data store.

**Symptom**

Failed to start the data store as its folder is used by other RPS.

**Solution**

Try to import the data store and restart.

## Error Message 10706

Failed to start the deduplication data store "<parameter>" because the physical memory is not sufficient on the current server. You must have at least <parameter> MB of free physical memory space to start the data store.

**Symptom**

Failed to start the data store due to insufficient memory.

**Solution**

Increase the physical memory or free spaced used by memory.

## Error Message 10707

Failed to start data store "<parameter>" because it is owned by another server "<parameter>".

### Symptom

Failed to start data store because its components are acquired by other RPS.

### Solution

Try to import the data store and restart.

## Error Message 10708

Failed to start data store "<parameter>" because an invalid Windows user name or an invalid password was provided. Update node and retry manually.

### Symptom

Failed to start the data store due to invalid Windows credentials.

### Solution

Update RPS node with the new correct Windows credentials.

## Error Message 10709

Failed to start the data store because an invalid Windows user name or an invalid password was provided. Update node and retry manually.

### Symptom

Failed to start the data store due to invalid Windows credentials.

### Solution

Update RPS node with the new correct Windows credentials.

## Error Message 10710

Failed to import the data store because no valid configuration information was retrieved from the backup destination folder.

### Symptom

Failed to import the data store for invalid configuration.

### Solution

Verify if the data store backup folder is valid.

## Error Message 10711

Failed to import the data store because it is locked by server: "<parameter>".

### Symptom

Failed to import the data store because the locker is acquired by other RPS.

### Solution

Delete the data store from the hint RPS name and then try to import the data store to current RPS.

## Error Message 10712

Failed to import the data store because the path is inaccessible.

### Symptom

Failed to import the data store for invalid path.

### Solution

Verify if the data store backup folder is valid.

## Error Message 10713

Failed to import the data store because the specified path is already being used by another data store.

### Symptom

Failed to import the data store because the folder is acquired by other RPS.

### Solution

Delete the data store from the hint RPS name and then try to import the data store to current RPS.

## Error Message 10714

Failed to import the data store because an invalid data store password was provided.

### Symptom

Failed to import the encrypted data store due to invalid password.

### Solution

Enter the correct password for the data store and try to import again.

## Error Message 10715

Failed to import the data store because the data store could not be locked. Check that the lock file "DSExc.lck" (located in the destination path) is accessible.

### Symptom

Failed to import the data store as the locker is invalid.

### Solution

Verify if the lock file "DSExc.lck" is accessible.

## Error Message 10716

Failed to import the data store for the assigned physical memory is larger than actual one.

### Symptom

Failed to import data store for assigned physical memory is larger than actual one.

### Solution

Check actual physical memory and input valid one.

## Error Message 10717

Failed to import the data store because the assigned physical memory space is insufficient.

### Symptom

Failed to import the data store because the required physical memory is not adequate.

### Solution

Free space from the memory used by other applications or increase the physical memory.

## Error Message 10718

Failed to import the data store because invalid data store paths were provided. Check the data store paths and try again.

### Symptom

Failed to import the data store for invalid path.

### Solution

Verify if the data store backup folder is valid.

## Error Message 10719

Failed to import the data store because the data consistency between the destination folder and the paths for the hash/data/index role do not match. Verify the paths point to the corresponding folders.

### Symptom

Failed to import the data store for invalid data store path.

### Solution

Verify the data store folder and the paths for the hash/data/index role.

## Error Message 10720

Failed to import the data store because invalid data role path was provided. Check the data store paths and try again.

### Symptom

Failed to import the data store for invalid data role path.

### Solution

Verify the data role folder.

## Error Message 10721

Failed to import the data store because invalid hash role path was provided. Check the data store paths and try again.

### Symptom

Failed to import the data store for invalid hash role path.

### Solution

Verify the hash role folder.

## Error Message 10722

Failed to import the data store because invalid index role path was provided. Check the data store paths and try again.

### Symptom

Failed to import the data store for invalid index role path.

### Solution

Verify the index role folder.

## Error Message 10723

The Data Store Management Service fail to start on Recovery Point Server "<parameter>".

### Symptom

Data store management service failed to start.

### Solution

View Windows event to check the details.

## Error Message 10724

The Data Store Management Service fail to Stop on Recovery Point Server "<parameter>".

### Symptom

Data store management service failed to stop.

### Solution

View Windows event to check the details.

## Error Message 10725

Failed to create the new deduplication data store "<parameter>". The maximum number (<parameter>) of deduplication data stores has been reached.

### Symptom

Failed to create new deduplication data store as the maximum number of data store count has already been reached.

### Solution

If maximum deduplication data store count is reached, creating new data store is not possible.

## Error Message 10726

Failed to start data store "<parameter>" because of an invalid data store path. Verify the verification files exist and have not been changed in the backup destination folder or any of the deduplication folders.

### Symptom

Failed to start the data store because some components are missing.

**Solution**

Verify the verification files in the data store folder.

## Error Message 10727

Failed to start the data store because of an invalid data store path. Verify the verification files exist and have not been changed in the backup destination folder or any of the deduplication folders.

**Symptom**

Failed to start the data store because either some components are missing, or information is not matched.

**Solution**

Verify the verification and configuration files in the data store folder.

## Error Message 10728

The <parameter> of "<parameter>": Data store is out of service.

**Symptom**

The deduplication data store ran into an abnormal state and could not provide service.

**Solution**

Check deduplication data store status and logs to identify the reason of this abnormal status. Eliminate the problem and restart the data store.

## Error Message 10729

The <parameter> of "<parameter>": Data store is experiencing a problem. As a result, only a restore job is allowed.

**Symptom**

The deduplication data store ran into an abnormal state and could only allow restore job.

**Solution**

Check deduplication data store status and hash role log to identify the reason of this abnormal status. Eliminate the problem and restart the data store.

## Error Message 10730

The <parameter> of "<parameter>": <parameter> is not accessible.

### Symptom

One or more paths of the deduplication data store could not be accessed.

### Solution

Check the availability of the paths.

## Error Message 10731

The <parameter> of "<parameter>": Failed to create <parameter>. Error=[<parameter>].

### Symptom

The deduplication data store failed to create specified folder.

### Solution

Check the specified folder and its parent folder to find the cause of failure according to the given error message.

## Error Message 10732

The <parameter> of "<parameter>": <parameter> is not accessible.

### Symptom

The deduplication data store failed to access the specified file.

### Solution

Check deduplication data store logs on RPS for more information. Check system event log to find more information provided by system.

## Error Message 10733

The <parameter> of "<parameter>": Role is already running and is unable to start again.

### Symptom

The specified role of deduplication data store is being started while another instance of it is already running.

### Solution

Confirm whether there is a process of the specified role running. If there is and the whole data store is working normally, just ignore this message. If not, restart the data store to make it work as expected.

## Error Message 10734

The <parameter> of "<parameter>": Failed to initialize.

### Symptom

The specified role of deduplication data store failed to initialize.

### Solution

Check deduplication data store logs on RPS for more information. Contact Arcserve Support for technical assistance.

## Error Message 10735

The <parameter> of "<parameter>": Unexpected error [<parameter>].

### Symptom

The specified role of deduplication data store failed due to some internal error.

### Solution

Check deduplication data store logs on RPS for more information. Contact Arcserve Support for technical assistance.

## Error Message 10736

The <parameter> of "<parameter>": Failed to initialize communication library.

### Symptom

The specified role of deduplication data store failed to load communication library.

### Solution

Check deduplication data store logs on RPS for more information. Upgrade or reinstall the product to repair the library file.

## Error Message 10737

The <parameter> of "<parameter>": Insufficient memory.

### Symptom

The specified role of deduplication data store failed to allocate memory.

### Solution

Clean up physical memory and guarantee enough memory resource for the role.

## Error Message 10738

The <parameter> of "<parameter>": Failed to open <parameter>.Error=[<parameter>].

### Symptom

The specified role of deduplication data store failed to open specified file.

### Solution

Check the specified file to see if it is in good state. Try to solve the problem according to the given system error message.

## Error Message 10739

The <parameter> of "<parameter>": The operations (create, close, read, and write) failed for this file.

### Symptom

Error is reported by file system when the specified role of deduplication data store operating on specified file. This is often an indication of a system or hardware problem.

### Solution

Check the specified file to see if it is in good state. Check network if the file is on a remote share location. Check system event log to find more information provided by system.

## Error Message 10740

Invalid node type. Client Agent cannot continue the job.

### Symptom

Cannot identify the node type. Job terminated.

### Solution

The node type is not supported by client agent. Verify if the node type is valid.

## Error Message 10741

Cannot open drive.(Drive=<parameter>, Error=<parameter>)

### Symptom

Cannot open drive. Job failed.

**Solution**

Check is session can be opened and if drive exists in session.

## Error Message 10742

Source volume is empty.

**Symptom**

Unable to find any files or folders on the source volume while generating catalog.

**Solution**

Ignore the log message.

## Error Message 10743

Failed to locate the \$FILE\_NAME attribute.

**Symptom**

Unable to find file name attribute for file or folder. Catalog job may fail.

**Solution**

Verify if the session is a consistent backup and if the file system of backup source is consistent.

## Error Message 10744

Failed to allocate memory to read a block of data. An IndexAlloc Error has occurred.

**Symptom**

Unable to allocate memory. Job failed.

**Solution**

Verify memory. Increase memory or free some space.

## Error Message 10745

Failed to map an index block to the correct volume block. An IndexAlloc Error has occurred. Cannot locate VCN. (VCN=[virtual cluster number]).

**Symptom**

Failed to map an index block to the correct volume block. Cannot locate VCN. Catalog job failed.

**Solution**

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10746

Invalid index allocation header signature.

**Symptom**

Invalid index allocation header signature. Catalog job failed.

**Solution**

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10747

SetFilePointer (Offset=[<parameter>, <parameter>], File=[<parameter>], EC=[<parameter>])

**Symptom**

Unable to seek offset. Catalog job failed.

**Solution**

Run chkdsk to detect bad sector on the source volume. For more information, contact Arcserve.

## Error Message 10748

Failed to locate a file record segment in the Master File Table (MFT).

**Symptom**

Failed to locate a file record segment in the Master File Table. Catalog job failed.

**Solution**

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10749

Failed to locate the security attribute for a file record segment from the attribute list.

**Symptom**

Failed to locate the security attribute for a file record segment from the attribute list. Catalog job failed.

**Solution**

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10750

Failed to move the file. (Source=[<parameter>], Target=[<parameter>], EC=[<parameter>])

**Symptom**

Failed to move the file. Restore job was successful with error.

**Solution**

An error reported by API while moving file after next reboot. Verify if the file was restored properly after reboot.

## Error Message 10751

Failed to open the directory to set compression level. (Directory=[<parameter>], EC=[<parameter>]).

**Symptom**

Restore job was successful with error. Compressed file was restored as uncompressed.

**Solution**

Follow the solution provided in message for Windows error report.

## Error Message 10752

Failed to set compression level for the directory. (Directory=[<parameter>], EC=[<parameter>]).

**Symptom**

Failed to set compression level for the directory. Restore job was successful with error. Compressed file was restored as uncompressed.

**Solution**

Follow the solution provided in message for Windows error report.

## Error Message 10753

Unknown file system. (File System=[<parameter>])

### Symptom

Should be discarded by Arcserve UDP.

### Solution

Should be discarded by Arcserve UDP.

## Error Message 10754

DeCompressBuffer Error. (EC=[<parameter>], File=[<parameter>]).

### Symptom

Restore job failed.

### Solution

Verify if the session is valid and cannot be mounted. For more information, contact Arcserve.

## Error Message 10755

Invalid partition type for the drive.(Drive=[<parameter>])

### Symptom

Job failed.

### Solution

Arcserve UDP supports only the NTFS volume. For more information, contact Arcserve.

## Error Message 10756

Invalid partition type for the drive.(Drive=[<parameter>]).

### Symptom

Job failed.

### Solution

Arcserve UDP supports only the NTFS volume. For more information, contact Arcserve.

## Error Message 10757

Failed to read the drive. (Drive=[<parameter>],EC=[<parameter>]).

### Symptom

Job failed.

### Solution

Verify if the session is valid and cannot be mounted. For more information, contact Arcserve.

## Error Message 10758

GetVHDSector failed for file. (File=[<parameter>])

### Symptom

Job failed.

### Solution

Verify if the session is valid and cannot be mounted. For more information, contact Arcserve.

## Error Message 10759

Failed to write to the Image Meta Data file. (EC=[<parameter>]).

### Symptom

Job failed.

### Solution

Verify if the volume on which Arcserve UDP is installed has adequate free space.  
For more information, contact Arcserve.

## Error Message 10760

Failed to write to Dir Struct file. (EC=[<parameter>]) .

### Symptom

Job failed.

### Solution

Verify if the volume on which Arcserve UDP is installed has adequate free space.  
For more information, contact Arcserve.

## Error Message 10761

Failed to write to Cluster Mapping File. (EC=[<parameter>]).

### Symptom

Job failed.

### Solution

Verify if the volume on which Arcserve UDP is installed has adequate free space.  
For more information, contact Arcserve.

## Error Message 10762

Error restoring file fragment. (EC=[<parameter>], File=[<parameter>]).

### Symptom

Job failed.

### Solution

Verify if the volume on which Arcserve UDP is installed has adequate free space.  
For more information, contact Arcserve.

## Error Message 10763

Insufficient space for restore on Local Disk <parameter> ,Free Disk Space=  
e=<parameter> MB, Total Disk Space=<parameter> MB.

### Symptom

Job failed.

### Solution

Verify if the restore destination has adequate free space.

## Error Message 10764

Failed to locate the reparse point for a file record segment from the attribute list.

### Symptom

Job failed.

### Solution

Verify if the restore destination has adequate free space.

## Error Message 10765

Failed to restore the encrypted file. (EC=[<parameter>], File for which restore failed=[<parameter>]).

### Symptom

Catalog job failed.

### Solution

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10766

Failed to restore the reparse point. (EC=[<parameter>], File for which restore failed=[<parameter>]).

### Symptom

Catalog job failed.

### Solution

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10767

Failed to restore the object id. (EC=[<parameter>], File for which the restore failed=[<parameter>]).

### Symptom

Catalog job failed.

### Solution

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10768

Failed to locate the logged utility stream for a file record segment.

### Symptom

Catalog job failed.

### Solution

File system backed up in session may be inconsistent. Verify if the snapshot used by backup is consistent. Run chkdsk against the source volume to detect.

## Error Message 10769

File level restore is not possible for the RAID volume. Only RAW mode backup will be available for this volume. (Volume=[<parameter>])

### Symptom

Catalog for mentioned volume will be skipped.

### Solution

Behavior by design. Ignore the error.

## Error Message 10770

An unexpected exception error occurred in vmckimgdll.dll.

### Symptom

Job may fail.

### Solution

Verify if any file has extension .dmp on the volume on which Arcserve UDP is installed. For more information, contact Arcserve.

## Error Message 10771

Cannot freeze Backup Volume: Unable to create the Preview file because no drive has sufficient free space or a Disk Inactivity Period Timeout error occurred.

### Symptom

Job may fail.

### Solution

Verify the reported error code. For more information, contact Arcserve.

## Error Message 10772

The Drive [<parameter>] does not exist.

### Symptom

Target volume for restore does not exist. Restore job failed.

### Solution

Verify if volume exists and can be written.

## Error Message 10774

Failed to write to Cluster Mapping File. Not enough free space on volume.

### Symptom

Job failed.

### Solution

Verify if the restore destination has adequate free space.

## Error Message 10775

Failed to adjust the disks of virtual machine <parameter> to the disk geometry of the 4KB bytes per sector.

### Symptom

Unable to adjust the disk geometry.

### Solution

View the error message and verify if the file is accessible.

## Error Message 10776

Failed to start process to run the script [<parameter>] inside virtual machine [<parameter>]. Please ensure the script is executable in the virtual machine.

### Symptom

Failed to start process to run the script inside virtual machine.

### Solution

Verify if the virtual machine is running, and then start an instant virtual machine to execute the script to view the result.

## Error Message 10777

Failed to start process to run the script [<parameter>] inside machine [<parameter>]. Please ensure the script is executable in that machine.

### Symptom

Failed to start process to run the script inside the machine.

### Solution

Please ensure the script is executable in the source machine.

## Error Message 10778

?Script [<parameter>] not finishing in [<parameter>] seconds leads to timeout.??

### Symptom

Running custom script results into timeout.

### Solution

Increase the timeout value to the maximal number to try again. This situation occurs due to lot of concurrent jobs. Also set a limit to the number of concurrent jobs.

## Error Message 10779

Run script unsuccessfully since the exit code [<parameter>] is defined to fail the job.

### Symptom

The custom script failed to run.

### Solution

View the message and then run the instant VM to run the script manually in the virtual machine.

## Error Message 10780

Failed to check volume [<parameter>]. The backup session may have data corruption problem.

### Symptom

Failed to check volume.

### Solution

View the error message to verify the data integrity by mounting the recovery point.

## Error Message 10781

Failed to wait for the virtual machine [<parameter>] ready for testing in [<parameter>] seconds.

### Symptom

During the specified timeout value, the virtual machine has not finished the assured recovery test.

### **Solution**

Increase the timeout value to the maximal number to try again. This situation occurs due to lot of concurrent jobs. Also set a limit to the number of concurrent jobs.

## **Error Message 10782**

Failed to create virtual machine [<parameter>]. Error: <parameter>.

### **Symptom**

Failed to create virtual machine

### **Solution**

View the error message to verify the status of ESX/ESXi, such as the datastore, network connection and the prompt alerts on the ESX/ESXi.

## **Error Message 10783**

Failed to create directory <parameter> when performing driver injection on the mounted volume. Error message: <parameter>. Possible data corruption has been detected.

### **Symptom**

Failed to create directory when performing driver injection on the mounted volume.

### **Solution**

Manually mount the volume to verify data integrity issue.

## **Error Message 10784**

Failed to create NFS datastore. VMware Message: <parameter> (details: <parameter>).

### **Symptom**

Cannot create the specified NFS datastore.

### **Solution**

View the error message and verify the network connection. As another work-around, verify if another NFS datastore exists with the same key name.

## Error Message 10785

Unable to create NFS share for the path [<parameter>], which is under a mount point. Select another folder and retry.

### Symptom

Unable to create NFS share in this folder.

### Solution

Microsoft does not support creating NFS share on the mount point folder. Please select another folder.

## Error Message 10786

Failed to delete virtual machine [<parameter>]. Error message: <parameter>.

### Symptom

Cannot delete the virtual machine at the end of the job.

### Solution

View the error message and verify if the existing virtual machine is powered-off.

## Error Message 10787

The driver [<parameter>] has not been installed. Please run the following command to install the driver manually: [InstantVMDrvInstall.exe -i <parameter>].

### Symptom

Unable to load the driver.

### Solution

The driver has not been signed by the correct certificate. Please make sure the driver has been signed with valid certificate. The cmd sign tool can be used to check the validity of the driver binary.

## Error Message 10788

Failed to adjust the disk geometry of the disk file <parameter>.

### Symptom

Failed to adjust the disk geometry of the disk file.

### Solution

Please check the log file to find more detail information.

## Error Message 10789

Failed to create the differencing virtual disk <parameter> by the parent disk file <parameter>. Error: <parameter>.

### Symptom

The specified parent disk cannot create the differencing disk.

### Solution

Verify first if the parent virtual disk exists. Then, try to mount the parent disk to find out if a driver conflict issue is happening with other kernel drivers.

## Error Message 10790

Failed to start process [<parameter>]. Error code: <parameter>. Error message: <parameter>.

### Symptom

Failed to start the process.

### Solution

Perform one or all of the following:

1. View the error message.
2. Verify the privileges of the parent process.
3. Execute the process image through command line to verify any library dependency issue.

## Error Message 10791

Failed to create the dummy virtual hard disk file <parameter>. Error: <parameter>.

### Symptom

Failed to create the dummy virtual hard disk file.

### Solution

The virtual disk files cannot be deleted during this period of time. These left files are automatically deleted at the end of job. View the error messages or event log from the operating system to ensure that the files are accessible using the required privileges.

## Error Message 10792

The root directory [<parameter>] is a CD-ROM.

### Symptom

The selected directory is not suitable to create the destination folder.

### Solution

Select another folder that created on NTFS or ReFS volume.

## Error Message 10793

The root directory [<parameter>] is a flash disk.

### Symptom

The selected directory is not suitable to create the destination folder.

### Solution

Select another folder that created on NTFS or ReFS volume.

## Error Message 10794

Failed to load binary file [<parameter>]. Error message: <parameter>.

### Symptom

Unable to load the DLL binary.

### Solution

View the error message to verify DLL binary dependency.

## Error Message 10795

You need to enable the Windows Server Role for Network File System (NFS) on the recovery server: [<parameter>]. Please enable this functionality and retry.

### Symptom

Windows Server Role for Network File System (NFS) is not enabled on the recovery server.

### Solution

Enable the Windows Server Role for Network File System (NFS) on the recovery server.

## Error Message 10796

You need to install the Windows Server Role for Network File System (NFS) on the recovery server: [<parameter>]. Please install this functionality and retry.?

### Symptom

Windows Server Role for Network File System (NFS) is not installed on the recovery server.

### Solution

Install the Windows Server Role for Network File System (NFS) on the recovery server.

## Error Message 10797

The Windows Server Role for Network File System (NFS) must be running on the recovery server: [<parameter>]. Please start this functionality and retry.??

### Symptom

Windows Server Role for Network File System (NFS) is not running on the recovery server.

### Solution

Start the Windows Server Role for Network File System (NFS) service on the recovery server.

## Error Message 10798

Failed to get the file GUID of the dummy virtual hard disk file <parameter>. Error: <parameter>.

### Symptom

Failed to get the file GUID of the dummy virtual hard disk file. Unable to read data.

### Solution

Perform the following steps:

1. Check the data integrity by mounting the recovery point.
2. For the VMware based job, contact Arcserve Support to disable the corresponding writers.
3. Perform a full session backup.

## Error Message 10799

Failed to get the file size attribute of the dummy virtual hard disk file <parameter>.  
Error: <parameter>.

### Symptom

Failed to get the file size attribute of the dummy virtual hard disk file. Unable to read data.

### Solution

Perform the following steps:

1. Check the data integrity by mounting the recovery point.
2. For the VMware based job, contact Arcserve Support to disable the corresponding writers.
3. Perform a full session backup.

## Error Message 10800

Invalid session password.

### Symptom

The provided session password is not correct.

### Solution

Enter valid session password.

## Error Messages from 10801 to 10900

This section includes the following error messages:

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## Error Message 10801

The NFS share name [<parameter>] already exists at [<parameter>].

### Symptom

The NFS share name created with different path name already exists on the VMware ESX server.

### Solution

Select another folder as the NFS share name.

## Error Message 10802

Failed to install the Windows Server Role for Network File System (NFS). Error: <parameter>. Please setup this role for Network File System manually and try again.

### Symptom

Failed to install the Windows Server Role for Network File System (NFS).

### Solution

View the log message or try to open the Server Wizard to verify if the system needs a reboot.

## Error Message 10803

Rebooting is required before the Windows Server Role for Network File System (NFS) can take effect. Please reboot this machine manually and try again.

### Symptom

Rebooting is required before the Windows Server Role for Network File System (NFS) can take effect.

### Solution

Reboot the Windows Server and try again.

## Error Message 10804

Invalid path: [<parameter>].

### Symptom

The input path is invalid.

### Solution

Verify the input path by manually locating in the operation system.

## Error Message 10805

Failed to perform the pre-run check against the proxy server <parameter>. Please check the folder attribute where the virtual disk will be created.

### Symptom

Failed to perform the pre-run check against the proxy server.

### Solution

Select another folder without encryption and compression, then try again.

## Error Message 10806

Failed to create NFS-based datastore [<parameter>] with the NFS Share Name [<parameter>]. Error code: <parameter>. VMware message: <parameter> (details: <parameter>).

### Symptom

The NFS datastore can not be created.

### Solution

View the error message and verify the network connection. Also verify if another NFS datastore exists with the same key name.

## Error Message 10807

Failed to create the NFS share [<parameter>] for the local path [<parameter>].

### Symptom

Unable to create the NFS share.

### Solution

Verify if the volume was formatted after you successfully ran the previous jobs. If formatted, reboot the NFS service or refer to the troubleshooting for the solution.

## Error Message 10808

The backup session does not contain a boot disk or a system disk.

### Symptom

The boot volume or system volume was not backed-up.

### Solution

Verify if the backup job has selected the boot or system volume.

## Error Message 10809

Failed to retrieve the NFS share list. Error code: <parameter>.

### Symptom

The WMI operation failed to fetch the NFS share list.

### Solution

Follow the error message.

## Error Message 10810

Failed to start the NFS service.

### Symptom

Unable to start the NFS service.

### Solution

View the error message and verify the event log to check the error report from the operating system.

## Error Message 10811

Failed to get the IP address of the host [<parameter>].

### Symptom

Failed to get the IP address of the host.

### Solution

View the error messages and execute the command line ipconfig to verify the IP address.

## Error Message 10812

Failed to update the Inbound Rules assigned to the NFS server.

### Symptom

Failed to update the inbound rules of the firewall of the operating system.

### Solution

View the error message and verify the event log to check the error report from the operating system.

## Error Message 10813

Failed to update the permissions for the NFS share [<parameter>].

### Symptom

Failed to update the permission of the NFS share.

### Solution

Verify if the process has required privilege by updating the permission of the NFS share manually.

## Error Message 10814

Failed to connect to the Windows WMI Network File System Service Provider. Error Message: <parameter>.

### Symptom

The WMI operation has failed to connect to the Network File System Service Provider.

### Solution

View the error message and verify the event log to check the error report from the operating system. Then, restart the WMI provider service to try again.

## Error Message 10815

The session is invalid.

### Symptom

Invalid session.

### Solution

Verify if the session path is available and accessible.

## Error Message 10816

<parameter> job has detected the network communication or data read failure.

### Symptom

Failed to read data from the datastore.

### Solution

View the error message in the log files and verify if the datastore is connected to the network.

## Error Message 10817

<parameter> job failed.

### Symptom

Job failed.

### Solution

View the activity log and follow the related error message.

## Error Message 10818

Failed to mount virtual disk file(s). Error code: <parameter>. Error message: <parameter>.

### Symptom

Unable to mount the virtual disk.

### Solution

View the log files to find out the error in data reading to the datastore. Then, mount the corresponding session to verify the data integrity.

## Error Message 10819

Failed to stop the <parameter> job.

### Symptom

Unable to stop the job.

### Solution

View the log files.

## Error Message 10821

The heartbeat of virtual machine [<parameter>] is not detected in [<parameter>] seconds. Please increase the timeout value by modifying the plan.

### Symptom

Unable to detect the heartbeat in the virtual machine during the specified interval.

### Solution

Increase the timeout value to the maximal number to try again. This situation occurs due to lot of concurrent jobs. Also set a limit to the number of concurrent jobs.

## Error Message 10822

Failed to process the virtual disk file [<parameter>] with the disk GUID [<parameter>]. Error message: Failed to read disk data from the backup destination.

### Symptom

Failed to read data during the specified period.

### Solution

Verify if the network connection to the datastore works properly.

## Error Message 10823

Failed to load the driver file [<parameter>]. Error: <parameter>. Error message: <parameter>

### Symptom

The operating system failed to load the kernel driver.

### Solution

Verify the signature of the driver file and then try to load the driver manually using command line.

## Error Message 10824

Failed to process the virtual disk file [<parameter>] with the disk GUID [<parameter>]. Error message: <parameter>.

### Symptom

Failed to read data during the specified period.

### Solution

Verify if the network connection to the datastore works properly.

## Error Message 10825

Failed to verify the data integrity of the critical Windows system file [<parameter>]. Possible data corruption has been detected.

### Symptom

Failed to verify the data integrity of the critical Windows system files.

### Solution

Possibly, the data is corrupt for the backed-up session. As a result, the operating system might fail to start up.

## Error Message 10826

Failed to inject drivers, since Windows registry hive file SOFTWARE cannot be loaded. Possible data corruption is detected.

### Symptom

The operating system fails to recognize the registry hive file 'SOFTWARE'.

### **Solution**

Possibly the data is corrupt for the registry hive file. Verify the data integrity of the backed-up file.

## **Error Message 10827**

Failed to inject drivers, since Windows registry hive file SYSTEM cannot be loaded. Possible data corruption is detected.

### **Symptom**

The operating system fails to recognize the registry hive file 'SYSTEM'.

### **Solution**

Possibly the data is corrupt for the registry hive file. Verify the data integrity of the backed-up file.

## **Error Message 10828**

Failed to power off virtual machine [<parameter>]. Error message: <parameter>.

### **Symptom**

When Instant VM job powers off the standby VM automatically, hypervisor reports error and the operation fails.

### **Solution**

Generally, at that time network or hypervisor has temporary errors or the standby VM does not run in good state. View the active log for details. Try powering off the VM manually.

## **Error Message 10829**

Failed to power on virtual machine [<parameter>]. Please power on the virtual machine manually. Error message: <parameter>

### **Symptom**

When Instant VM job powers on the standby VM automatically, hypervisor reports error and the operation fails.

### **Solution**

Generally, at that time network or hypervisor has temporary errors or the standby VM does not run in good state. View the active log for details. Try powering on the VM manually.

## Error Message 10830

Target cluster [<parameter>] does not exist.

### Symptom

Instant VM job detects that the specified VMware cluster does not exist.

### Solution

After starting an Instant VM job, one often selects a cluster host as the target hypervisor. If the cluster is deleted later, Instant VM job reports this error. Verify if the cluster exists. Or restart Instant VM job and select other VMware host as the target hypervisor.

## Error Message 10831

The target datacenter [<parameter>] does not exist.

### Symptom

Instant VM job detects that the specified VMware data center does not exist.

### Solution

After starting an Instant VM job, one often selects a VMware data center. If the data center is deleted later, Instant VM job reports this error. Verify if the data center exists. Or restart the Instant VM job and select other data center.

## Error Message 10832

The target ESX(i) host [<parameter>] does not exist.

### Symptom

Instant VM job detects that the specified ESXi host does not exist.

### Solution

After starting an Instant VM job, one often selects an ESXi host as the target hypervisor. If the host is deleted or removed later, Instant VM job reports this error. Verify if the host exists. Or restart Instant VM job and select other VMware host as the target hypervisor.

## Error Message 10833

The virtual disk size of the backup volume [<parameter>] exceeds the maximum file size [4GB] that the current volume [<parameter>] can support. Please change to a volume whose file system is NTFS or Refs and try again.

**Symptom**

The virtual disk size of the backup volume exceeds the maximum file size that the current volume can support.

**Solution**

FAT32 file system supports maximum 4 GB size of file. Select other volume, whose file system is NTFS or ReFS, as virtual disk folder and restart Instant the VM job.

## Error Message 10834

The virtual disk size of the backup volume [<parameter>] exceeds the maximum file size [<parameter>TB] that the current volume [<parameter>] can support. Please format the file system with cluster size that is equal to or larger than [<parameter>KB].

**Symptom**

The virtual disk size of the backup volume exceeds the maximum file size that the current volume can support.

**Solution**

The maximum file size of the file system is determined by the volume cluster size. Select other volume whose file cluster is larger than the current one. Or format the current volume and specify a larger cluster size. Then restart the Instant VM job.

## Error Message 10835

The largest volume size that the VHD format of virtual disk can support is 2 TB. The backed up volume [<parameter>] exceeds the maximum size. Please use the VHDX format virtual disk file on Windows 2012 or later.

**Symptom**

The backed up volume exceeds the maximum size.

**Solution**

VHD supports maximum 2 TB size of virtual disk. If the virtual disk exceeds 2 TB, select Windows 2012 or later version as target hypervisor.

## Error Message 10836

The target hypervisor [<parameter>] does not support a guest virtual machine with a 64-bit operating system.

**Symptom**

The target hypervisor does not support a guest virtual machine with a 64-bit operating system.

**Solution**

Some hypervisors do not support VM with 64-bit guest OS. The protected host runs a 64-bit guest OS. Select other hypervisor that supports 64-bit guest OS as the target hypervisor.

## Error Message 10837

The target hypervisor [<parameter>] does not support a disk size equal to or larger than 2 TB.

**Symptom**

The target hypervisor does not support a disk size equal to or larger than 2 TB.

**Solution**

Select Windows 2012 or later version as the target hypervisor.

## Error Message 10838

Failed to connect to the remote path [<parameter>] from host [<parameter>]. Please check if the remote path, username, and password are correct.

**Symptom**

Failed to connect to the remote path from the host.

**Solution**

Verify if the shared network path exists and is also accessible by the specified user name and password. If the password is updated, restart the Instant VM job and provide the new password.

## Error Message 10839

Failed to connect to the target hypervisor [<parameter>]. Error message: <parameter>

**Symptom**

Instant VM cannot connect to the specified VMware or the Hyper-V server.

**Solution**

Verify if the network connection is available between the Instant VM recovery server and the Hypervisor server. Verify if the hypervisor server runs in valid state. Then, restart the Instant VM job.

## Error Message 10840

Failed to establish connection to the VMWare Server <parameter> with port <parameter>. Please ensure that the host address [<parameter>] is reachable from the proxy server <parameter> and try again.

### Symptom

Instant VM cannot connect the specified VMware server with the specified host address and port.

### Solution

Verify if the host address and port of the VMware server are correct. Verify if the network connection is available between the Instant VM recovery server and the VMware server. Verify if the VMware server runs in valid state. Then, restart the Instant VM job.

## Error Message 10841

Failed to resolve the server name <parameter> with port <parameter>. Please ensure that the host name is resolved from the proxy server <parameter>.

### Symptom

Instant VM cannot resolve the IP address of server.

### Solution

Verify the DNS setting on the Instant VM recovery server. Then, restart the Instant VM job.

## Error Message 10842

Failed to get configuration file [<parameter>] for node [<parameter>].

### Symptom

Instant VM fails to open AdrConfigure.xml for reading.

### Solution

Verify if the RPS server and data store are running. Verify if the specified XML file exists. Verify if the specified session is available and not deleted. Restart the Instant VM job.

## Error Message 10843

Failed to get backup information file [<parameter>] for node [<parameter>].

**Symptom**

Failed to get backup information file for node. Instant VM jobs fails to open BackupInfo.xml stored in data store.

**Solution**

Verify if the RPS server and data store are running. Verify if the specified XML file exists. Verify if the specified session is available and not deleted. Restart the Instant VM job.

## Error Message 10844

Failed to verify hypervisor information. Error Message: <parameter>

**Symptom**

Failed to verify hypervisor information.

**Solution**

Verify if the hypervisor server runs in valid state. Restart the Instant VM job.

## Error Message 10845

Failed to verify the vCloud server information. Error Message: <parameter>.

**Symptom**

dropped

**Solution**

## Error Message 10846

The target hypervisor [<parameter>] does not support the source machine [<parameter>] booting from the EFI partition.

**Symptom**

The target hypervisor does not support the source machine booting from the EFI partition.

**Solution**

Some hypervisors do not support VM boots from UEFI partition. Select appropriate hypervisor that supports the UEFI system volume and restart the Instant VM job.

## Error Message 10847

The target Organization [<parameter>] does not exist.

**Symptom**

dropped

**Solution**

dropped

## Error Message 10848

The target Organization VDC [<parameter>] does not exist.

**Symptom**

dropped

**Solution**

dropped

## Error Message 10849

The target vApp [<parameter>] does not exist.

**Symptom**

dropped

**Solution**

dropped

## Error Message 10850

Failed to re-configure virtual machine [<parameter>]. Error message: <parameter>

**Symptom**

Instant VM job failed to modify the configuration of Standby VM.

**Solution**

View the detailed error message reported by hypervisor. Verify if the hypervisor server runs in valid state. Restart the Instant VM job.

## Error Message 10851

?Failed to reset the virtual machine [<parameter>]. View the error message [<parameter>]. <parameter>

**Symptom**

When Instant VM job resets the Standby VM automatically, hypervisor reports error and the operation fails.

**Solution**

Generally, at that time network or hypervisor has temporary errors or the standby VM does not run in good state. The active log shows the detailed error message. Try resetting the VM manually.

## Error Message 10852

??Failed to get the session [<parameter>] under folder [<parameter>]. Please verify whether the session is available?.

**Symptom**

Instant VM job cannot find the session data in the specified folder.

**Solution**

Verify if the folder exists. Verify if the session data is available and not deleted. If deleted, restart the Instant VM job based on another session.

## Error Message 10853

Failed to create snapshot for virtual machine [<parameter>]. Error message: <parameter>

**Symptom**

When Instant VM job takes snapshot for the Standby VM, hypervisor reports error and the operation fails.

**Solution**

Verify if the network connection exists between the Instant VM recovery server and the hypervisor server. Also, verify if the hypervisor server runs in valid state. Then, restart the Instant VM job.

## Error Message 10854

The file system Refs on the backed up volume [<parameter>] is not supported on Windows 2008 R2 or earlier. Please use other proxy servers with the higher Windows version.

**Symptom**

The file system ReFS on the backed up volume is not supported on Windows 2008 R2 or earlier.

**Solution**

Assured Recovery job needs to verify the file system for the virtual disk on the recovery server. If the recovery server does not support the file system, such as ReFS, the job fails and the error is reported. Select other machine that supports the specified file system as recovery server and re-run Assured Recovery job.

## Error Message 10855

The higher version of the file system Refs on the backed up volume [<parameter>] is not supported on Windows 2012 R2 or earlier. Please use the same proxy server that is used for the source Windows version.

### Symptom

The higher version of the file system ReFS on the backed up volume is not supported on Windows 2012 R2 or earlier.

### Solution

The recovery server does not support the higher version of the ReFS file system. User a machine that supports the higher version of Refs as the recovery server and restart the Assured Recovery job.

## Error Message 10856

Unable to create virtual disk images in folder [<parameter>] because the folder has compression enabled.

### Symptom

Unable to create virtual disk images in a folder that has compression enabled.

### Solution

Select a folder that does not enable compression as virtual disk folder of Instant VM, and restart the Instant VM job.

## Error Message 10857

Unable to create virtual disk images in folder [<parameter>] because the folder has encryption enabled.

### Symptom

Unable to create virtual disk images in a folder that has encryption enabled.

### Solution

Select a folder that does not have encryption enabled as virtual disk folder of Instant VM and restart the Instant VM job.

## Error Message 10890

Failed to replicate session <parameter> (total size = <parameter>, replicated size = <parameter>).

### Symptom

The Replication Job failed to replicate a session.

### Solution

Refer to the active log of the current replication job and the file replication job log file in the logs folder.

## Error Message 10891

The process cannot access the file because it is being used by another process.

### Symptom

Fails to connect to the destination RPS server.

### Solution

No action required. Wait for the other valid jobs to complete. If the problem still persists for a long time, contact Arcserve Support.

## Error Message 10896

Replication job failed for node [<parameter>].

### Symptom

The Replication Job failed.

### Solution

Refer to the active log of the current replication job and the file replication job log file in the logs folder.

## Error Message 10899

Failed to get the session list for node [<parameter>].

### Symptom

The Copy Recovery Point job failed to copy data to another data store.

### Solution

Please check whether the network connection is stable, and the data store is running.

## Error Messages from 10901 to 11000

This section includes the following error messages:

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### Error Message 10902

Failed to access the data store [<parameter>].

#### Symptom

The Copy Recovery Point job failed to copy data to another data store.

#### Solution

Please check whether the network connection is stable, and the data store is running.

### Error Message 10907

Source RPS error: Failed to replicate the file [<file path>Nodeinfo]. Error: [The process cannot access the file because it is being used by another process.]

#### Symptom

Failed to replicate the file.

#### Solution

Make sure the network connection is good. If the problem persists, contact Arcserve Support.

### Error Message 10914

The target hypervisor [<parameter>] does not support a disk size equal to or larger than 4 TB.

#### Symptom

VSB job failed.

#### Solution

Some target hypervisor platform, such as Azure, does not support a disk size equal to or larger than 4TB. To resolve, exclude the big disk from the backup set.

### Error Message 10915

Failed to restore some files. For details, refer to the log file[<parameter>].

**Symptom**

Failed to restore some files.

**Solution**

For details, view log file.

## Error Message 10916

An error occurred while connecting to Arcserve Cloud. Error: [<parameter>].

**Symptom**

Failed to connect to <product name>.

**Solution**

Verify replication settings of <product name>. If problem persists, contact Arcserve Support.

## Error Message 10917

Failed to get the GDD configuration file from Arcserve Cloud.

**Symptom**

Fine. Just check product name.

**Solution**

Verify replication settings of <product name>. If problem persists, contact Arcserve Support.

## Error Message 10918

Failed to replicate the file [<parameter>]. Error: [<parameter>]. Insufficient free disk space at the Cloud Hybrid store.

**Symptom**

Failed to replicate the file [%1!s!]. Error: [%2!s!].

**Solution**

Insufficient free disk space at the Cloud Hybrid store. Contact Arcserve Support.

## Error Message 10919

Replication job skipped because the node data is consistent between the source data store and the Cloud Hybrid store.

**Symptom**

All backup sessions have already been replicated to Arcserve Cloud.

**Solution**

All backup sessions have already been replicated to Arcserve Cloud.

## Error Message 10920

Failed to access the Cloud Hybrid store.

**Symptom**

Fine. Just check product name.

**Solution**

Verify replication settings of <product name>. If problem persists, contact Arcserve Support.

## Error Message 10921

An error occurred while connecting to Arcserve Cloud.

**Symptom**

Unable to perform replication job.

**Solution**

Verify replication settings of <product name>. If problem persists, contact Arcserve Support

## Error Message 10922

Download recovery point for disk <<disk Id>> failed.

**Symptom**

Download Recovery Point from cloud failed.

**Solution**

Retry the job. If the problem persists, contact Arcserve Support.

## Error Message 10923

Failed to connect to the disks of virtual machine for backup.%0.

**Symptom**

Backup Job failed because of unable to attach the disks to virtual machine.

**Solution**

Retry the backup job. If problem persists contact Arcserve Support and provide the required logs.

## Error Message 10924

The Microsoft iSCSI Initiator Service does not exists. Please install the service and try again.%0.

### Symptom

Job failed as Microsoft iSCSI Initiator Service is not installed.

### Solution

The Microsoft iSCSI Initiator Service is not installed. Install the service and try again.

## Error Message 10925

Failed to start Microsoft iSCSI Initiator Service.%0.

### Symptom

Job failed due to the failure in starting Microsoft iSCSI Initiator Service.

### Solution

Failed to start Microsoft iSCSI Initiator Service. Try starting the service manually and retry the job.

## Error Message 10926

Failed to create volume group, error [%1!s!].%0.

### Symptom

Backup Job failed because of unable to create the volume group.

### Solution

Retry the backup job. If problem persists contact Arcserve Support and provide the NutanixManager logs.

## Error Message 10927

Failed to clone and attach disk to volume group, error [%1!s!].%0.

### Symptom

Backup Job failed because of unable to clone and attach the disk to volume group.

### Solution

Retry the backup job. If problem persists contact Arcserve Support and provide the NutanixManager logs.

## Error Message 10928

Failed to get the IQN of proxy.%0.

### Symptom

Job failed due to the failure in retrieving proxy IQN.

### Solution

Failed to retrieve backup proxy IQN to establish a connection with Volume Group iSCSI target. Restart Microsoft iSCSI Initiator Service and try again.

## Error Message 10929

Failed attached proxy as iSCSI client to volume group, error [%1!s!].%0.

### Symptom

Job failed due to the failure in attaching proxy as iSCSI client to volume group.

### Solution

Failed to attach proxy as iSCSI client to volume group. Try running the job again. Check logs for more details. If problem persists contact support.

## Error Message 10930

Proxy failed to connect to iSCSI Server on Nutanix cluster.%0.

### Symptom

Job failed due to proxy failed to connect to iSCSI server on Nutanix Cluster.

### Solution

Proxy failed to connect to iSCSI server on Nutanix Cluster. Try running the job again. Check logs for more details. If problem persists contact support.

## Error Message 10931

Failed to delete volume group, error [%1!s!]. %0.

### Symptom

Backup Job generated warning as unable to delete Volume Group.

### Solution

Cleanup will be done when next backup job runs for this machine. Check the Nutanix manager logs to get the exact root cause of the problem.

## Error Message 10932

Failed to get the IQN of volume group with UUID [%s], error [%1!s!].%0.

### Symptom

Job failed due to the failure in retrieving IQN of volume group.

### Solution

Failed to retrieve IQN of volume group. Try running the job again. Check logs for more details. If problem persists contact support.

## Error Message 10933

Failed to attach disks of volume group to proxy.%0.

### Symptom

Job failed due to the failure in attaching disks of volume group to proxy.

### Solution

Failed to attach snapshot disks in volume group to proxy. Try running the job again. Check logs for more details. If problem persists contact support.

## Error Message 10935

Failed to detach VM snapshot disks from proxy, we will try to cleanup in next backup.%0.

### Symptom

Backup job reported warning as unable to detach the snapshot disks from proxy.

### Solution

Next backup job will try to do clean up. If problem still persists please contact Arcserve Support.

## Error Message 10936

Failed to open %2!d! disk on proxy.%0.

### Symptom

Backup job failed because of unable to open the attached source machine snapshot disk for backup.

### **Solution**

Reason could be a user or some other operation on cluster might detached the source VM disk from proxy machine. Retry the backup job, recommended to do not delete the snapshot disks from proxy. Check the backup log to get more information. If problem still persists contact the Arcserve Support.

## **Error Message 10937**

Failed to read %2!d! disk on proxy.%0.

### **Symptom**

Backup job failed because of unable to read from the attached source machine snapshot disk for backup

### **Solution**

Reason could be a user or some other operation on cluster might detached the source VM disk from proxy machine. Retry the backup job, recommended to do not delete the snapshot disks from proxy. Check the backup log to get more information. If problem still persists contact the Arcserve Support.

## **Error Message 10938**

The server %1!s! is not AHV node. Currently we are not supporting other node type, so failing the backup job.

### **Symptom**

Backup Job failed because cluster is not a AHV cluster.

### **Solution**

Please configure the backup jobs only for AHV cluster's node.

## **Error Message 10939**

Failed to get the UUID of the proxy with IP address [%1!s!] in cluster [%2!s!], error [%3!s!].%0.

### **Symptom**

Backup job in hot mode failed because it unable to find the machine with specified UUID in the cluster.

### **Solution**

If proxy machine is outside of the cluster, change Nutanix AHV Backup Method in backup plan settings as Volume Group(iSCSI), otherwise if you want to run the

backup in hot mode only then configure the one of the machine in cluster as proxy machine.

## Error Message 10940

Failed to get the IP address of the Proxy.%0.

### Symptom

Backup in hot add mode failed due unable to get the IP address of the proxy machine.

### Solution

Check the Windows socket registry entries/ socket dll's are missing on the proxy machine, if WinSock DLL not found download Winsock DLL which supports version 2.2.

## Error Message 10941

Failed to detach the snapshot disk from proxy with UUID [%1!s!], error [%2!s!].%0.

### Symptom

Backup job reported warning as unable to detach the snapshot disks from proxy.

### Solution

Next backup job will try to do clean up. Check the Nutanix manager logs to get the exact root cause of the problem. If problem still persists please contact Arcserve Support.

## Error Message 10942

Cannot connect to Nutanix cluster. Verify the credentials of server are valid, error [%1!s!].%0

### Symptom

Backup Job failed because of unable to connect to the cluster.

### Solution

Retry the backup job. If problem persists contact Arcserve Support and provide the NutanixManager logs.

## Error Message 10943

Cannot connect to Nutanix cluster. The server is unreachable, error [%1!s!]. Verify that the Nutanix cluster is connected to the network and the credentials are

valid.%0.

**Symptom**

Backup Job failed because of unable to connect to the cluster.

**Solution**

Please check the network connectivity for the AHV cluster.

## Error Message 10944

Cannot connect to Nutanix cluster. Credentials are invalid or incorrect, error [%1!s!].%0.

**Symptom**

Backup Job failed because of invalid/incorrect credentials.

**Solution**

Please provide the valid/correct credentials and retry the job.

## Error Message 10945

Could not take snapshot of the virtual machine. Nutanix cluster reported the following error: %1!s!.%0.

**Symptom**

Backup Job failed because Snapshot could not be taken.

**Solution**

Reason could be that original disk does not exist only reference exist. Please contact Arcserve Support.

## Error Message 10946

Failed to get virtual disk bitmap.%0.

**Symptom**

Backup job failed because of get changed regions function failed to query the used blocks to back up.

**Solution**

Retry the backup job. If problem persists contact Arcserve Support.

## Error Message 10947

Found multiple disks with same signature. This may occur if VM is having cloned disks and are in offline state. Please make the offline disks to online and retry backup.%0.

### Symptom

Backup job failed due to source VM is having multiple disks with same disk signature.

### Solution

Check disk signatures and make online the disk which having the duplicate disk signatures.

## Error Message 10948

Could not take application consistent snapshot of the virtual machine. Check whether the virtual machine met the prerequisites required for taking application consistent snapshot.%0

### Symptom

Backup Job snapshot method changed to Crash Consistent as unable to take Application consistent snapshot.

### Solution

Please refer to Nutanix guidelines for taking Application consistent snapshots.

## Error Message 10949

Virtual machine %1!s! already exists on Nutanix Cluster %2!s!. To recover this virtual machine, you must enable the Overwrite option or Generate New UUID option.

### Symptom

Recover VM job fails because the VM with same identity OS source VM already exists on the target cluster.

### Solution

To recover this virtual machine, please enable the Overwrite option or Generate New UUID option while submitting the recover VM job.

## Error Message 10950

VM recovery job was unable to create virtual disks.

**Symptom**

VM recovery job was unable to create virtual disks for the VM to be recovered and attach them to proxy

**Solution**

This can happen for multiple reasons. Please submit the restore job again. Check the restore job log to get more information. If problem still persists please contact the Arcserve Support.

## Error Message 10951

VM recovery job was unable to create the new virtual machine.

**Symptom**

VM recovery job was unable to create the new virtual machine.

**Solution**

Creation of a VM can fail mostly because of VM configuration. Please check the error reported in activity log .Check the restore job log to get more information. If problem still persists please contact the Arcserve Support.

## Error Message 10952

VM recovery job was unable to create the new virtual machine with an unknown error

**Symptom**

VM recovery job was unable to create the new virtual machine with an unknown error.

**Solution**

Creation of a VM can fail mostly because of VM configuration. Check the restore job log to get more information. If problem still persists please contact the Arcserve Support.

## Error Message 10954

D2D files are not defined in the job script.%0.

**Symptom**

Virtual Standby won't convert any session disk file and quit silently.

**Solution**

Fix any errors in back up job.

## Error Message 10955

Unable to initialize Windows VDS service.%0

### Symptom

Windows on Virtual Standby monitor can't initialize VDS service.

### Solution

Fix Windows VDS service error on Virtual Standby monitor.

## Error Message 10956

Unable to make the disk available.%0.

### Symptom

Windows VDS service on Virtual Standby monitor can't make disk online.

### Solution

Fix Windows VDS service error on Virtual Standby monitor.

## Error Message 10957

Unable to make the disk unavailable.%0

### Symptom

Windows VDS service on Virtual Standby monitor can't make disk offline.

### Solution

Fix Windows VDS service error on Virtual Standby monitor.

## Error Message 10958

Unable to make the disk writable.%0

### Symptom

Windows VDS service on Virtual Standby monitor can't make disk writable.

### Solution

Fix Windows VDS service error on Virtual Standby monitor.

## Error Message 10959

Unable to find the matched disk in Nutanix Proxy machine.%0

### Symptom

Virtual Standby job can't find the specified virtual disk.

**Solution**

Fix Windows VDS service error on monitor. And check Nutanix server state.

## Error Message 10960

Unable to open the disk in Nutanix Proxy machine.%0

**Symptom**

Virtual Standby job can't open the specified virtual disk.

**Solution**

Fix Windows VDS service error on monitor. And check Nutanix server state.

## Error Message 10961

Unable to write data to disk in the Nutanix Proxy machine.%0

**Symptom**

Virtual Standby job can't write data to the specified virtual disk.

**Solution**

Fix Windows VDS service error on monitor. And check Nutanix server state.

## Error Message 10962

OS disk is not defined in the job script.%0

**Symptom**

Virtual Standby job can't inject driver because it can't find the OS disk of standby VM.

**Solution**

Check if the backup job includes OS disk of source node. If not, add OS disk to backup task.

## Error Message 10963

Unable to retrieve the boot volume path of Standby VM.%0

**Symptom**

The driver injection will fail because Virtual Standby job can't find the boot volume path of standby VM.

**Solution**

Backup session may be corrupted. Run Assured Recovery IVHD job to verify backup session.

## Error Message 10964

Unable to load system registry of Standby VM.%0

**Symptom**

The driver injection will fail because Virtual Standby job can't load system registry of standby VM.

**Solution**

Backup session may be corrupted. Run Assured Recovery IVHD job to verify backup session.

## Error Message 10965

Unable to load software registry of Standby VM.%0

**Symptom**

The driver injection will fail because Virtual Standby job can't load software registry of standby VM.

**Solution**

Backup session may be corrupted. Run Assured Recovery IVHD job to verify backup session.

## Error Message 10966

Unable to write file:%1!s!.%0

**Symptom**

The driver injection of VSB will fail because DISM executed by VSB converter returns error.

**Solution**

Fix DISM command error on VSB monitor. And put Nutanix driver package to correct folder.

## Error Message 10967

Unable to back up metadata.%0

**Symptom**

Backup account drive meta-data failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 10968

AFRES\_AFBKDL\_ONEDRIVE\_ERR\_END\_BACKUP\_FILES\_FAILED.%0

**Symptom**

Backup of OneDrive files failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 10969

Unable to back up %1!s! accounts. Message [%2!s!].

**Symptom**

Backup an account failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 10970

Back up of account %1!s! metadata failed. Message %2!s!.%0

**Symptom**

Backup an account meta-data failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 10971

Internal error! Contact Arcserve Support. Detail:%1!s!.%0

**Symptom**

Backup failed with some unknown error.

**Solution**

Re-backup or contact support with logs.

## Error Message 10972

Back up failed for drive: %2!s! of metadata account: %1!s!. Message %3!s!.%0

### Symptom

Backup drive's meta-data and files in an account failed.

### Solution

Re-backup or contact support with logs.

## Error Message 10973

DISM returned error message: [%1!s!].%0

### Symptom

The driver injection will fail because DISM executed by Virtual Standby job returns error.

### Solution

Fix DISM command error on Virtual Standby monitor.

## Error Message 10974

Unable to perform backup as proxy does not exist in the same cluster. Select Volume Group (iSCSI) mode as Nutanix AHV Transport Method in the plan configuration to continue with backups.

### Symptom

Backup job fails because the proxy does not exist in the cluster.

### Solution

Please check whether pre-requisites for Volume Group (iSCSI) mode and configure it in backup plan settings to continue backup. In last case configure proxy as per any of the transport mode pre-requisites.

## Error Message 10975

Unable to perform backup as proxy does not exist in the same cluster. Select Volume Group (iSCSI) mode as Nutanix AHV Transport Method in the plan configuration to continue with backups.

### Symptom

Backup job fails because the proxy does not exist in the cluster.

### **Solution**

Please check whether pre-requisites for Volume Group (iSCSI) mode and configure it in backup plan settings to continue backup. In last case configure proxy as per any of the transport mode pre-requisites.

## **Error Message 10976**

Unable to perform backup as Volume Group(iSCSI) mode is not supported on current proxy OS. Supported proxy OS version is Windows Server 2008 or above.

### **Symptom**

Backup job fails because the proxy OS version does not support Microsoft iSCSI Initiator services. Windows server 2008 and above OS versions are supported.

### **Solution**

Configure another agent as proxy of supports OS version.

## **Error Message 10977**

Unable to perform restore as Volume Group(iSCSI) mode is not supported on current proxy OS. Supported proxy OS version is Windows Server 2008 or above.

### **Symptom**

Restore job fails because the proxy OS version does not support Microsoft iSCSI Initiator services. Windows server 2008 and above OS versions are supported.

### **Solution**

Submit restore from agent of another proxy of supports OS version.

## **Error Message 10978**

Unable to retrieve the iSCSI data services IP. Error: [%1!s!].%0

### **Symptom**

Backup job fails as an error is encountered while retrieving the iSCSI data Services IP of the cluster.

### **Solution**

Please check the error message in activity log and check if solvable or else contact Arcserve Support.

## **Error Message 10979**

Unable to retrieve the iSCSI data services IP. Error: [%1!s!].%0

**Symptom**

Restore job fails as an error is encountered while retrieving the iSCSI data Services IP of the cluster.

**Solution**

Please check the error message in activity log and check if solvable or else contact Arcserve Support.

## Error Message 10980

The iSCSI data services IP is not configured in the Nutanix cluster. Complete the iSCSI data services IP configuration in cluster to run the backup job in Volume Group (iSCSI) mode.

**Symptom**

Backup job fails as selected transport mode is Volume Group(iSCSI) and iSCSI Data Services IP is not configured in the Nutanix cluster.

**Solution**

Complete the iSCSI data services IP configuration in cluster to run the backup job in Volume Group (iSCSI) mode or Hotadd mode can also be used when pre-requisites are met.

## Error Message 10981

The iSCSI data services IP is not configured in the Nutanix cluster. Complete the iSCSI data services IP address configuration in cluster to run the restore job in Volume Group (iSCSI) mode.%0

**Symptom**

Restore job fails as selected transport mode is Volume Group(iSCSI) and iSCSI Data Services IP is not configured in the Nutanix cluster.

**Solution**

Complete the iSCSI data services IP configuration in cluster to run the backup job in Volume Group (iSCSI) mode or Hotadd mode can also be used when pre-requisites are met.

## Error Message 10982

Unable to perform backup as Volume Group (iSCSI) mode is not supported on current proxy OS. Supported proxy OS versions are Windows Server 2008 or above.%0.

**Symptom**

Backup job fails because the proxy OS version does not support Microsoft iSCSI Initiator services. Windows server 2008 and above OS versions are supported.

**Solution**

Configure another agent as proxy of supports OS version.

## Error Message 10983

Unable to perform restore as Volume Group (iSCSI) mode is not supported on current proxy OS. Supported proxy OS version is Windows Server 2008 or above.%0.

**Symptom**

Restore job fails because the proxy OS version does not support Microsoft iSCSI Initiator services. Windows server 2008 and above OS versions are supported.

**Solution**

Submit restore from agent of another proxy of supports OS version.

## Error Message 10984

Unable to retrieve the iSCSI data services IP. Error: [%1!s!].%0

**Symptom**

Backup job fails as an error is encountered while retrieving the iSCSI data Services IP of the cluster.

**Solution**

Please check the error message in activity log and check if solvable or else contact Arcserve Support.

## Error Message 10985

Unable to retrieve the iSCSI data services IP. Error: [%1!s!].%0

**Symptom**

Restore job fails as an error is encountered while retrieving the iSCSI data Services IP of the cluster.

**Solution**

Please check the error message in activity log and check if solvable or else contact Arcserve Support.

## Error Message 10986

The iSCSI data services IP is not configured in the Nutanix cluster. Complete the iSCSI data services IP configuration in cluster to run the backup job in Volume Group (iSCSI) mode.

### Symptom

Backup job fails as selected transport mode is Volume Group(iSCSI) and iSCSI Data Services IP is not configured in the Nutanix cluster.

### Solution

Complete the iSCSI data services IP configuration in cluster to run the backup job in Volume Group (iSCSI) mode or Hotadd mode can also be used when pre-requisites are met.

## Error Message 10987

The iSCSI data services IP is not configured in the Nutanix cluster. Complete the iSCSI data services IP address configuration in cluster to run the restore job in Volume Group (iSCSI) mode.%0

### Symptom

Restore job fails as selected transport mode is Volume Group(iSCSI) and iSCSI Data Services IP is not configured in the Nutanix cluster.

### Solution

Complete the iSCSI data services IP configuration in cluster to run the backup job in Volume Group (iSCSI) mode or Hotadd mode can also be used when pre-requisites are met.

## Error Message 10988

Verify your application authorization, confirm if you granted the permission and server time is correct. HTTP Status Code:[%1!s!], Error Codes:[%2!s!], Error Info: [%3!s!], details:[%4!s!].%0

### Symptom

The server return an error because the application don't have right to access , or the server is not available.

### Solution

Check your application's permission in the Azure AD.

## Error Message 10989

Verify your application authorization, confirm if you granted the permission and server time is correct. HTTP Status Code:[%1!s!], Error Codes:[%2!s!], details:[%3!s!].%0

### Symptom

The server return an error because the application don't have right to access , or the server is not available

### Solution

Check your application's permission in the Azure AD.

## Error Message 10990

Verify your application authorization, confirm if you granted the permission and server time is correct. HTTP Status Code:[%1!s!], details:[%2!s!].%0

### Symptom

The server return an error because the application don't have right to access , or the server is not available.

### Solution

Check your application's permission in the Azure AD.

## Error Message 10991

Invalid application error. Verify if the application is registered correctly, AppID:[%1!s!], TenantName:[%2!s!].%0

### Symptom

Can't get the token, please view the message for detail.

### Solution

Check your application's permission in the Azure AD.

## Error Message 10992

Unable to back up account (Save to db failed.)

### Symptom

If your Microsoft 365 account does not have OneDrive enabled, and you request for a backup using Basic Authentication, the backup job is incomplete.

**Solution**

Switch to Modern Authentication. For more information, see the [Modern Authentication](#) section in the Solutions Guide.

## Error Message 10994

VM recovery job was unable to create the new virtual machine. The Nutanix AHV Server system reported the following error: %1!s!%0

**Symptom**

VM recovery job is unable to create the new virtual machine.

**Solution**

Creation of a VM can fail mostly because of VM configuration. Please check the error reported in activity log .Check the restore job log to get more information. If problem still persists please contact the Arcserve Support.

## Error Message 10996

Unable to open snapshot of source volume %1!s! %0

**Symptom**

Cannot open the snapshot

**Solution**

Check event log.

## Error Message 10997

Failed to access the common folder for Data Store %1!s!.%0

**Symptom**

Cannot access the shared folder

**Solution**

Check whether you can access the related shared folder using the current credential in Explorer.

## Error Message 10998

Failed to get network list from the RPS server %1!s!.%0

**Symptom**

Cannot get the IP list from the RPS server.

### **Solution**

Check whether you can access RPS from console.

## **Error Message 10999**

RPS network[%1!s!] saved in the backup plan is not found from RPS. Please modify the plan to change the RPS network.%0

### **Symptom**

The selected network cannot be found from the RPS side.

### **Solution**

The network list has changed in the RPS side, for instance, the IP address has changed. Modify the related backup plan and re-set the related network address in the backup plan.

## **Error Message 11000**

Can not connect to RPS server through IP:%1!s!.%0

### **Symptom**

Cannot connect to the RPS server through IP.

### **Solution**

Check whether the related IP is valid in the RPS machine. If the IP isn't found in the RPS machine, modify the related backup plan and re-set the related IP address in the backup plan.

## **Error Messages from 11001 to 11100**

This section includes the following error messages:

---

## **Error Message 11001**

Connection to Specify network failed for disk-%1!s! with error [%2!s!].%0

### **Symptom**

Connection through the specified backup network failed.

### **Solution**

Check if the specified backup network is available or not, and then check the error code for possible reason.

## Error Message 11002

Connection to Specify network failed for disk-%1s!, No IP was found in the Specified Network range

### Symptom

There is no IP in the Specified Network that can be used for connection.

### Solution

Check if there is any IP in the specified network that can be used for the connection. If there is no such IP, change the specified network.

## Error Message 11003

Maybe it's caused there isn't enough volume space to hold shadow copy.%0

### Symptom

Failed to take snapshot

### Solution

There isn't enough disk space to hold snapshot. Clear the relevant volume to free some disk space.

## Error Message 11004

The destination volume size [%1!l64d!]MB is smaller than the minimum volume size [%2!l64d!]MB.%0

### Symptom

The destination volume size is smaller than the minimum volume size. Please change the destination.

### Solution

Select a bigger size volume as destination.

## Error Message 11005

Volume restore in block level failed.%0

### Symptom

Volume restore in block level failed.

### Solution

See restore log.

## Error Message 11006

VM was imported from vCenter, and no proper ESXi IP can be found in the specified IO network for VMDK IO. The Specify Network feature is not supported for vCenter.%0

### Symptom

Backup job failed as there is no management IP for the vCenter in the specified network.

### Solution

Configure a management IP in the specified network for the vCenter to continue backup in the specified network. For more details about the error, see the activity logs.

## Error Message 11007

Failed to connect to the ESX after fallback from the specified network. Please retry to submit job after some time.%0

### Symptom

The backup job failed as the connection to the ESXi failed after falling back from the specified network

### Solution

Check the network connectivity and resubmit the backup job. Please contact Arcserve Support if the problem persists.

## Error Message 11008

Failed to connect to ESX in the specified network with IP %1s!.%0

### Symptom

The connection to the ESXi by the specified network has failed. Cannot continue backup in the specified network.

### Solution

Check if the ESXi management IP in the specified network is reachable from proxy. Please contact Arcserve Support if the problem persists.

## Error Message 11009

Cannot continue the job as no IP of the ESX was found in the specified network range.%0

### Symptom

Backup job failed as there is no management IP for the ESX in the specified network.

### Solution

Configure a management IP in the specified network for the ESXi to continue backup in the specified network.

## Error Message 11011

Failed to initialize the iSCSI libraries. Error message [%1!s!]. Exit code [%2!d!].%0

### Symptom

Initialization of iSCSI libraries failed.

### Solution

Check event log and activity log for related error code.

## Error Message 11012

iSCSI mode failed to connect all disks, the disks to be attached [%1!d!], actual number of disks attached [%2!d!]. Error message [%3!s!]. Exit code [%4!d!].%0

### Symptom

Failed to attach the total disks.

### Solution

Check event log and activity log for related error code.

## Error Message 11013

Failed to retrieve the disk properties with device ID [%1!s!]. Error message [%2!s!]. Exit code [%3!d!].%0

### Symptom

Failed to get disk properties.

### Solution

Check event log and activity log for related error code, and make sure the target disk is connected.

## Error Message 11014

Failed to retrieve the iSCSI qualified name. Error message [%1!s!]. Exit code [%2!d!].%0

### Symptom

Unable to get the IQN.

### Solution

Check event log and activity log for related error code.

## Error Message 11015

Failed to connect to the iSCSI server [%1!s!]. Error message [%2!s!]. Exit code [%3!d!].%0

### Symptom

Failed to connect to iSCSI server.

### Solution

Check event log and activity log for related error code.

## Error Message 11017

Unable to start the Microsoft iSCSI Initiator service. Error message [%1!s!]. Exit code [%2!d!].%0

### Symptom

Failed to start the iSCSI service.

### Solution

Check event log and activity log for related error code.

## Error Message 11018

The Microsoft iSCSI Initiator service is not available. Please install the service and try again. Error message [%1!s!]. Exit code [%2!d!].%0

### Symptom

The iSCSI initiator service does not exist.

### Solution

Install the service and try again.

## Error Message 11019

Failed to get the iSCSI targets. Error message [%1!s!]. Exit code [%2!d!].%0

### Symptom

Failed to get the connected iSCSI targets.

### Solution

Check event log and activity log for related error code.

## Error Message 11020

Lock destination volume %1!s! failed!%0

### Symptom

Lock destination volume failed to restore.

### Solution

See restore log.

## Error Message 11021

Initialization of the volume replicator failed, error code = %1!d!%0

### Symptom

The error occurs due to initialization of the volume replicator. For more details, see the log file.

### Solution

See restore log.

## Error Message 11022

For non-NTFS source volume, do not support restore to smaller destination volume.%0

### Symptom

For non-NTFS source volume, do not support restore to smaller destination volume.

### Solution

Select a bigger size volume as destination.

## Error Message 11023

Data store[%1!s!]: The cycle of cloud sync failed.%0

### Symptom

The cycle of syncing metadata files of cloud data store from local folder to cloud has failed.

### Solution

The failure might be caused by different factors such as network faulty, cloud credential problem, snapshot problem with local folder, and so on. For more information, check the data store index role log.

## Error Message 11024

Data store[%1!s!]: The cycle of incomplete cloud sync revert has failed.%0

### Symptom

The last cycle of syncing metadata files to cloud is incomplete. When tried to revert from the intermediate status, it failed.

### Solution

The failure might be caused by different factors such as network faulty, cloud credential problem, and so on. For more information, please check the data store index role log.

## Error Message 11025

Data store[%1!s!]: The cycle of incomplete cloud sync has failed to resume.%0

### Symptom

The last cycle of syncing metadata files to cloud is incomplete. When tried to resume to complete the update phase, it failed.

### Solution

The failure might be caused by different factors such as network faulty, cloud credential problem, and so on. For more information, please check the data store index role log.

## Error Message 11028

Duplicate disk signature found [parameter]

### Symptom

Backup fails with an error: Duplicate disk signature found.

**Solution**

Check whether a disk with the same name as the backup source is present on the hypervisor where the source that you backed up is located.

## Error Message 11033

Error while connecting to target database <parameter>, Error <parameter> listener does not currently know of service requested in connect descriptor, ensure database is in OPEN state.

**Symptom**

The Oracle RMAN backup job failed because of the error occurred while connecting to the target database.

**Solution**

Make sure that the database is in the OPEN state.

## Error Message 11038

Failed to backup core entities of database like datafiles and tablespaces with error RMAN-03002: failure of recover command at <parameter> QRA-27072: File I/O error Linux-x86\_64 Error: 19: No such device Additional information: 4 Additional information: 129593 Additional information: <parameter> ORA-19870: error while restoring backup (parameter{parameter}) ORA-27072: File I/O error Linux-x86\_64 Error: 19: No such device Additional information: 4 Recovery Manager complete., this session does not hold appropriate files to restore the database.

**Symptom**

The backup job fails and the activity log displays an access denied Fail I/O error Linux-x86\_64 Error.

**Solution**

Make sure that the Oracle service is running with a low-privileged local user, such as administrator or any equivalent user.

## Error Message 11044

RMAN backup job failed for Oracle database [<parameter>] from server [<parameter>].

**Symptom**

RMAN backup job failed for Oracle database.

### **Solution**

Refer to the Oracle RMAN trace logs within the RPS server in the *Engine\Logs\* location.

## **Error Message 11056**

RMAN assured recovery execution failed as RMAN command failed, RMAN error: RMAN-03002: failure of restore command at 04/28/2025 00:01:20 RMAN-06026: some targets not found – aborting restore RMAN-06023: no backup or copy of datafile 18 found to restore Recovery Manager complete.

### **Symptom**

Assured recovery fails if some targets are not found.

### **Solution**

Make sure that the Oracle Database is open and in a running state.

## **Error Message 11061**

Failure has been reported while RMAN crosschecks the logical records in control file of the target database.

### **Symptom**

RMAN fails to crosscheck the logical records in the control file of the target database.

### **Solution**

Refer to the Oracle RMAN trace logs within the RPS server in the *Engine\Logs\* location.

## **Error Message 11069**

Restore operation cannot be performed as Oracle database <parameter> on server <parameter> is not in SHUTDOWN state.

### **Symptom**

Failed to perform restore operation.

### **Solution**

Shutdown the database and submit the Restore job.

## Error Message 11077

Failed Antivirus Scan for Volume [Volume\\?\Volume{b9170d5e-f4c3-11e5-976b-000c298cc68d}\:].

### Symptom

Failed to perform antivirus scan for a backed-up volume.

### Solution

For more information about the antivirus scan result, check the Assured Security job log.

## Error Message 11078

Please verify that the Windows defender Antivirus is installed, and the service is running on the Assured Security proxy server.

### Symptom

The Windows defender Antivirus is not properly installed, and the service is not running on the proxy machine.

### Solution

Properly install the Windows defender Antivirus, and check whether the service is running.

## Error Message 11079

Failed to mount the Volume.

### Symptom

When you run the Assured Security Scan job, the Recovery Point fails to get mounted on the proxy machine.

### Solution

Check the Data Store or Recovery Point Server.

## Error Message 11080

The volume [<volume>] is malicious.

### Symptom

When you run the Assured Security Scan job, the Antivirus detects the malicious content in the volume of the Recovery point.

### **Solution**

Check the Assured Security job log and Antivirus scan result to see if the files/folders are malicious. If yes, review those files/folders.

## **Error Message 11083**

Failed to create immutable snapshot of the data store [<parameter>], refer cloudobjlock.log for more details.

### **Symptom**

The creation of immutable snapshot fails.

### **Solution**

Retry the process of creating immutable snapshot. If the problem persists, contact Arcserve Support for assistance.

## **Error Message 11089**

Failed to create immutable snapshot of the data store [<parameter>], refer cloudobjlock.log for more details.

### **Symptom**

The creation of immutable snapshot fails.

### **Solution**

Retry the process of creating immutable snapshot. If the problem persists, contact Arcserve Support for assistance.

## **Error Message 11093**

Failed to read object <paramter> for data store <parameter> due to the following error:[AWS SDK returned error code HTTP 403]. Please check your cloud connectivity and try again later.

### **Symptom**

Failed to read object for a data store.

### **Solution**

Please check your cloud connection and retry after sometime. If the problem persists, contact Arcserve Support for assistance.

## **Error Message 11096**

Failed to download meta data files from the cloud for data store <parameter>.

**Symptom**

The meta data files fail to download.

**Solution**

Please check your cloud connection and retry after sometime. If the problem persists, contact Arcserve Support for assistance.

## Error Message 11101

Failed to trigger immutable snapshot for data store <parameter> because object locking mode was specified as inappropriate.

**Symptom**

The immutable snapshot for a data store fails to get triggered due to an inappropriate object locking mode.

**Solution**

Retry the process of creating immutable snapshot. If the problem persists, contact Arcserve Support for assistance.

## Error Messages from 15000 to 15100

This section includes the following error messages:

---

### Error Message 15000

Virtual Standby job started.

**Symptom**

This is an information message.

**Solution**

No action required.

### Error Message 15001

Source path is [<parameter>], destination root path is [<parameter>].

**Symptom**

This is an information messages.

**Solution**

No action required.

## Error Message 15002

Virtual Standby job finished.

### Symptom

This is an information message.

### Solution

No action required.

## Error Message 15003

The Virtual Standby job failed.

### Symptom

Virtual Standby job failed when error occurred.

### Solution

If other error logs are recorded in the job activity logs, view the details and resolve that error. If no other error logs are found, then view the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15004

Virtual Standby job is canceled.

### Symptom

Virtual Standby job is canceled by user or by stopping data store.

### Solution

If you want to continue previous Virtual Standby job then resume.

## Error Message 15005

The Virtual Standby job copied data totaling <parameter>, the elapsed time was <parameter>, and the average throughput was <parameter>.

**Note:** This is an information message.

## Error Message 15006

This session already exists on destination, skip it.

**Note:** This message is dropped. Not use.

## Error Message 15007

Connected to remote server [<parameter>].

**Note:** This message is dropped. Not use.

## Error Message 15008

Connected to share folder [<parameter>].

**Note:** This message is dropped. Not use.

## Error Message 15009

Failed to connect to remote server [<parameter>], port = <parameter>.

**Note:** This message is dropped. Not use.

## Error Message 15010

Failed to connect to share folder <parameter>, user = <parameter>.

**Note:** This message is dropped. Not use.

## Error Message 15011

Failed to authenticate user [<parameter>] for the server [<parameter>].

This message is dropped. Not use.

## Error Message 15012

Source directory is <parameter> D2D session.

This message is dropped. Not use.

## Error Message 15013

Virtual Standby does not support creating virtual disk images on compressed volumes and volumes that are encrypted by the file system. (host = <parameter>, directory = <parameter>).

### Symptom

Virtual Standby does not support creating virtual disk images on compressed volumes and volumes that are encrypted by the file system.

### Solution

Change the Virtual Standby destination directory to a non-compressed folder that is available on a non-encrypted volume.

## Error Message 15014

Do not support create virtual disk image on compress volume (directory = <parameter>).

### Symptom

Virtual Standby does not support creating virtual disk images on compressed volumes and volumes that are encrypted by the file system.

### Solution

Change the Virtual Standby destination directory to a non-compressed folder that is available on a non-encrypted volume.

## Error Message 15015

Virtual Standby job cannot be run because a merge is in progress, root = <parameter>.

### Symptom

Virtual Standby job cannot be run because a merge is in progress.

### Solution

Wait for the merge job to complete and then resume the Virtual Standby job.

## Error Message 15016

Virtual Standby job failed, because there is no enough free disk space, machine = <parameter>, folder = <parameter>

### Symptom

Virtual Standby job failed due to inadequate free disk space to complete the data conversion.

### Solution

Add more free disk space to the Virtual Standby destination hypervisor.

## Error Message 15017

The Virtual Standby conversion job was interrupted. The job was interrupted because the user or a Setup application stopped the Agent web service on the monitor server [<parameter>].

This message is dropped. Not use.

## Error Message 15018

The monitor server cannot communicate with the node. Verify that monitor server and the node can communicate via the network.

This message is dropped. Not use.

## Error Message 15019

The data transfer module terminated unexpectedly. If necessary, contact Arcserve Support.

This message is dropped. Not use.

## Error Message 15020

Unable to connect to the remote destination [<parameter>].

### Symptom

Unable to connect to the remote destination of the backup session.

### Solution

Fix the network connection between the Virtual Standby convertor and the remote destination that is available as output in the log. Then, resume the Virtual Standby job.

## Error Message 15021

Virtual Standby job is skipped.

### Symptom

Virtual Standby job is skipped.

### Solution

If there is an active Virtual Standby job, subsequent Virtual Standby job is skipped. No action required.

## Error Message 15023

<parameter> is not connected to network. Verify that it is connected to the network.

This message is dropped. Not use.

## Error Message 15024

An unknown error with VDDK occurred. Contact Arcserve Support.

This message is dropped. Not use.

## Error Message 15025

A file <VMDK FILENAME> was not found. Contact Arcserve Support.

This message is dropped. Not use.

## Error Message 15026

A disk error occurred. To correct the problem, submit a full backup.

This message is dropped. Not use.

## Error Message 15027

The credentials used to log in to <parameter> are not correct. Verify that the user name and password are correct.

This message is dropped. Not use.

## Error Message 15028

An internal error occurred. Contact Arcserve Support.

This message is dropped. Not use.

## Error Message 15029

There is not enough free disk space on <parameter>. To continue, free disk space on <parameter>.

This message is dropped. Not use.

## Error Message 15030

The file on the disk is greater than two terabytes. VMware file system does not support files that are greater than two terabytes.

This message is dropped. Not use.

## Error Message 15031

A license is not installed on <parameter>. Verify the license is installed.

This message is dropped. Not use.

## Error Message 15032

Virtual Standby was unable to read the D2D backup session. The session may be inaccessible or corrupt. To correct the problem, submit a new backup job using the new backup session. If the problem persists, contact Arcserve Support.

This message is dropped. Not use.

## Error Message 15033

An error occurred while reading source session. For more information, see the Virtual Standby logs located in <parameter>. Additionally, see Troubleshooting in the User Guide.

This message is dropped. Not use.

## Error Message 15034

The Assured Recovery process [InstantVMAgent.exe] has crashed.

### **Symptom**

The Assured Recovery job process crashed.

### **Solution**

View log for details.

## Error Message 15035

Invalid backup destination of session, cannot run the Assured Recovery job.

### **Symptom**

Invalid backup destination of session, cannot run the Assured Recovery job.

### **Solution**

Submit a full backup and retry.

## Error Message 15036

Hyper-V does not support protecting source nodes that contain disks greater than 2 Terabytes. Plan deployment failed.

### Symptom

Assured Recovery task deployment failed due to the current Hyper-V server does not support disk greater than 2 Terabytes.

### Solution

Upgrade the Hyper-V server to Hyper-V 2012 or above version.

## Error Message 15037

Failed to install the VDDK driver on [<parameter>]. To rectify the issue, uninstall the VDDK driver that is installed on the computer. Optionally, you can execute the following command (from the command line) on the target computer: `sc delete <parameter>`. After the VDDK driver is uninstalled, reboot the computer and then run Assured Recovery deployment again.

### Symptom

Installing VDDK driver failed

### Solution

Install VDDK driver manually using the command line.

## Error Message 15038

Failed to generate Job ID. Error message: <parameter>.

### Symptom

Failed to generate the job ID.

### Solution

Follow the error message and try again.

## Error Message 15039

Failed to get sessions. For details, see Arcserve UDP Agent log files on the host [<parameter>].

### Symptom

Instant VM or Assured Recovery job failed.

**Solution**

View log files on the host for details.

## Error Message 15040

Failed to get sessions from destination [<parameter>]. Please verify if the destination is valid and the user name [<parameter>] has right to access the destination.

**Symptom**

Failed to get sessions when connecting to the destination.

**Solution**

Verify the network connection and account credentials.

## Error Message 15041

The VDDK service has been installed on the machine [<parameter>] and requires the machine to be rebooted. Please perform the Assured Recovery jobs after the machine reboots.

**Symptom**

The proxy server is required to be rebooted due to VDDK installation.

**Solution**

Reboot the machine

## Error Message 15042

License failure. Please navigate to Help->Activation and Licensing to view the required license for this node.

**Symptom**

Failed to verify license.

**Solution**

Navigate to Help->Activation and Licensing to view the required license for this node. For more information, contact Arcserve Support.

## Error Message 15043

License failure. The required license for this node is <parameter>. For more information, navigate to Help->Activation and Licensing.

**Symptom**

Failed to verify license

**Solution**

Navigate to Help->Activation and Licensing to view the required license for this node. For more information, contact Arcserve Support.

## Error Message 15044

The Assured Recovery job failed when checking license. Failed to get the machine information of the source node from the backup destination.

**Symptom**

Failed to verify license

**Solution**

Verify the network connectivity and check the detail message in the log.

## Error Message 15045

Failed to launch Assured Recovery job. Error message: <parameter>.

**Symptom**

Failed to launch Assured Recovery job.

**Solution**

View log for details.

## Error Message 15047

The target hypervisor <parameter> does not support the source machine [<parameter>>] booting from the EFI partition.

**Symptom**

Instant VM or Assured Recovery job failed because the hypervisor does not support booting from EFI partition.

**Solution**

Upgrade the Hyper-V server to Windows 2012R2 or using a ESX server instead.

## Error Message 15048

The target hypervisor <parameter>> does not support the disk size of the source machine [<parameter>>]. To ensure a successful AU\_ProductName\_AR\_SHORT job,

either upgrade the hypervisor to ESX/ESXi 5.5 or select a target hypervisor that supports the disk size of the source machine.

**Symptom**

Assured Recovery job failed because the disk size exceeded.

**Solution**

Upgrade the hypervisor to ESX/ESXi 5.5 or select a target hypervisor that supports the disk size.

## Error Message 15049

The selected proxy server does not meet the prerequisites. Error message: <parameter>.

**Symptom**

Instant VM, Assured Recovery, or Assured Security job failed.

**Solution**

The selected proxy server cannot perform the operation. Use a proxy server that meets the prerequisites.

## Error Message 15050

Failed to read file [<parameter>]. Check the web service debug log for more details.

**Symptom**

Instant VM or Assured Recovery job failed being unable to read the XML file.

**Solution**

View log for details.

## Error Message 15051

Session filter information is not configured. Please redeploy the plan and retry.

**Symptom**

Assured Recovery job failed because the session filter is not configured.

**Solution**

Modify the plan and configure the session filter.

## Error Message 15052

Incorrect Session information specified by user.

**Symptom**

Assured Recovery job failed. Incorrect session information.

**Solution**

Provide the correct session information.

## Error Message 15053

The Assured Recovery job is not supported. The operating system for source machine [<parameter>] is unknown.

**Symptom**

Assured Recovery job failed because the source machine is not a Windows node.

**Solution**

Windows Assured Recovery task does not support a Non-Windows node.

## Error Message 15054

Failed to start Assured Recovery process [InstantVMAgent.exe]. Error message: <parameter>.

**Symptom**

Failed to start InstantVMAgent.exe process.

**Solution**

View log for details.

## Error Message 15055

Failed to save the XML file [<parameter>].

**Symptom**

Failed to save the XML file.

**Solution**

View log for details.

## Error Message 15056

The Assured Recovery task information is invalid. Please redeploy the plan.

**Symptom**

Failed to deploy the Assured Recovery task. Invalid task information.

**Solution**

Re-deploy the plan.

## Error Message 15058

Failed to run backup job. Unable to get the encryption hash key for the encrypted data store <data store name>.

**Symptom**

Failed to run the backup job.

**Solution**

Make sure the network connection is good. If the problem persists, contact Arcserve Support.

## Error Message 15060

Failed to run backup job. <parameter>.

**Symptom**

The backup job cannot be launched.

**Solution**

Verify the RPSWebService.log on the RPS server for error message. If the errors are not obvious, contact Arcserve Support.

## Error Message 15062

Failed to connect to Arcserve UDP Agent <parameter>. Verify that the server is up and running, reachable, and the agent service is running.

**Symptom**

Failed to connect to the D2D server.

**Solution**

Verify if the hostname, username, password, port is correct and the D2D server is running.

## Error Message 15063

Failed to pause this server's heartbeat to monitor "<parameter>".

**Symptom**

The heart beat to the monitor server cannot be paused at this moment.

### **Solution**

Please ensure that the monitor service is running and the host is in the correct state.

## **Error Message 15064**

Failed to resume this server's heartbeat to monitor "<parameter>".

### **Symptom**

The heart beat to the monitor server cannot be triggered.

### **Solution**

Verify that the monitor service is running and the host is in the correct state.

## **Error Message 15066**

Failed to run the job for <source> because datastore <datastore> is in restore mode on the Recovery Point Server <server>.

### **Symptom**

The status of data store is block or read only.

### **Solution**

Make sure the data store is in the running state and verify that the data store folder is not full, or get help from developers.

## **Error Message 15067**

Failed to get job monitor information for data store "<parameter>". Check the web service debug log for more details.

### **Symptom**

Failed to get monitor information of data store.

### **Solution**

Contact Arcserve Support for help.

## **Error Message 15068**

The <parameter> of data store"<parameter>" is running out of free space/memory, and may not be able to save the specified backup data.

### **Symptom**

The status of data store is not healthy.

**Solution**

Verify if the data store folder is full or get help from developers.

## Error Message 15070

Failed to collect the Agent Diagnostic information to the location <path>.

**Symptom**

Failed to collect the diagnostic information for the Agent.

**Solution**

Check the network connection and try again. If the issue persists, contact Arcserve Support.

## Error Message 15071

Cannot fetch list of virtual networks;

**Symptom**

Unable to fetch the list of virtual network.

**Solution**

Verify if the log file of the file Webservice.log has any exception.

## Error Message 15072

Boot volume is on dynamic disk.

**Symptom**

Boot volume is on the dynamic disk.

**Solution**

VSX does not support the boot volume on the dynamic disk.

## Error Message 15073

Cannot mount disk. There's a disk with same signature already mounted.

**Symptom**

Unable to mount the disk.

**Solution**

The disk with the same signature is mounted. Resolve the issue to verify the conflict of disk signature.

## Error Message 15074

Failed to find the Boot Volume in the snapshot for session <parameter> of server [<parameter>].

### Symptom

The boot volume was not found in the snapshot.

### Solution

Verify that the boot volume has been backed up. Then, check whether there are exceptions in the log file.

## Error Message 15075

Failed to get the boot or system disk signature.

### Symptom

Unable to fetch the disk signature.

### Solution

Verify if the log file shows any exception. Then, verify the disk signature by mounting in another virtual machine.

## Error Message 15076

Failed to download driver from Amazon. Please refer document to download it manually.

### Symptom

The driver was not downloaded.

### Solution

Verify the network connection to the Amazon during that period of time by checking the corresponding log file in UDP.

## Error Message 15077

The driver injection on volume <parameter> fails.

### Symptom

Failed to perform the driver injection.

### Solution

Verify the disk status by mounting into another virtual machine.

## Error Message 15078

Failed to configure the bootable session <parameter> for server [<parameter>].

### Symptom

Failed to configure the bootable session for server.

### Solution

Verify the disk status by mounting into another virtual machine.

## Error Message 15079

Failed to create bootable snapshot. This may be because standby VM [<parameter>] is in power-on state. Power off standby VM and re-create Virtual Standby job.

### Symptom

Failed to create bootable snapshot due to the virtual machine is not in powered-off state.

### Solution

Verify the status of the converted virtual machine.

## Error Message 15081

Failed to power on virtual machine [<parameter>].

### Symptom

Failed to power on the virtual machine.

### Solution

The virtual machine was not started successfully. Please check the state of the Hypervisor and check more detailed activity log to check the failure cause. Sometimes the low memory on the hypervisor side may be the root cause.

## Error Message 15082

Failed to shutdown virtual machine [<parameter>].

### Symptom

Failed to shutdown the virtual machine.

### Solution

Please verify the log file to check any network communication error. Then manually try to shutdown the virtual machine and check the error message.

## Error Message 15083

The driver injection on volume <parameter> fails.

### Symptom

Failed to preform the driver injection.

### Solution

Verify if the log file shows any exception. Then, verify the disk signature by mounting in another virtual machine.

## Error Message 15084

Failed to mount tools image to virtual machine [<parameter>].

### Symptom

Unable to mount the ISO of the integration tool.

### Solution

Verify the log file or manually set up the integration tool.

## Error Message 15085

<parameter>

### Symptom

Exception error messages received.

### Solution

Follow the detail of the exception messages to resolve.

## Error Message 15086

Failed to get boot volume drive letter.

### Symptom

The driver letter was not found.

### Solution

This may be an error of the VDDK that has been fixed by the latest build.

## Error Message 15087

License failure. Please navigate to Help>Activation and Licensing to see the exact license needed for this node.

### Symptom

Failed to check License.

### Solution

Navigate to Help>Activation and Licensing to find out the exact license needed for this node. Apply proper license.

## Error Message 15088

License failure. The required license for this node is <parameter>. For more information, navigate to Help>Activation and Licensing.

### Symptom

Failed to check License.

### Solution

Navigate to Help>Activation and Licensing to find out the exact license needed for this node. Apply proper license.

## Error Message 15089

The Instant VM job failed while checking license. Failed to get machine information of the source node from backup destination.

### Symptom

Failed to get machine information of the source node from the backup destination during license check.

### Solution

View the Agent web service log file for details. Verify the network connection between the proxy server and the backup destination and try again.

## Error Message 15090

The Instant VM process has crashed.

### Symptom

The job process has crashed.

### **Solution**

This could happen if the proxy server reboots suddenly. In this case, no action required. Or The process crashed itself. In this case, contact Arcserve Support.

## **Error Message 15091**

The Instant VM process had to exit due to error while attempting to read data. Please check the network connection and click Restart to try again.

### **Symptom**

The job failed or the Instant Virtual Machine is not usable.

### **Solution**

This could happen in below situation.

1. RPS Data Store is stopped. Start the Data Store then retry.
2. A network connection is not available between the proxy server and the RPS Data Store. Resolve the network issue then retry.
3. Read data timeout from RPS Data Store due to pool performance of RPS Data Store. Assign more CPU/Memory to RPS server or use SSD as the Data Store media and then retry.

## **Error Message 15092**

Failed to start <parameter> for <parameter>. For more information, check the RPSWebService.log file within the Logs folder in the Arcserve UDP Recovery Point Server installation path.

### **Symptom**

Failed to start job.

### **Solution**

Contact Arcserve Support.

## **Error Message 15093**

Failed to start <parameter> job for server <parameter>.

### **Symptom**

Failed to start job due to web service exception.

### **Solution**

Contact Arcserve Support.

## Error Message 15094

Unable to run the <parameter> for <parameter> due to the following error: <parameter>.

### Symptom

Failed to start job due to data store exception.

### Solution

Contact Arcserve Support.

## Error Message 15096

Failed to run UNC or NFS Backup job. The data store <data store name> is not in a running state on Arcserve UDP Recovery Point Server <xx.xx.xx.xx>. You must start the data store to allow the UNC or NFS Backup job to run.

### Symptom

Failed to run the UNC or NFS backup job as the data store is not running on Arcserve UDP Recovery Point Server.

### Solution

Start the data store to allow the UNC or NFS backup job to run.

## Error Message 15097

The data store "<parameter>" in the server "<parameter>" is <parameter> and the <parameter> for <parameter> will not run.

### Symptom

Failed to start job as the data store is not running.

### Solution

Verify the status of data store.

## Error Message 15099

The data in session <parameter> must consist of at least system reserved volume and boot volume otherwise the conversion job will fail.

### Symptom

Virtual Standby job failed as neither the system volume nor the boot volume was backed up.

### **Solution**

Add the system volume and boot volume of the source machine in the backup plan.

## **Error Message 15100**

Boot volume is on dynamic disk. Hyper-V does not support the creation of virtual standby on dynamic disk. Convert dynamic disk to basic disk or create virtual standby on ESX/vCenter.

### **Symptom**

Virtual Standby job to Hyper-V failed as the boot volume is on the dynamic disk and could not perform driver injection.

### **Solution**

This issue happens due to Windows limitation wherein the virtual disk files that are dynamic disks could not be mounted to disk manager. Change the Virtual Standby destination hypervisor to VMware ESX/vCenter.

## **Error Messages from 15101 to 15200**

This section includes the following error messages:

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### **Error Message 15101**

An error occurred while retrieving the state of the Arcserve HA scenario. The conversion job will be canceled.

This message is dropped. Not use.

### **Error Message 15102**

Virtual Standby Job failed because size of the session <parameter> is <parameter> MB that is bigger than the free space of <parameter> MB available on the destination.

### **Symptom**

Virtual Standby job failed due to inadequate free disk space to complete the data conversion.

### **Solution**

Add more free disk space to the Virtual Standby destination hypervisor.

## Error Message 15103

Failed to convert sessions for VM [<parameter>] to cloud. An internal error has occurred. Please contact Arcserve Support.

### Symptom

Virtual Standby job failed when error occurred.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15104

Failed to convert sessions for VM [<parameter>] to ESX Server [<parameter>]. An internal error has occurred. Please contact Arcserve Support.

### Symptom

Virtual Standby job failed when error occurred.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15105

Failed to convert sessions for VM [<parameter>] to Hyper-V Server [<parameter>]. An internal error has occurred. Please contact Arcserve Support.

### Symptom

Virtual Standby job failed when error occurred.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15106

Failed to cancel the Virtual Standby job.

### Symptom

Unable to cancel the Virtual Standby job.

**Solution**

View the Agent web service log file for details or contact Arcserve Support.

## Error Message 15107

Failed to delete Hyper-V snapshot <parameter>.

**Symptom**

Virtual Standby job failed due to errors faced while deleting the VM snapshot on Hyper-V server.

**Solution**

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15108

Failed to connect to node: <parameter> [<parameter>]. Verify that the server is up and running, reachable. Verify that server name, port number, and protocol (http/https) inputs are all correct and the Arcserve UDP Agent web service is started on the specified host.

**Symptom**

Virtual Standby job failed being unable to connect to the UDP Agent service on the destination host.

**Solution**

Verify whether the UDP Agent is installed on the destination server. Provide the correct server name, port number, and protocol in the VSB task. You may also need to update the related node in Console and redeploy the plan.

## Error Message 15109

Failed to convert backup disk image <disk\_name>.

**Symptom**

This is an information message.

**Solution**

No action required.

## Error Message 15110

Failed to find the boot disk.

### Symptom

Virtual Standby job failed being unable to find the boot disk.

### Solution

In the backup task, verify if the boot volume is protected. If not, then add boot volume to the backup task. If the boot volume is already protected, then view the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15111

Failed to prepare the bootable virtual disks.

### Symptom

Virtual Standby job failed while trying to create bootable snapshot.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15112

Failed to start the process to prepare the bootable virtual disks.

### Symptom

Virtual Standby job failed while trying to add process to create bootable snapshot.

### Solution

View the Agent tomcat\_XXXX.log to find more details and try again. Or contact Arcserve Support.

## Error Message 15113

Failed to create the bootable snapshot. Snapshot name is <parameter>.

### Symptom

Virtual Standby job failed being unable to create the bootable snapshot.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view web service log file on the Virtual Standby monitor server to find more details. The log file is "WebService.log" under the "<UDP\_HOME>\Engine\Logs" folder. Or, contact Arcserve Support. Arcserve UDP Virtual Standby to Amazon EC2 needs to download three packages from Amazon, which will be used for creating the bootable snapshot. Recently Amazon had changed the download link for one of the packages, and as a result the download is failing. Arcserve has provided a fix on top of UDP 6.5 update 4, that will modify the behavior, using the new download location. `arc_real_It;aarc_real_nbsp;target=arc_real_quot;_blankarc_real_quot;arc_real_nbsp;href=arc_real_quot;https://support.arcserve.com/s/article/Virtual-Standby-to-Amazon-EC2-job-failed?language=en_USarc_real_quot;arc_real_`  
`gt;https://support.arcserve.com/s/article/Virtual-Standby-to-Amazon-EC2-job-failed?language=en_USarc_real_It;/aarc_real_gt;`

## Error Message 15114

Failed to create the bootable snapshot for node [<parameter>] because the failover job script does not exist.

### Symptom

Virtual Standby job failed when creating the bootable snapshot. The Virtual Standby failover job script was not found.

### Solution

Redeploy the plan in Console for this node. Then, resume Virtual Standby to try again.

## Error Message 15115

Storage [<parameter>] on ESX node [<parameter>] can't support virtual disk size bigger than <parameter>. To convert disk, change storage block size to <parameter>.

### Symptom

Virtual Standby job failed as the datastore on ESX cannot support a virtual disk size bigger than the maximum value of single file size supported by this datastore.

### Solution

Change the Virtual Standby destination to another datastore of the ESX server and try again.

## Error Message 15116

The ESX Server system does not support a disk size that is greater than 2TB.

### Symptom

Virtual Standby job failed as the ESX Server system does not support a disk size that is greater than 2 TB.

### Solution

Change the Virtual Standby destination to another ESX server that supports a file size bigger than 2 TB and try again.

## Error Message 15117

Virtual Standby cannot download meta data from server [<parameter>]. Server [<parameter>] is not accessible.

### Symptom

Virtual Standby job failed as the destination ESX server is not accessible.

### Solution

Verify if the destination ESX server is online and reachable from the server.

## Error Message 15118

Virtual Standby cannot download meta data from cloud storage server.

### Symptom

Virtual Standby job failed being unable to download meta data from Amazon storage.

### Solution

Verify the network connection between UDP Recovery Point Server and Amazon S3 Storage.

## Error Message 15119

An unexpected error has occurred when attempting to convert sessions for VM [<parameter>]. To remedy this problem, please submit a new backup to start the Virtual Standby job. If the problem persists, contact Arcserve Support.

### Symptom

The Virtual Standby job failed due to an unexpected error.

### **Solution**

View the Agent web service log file for details or contact Arcserve Support.

## **Error Message 15120**

The datastore name [<parameter>] does not exist on the ESX Server system. Reconfigure the plan using the existing datastore name.

### **Symptom**

Virtual Standby job failed as the datastore configured in the Virtual Standby task does not exist on the ESX Server system.

### **Solution**

Reconfigure the plan using the existing datastore name and redeploy the plan.

## **Error Message 15121**

Standby VM job failed and unpaired snapshot may have been created. This will be resolved in next round of Virtual Standby job.

### **Symptom**

Virtual Standby job failed as unpaired snapshot is found for the Standby VM.

### **Solution**

The unpaired snapshot will be removed by next Virtual Standby job. Resume the Virtual Standby to trigger a manual job now or wait for next scheduled Virtual Standby job.

## **Error Message 15122**

License failure. Please navigate to Help>Activation and Licensing to view the exact license needed for this node.

### **Symptom**

Virtual Standby job failed due to license check failure.

### **Solution**

Provide correct or adequate license and try again.

## **Error Message 15123**

License failure. The required license for this node is <parameter>. For more information, navigate to Help>Activation and Licensing.

**Symptom**

Virtual Standby job failed due to license check failure.

**Solution**

Provide correct or adequate license and try again.

## Error Message 15124

Virtual Standby does not support the source machine [<parameter>] booting from the EFI partition.

**Symptom**

Virtual Standby job failed as the destination hypervisor does not support the VM boot from the EFI partition.

**Solution**

Due to a Hyper-V limitation, Virtual Standby cannot support the UEFI system. The limitation prevents supporting a virtual machine that uses the Unified Extensible Firmware Interface (UEFI). Therefore, deployment fails when you deploy a Virtual Standby task, whose Standby destination is Hyper-V Server, to a UEFI system. This scenario is applicable to the Hyper-V Server 2008, 2008 R2 or 2012.

If the destination Hyper-V Server is 2012 R2 and the source node is a UEFI system, the server is supported when having one of the following operating systems:

- Windows Server 2012
- Windows Server 2012 R2
- 64-bit versions of Windows 8
- 64-bit versions of Windows 8.1

## Error Message 15125

Unable to connect to [<parameter>]. Update the virtual standby plan with the correct cloud credentials.

**Symptom**

Virtual Standby job failed being unable to connect to the cloud service.

**Solution**

Update the cloud account with the correct cloud credentials and deploy the plan.

## Error Message 15126

Unable to connect to ESX/VC server [<parameter>] with user name [<parameter>].  
Update the virtual standby plan with the correct username/password.

### Symptom

Virtual Standby job failed being unable to connect to the ESX/VC server.

### Solution

Update the virtual standby plan with the correct username and password for ESX/VC server.

## Error Message 15127

The Virtual Standby server cannot communicate with the ESX Server/vCenter Server system. Verify that the ESX Server/vCenter Server system is connected to the network and is accessible.

### Symptom

Virtual Standby job failed being unable to connect to the ESX/VC server.

### Solution

Verify that the ESX Server/vCenter Server system is connected to the network and is accessible.

## Error Message 15128

Virtual Standby job failed because Virtual Standby internal error occurred when trying to get license. Check Virtual Standby log.

### Symptom

Virtual Standby job failed when trying to get license.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15129

The virtual standby job failed because of a vStorage API license failure. Contact your account representative to obtain a new vStorage API license.

### Symptom

Virtual Standby job failed as the ESX/VC server does not have the feature vStorage API licensed.

**Solution**

Provide a VMware ESX license to enable vStorage API license for the ESX server.

## Error Message 15130

Virtual Standby job failed because the application could not connect to Virtual Standby to get license. Please check network configurations.

**Symptom**

Virtual Standby job failed as the application could not connect to UDP Console to get license.

**Solution**

Verify if the network connection to UDP Console is available and try again.

## Error Message 15131

The current cloud account is not authorized to read IAM user information.

**Symptom**

Virtual Standby job failed as the current account is not authorized to read IAM user information from Amazon Web Service.

**Solution**

View the UDP Solutions Guide to assign correct privileges for Virtual Standby to EC2.

## Error Message 15132

The session [<parameter>] is not a bootable session. Please select at least system reserved volume and boot volume in the plan, then trigger a new full backup to ensure both the volumes are backed up.

**Symptom**

Virtual Standby job failed as the backup session does not include both system volume and boot volume.

**Solution**

Select at least the system volume and the boot volume in the plan. Then, trigger a new full backup to ensure both the volumes are backed up.

## Error Message 15133

Failed to delete blob snapshot for machine <parameter>, error message: <parameter>.

### Symptom

Virtual Standby job failed due to errors in deleting the page blob snapshot in Azure storage.

### Solution

View the detail of the error message that is returned by Microsoft Azure. Resolve that error and try again. If the problem persists, please contact Arcserve Support.

## Error Message 15134

Failed to get the operating system information for source node [<parameter>].

### Symptom

Virtual Standby job failed being unable to get the operating system information of source node.

### Solution

Please check the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15135

Failed to list blob snapshot for machine <parameter>, error message: <parameter>.

### Symptom

Virtual Standby job failed due to errors in listing the page blob snapshots in Azure storage.

### Solution

View detail of the error message returned by Microsoft Azure. Resolve that error and try again. If the problem persists, please contact Arcserve Support.

## Error Message 15136

Failed to revert to blob snapshot, source machine: <parameter>, error message: <parameter>.

### Symptom

Virtual Standby job failed due to errors in reverting to the page blob snapshot in Azure storage.

**Solution**

View detail of the error message returned by Microsoft Azure. Resolve that error and try again. If the problem persists, please contact Arcserve Support.

## Error Message 15137

Failed to take blob snapshot for machine <parameter>, error message: <parameter>.

**Symptom**

Virtual Standby job failed due to errors in taking page blob snapshot in Azure storage.

**Solution**

View detail of the error message returned by Microsoft Azure. Resolve that error and try again. If the problem persists, please contact Arcserve Support.

## Error Message 15138

Failed to remove and add the virtual disk for the VM [<parameter>].

**Symptom**

Virtual Standby job failed due to errors when attaching disk to the VM.

**Solution**

View the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15140

Failed to create the data transfer script.

**Symptom**

Virtual Standby job failed due to errors in preparing the job script for transferring data.

**Solution**

View the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15140

Failed to create the data transfer script.

### Symptom

Virtual Standby job failed due to errors in preparing the job script for transferring data.

### Solution

View the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15141

Failed to lock the sessions: from session <parameter> to session <parameter>.

### Symptom

Virtual Standby job failed being unable to lock the sessions.

### Solution

Generally, Virtual Standby job lock session fails because another job locked that session with write locker. View the Agent web service and tomcat log files to find more details or contact Arcserve Support.

## Error Message 15142

Failed to convert session <parameter> to the host for VM [<parameter>].

### Symptom

Virtual Standby job failed to convert session.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15143

Failed to save the VM [<parameter>] snapshot information to storage.

### Symptom

Virtual Standby job failed being unable to save the snapshot information.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15144

Failed to take the snapshot for the VM [<parameter>]. Snapshot name is <parameter>.

### Symptom

Virtual Standby job failed due to errors when taking snapshot for the VM.

### Solution

If the job activity logs record other error logs, view the details and resolve that error. If logs are not available, then view the Agent web service log file to find more details or else contact Arcserve Support.

## Error Message 15145

Unable to access the configuration file for the backup session. The session may have been destroyed or the session may not be complete.

### Symptom

Virtual Standby job failed as the configuration file was not be found in the backup destination folder for the backup session.

### Solution

Verify if the backup session is correct or complete. If the session is incorrect, then trigger a full backup and try again.

## Error Message 15146

Failed to parse the configuration file for the backup session <parameter>.

### Symptom

Virtual Standby job failed as the configuration file was not parsed correctly.

### Solution

Verify if the backup session is correct or complete. If the session is incorrect, then trigger a full backup and try again.

## Error Message 15147

Error preparing for remote conversion <parameter>.

**Symptom**

Virtual Standby job failed due to errors in preparing VSS snapshot for the backup session replicated by RHA.

**Solution**

View the Agent web service log file to find more details or contact Arcserve Support.

## Error Message 15148

The password for session <parameter> is incorrect. From Virtual Standby, set the session passwords from the Node list.

**Symptom**

Virtual Standby job failed due to incorrect session password.

**Solution**

Set correct session passwords from the Node list for the node.

## Error Message 15149

The account [<parameter>] for the Agent is invalid.

**Symptom**

The account information is incorrect.

**Solution**

Provide correct account information.

## Error Message 15150

The account [<parameter>] is not valid for converter [<parameter>]. From Virtual Standby, click the converter host link from the Node list and provide valid credentials.

**Symptom**

The account information of the converter is incorrect.

**Solution**

Update the converter node and provide the correct account information.

## Error Message 15151

Virtual Standby job failed in hot-add mode. This failure may be caused by network fault or VDDK error. If there are disks that do not belong to <parameter>, detach them and verify network connectivity. Then submit a new virtual standby job.

### Symptom

Virtual Standby job failed when using hot-add mode.

### Solution

If there are virtual disks that do not belong to virtual standby converter or monitor server, detach them and verify network connectivity. Then submit a new virtual standby job.

## Error Message 15152

The Hyper-V Server [<parameter>] does not support creating a virtual machine which is booting from the EFI partition.

### Symptom

Virtual Standby job to a Hyper-V server failed when the source node is booting from EFI partition.

### Solution

Upgrade the Hyper-V server to Windows 2012 R2 or use an ESX server instead.

## Error Message 15153

The Virtual Standby job failed to execute Hyper-V operation [<parameter>].

### Symptom

The Virtual Standby job failed when executing a Hyper-V operation.

### Solution

Check network and view the Hyper-V log.

## Error Message 15154

Virtual Standby job failed to get sessions from monitor with error [<parameter>].

### Symptom

Virtual Standby job failed when connecting sessions from monitor.

### Solution

Check network.

## Error Message 15155

Virtual Standby job failed to create or find a Hyper-V VM for this server.

### Symptom

Virtual Standby job failed to create a Hyper-V VM

### Solution

Check the detail message in the log.

## Error Message 15156

The Virtual Standby job failed because of no disk files.

### Symptom

The Virtual Standby job failed as the disk files cannot be found.

### Solution

Delete the Standby VM and resume the Virtual Standby job.

## Error Message 15157

Virtual Standby job failed to find the parent disk for [<parameter>].

### Symptom

Virtual Standby job failed as the parent disk cannot be found.

### Solution

Delete the Standby VM and resume the Virtual Standby job.

## Error Message 15158

Virtual Standby job failed to locate the snapshot for [<parameter>].

### Symptom

Virtual Standby job failed as the snapshot cannot be found.

### Solution

Delete the standby VM and resume the Virtual Standby job.

## Error Message 15159

The Virtual Standby job failed to get the Hyper-V VM.

**Symptom**

The Virtual Standby job failed as the Hyper-V VM cannot be found.

**Solution**

Check the network and Hyper-V status.

## Error Message 15160

The standby virtual machine is not in a powered off state.

**Symptom**

Virtual Standby job failed as the Standby VM is powered on.

**Solution**

Power off the Standby VM and resume the Virtual Standby job.

## Error Message 15161

Virtual Standby job is unable to convert the sessions for virtual machine [<parameter>] to Hyper-V server [<parameter>]. The system disk was not detected in the backup session.

**Symptom**

Virtual Standby job failed as the system disk is not backup.

**Solution**

Modify the backup plan and select the system disk and then resume the Virtual Standby job.

## Error Message 15162

Virtual Standby job failed to create VM [<parameter>].

**Symptom**

Virtual Standby job failed being unable to create VM.

**Solution**

View log.

## Error Message 15163

Backup setting is not configured. Configure backup setting first.

**Symptom**

The Virtual Standby job failed because no backup setting was configured.

**Solution**

Modify the backup plan and resume the Virtual Standby job.

## Error Message 15165

The Agent recovery point [<parameter>] contains no system volume.

**Symptom**

Virtual Standby job failed because the system volume is not backed up in the session data.

**Solution**

Modify the backup plan and select the system volume, Then, submit a backup job again.

## Error Message 15166

<parameter>

**Symptom**

Exception error messages appeared.

**Solution**

To resolve, follow the exception messages.

## Error Message 15167

Virtual Standby job failed because backed-up files are damaged. Please manually submit a full backup to resume Virtual Standby job.

**Symptom**

Virtual Standby job failed as backup files are damaged.

**Solution**

Resubmit a new backup job

## Error Message 15168

Failed to get Smart Copy method due to exception. Virtual Standby job is canceled.

**Symptom**

Virtual Standby job failed because of smart copy exception.

**Solution**

View log.

## Error Message 15169

Failed to upload meta data to [<parameter>] on server [<parameter>] which is not accessible.

**Symptom**

Virtual Standby job failed when uploading the metadata.

**Solution**

Verify the connection to the ESX/VC server.

## Error Message 15170

VMware message: [<parameter>].

**Symptom**

There are errors happened.

**Solution**

Follow the message and view log.

## Error Message 15172

Failed to run "<parameter>" on data store "<parameter>" because another conflicting job is running on the same node.

**Symptom**

Failed to start job as another conflicting job is running.

**Solution**

No action required

## Error Message 15174

Failed to launch the RPS Jumpstart job for node <parameter> because another replication job is currently running for this node.

**Symptom**

Failed to start jumpstart job as another job is running.

**Solution**

No action required.

## Error Message 15175

Replication job failed for "<parameter>". Failed to connect to destination server "<parameter>".

### Symptom

Failed to start the replication job being unable to connect to the destination server.

### Solution

Verify if the destination server is running.

## Error Message 15176

Replication job failed for "<parameter>". Failed to connect to destination server "<parameter>" through proxy "<parameter>".

### Symptom

Failed to start the replication job being unable to connect to the destination server through proxy.

### Solution

Verify if the proxy information is correct and the destination server is running.

## Error Message 15177

Replication job failed for "<parameter>". Failed to retrieve information for data store "<parameter>" from destination server "<parameter>".

### Symptom

Failed to start replication job having failed to get data store information.

### Solution

Contact Arcserve Support.

## Error Message 15178

Replication job failed for "<parameter>". Failed to retrieve information for server plan "<parameter>" from destination server "<parameter>". Please try to redeploy plan.

### Symptom

Failed to start replication job having failed to get policy.

**Solution**

Contact Arcserve Support.

## Error Message 15179

Replication job failed for "<parameter>". Failed to retrieve the version of server "<parameter>"/"<parameter>".

**Symptom**

Failed to start replication job having failed to get server version.

**Solution**

Contact Arcserve Support.

## Error Message 15180

Replication job failed for "<parameter>". The plan "<parameter>" on destination server "<parameter>" is paused.

**Symptom**

Failed to start replication job as the destination plan is paused.

**Solution**

No action required.

## Error Message 15181

Replication job failed for "<parameter>". Version of server "<parameter>" is lower than server "<parameter>".

**Symptom**

Failed to start replication job as the version of source and destination is not matched.

**Solution**

No action required.

## Error Message 15182

Failed to submit replication job for "<parameter>" (Error = <parameter>).

**Symptom**

Failed to start replication job due to the backend.

**Solution**

Contact Arcserve Support.

## Error Message 15283

Arcserve Backup Client Agent is not installed or is not running on the target host.

### Symptom

Deploying Plan contains Copy to Tape task but Arcserve Backup Client Agent is not installed on the target host.

### Solution

Install Arcserve Backup Client Agent on the target host and try again.

## Error Messages from 15401 to 15500

This section includes the following error messages:

---

## Error Message 15446

Fails to connect to selected server.

### Symptom

Failed to connect to the server.

### Solution

Verify if the credential to access server and then view the output log messages.

## Error Message 15447

Validate monitor path failed. The path "<parameter>" is invalid path.

### Symptom

The monitor path is invalid.

### Solution

Verify the specified path.

## Error Message 15448

Failed to connect to ESX server: <parameter>.

### Symptom

Failed to connect to the ESX/ESXi server.

**Solution**

Verify if the credential to access server and then view the output log messages.

## Error Message 15449

The source [<parameter>] and the monitor [<parameter>] are the same machine.

**Symptom**

The source and monitor should not be in the same machine.

**Solution**

As an part of HA solution, please separate the source machine and monitor to two hosts.

## Error Message 15450

Failed to connect from <parameter>to the monitor: <parameter>. <parameter>.

**Symptom**

Failed to connect to the monitor server.

**Solution**

Verify that the firewall is disabled and the monitor can be reached using the IP address. Also, use the IP address instead.

## Error Message 15451

The standby VM [<parameter>] already exists on the hypervisor [<parameter>]. To correct this problem, you can either rename the VM or delete the VM and then redeploy the plan.

**Symptom**

Another virtual machine exists with the same name as in the current plan.

**Solution**

Change the plan and the ESX/ESXi host.

## Error Message 15452

Failed to update the virtual standby job script.

**Symptom**

The job script cannot be updated during the current state.

**Solution**

Verify exception in the log file.

## Error Message 15453

Failed to save the virtual standby job script.

### Symptom

The job script cannot be updated during the current state.

### Solution

Provided credentials do not match. Try exception in the log file and also verify if the parent folder exists.

## Error Message 15454

Failed to start the heart beat.

### Symptom

The heart beat to the monitor server cannot be triggered.

### Solution

Verify if the monitor service is running and the host is in the correct state.

## Error Message 15455

Please configure the backup setting firstly.

### Symptom

Configure the backup setting first.

### Solution

Follow the prompt message.

## Error Message 15456

Please select the full machine in the backup setting.

### Symptom

Select the full machine in the backup setting.

### Solution

Follow the prompt message.

## Error Message 15457

Failed to get the virtual standby job script.

### Symptom

Unable to fetch th+G391e job script.

### Solution

Verify the webservice.log file for error message.

## Error Message 15458

Failed to get the VM backup information.

### Symptom

The backup information of the virtual machine can not be fetched.

### Solution

Please check whether there is any error message in the webservice.log file.

## Error Message 15459

Failed to get the source machine name.

### Symptom

The name of the source machine can not be fetched.

### Solution

Please ensure the virtual machine is running.

## Error Message 15460

Delete this text and replace it with your own content.

### Symptom

### Solution

## Error Message 15461

Failed to get the backup configuration.

### Symptom

The backup configuration file can not be fetched.

### Solution

Please check the error message that is in the log file. Sometimes the failure to the backup root folder results in this issue. Please ensure the connection is available.

## Error Message 15462

Please configure the email alert setting in the source machine.

### Symptom

This is just one prompt message for the email alert.

### Solution

Follow the prompt message.

## Error Message 15463

When the Hyper-V Role is enabled for the source machine, the Virtual Standby support is disabled.

### Symptom

The feature of the Hyper-V has been enabled.

### Solution

VSX does not protect the source machine whose Hyper-V role has been enabled, since the virtual machines in the host can not be protected.

## Error Message 15464

Cannot connect to the monitor backend. Please try again.

### Symptom

The monitor cannot be connected during the current moment.

### Solution

Verify that the service of the monitor is running. The IP address can be connected by the command line ping.

## Error Message 15465

The Host-Based VM Backup proxy server [<parameter>] and the monitor [<parameter>] are the same machine. If the backup proxy server goes down, then the Standby VM cannot be powered on using Console, but it can be powered on using the corresponding bootable snapshot on the hypervisor server.

### Symptom

Please follow the prompt message which is much detailed.

**Solution**

Please follow the prompt message which is much detailed.

## Error Message 15466

Failed to get the resource pool [<parameter>] with resource pool reference [<parameter>] in the ESX host [<parameter>]. Update the virtual standby plan with correct resource pool.

**Symptom**

Failed to fetch the resource reference during the current moment.

**Solution**

Please check whether there is any error message and the resource exists during that moment.

## Error Message 15467

Failed to install the VDDK driver on [<parameter>]. To correct this problem, uninstall the VDDK driver that is installed on the computer. Optionally, you can execute the following command (from the command line) on the target computer: `sc delete <parameter>`. After the VDDK driver is uninstalled, reboot the computer and then run Virtual Standby deployment again.

**Symptom**

As the message show, the VDDK service can not be installed.

**Solution**

Please follow the prompt message which is much detailed.

## Error Message 15468

When the machine [<parameter>] is performing the virtual standby jobs, at that instance new virtual standby plan cannot be applied.

**Symptom**

The configuration can not be performed onto the job is running.

**Solution**

Please wait for the quit for the current job or cancel the current job.

## Error Message 15469

The machine [<parameter>] is doing the virtual standby jobs and can't remove the virtual standby settings now.

### Symptom

The configuration can not be performed onto the job is running.

### Solution

Please wait for the quit for the current job or cancel the current job.

## Error Message 15470

The VDDK service has been installed in the machine [<parameter>] and requires the machine to reboot. Please do the virtual standby jobs after the machine reboots.

### Symptom

As the message shows, a reboot is requirement for the installation of VDDK.

### Solution

Please reboot the host.

## Error Message 15471

Cannot specify the D2D On Demand machine [<parameter>] as the Virtual Standby monitor.

### Symptom

The current version of Hypervisor does not support EFI partition.

### Solution

Please follow the prompt message.

## Error Message 15472

Virtual Standby does not support the source machine [<parameter>] booting from the EFI partition.

### Symptom

Please check whether the corresponding ESX/ESXi or Hyper-V supports EFI.

### Solution

Please check whether the corresponding ESX/ESXi or Hyper-V supports EFI.

## Error Message 15473

The operating system for source machine [<parameter>] is unknown. As a result, a Virtual Standby job is not supported.

### Symptom

As the message shows, the Virtual Standby feature of Windows must know the exact the operating system version.

### Solution

The host's information cannot be connected.

## Error Message 15474

The machine is unreachable. The machine name may be incorrect or is powered off.

### Symptom

As the message shows, the host cannot be connected.

### Solution

Please ensure the host is in the running state.

## Error Message 15475

Can not connect to the D2D service. Please ensure that D2D is installed on the machine and is running.

### Symptom

The D2D Service can not be connected.

### Solution

Please ensure that D2D is installed on the machine and is running.

## Error Message 15476

<parameter>

## Error Message 15477

Hyper-V does not support protecting source nodes that contain disks that are greater than 2 Terabytes. Plan deployment will fail.

### Symptom

Please follow the prompt message which is much detailed.

**Solution**

Please check whether there is a disk larger than 2TB.

## Error Message 15478

If any of the disk is greater than 2 Terabytes in machine [<parameter>], the conversion job will fail.

**Symptom**

ESX Server does not support VMs containing disks that are greater than 2 terabytes. The plan deployment process will fail.

**Solution**

Please check whether there is a disk larger than 2TB.

## Error Message 15479

ESX Server does not support VMs containing disks that are greater than 2 terabytes. The plan deployment process will fail.

**Symptom**

ESX Server does not support VMs containing disks that are greater than 2 terabytes.

**Solution**

Please follow the prompt message which is much detailed.

## Error Message 15480

The Java maximum heap size for the Tomcat web server was increased. To apply the new value, restart the Arcserve UDP Agent web service on the node [<parameter>].

**Symptom**

Please follow the prompt message which is much detailed.

**Solution**

Please follow the prompt message which is much detailed.

## Error Message 15481

Failed to set recovery point folder.

**Symptom**

As the message shows, the recovery pointer folder can not be set.

**Solution**

Please ensure the recovery point path is valid.

## Error Message 15482

**Setting:** Network Adaptor Type [<parameter>]; **Reason:** The operating system on the node does not support the network adaptor type; **Action:** Change to [<parameter>].

**Symptom**

Please select another network adaptor type.

**Solution**

The operating system on the node does not support the network adaptor type.

## Error Message 15483

The target hypervisor <parameter> does not support the operating system of the source machine [<parameter>]. To ensure a successful virtual standby job, you should either upgrade the hypervisor or change the target hypervisor to one that does support the source machine operating system.

**Symptom**

The operating system is not supported.

**Solution**

Please follow the prompt message which is much detailed.

## Error Message 15484

The target hypervisor <parameter> does not support the disk size of the source machine [<parameter>]. To ensure a successful virtual standby job, you should upgrade the hypervisor to ESX/ESXi 5.5 or change the target hypervisor to one that does support the disk size of the source machine.

**Symptom**

The disk size is larger than the size that the hypervisor can support.

**Solution**

Please follow the prompt message which is much detailed.

## Error Message 15485

The target hypervisor <parameter> is ESX/ESXi 5.5 or later. Due to a VMware VDDK limitation, a 32-bit node cannot be used as a virtual standby converter. To ensure a successful virtual standby job, you should perform a backup to an RPS or perform a virtual standby conversion to ESX/ESXi 5.1 or older.

### Symptom

Due to a VMware VDDK limitation, a 32-bit node cannot be used as a virtual standby converter. To ensure a successful virtual standby job, you should perform a backup to an RPS or perform a virtual standby conversion to ESX/ESXi 5.1 or older.

### Solution

Due to a VMware VDDK limitation, a 32-bit node cannot be used as a virtual standby converter. To ensure a successful virtual standby job, you should perform a backup to an RPS or perform a virtual standby conversion

## Error Message 15486

The target hypervisor <parameter> is ESX/ESXi 5.5 or later, which does not support a 32-bit node as a monitor in the proxy mode. To ensure a successful virtual standby job, you should change to a 64-bit monitor or use the non-proxy mode. Alternatively, you could perform a virtual standby conversion to ESX/ESXi 5.1 or older.

### Symptom

Please follow the prompt message which is much detailed.

### Solution

Please follow the prompt message which is much detailed.

## Error Message 15487

The backup password is not set. From Console, set the backup passwords from the Node list.

### Symptom

The job failed due to reason that the session password has not been set.

### Solution

Please set the session password and try it again.

## Error Message 15488

Virtual Standby does not support creating virtual disk images on compressed volumes and volumes that are encrypted by the file system. (host = <parameter>, directory = <parameter>).

### Symptom

The compressed volume and encryption volume are not supported.

### Solution

Please choose another volume that has not the compression and encryption attribute.

## Error Message 15489

Failed to deploy the Virtual Standby task setting for node [<parameter>] because there is no registry information available for this node on Recovery Point Server [<parameter>] at this time. The Virtual Standby task setting will be deployed automatically after the first replication job of this node is completed.

### Symptom

The node has not be registered for the replicated node, as a result of which the task deployment failed.

### Solution

Please follow the prompt message which is much detailed. Then do a replication job, which will automatically register the node.

## Error Message 15490

The Virtual Standby task cannot be assigned to a non-Windows machine. The current OS is [<parameter>]. Check the OS information in Console node list view.

### Symptom

Task cannot be assigned to non-Windows host.

### Solution

It could be a non-Windows VM, or a VM with no Hyper-V Integration Services installed, or a VM that is currently in a Power OFF state.

## Error Message 15491

The Virtual Standby task cannot be assigned to an agent because it could be a non-Windows VM, or a VM with no Hyper-V Integration Services installed, or a VM that is currently in a Power OFF state.

### Symptom

As the message shows, the task can not be assigned.

### Solution

Please verify they are not the case that it could be a non-Windows VM, or a VM with no Hyper-V Integration Services installed, or a VM that is currently in a Power OFF state.

## Error Message 15492

The Virtual Standby task cannot be assigned to an agent because it could be a non-Windows VM, or a VM with no Hyper-V Integration Services installed, or a VM that is currently in a Power OFF state. To resolve this problem, verify that the Hyper-V VM [<parameter>] is powered on and the Hyper-V Integration Services are installed, then update the node through Console from 'Update from Hypervisors' to refresh the node information.

### Symptom

As the message shows, the task can not be assigned.

### Solution

To resolve this problem, verify that the Hyper-V VM is powered on and the Hyper-V Integration Services are installed, then update the node through Hypervisor update to refresh the node information.

## Error Message 15493

The user <parameter> may not have sufficient permissions to perform Virtual Standby job. A user with administrative privileges is recommended.

### Symptom

Use the administrative account.

### Solution

Use account of a user who belongs to the domain administrator group.

## Error Message 15494

Unable to pause/resume the Virtual Standby job because the associated plan is already paused.

### Symptom

As the message shows, the plan has been paused.

### Solution

Please resume the associated plan.

## Error Message 15495

Virtual Standby fails to support as system reserved volume and boot volume need to be backed up in the backup task.

### Symptom

The system reserved volume and boot volume have not be backed up.

### Solution

To make the OS bootable, the system reserved volume and boot volume has been backed up.

## Error Message 15496

Microsoft Azure does not support the case that the boot volume and system volume are on the different disks for the source machine [<parameter>].

### Symptom

The system and boot volume are on different disks.

### Solution

Azure only supports one OS disk.

## Error Message 15497

Microsoft Azure does not support a disk size that is larger than 1023 GB.

### Symptom

OS disk size is bigger than 1023 GB.

### Solution

Verify if the OS disk size is no more than 1023 GB.

## Error Message 15498

Failed to connect to <parameter> web service, please check the network configuration.

### Symptom

The address or port used to connect to the network configuration is not correct.

### Solution

Verify if the port or server IP address is correct.

## Error Message 15499

Failed to log in to <parameter> web service, please check the input credentials. <parameter>.

### Symptom

Provided credentials do not match. The web service can not be correctly authorized by the input credential.

### Solution

Verify if the credential to the web service is correct.

## Error Message 15560

Another job is running. Please try later.

### Symptom

Another job is already running.

### Solution

Wait for the running job to finish and then try again.

## Error Messages from 15601 to 15700

This section includes the following error messages:

---

## Error Message 15619

Internal Error. Please try again.

### Symptom

Unable to run the job due to internal error.

**Solution**

This error may occur due an exception in product cloud library. Try running the job again. If the problem persists, contact Arcserve Support and provide following log files from "<UDP\_Installation\_Directory>\Engine\Logs" directory for the failed job.

## Error Message 15620

Internal Error. Please try again.

**Symptom**

Unable to run the job due to internal error.

**Solution**

This error may occur either due to low memory or the unavailability of the libraries in product installation directory. If more jobs/processes were running at the time of failure and resulted in higher memory utilization, then either increase the memory size or retry after other jobs/processes complete. If the problem persists, contact Arcserve Support.

## Error Message 15621

Invalid Proxy details. Please verify.

**Symptom**

Fine

**Solution**

Provide correct proxy details (proxy server name, port and credentials) for the cloud account configured for the task and try again.

## Error Message 15622

Failed to communicate with the cloud. Please try again.

**Symptom**

Failed to communicate with <productname> at the time of running the job.

**Solution**

The error occurred due to network disruption. Contact your administrator to resolve network interruption issues and then run the job again.

## Error Message 15623

Service Unavailable. Please try again.

**Symptom**

Fine

**Solution**

View log files for details. Try again after some time. If the problem persists, contact your <productname for Arcserve Cloud> vendor.

## Error Message 15624

Cloud Provider error. Please try again.

**Symptom**

Fine

**Solution**

View log files for details on exception and try again. If the problem persists, contact Arcserve Support.

## Error Message 15625

Access denied. Please verify your credentials.

**Symptom**

Access denied to Cloud vendor.

**Solution**

Either the account of cloud vendor has expired or credentials provided are invalid. Contact your cloud vendor to verify validity of the account. Provide valid cloud vendor account credentials and try again.

## Error Message 15626

Internal Error. Please try again.

**Symptom**

Unable to run the job due to internal error.

**Solution**

View log files for details on error/exception and try again. If the problem persists, contact Arcserve Support.

## Error Message 15627

An invalid bucket name was provided. Please verify that the proper bucket name is specified.

### Symptom

Amazon Cloud does not support the provided bucket name.

### Solution

The provided bucket name does not match with naming convention rules of Amazon cloud bucket. For more information, view link. Consider the prefix added to bucket name by the job in case of mismatch in length. The prefix is indicated in destination configuration tab in the task.

## Error Message 15628

Invalid Access Key ID. The AWS Access Key ID you provided does not exist.

### Symptom

Unable to run the job due to internal error.

### Solution

View log files to see details. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15629

The difference between the request time and the current server time is too large. Verify that your machine time setting is correct.

### Symptom

The request time is different from the current server time.

### Solution

The server time is not synchronized with current time. Adjust the server time according to the current time and try again.

## Error Message 15630

You are attempting to create more buckets than the maximum allowed for this account.

### Symptom

The number of buckets exceeded the maximum limit allowed by Amazon S3 for a cloud account.

**Solution**

By default, Amazon S3 allows a maximum of 100 buckets per account. Remove some of the buckets to create new buckets. Amazon allows to modify the limit on account. For details, view link.

## Error Message 15631

Cloud Configuration Initialization Failed.

**Symptom**

Unable to initialize a cloud session.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15632

Expected download size and actual download size from cloud is not equal. Provider Issues.

**Symptom**

Fine.

**Solution**

Try again. If the problem persists, contact Arcserve Support.

## Error Message 15633

Library initialization failed.

**Symptom**

Unable to initialize Product cloud library.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15634

Invalid Handle.

**Symptom**

Fine.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15635

Add provider failed.

**Symptom**

Product failed to add cloud details into cache.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15636

Invalid provider token.

**Symptom**

Fine

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15637

Invalid session token.

**Symptom**

Fine

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15638

Provider in use.

**Symptom**

Unable to use the cloud provider.

**Solution**

The cloud provider detail is already being used by other job. View log files. Try again when other job completes. If the problem persists, contact Arcserve Support.

## Error Message 15639

The ProviderInformation.xml file is corrupted.

### Symptom

Unable to update the cloud provider details.

### Solution

The ProviderInformation.xml file may be corrupt. View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15640

Provider/Profile not available.

### Symptom

Unable to view cloud provider details.

### Solution

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15641

End of provider enumeration reached.

### Symptom

Unable to view cloud vendor details.

### Solution

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15642

Provider not supported.

### Symptom

Unable to identify the name of cloud vendor.

### Solution

Verify the list of supported cloud vendors. For more details, view link.

## Error Message 15643

Provider error.

**Symptom**

Error in finding Cloud provider.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15644

Failed to connect server.

**Symptom**

Unable to connect to <productname>.

**Solution**

Verify network connectivity and accessibility of <productname> and try again.

## Error Message 15645

Invalid Provider type.

**Symptom**

Invalid Provider type.

**Solution**

The cloud vendor is not supported. Verify the list of supported cloud vendors. For more details, view link.

## Error Message 15646

Invalid Destination Path.

**Symptom**

Fine.

**Solution**

Fine.

## Error Message 15647

Bucket already exists for another account.

**Symptom**

The bucket name is already in use.

**Solution**

Amazon S3 uses a single namespace across accounts and across regions. Select a name that is both legal by the naming conventions and not in use by any other account including your own account. For details, [view link](#). Provide another unique bucket name and try again.

## Error Message 15648

Library is not registered with local registry.

### Symptom

Unable to allocate required memory.

### Solution

Required space is not available in memory. Increase memory size or free space to try again. Refer to product hardware requirements document for more details.

## Error Message 15649

A bucket with the same name already exists, please specify a different name or use an existing bucket.

### Symptom

Fine.

### Solution

Fine.

## Error Message 15650

Error in Processing cloud configuration.

### Symptom

Error occurred, unable to process cloud configuration details.

### Solution

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15651

Internal Error. Please try again.

### Symptom

Unable to run the job due to internal error.

### Solution

This error may occur either due to low memory or the unavailability of the libraries in product installation directory. Verify if other jobs/processes were running at the time of failure as that results in higher memory utilization. If so, try again after other jobs / processes stop running. Otherwise, increase the memory size. If the problem persists, contact Arcserve Support.

## Error Message 15652

Invalid Proxy details. Please verify.

### Symptom

Proxy details provided for the cloud account are invalid.

### Solution

Fine.

## Error Message 15653

Failed to communicate with the cloud. Please try again.

### Symptom

Failed to communicate with <productname> when the job is in progress.

### Solution

Network interruption occurred when the job was running. Try running the job again. Contact your administrator.

## Error Message 15654

Service Unavailable. Please try again.

### Symptom

The cloud service is unavailable when the job is in progress.

### Solution

View log files. Try again after some time. If the problem persists, contact your cloud vendor.

## Error Message 15655

Cloud Provider error. Please try again.

### Symptom

Fine.

### **Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## **Error Message 15656**

Access denied. Please verify your credentials.

### **Symptom**

Unable to authenticate cloud vendor.

### **Solution**

Either the cloud vendor account credential is incorrect or the account has expired. Provide valid cloud vendor account credentials and try again. If the problem persists, contact your cloud vendor.

## **Error Message 15657**

Internal Error. Please try again.

### **Symptom**

Unable to run the job due to internal error.

### **Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## **Error Message 15658**

The difference between the request time and the current server time is too large. Verify that your machine time setting is correct.

### **Symptom**

The request time is different from the current server time.

### **Solution**

The server time is not synchronized with current time. Adjust the server time according to the current time and try again.

## **Error Message 15659**

You are attempting to create more buckets than the maximum allowed for this account.

### **Symptom**

The number of buckets exceeded the maximum limit allowed by Amazon S3 for a cloud account.

**Solution**

By default, Amazon S3 allows a maximum of 100 buckets per account. Remove some of the buckets to create new buckets. Amazon allows to modify the limit on account. For details, view link.

## Error Message 15660

Cloud Configuration Initialization Failed.

**Symptom**

Unable to start a Cloud session.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15661

Expected download size and actual download size from cloud is not equal. Provider Issues.

**Symptom**

The Cloud vendor did not provide the requested size of data.

**Solution**

Try again. If the problem persists, contact Arcserve Support.

## Error Message 15662

Library initialization failed.

**Symptom**

Unable to start product cloud library.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15663

Invalid Handle.

**Symptom**

Fine

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15664

Add provider failed.

**Symptom**

Product failed to add cloud details into cache.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15665

Invalid provider token.

**Symptom**

Product internal cloud provider token is invalid.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15666

Invalid session token.

**Symptom**

Product internal cloud session token is invalid.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15667

Provider in use.

**Symptom**

Fine.

**Solution**

View log files. Try again when other job is complete. If the problem persists, contact Arcserve Support.

## Error Message 15668

The ProviderInformation.xml file is corrupted.

### Symptom

Product internal cache of cloud provider details is corrupted.

### Solution

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15669

Provider/Profile not available.

### Symptom

Cloud provider details are not available.

### Solution

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15670

End of provider enumeration reached.

### Symptom

No more cloud vendor details are available in cache.

### Solution

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15671

Provider not supported.

### Symptom

The cloud vendor configured in the task is not supported.

### Solution

Refer to product help documentation for the list of supported cloud vendors.

## Error Message 15672

Provider error.

### Symptom

Cloud provider error.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15673

Failed to connect server.

**Symptom**

Failed to connect to cloud.

**Solution**

Unable to reach cloud. Check network connectivity and reachability of cloud and try again.

## Error Message 15674

Invalid Provider type.

**Symptom**

The cloud vendor configured in the task is not supported.

**Solution**

Refer to product help documentation for the list of supported cloud vendors.

## Error Message 15675

Invalid Destination Path.

**Symptom**

The destination path is not valid.

**Solution**

Provided file copy/archive destination path (local or network share) is not valid. Provide a valid destination path and try again.

## Error Message 15676

Container already exists for another account.

## Error Message 15677

Library is not registered with local registry.

**Symptom**

Failure while allocating memory.

**Solution**

Failed to allocate required memory. Sufficient memory is not available. Increase memory or free up some memory and try again. Please refer to product hardware requirements document for more details.

## Error Message 15678

Invalid Container Name. Please verify.

**Symptom**

Azure Cloud does not support the provided container name.

**Solution**

The provided container name is not matching with the Azure cloud container naming convention rules. For details about container naming convention rules, view link and configure the name accordingly. Consider the prefix added to bucket name by the job in case of mismatch in length. The prefix is indicated in destination configuration tab in the task.

## Error Message 15679

Invalid Access Key ID. The AWS Access Key ID you provided does not exist.

**Symptom**

Unable to run the job due to internal error.

**Solution**

View log files. Try again. If the problem persists, contact Arcserve Support.

## Error Message 15680

A container with the same name already exists, please specify a different name or use an existing container.

**Symptom**

Fine

**Solution**

Use a unique name for container and try again.

## Error Message 15681

Invalid bucket name. The length of the bucket name must be between 3 and 63 characters.

### Symptom

The number of characters in bucket name does not match with allowed characters.

### Solution

Rules for the length of bucket name:

- Minimum characters: 3
- Maximum characters: 63

Consider the prefix added to bucket name by the job in case of mismatch in length. The prefix is indicated in destination configuration tab in the task.

## Error Message 15682

Invalid container name. The length of the container name must be between 3 and 63 characters.

### Symptom

The number of characters in container name is not matching with the rule of minimum or maximum number of characters allowed in it.

### Solution

Following are the rules for container name length:

- Minimum number of characters allowed in is 3
- Maximum number of characters allowed in is 63

Configure container name accordingly.

**Note:** Do consider prefix appended to container name by the job. The prefix is indicated under destination tab in task configuration.

## Error Message 15683

The cloud configuration parameters are not valid. Please verify the URL and access credentials and try again.

### Symptom

Fine.

**Solution**

Provide valid access credentials of cloud. In case of compatible clouds, also ensure that the right endpoint URL with right protocol (http/https) is provided.

## Error Message 15684

The cloud configuration parameters are not valid. Please verify the URL and access credentials and try again.

**Symptom**

Cloud endpoint URL or access credentials provided are invalid.

**Solution**

Provide valid access credentials of cloud. In case of compatible clouds also ensure right endpoint URL with right protocol (http/https) is provided.

## Error Message 15685

Bucket name "<parameter>" exists with another region.

**Symptom**

A bucket with this name is already associated with another region.

**Solution**

The cloud account created for this bucket name is configured with one region whereas the bucket is already created and associated with some other region.

Following are possible solutions:

1. Create a new cloud account with other bucket name and use this account in configuration.
2. Modify existing cloud account associated with this bucket name and provide the right region.

## Error Messages from 15801 to 15900

This section includes the following error messages:

---

### Error Message 15889

Failed to start merge job, error code is <parameter>.

**Symptom**

Failed to start merge job from backend.

**Solution**

Contact Arcserve Support for help.

## Error Message 15890

Unable to start the merge job. Another job is currently running.

**Symptom**

Failed to start merge job as another job is already running for the current node.

**Solution**

Verify if another job is running for the current node.

## Error Message 15891

Failed to synchronize source machine adaptor information to Virtual Standby.

**Symptom**

Unable to synchronize source machine adaptor information to UDP Console.

**Solution**

Verify the connectivity from Virtual Standby converter to the UDP Console.

## Error Message 15892

The license for this product has expired. The backup job cannot be performed.

**Symptom**

License has expired.

**Solution**

Enter license key and then try again.

## Error Message 15896

The backup job cannot run. Unable to detect virtual machine [name=<parameter>, instanceUuid=<parameter>] in vCenter/ESX server [<parameter>].

**Symptom**

The backup job failed because the virtual machine is not found in the corresponding hypervisor.

**Solution**

Update source through contextual action, or refresh hypervisor and make sure that the VM is present on the hypervisor.

## Error Message 15897

The backup job cannot run. Unable to connect to vCenter/ESX server [<parameter>] due to network problem or invalid credentials.

### Symptom

The backup job failed because of network issue or invalid credentials.

### Solution

Make sure the vCenter/ESX credentials are correct and the network connectivity is stable.

## Error Messages from 15901 to 16000

This section includes the following error messages:

---

## Error Message 15901

Replication job failed for "<parameter>". Failed to connect to ^AU\_ProductName\_CLOUD^.

### Symptom

Replication job cannot connect to <productname>.

### Solution

Verify replication settings of <product name>. If problem persists, contact Arcserve Support.

## Error Message 15902

Replication job failed for "<parameter>". Failed to connect to ^AU\_ProductName\_CLOUD^ through proxy "<parameter>".

### Symptom

Replication job cannot connect to <productname> through proxy.

### Solution

Verify replication settings of <product name>. If problem persists, contact Arcserve Support

## Error Message 15904

Unable to connect with the Nutanix server [%s] from [%s]. Error message: %s

### Symptom

Unable to connect to Nutanix Server. As a result, Virtual Standby job will fail.

### Solution

Verify the credentials of Nutanix Server and the network connections between Nutanix Server and Virtual Standby monitor.

## Error Message 15905

Unable to run the backup job, cannot get the socket count from the Nutanix AHV server [%s].

### Symptom

Failed to fetch the socket count from Nutanix API which will be used for license consumption. Hence backup fails.

### Solution

Check if the Nutanix AHV cluster is up and running. Also check if the Nutanix API is returning value from REST API.

## Error Message 15906

Unable to rename virtual machine from [%s] to [%s].

### Symptom

Virtual Standby job fails due to fail to rename the virtual machine.

### Solution

Check the webservice.log on Virtual Standby convertor and monitor to find more detailed information.

## Error Message 15907

Unable to rename virtual machine from [%s] to [%s].

### Symptom

Failed to connect to Nutanix AHV Cluster to get the VM details.

### Solution

Check if the Nutanix AHV cluster is up and running.

## Error Message 15908

Unable to convert sessions for VM [%s] to Nutanix Server [%s]. An internal error has occurred. Please contact Arcserve Support.

### Symptom

Virtual Standby job fails due to uncertain errors.

### Solution

Check whether there are errors recorded in the activity log and fix them. And check the webservice.log on Virtual Standby monitor to find more detailed information.

## Error Message 15918

Found md5 mismatch while downloading the cloud drivers.

### Symptom

The VSB job failed because there is an md5 mismatch while downloading the AWZ drivers.

### Solution

Retry by submitting the virtual standby job. If the problem still persist try the following workaround:

1. Click link to download the drivers.
2. Extract the zip file.
3. Place all the files in the folder: C:\Program Files\Arcserve\Unified Data Protection\Engine\CloudDrivers\AmazonEC2.
4. Enable the following registry key to skip download if drivers as drivers are downloaded manually:

Registry path: HKEY\_LOCAL\_MACHINE\SOFTWARE\Arcserve\Unified Data Protection\Engine , key typr: String . Key: skipDriverDownloadForEC2 . Value: 1

## Error Message 15921

The current network performance is slower than the predefined threshold.

### Symptom

As the current network performance is slower than the predefined threshold, VSB to EC2 will not continue.

### Solution

Check and improve the network performance and rerun the job. As a workaround to this issue, you can increase the threshold value in the following registry:

*HKEY\_LOCAL\_MACHINE\SOFTWARE\Arcserve\Unified Data Protection\Engine\Network [WAN\_RTT\_Threshold]*

The default value is 20.

## Error Message 15922

The Virtual Standby job failed as the current cloud account authorization returned invalid JWT token error.

### Symptom

The Virtual Standby job failed because the clock or timezone settings on the cloud proxy server <server name> may be incorrect.

### Solution

Check if the date, time, and time zone settings on the cloud proxy server are correct and in sync with the Region/Zone.

## Error Messages from 20000 to 20100

This section includes the following error messages:

---

## Error Message 20000

File Copy Catalog Resync job for alternate location has been canceled.

### Symptom

Catalog resync job failed due to user cancelled the catalog resync for alternate location.

### Solution

User intentionally cancelled the catalog resync for alternate location.

## Error Message 20001

User canceled the <parameter> job.

### Symptom

Archive job failed due to user cancelled the archive job

**Solution**

User intentionally cancelled the archive job.

## Error Message 20002

Converting your scheduled <parameter> job to full because <parameter> destination has changed or this job is the first <parameter> job.

## Error Message 20003

The destination is not a valid <parameter> destination.

**Symptom**

Failed to get hostname or GUID from the file archive destination.

**Solution**

Please check whether you specified correct file copy destination or not. And check network path, username or password provided in configuration window or check the connectivity of network/domain.

## Error Message 20004

<parameter> job is incomplete.

**Symptom**

The status of the archive job is incomplete.

**Solution**

This error results when skipping the files that having long path name or unable to create file on archive destination. In first case decrease file name length or path length and do Archive. On second case, try to create file on archive destination manually. If user not able to create the file manually then add a filter to file archive job to skip that file. File name can find in activity log messages. In other case, contact the Arcserve Support.

## Error Message 20005

Total files not deleted for File Archive job on source : <parameter>

**Symptom**

The number of files not deleted from source path during file source delete job.

**Solution**

The number of files which failed in deletion or files which got modified after the backup was done. File source delete job doesn't delete the files which modified after the file archive job and before running file source delete job. Once modified files are backed up then, next file source delete job will delete these files. Deletion file can be failed due to file may have longer directory path/ filename.

## Error Message 20006

File Copy Delete job has cancelled.

### Symptom

User intentionally cancelled the file copy delete job.

### Solution

User intentionally cancelled the file copy delete job.

## Error Message 20007

Failed to generate the incremental blocks for the volume[<parameter>].

### Symptom

Archive job is failed due to generation list for the volume is failed.

### Solution

Archive job failed to get the list of file/directories included in the source path list (the list specified in the file copy/archive configuration window). Wait for the makeup job to run, this will run successfully in case of network issues. If problem persists, please contact Arcserve Support.

## Error Message 20008

A makeup job will be created for this job because the current <parameter> job was not completed. This makeup job will be run after 30 minutes.

### Symptom

If file copy job failed, makeup job run after 30 minutes.

### Solution

Retry job for failed archive job. This will help to resolve the some timing issues, like network connection issues . If subsequent archive makeup jobs doesn't solve the problem, contact Arcserve Support.

## Error Message 20009

Next scheduled <parameter> job will be converted to full as it is the first <parameter> job for the volume (<parameter>).

## Error Message 20010

The selected source folders for <parameter> are not part of the Backup settings.

### Symptom

File copy job not run for the selected volume

### Solution

Please check selected volume is present on the machine or not. If yes, please add that volume in the backup configuration. If not, please remove entries of that volume from file copy source path list. In any other case please contact Arcserve Support.

## Error Message 20011

<parameter> destination change has been detected, <parameter> job will be skipped.

## Error Message 20012

Will be skipping incremental <parameter> because <parameter> destination has changed, incremental <parameter> will be automatically convert to a full <parameter> in next backup.

## Error Message 20013

Encountered a mount-point folder[<parameter>]. This folder will be skipped from backup.

### Symptom

Archive job skipped mount-point folder

### Solution

Check whether the file copy source path list contains mount volume list. If contains, please remove mount point folder path from file copy source path list in file archive job configuration.

## Error Message 20014

Hardware snapshot is not supported for volume <parameter>.

### Symptom

Hardware snapshot is not supported for volume.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20015

Unable to process Hardware Snapshot for Virtual Disk <parameter>, switching to Software Snapshot. For debug information, see the <parameter> log.

### Symptom

Unable to process Hardware Snapshot for Virtual Disk.

### Solution

Please switch to Software Snapshot.

## Error Message 20016

The Incremental Backup converts to Verify Backup as the backup mode changed.

### Symptom

The Incremental Backup converts to Verify Backup as the backup mode changed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20017

License failure. Please contact your account representative to obtain a new license.

### Symptom

License failure.

### Solution

Please contact your account representative to obtain a new license.

## Error Message 20018

License failure. Please navigate to Help->Activation and Licensing to find the exact license needed for this node.

### Symptom

License failure.

### Solution

From Arcserve UDP Console, navigate to "Help>Activation and Licensing" and find the exact license required for this node. If this job is related to a SharePoint Online backup, verify that the account has the administrative permission of the SharePoint Site.

## Error Message 20019

The boot volume [<parameter>] is configured as a mirrored volume. As a result, the system will fail to boot if you are attempting to restore data using BMR.

### Symptom

The boot volume is configured as a mirrored volume. As a result, the system will fail to boot if you are attempting to restore data using BMR.

### Solution

Boot volume can not be mirrored if you want do BMR use the recovery point.

## Error Message 20020

The system volume [<parameter>] is configured as a mirrored volume. As a result, the system will fail to boot if you are attempting to restore data using BMR.

### Symptom

The system volume is configured as a mirrored volume. As a result, the system will fail to boot if you are attempting to restore data using BMR.

### Solution

System volume can not be mirrored if you want do BMR use the recovery point.

## Error Message 20021

All virtual disks are excluded from the backup job. As a result, the backup job will be canceled.

### Symptom

All virtual disks are excluded from the backup job. As a result, the backup job will be canceled.

**Solution**

Please include the virtual disks.

## Error Message 20022

There are no virtual disks to be backed up. As a result, the backup job will be canceled.

**Symptom**

There are no virtual disks to be backed up. As a result, the backup job will be canceled.

**Solution**

Please include the virtual disks.

## Error Message 20023

The merging sessions process has been canceled, the current session count is <parameter> and the retention count setting is <parameter>.

**Symptom**

The merging sessions process has been canceled.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20024

The Change Block Tracking (CBT) feature has been reset due to an upgrade or internal error. As a result, redundant data may be backed up.

**Symptom**

The Change Block Tracking (CBT) feature has been reset due to an upgrade or internal error. As a result, redundant data may be backed up.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20025

The changed block tracking (CBT) function failed to query the blocks to back up. As a result, Host-Based VM Backup will reset the CBT and attempt to perform a backup again.

### Symptom

The changed block tracking (CBT) function failed to query the blocks to back up.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20026

Converting the Incremental Backup to a Verify Backup because the Change Block Tracking (CBT) functionality on the Hyper-V host was either Inactive or denied to serve this backup job.

### Symptom

Converting the Incremental Backup to a Verify Backup because the Change Block Tracking (CBT) functionality on the Hyper-V host was either Inactive or denied to serve this backup job.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20027

The Change Block Tracking (CBT) feature has been upgraded. As a result, redundant data may be backed up.

### Symptom

The Change Block Tracking (CBT) feature has been upgraded. As a result, redundant data may be backed up.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20028

The user <parameter> may not have sufficient permissions to perform backup. A user with administrative privileges is recommended.

### Symptom

The user may not have sufficient permissions to perform backup.

### Solution

A user with administrative privileges is recommended.

## Error Message 20029

Skipping file <parameter>. It is part of the current backup session.

### Symptom

Skipping file, It is part of the current backup session.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20030

Windows Failover Cluster share disk status change detected since last successful backup. A full backup of volume <parameter> will be performed.

### Symptom

Windows Failover Cluster share disk status change detected since last successful backup. A full backup of volume will be performed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20031

Converting to a full backup because the compression level has been changed.

### Symptom

Converting to a full backup because the compression level has been changed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20032

The current backup job is converted to a Full Backup because a new data store has been used for backup or the backup proxy machine has been changed.

### Symptom

The current backup job is converted to a Full Backup because a new data store has been used for backup or the backup proxy machine has been changed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20033

Convert the current backup to a Full Backup because a new data store has been used for backup.

### Symptom

Convert the current backup to a Full Backup because a new data store has been used for backup.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20034

Convert the current backup to a Full Backup because the backup destination has been changed from a data store to local disk or shared folder.

### Symptom

Convert the current backup to a Full Backup because the backup destination has been changed from a data store to local disk or shared folder.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20035

The current backup job is converted to a Full Backup because the backup destination has been changed from a data store to local disk or shared folder or the backup proxy machine has been changed.

### Symptom

The current backup job is converted to a Full Backup because the backup destination has been changed from a data store to local disk or shared folder or the backup proxy machine has been changed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20036

Convert the current backup to a Full Backup because the backup destination has been changed from local disk or shared folder to a data store.

### Symptom

Convert the current backup to a Full Backup because the backup destination has been changed from local disk or shared folder to a data store.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20037

The current backup job is converted to a Full Backup because the backup destination has been changed from local disk or shared folder to a data store or the backup proxy machine has been changed.

### Symptom

The current backup job is converted to a Full Backup because the backup destination has been changed from a data store to local disk or shared folder or the backup proxy machine has been changed.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20038

Copying recovery point of session [<parameter>] has either already completed or failed.

### Symptom

Copying recovery point gives warning message.

### Solution

Copying recovery point gives warning for particular session if that session has already completed or failed. Please contact support and provide the copy recovery point job log for more details.

## Error Message 20039

The recovery point is already uploaded to <parameter> Cloud, <parameter>: <parameter>.

### Symptom

Uploading recovery point to cloud gives warning.

### Solution

Uploading recovery point to cloud will give warning if the recovery point is already uploaded to same cloud and same cloud bucket. Please contact support and provide the copy recovery point job log for more details.

## Error Message 20040

The session on <parameter> was locked by a user from <parameter>.

### Symptom

Copy recovery point gives warning if the job is unable to lock the destination.

### Solution

Copy recovery point gives warning if the job is unable to lock the destination for session as the session is already locked by another user. Please contact support and provide the copy recovery point job log for more details.

## Error Message 20041

Skipped copy recovery point job for session [<parameter>]. Exceeded number of retry limits.

### Symptom

Skipped the copy recovery point.

**Solution**

Copy recovery point job will be skipped if exceeded the max retry limit for that particular session. Please contact support and provide the copy recovery point job log for more details.

## Error Message 20042

No Bare Metal Recovery information found. The copied recovery point cannot be used to perform Bare Metal Recovery.

**Symptom**

Unable to find Bare Metal Recovery Information.

**Solution**

Copied recovery point cannot be considered for Bare Metal Recovery. Please contact support for more details.

## Error Message 20043

Virtual disk <parameter> does not contain volume information. The next copy session will skip the virtual disk.

**Symptom**

Volume information is not available for the virtual disk. Skipping the copying of virtual disk.

**Solution**

Unable to get the volume information for the virtual disk. Please contact support for more information.

## Error Message 20044

Skip copying disks (<parameter>) from the copy recovery point job. These disks were configured using storage spaces.

**Symptom**

Skipped the copying disks that were configured using storage spaces.

**Solution**

Please refer the product manual for more details about copy recovery point job configuration.

## Error Message 20045

<parameter> may be not have enough free space. Please make sure you allocate at least <parameter> free space.

### Symptom

Failed to find the enough space on the copy recovery point destination.

### Solution

Please allocate the enough space and retry again. If still the problem persists, please contact support and provide the copy recovery point job log.

## Error Message 20046

Failed to write data to the destination folder, will retry now.

### Symptom

Failed to write data to the destination folder.

### Solution

Please allocate the enough space and retry again. If still the problem persists, please contact support and provide the copy recovery point job log.

## Error Message 20047

Free space on <parameter> is too low and the backup may fail. Free up some space or change the backup destination to another volume.

### Symptom

Free space on is too low and the backup may fail. Free up some space or change the backup destination to another volume.

### Solution

Free more disk space.

## Error Message 20048

Local destination volume <parameter> is skipped.

### Symptom

Local destination volume is skipped.

### Solution

Backup destination will skipped for backup.

## Error Message 20049

### Backup job fails to get Boot Configuration Data (BCD) Information

#### Symptom

The backup job failed to get Boot Configuration Data (BCD) information. As a result, this recovery point cannot be used for Bare Metal Recovery (BMR), Instant Virtual Machine (IVM), Virtual Standby (VSB), or Recover VM.

#### Solution

For more information about the root cause, refer to the internal error and check the backup job log.

## Error Message 20050

Dump volume <parameter> metadata failed.

#### Symptom

Dump volume metadata failed.

#### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20051

This is an upgrade from the previous release. Use the Create Boot Kit utility to create a bootable BMR ISO image that is used to perform a Bare Metal Recovery (BMR) for any recovery points that were created from the current release.

#### Symptom

This is an upgrade from the previous release. Use the Create Boot Kit utility to create a bootable BMR ISO image that is used to perform a Bare Metal Recovery (BMR) for any recovery points that were created from the current release.

#### Solution

Need create new BMR iso.

## Error Message 20052

Disk [<parameter>] will be excluded from the backup.

#### Symptom

Disk will be excluded from the backup.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20053

Disk [<parameter>] at <parameter> <parameter>:<parameter> will be excluded from the backup.

**Symptom**

Disk will be excluded from the backup.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20054

Volume [<parameter>] contains a common path for data store [<parameter>]. As a result, it will be excluded from the backup job.

**Symptom**

Volume contains a common path for data store.

**Solution**

Volume which contains data store will not backup.

## Error Message 20055

Volume [<parameter>] contains a data file path for data store [<parameter>]. As a result, it will be excluded from the backup job.

**Symptom**

Volume contains a data file path for data store.

**Solution**

Volume which contains data store will not backup.

## Error Message 20056

Volume [<parameter>] contains a hash file path for data store [<parameter>]. As a result, it will be excluded from the backup job.

**Symptom**

Volume contains a hash file path for data store.

**Solution**

Volume which contains data store will not backup.

## Error Message 20057

Volume [<parameter>] contains an index file path for data store [<parameter>]. As a result, it will be excluded from the backup job.

**Symptom**

Volume contains an index file path for data store.

**Solution**

Volume which contains data store will not backup.

## Error Message 20058

Failed to get physical location of volume [<parameter>]. This volume will be excluded from the backup.

**Symptom**

Failed to get physical location of volume. This volume will be excluded from the backup.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20059

A valid Flex Clone license and Snap Restore license was not found while creating HW snapshot of virtual disk <parameter>. Will fall back to Software Snapshot.

**Symptom**

A valid Flex Clone license and Snap Restore license was not found while creating HW snapshot of virtual disk. Will fall back to Software Snapshot.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20060

Found data CRC error on volume <parameter> within offset <parameter> and length <parameter> bytes.

### Symptom

Found data CRC error on volume.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20061

This is the Arcserve UDP Workstation FREE Edition, and as a result is running in a limited capability mode. To upgrade to the arcserve UDP Workstation Edition with full functionality, please visit [arcserve.com](http://arcserve.com) or contact your partner/sales representative.

### Symptom

This is the Arcserve UDP Workstation FREE Edition, and as a result is running in a limited capability mode.

### Solution

To upgrade to the arcserve UDP Workstation Edition with full functionality, please visit [arcserve.com](http://arcserve.com) or contact your partner/sales representative.

## Error Message 20062

The application with process Id <parameter> failed to respond within <parameter> second(s). Please stop the process and retry running the job.

### Symptom

The application failed to respond.

### Solution

Please stop the process and retry running the job.

## Error Message 20063

The application with process Id <parameter> is timeout within <parameter> second (s), the process will be terminated.

### Symptom

The application failed to respond.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20064

The Exchange binaries are not parsed successfully from virtual machine. As a result, the subsequent Exchange catalog job will fail.

**Symptom**

The Exchange binaries are not parsed successfully from virtual machine. As a result, the subsequent Exchange catalog job will fail.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20065

The Windows version of proxy [<parameter>] is an earlier version than virtual machine [<parameter>]. As a result, the subsequent Exchange catalog job may fail, and you will need to install the related Windows update package to resolve the problem.

**Symptom**

The Windows version of proxy is an earlier version than virtual machine. As a result, the subsequent Exchange catalog job may fail.

**Solution**

You will need to install the related Windows update package to resolve the problem.

## Error Message 20066

The backup proxy host [<parameter>] is not on a 64 bit platform. As a result, the subsequent Exchange catalog job will fail if the Generate Catalog option is enabled in the plan.

**Symptom**

The backup proxy host is not on a 64 bit platform. The subsequent Exchange catalog job will fail if the Generate Catalog option is enabled in the plan.

**Solution**

Please use 64 bit platform.

## Error Message 20067

Virtual Disks residing on datastores <parameter> would be backed up using Software Snapshot, please configure storage arrays in UDP Console to take advantage of Hardware Snapshot. For an updated list of supported Storage Arrays, see the Compatibility Matrix.

### Symptom

Virtual Disks residing on datastores , would be backed up using Software Snapshot.

### Solution

Please configure storage arrays in UDP Console to take advantage of Hardware Snapshot. For an updated list of supported Storage Arrays, see the Compatibility Matrix.

## Error Message 20068

Virtual Disks residing on data store <parameter> would be backed up using Software Snapshot, please configure storage arrays in UDP Console to take advantage of Hardware Snapshot. For an updated list of supported Storage Arrays, see the Compatibility Matrix.

### Symptom

Virtual Disks residing on data stores, would be backed up using Software Snapshot.

### Solution

Please configure storage arrays in UDP Console to take advantage of Hardware Snapshot. For an updated list of supported Storage Arrays, see the Compatibility Matrix.

## Error Message 20069

Collecting of application metadata skipped because the snapshot was not application consistent.

### Symptom

Backup job skipped collecting application metadata because it was not an application backup.

### Solution

Check UDP Solution Guide for the prerequisites of application consistent backup.

## Error Message 20070

The Change Block Tracking function is Inactive and has been reset on the Hyper-V host.

### Symptom

Due to internal error, the Change Block Tracking function has been reset during backup job.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20071

The Change Block Tracking feature failed for the previous backup. As a result the Incremental Backup will be changed to a Verify Backup.

### Symptom

Because internal error happened in Change Block Tracking function during previous backup job, current backup job was converted to verify backup job.

### Solution

Check the backup job log and stub log of previous backup job to get more information.

## Error Message 20072

The status of the Change Block Tracking (CBT) functionality is Inactive on the Hyper-V host and cannot be reset for the current backup job. As a result, if the next backup job is an Incremental Backup, it will automatically be changed to a Verify Backup.

### Symptom

Due to internal error, the Change Block Tracking function didn't work and couldn't be reset. The next backup will be converted to verify backup job.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20073

The Change Block Tracking feature is Inactive on the Hyper-V host. As a result, redundant data may be backed up and if the next backup job is an Incremental

Backup, it will automatically be changed to a Verify Backup.

**Symptom**

Due to internal error, the Change Block Tracking function didn't work so that it was reset. Consequently current backup will back up more data and next backup will be converted to verify backup job.

**Solution**

Check the backup job log and stub log to get more information.

## Error Message 20074

The current backup job has been denied because of a CBT compatibility problem internal to the Hyper-V host. Please upgrade all of your backup proxies which are used to protect this Hyper-V host to the latest version to resolve this problem and continue your backups.

**Symptom**

Backup job couldn't continue because the version of the CBT installed in Hyper-V host is not compatible with backup proxy.

**Solution**

Normally this problem may happen when there are multiple backup proxies backing up the same Hyper-V host but those proxies have different version UDP agent installed. You should upgrade all backup proxies to the same version.

## Error Message 20075

The backup job has prevented the Hyper-V VSS writer from saving the VM during snapshot creation. As a result, the backed up data may not be in a consistent state.

**Symptom**

To avoid VM down time, backup job didn't place VM into Saved status although Hyper-V VSS requires to do this. Consequently it became an inconsistent backup.

**Solution**

Check UDP Solution Guide for the prerequisites of application consistent backup. Make sure that VM complies the prerequisites and try backup again.

## Error Message 20076

The virtual machine will be saved during the VSS snapshot creation as required by the Hyper-V VSS writer.

**Symptom**

Backup job placed VM into Saved status because Hyper-V VSS requires to do this.

**Solution**

Check UDP Solution Guide for the prerequisites of application consistent backup. Make sure that VM complies the prerequisites and try backup again.

## Error Message 20077

The Change Block Tracking (CBT) function failed. One or more clustered nodes were added or removed during the backup job.

**Symptom**

Internal error happened in the Change Block Tracking (CBT) function during backup.

**Solution**

This may happen in Hyper-V cluster when one or more clustered nodes were added or removed while backup job is running.

## Error Message 20078

Backup of physical hard disks are not supported. Host-Based VM Backup will skip any physical hard disks that are attached to this virtual machine.

**Symptom**

Physical had disks attached to VM cannot be backed up.

**Solution**

UDP agentless backup doesn't support physical had disks attached to VM.

## Error Message 20079

Failed to connect Hyper-V server <parameter>. Pre/Post commands cannot be executed.

**Symptom**

Pre/post command couldn't be executed because error happened when connecting to Hyper-V host.

**Solution**

Check network connectivity between backup proxy and Hyper-V host. Or check the backup job log and stub log to get more information.

## Error Message 20080

Failed to get virtual machine by GUID <parameter> from Hyper-V server <parameter>. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because error happened when locate the VM in Hyper-V host.

### Solution

Check if VM still exists in Hyper-V host. Or check the backup job log and stub log to get more information.

## Error Message 20081

Failed to get virtual machine host name. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because VM's host name couldn't be got.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20082

The virtual machine is not in powered on state. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because VM was not powered on.

### Solution

Power on the VM before backup job.

## Error Message 20083

Failed to connect to the virtual machine using host name <parameter>. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because VM was not accessible by its host name.

### Solution

Check network connectivity between backup proxy and VM. Or check the backup job log and stub log to get more information.

## Error Message 20084

The virtual machine GUID is not expected. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because VM's GUID is not correct.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20085

The virtual machine name is not expected. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because VM's name is not correct.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20086

The guest OS of virtual machine is not a Windows machine. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because VM's guest OS is not Windows.

### Solution

This message can be ignored for non-Windows VM.

## Error Message 20087

The credentials for the guest operating system is not provided. Pre/Post commands cannot be executed.

### Symptom

Pre/post command couldn't be executed because guest OS credentials was not provided.

### Solution

Update the VM node with built-in administrator credentials.

## Error Message 20088

The Hyper-V VSS writer does not support the taking of data consistency snapshots on this virtual machine. As a result, the backed up data may not be in a consistent state. (For more information about creating application-consistent snapshots, refer to the product documentation).

### Symptom

Backup job couldn't take data consistent snapshot for backup so that backed up data may be inconsistent.

### Solution

Make sure that the VM supports consistent backup. Check UDP Solution Guide for the prerequisites of application consistent backup.

## Error Message 20089

The Hyper-V VSS writer has encountered an error when processing this virtual machine. As a result, the backup data may not be consistent. (For more information about Hyper-V VSS writer errors, refer to the product documentation).

### Symptom

Backup job encountered an VSS error so that backed up data may be inconsistent.

### Solution

Check Windows Event log (Microsoft -> Windows -> Hyper-V-VMMS -> Admin) to check the error.

## Error Message 20090

Host-Based VM Backup could not get the VM's host name, as a result, it cannot deploy the integration service to the VM. For more information about how to deploy the service manually, please check the product documentation.

### Symptom

Backup job couldn't deploy integration service into VM because VM hostname is not available.

### Solution

Without integration service, backup job cannot get application meta data so that DB level restore is not available. Check the backup job log and stub log to get more

information on why host name is not available. Or you can choose to manually deploy integration service (refer to UDP Solution Guide for details on how to do this).

## Error Message 20091

Failed to deploy the integration service to the VM.

### Symptom

Backup job couldn't deploy integration service into VM.

### Solution

Without integration service, backup job cannot get application metadata so that DB level restore is not available. Check the backup job log and stub log to get more information.. Or you can choose to manually deploy integration service (refer to UDP Solution Guide for details on how to do this).

## Error Message 20092

VM's username is not provided, as a result, Host-Based VM Backup cannot deploy the integration service to the VM. For more information about how to deploy the service manually, please check the product documentation.

### Symptom

Backup job could not deploy the integration service into VM whose credentials was not provided.

### Solution

Without the integration service, the backup job cannot get the application metadata as the DB level restore is not available. To resolve, either update the VM node in UDP Console using the built-in administrator credentials or manually deploy the integration service (For more information, refer to UDP Solution Guide).

## Error Message 20093

The transportable snapshot option has been disabled because the proxy host [<parameter>] is a node within the target cluster.

### Symptom

Backup job couldn't use transportable snapshot option because backup proxy is in a node within the cluster.

### Solution

Use a backup proxy which is outside of the cluster.

## Error Message 20094

Backing up the VM using non transportable hardware snapshot.

### Symptom

Non transportable hardware snapshot was used by backup job.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20095

Backing up the VM using software snapshot.

### Symptom

Software snapshot was used by backup job.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20096

Backing up the VM using transportable snapshot.

### Symptom

Transportable snapshot was used by backup job.

### Solution

Check the backup job log and stub log to get more information.

## Error Message 20097

Converting to full backup because disk has been changed since last backup.

### Symptom

Converting to full backup because disk has been changed since last backup.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20098

No sufficient free space on the destination <parameter> to merge sessions <parameter> and <parameter>. Merge will be skipped till enough space is freed for the destination.

### Symptom

No sufficient free space on the destination to merge sessions. Merge will be skipped till enough space is freed for the destination.

### Solution

Please free more disk space of the destination.

## Error Message 20099

The free space on drive <parameter> is less than <parameter> MB. As a result backup might fail.

### Symptom

The free space on drive is low. As a result backup might fail.

### Solution

Please free more disk space of the drive.

## Error Message 20100

Backup job canceled.

### Symptom

Backup job canceled.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Messages from 20101 to 20200

This section includes the following error messages:

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## Error Message 20101

Backup job <parameter> for virtual machine <parameter>(<parameter>) canceled.

**Symptom**

Backup job canceled.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20102

Backup job was incomplete.

**Symptom**

Backup job was incomplete.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20103

Backup job is skipped.

**Symptom**

Backup job is skipped.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20104

Converting to a full backup because virtual disk format has been changed.

**Symptom**

Converting to a full backup because virtual disk format has been changed.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20105

Backup type changed to a Verify Backup. Unable to communicate with the Change Tracking Driver because it was either not installed or was not installed properly.

**Symptom**

Backup type changed to a Verify Backup. Unable to communicate with the Change Tracking Driver because it was either not installed or was not installed properly.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20106

Data inconsistency found in recovery point <parameter>, the next job will be converted to a verify backup job.

**Symptom**

Data inconsistency found in recovery point, the next job will be converted to a verify backup job.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20107

Data inconsistency was found in the previous job, the job will be converted to a verify backup job.

**Symptom**

Data inconsistency was found in the previous job, the job will be converted to a verify backup job.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20108

Convert Incremental Backup to a Verify Backup because the last system shutdown was unexpected or some removable devices are reconnected.

**Symptom**

Convert Incremental Backup to a Verify Backup because the last system shutdown was unexpected or some removable devices are reconnected.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20109

Converting the first job to a full backup.

### Symptom

Converting the first job to a full backup.

### Solution

The first job should be full backup.

## Error Message 20110

Converting to verify backup because last successful backup is missing.

### Symptom

Converting to verify backup because last successful backup is missing.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20111

Converted to a Verify Backup. Failed to generate the file system catalog for the last session.

### Symptom

Converted to a Verify Backup. Failed to generate the file system catalog for the last session.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20112

There is no Bare Metal Recovery to Alternate Hardware license in current machine.

### Symptom

There is no Bare Metal Recovery to Alternate Hardware license in current machine.

### Solution

Please check the license.

## Error Message 20113

There is no Bare Metal Recovery to Original license in current machine.

### Symptom

There is no Bare Metal Recovery to Original license in current machine.

### Solution

Please check the license.

## Error Message 20114

Non NTFS / ReFS volume <parameter> is skipped, the file system is <parameter>. If full volume encryption (for example, Window Bitlocker) is enabled on this volume, unlock / decrypt the volume and try to run backup again.

### Symptom

Non NTFS / ReFS volume is skipped. If full volume encryption (for example, Window Bitlocker) is enabled on this volume, unlock / decrypt the volume and try to run backup again.

### Solution

Unlock / decrypt the volume and try to run backup again.

## Error Message 20115

Non NTFS volume <parameter> is skipped, the file system is <parameter>. If full volume encryption (for example, Window Bitlocker) is enabled on this volume, unlock / decrypt the volume and try to run backup again.

### Symptom

Non NTFS volume is skipped. If full volume encryption (for example, Window Bitlocker) is enabled on this volume, unlock / decrypt the volume and try to run backup again.

### Solution

Unlock / decrypt the volume and try to run backup again.

## Error Message 20116

Agent-less backup job requires Advanced, Premium or Premium plus license to protect applications. Metadata for Microsoft SQL Server writer or Microsoft Exchange

Server writer will not be generated.

**Symptom**

License error.

**Solution**

Please check the license.

## Error Message 20117

Agent-based backup job using Hardware snapshot option requires premium or premium plus license. Returning to Software snapshot.

**Symptom**

License error.

**Solution**

Please check the license.

## Error Message 20118

The current licensing will cause Agent to automatically convert your scheduled incremental backup to a full backup if there has not been a full backup performed during the last 7 days. To avoid forced full backups, please upgrade your licensing.

**Symptom**

License error.

**Solution**

Please check the license.

## Error Message 20119

The current licensing will cause Agent to automatically convert your scheduled verify backup to a full backup as there has not been a full backup performed during the last 7 days. To avoid forced full backups, please upgrade your licensing.

**Symptom**

License error.

**Solution**

Please check the license.

## Error Message 20120

The snapshot is taken without quiescing the file system in the virtual machine. As a result, the snapshot cannot represent a consistent state of the guest file systems. In case the virtual machine is powered off or VMware Tools are not available, the quiesce flag is ignored.

## Error Message 20121

Job Aborted. Generic Task process successfully stopped.

### Symptom

Job Aborted. Generic Task process successfully stopped.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20122

Failed to write data to the destination folder, will retry now.

### Symptom

Failed to write data to the destination folder.

### Solution

Please allocate the enough space and retry again. If still the problem persists, please contact support and provide the copy recovery point job log.

## Error Message 20123

RAID 5 volume <parameter> is skipped.

### Symptom

RAID 5 volume is skipped.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20124

Removable volume <parameter> is skipped.

**Symptom**

Removable volume is skipped.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20126

Converting the verify backup to a full backup because deduplication is enabled on the data store.

**Symptom**

Converting the verify backup to a full backup because deduplication is enabled on the data store.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20127

Host-Based VM Backup may not appropriately exclude one or more of the SCSI disks because the SCSI controllers have changed after the last backup.

**Symptom**

May not appropriately exclude one or more of the SCSI disks because the SCSI controllers have changed after the last backup.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20128

Merge session is skipped because the session is locked by another operation. Verify if any recovery points are mounted and dismount them.

**Symptom**

Merge session is skipped because the session is locked by another operation.

**Solution**

Verify if any recovery points are mounted and dismount them.

## Error Message 20129

Failed to delete the snapshot <parameter> on the storage appliance <parameter>. You can refer to the NETAPP plugin logs corresponding to this backup job for more details. Please delete the snapshot manually.

### Symptom

Failed to delete the snapshot on the storage appliance.

### Solution

You can refer to the NETAPP plugin logs corresponding to this backup job for more details. Please delete the snapshot manually.

## Error Message 20130

Source volume <parameter> is unavailable.

### Symptom

Source volume is unavailable.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20131

User configured value for the destination threshold has been reached.

### Symptom

User configured value for the destination threshold has been reached.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20132

Unable to check free space for the destination <parameter>. Will skip to merge sessions <parameter> and <parameter>.

### Symptom

Unable to check free space for the destination.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20133

Converting to a Verify backup because some data blocks can be corrupted at session <parameter>.

### Symptom

Converting to a Verify backup because some data blocks can be corrupted at session.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20134

Volume <parameter> hosted in VHD is skipped.

### Symptom

Volume hosted in a VHD cannot be backed up.

### Solution

N/A

## Error Message 20135

VMware VIX version is lower than 1.1.0. The application cannot perform application log truncation and Pre/Post commands.

### Symptom

(obsolete)

### Solution

(obsolete)

## Error Message 20136

Hardware snapshot is not supported for virtual disk <parameter>. Please refer to the corresponding backend log file for more details.

### Symptom

Hardware snapshot is not supported for the virtual disk.

### **Solution**

Check the backup job log to get more information.

## **Error Message 20137**

Hardware snapshot is not supported for virtual disk <parameter>. Please refer to the corresponding backend log file for more details. Will fall back to software snapshot.

### **Symptom**

Hardware snapshot is not supported for the virtual disk so that use software snapshot instead.

### **Solution**

Check the backup job log to get more information.

## **Error Message 20138**

Failed to delete Hardware snapshot. Next backup job will try to delete the leftover Hardware snapshots. Please refer to the corresponding backup logs for details.

### **Symptom**

Encountered error when deleting hardware snapshot.

### **Solution**

Check the backup job log to get more information.

## **Error Message 20139**

A valid Flex Clone license was not found while creating HW snapshot of virtual disk <parameter>. Attempting to use Snap Restore/LUN Clone to create HW snapshot.

### **Symptom**

A valid Flex Clone license was not found while creating HW snapshot of the virtual disk. Attempting to use Snap Restore/LUN Clone to create HW snapshot.

### **Solution**

Check the backup job log to get more information.

## **Error Message 20140**

A valid Flex Clone license was not found while creating HW snapshot of virtual disk <parameter>. Will attempt to use Microsoft NFS client if configured on the backup

proxy, else will fall back to Software Snapshot.

**Symptom**

A valid Flex Clone license was not found while creating HW snapshot of the virtual disk. Will attempt to use Microsoft NFS client if configured on the backup proxy, else will fall back to Software Snapshot.

**Solution**

Check the backup job log to get more information.

## Error Message 20141

Recovery point check for node [<parameter>], session number [<parameter>] canceled.

**Symptom**

Recovery point check was cancelled by user.

**Solution**

Check the backup job log to get more information.

## Error Message 20142

Recovery point check result: Volume: [<parameter>], File System: [<parameter>], Volume Type: [<parameter>], Skipped.

**Symptom**

Recovery point check skipped the volume.

**Solution**

Check the backup job log to get more information.

## Error Message 20143

Recovery point check for node [<parameter>] and session number [<parameter>] skipped. The guest OS is either not having Windows or its volume metadata is not backed up.

**Symptom**

Recovery point check skipped the VM because the VM doesn't have Windows guest OS.

**Solution**

Check the backup job log to get more information.

## Error Message 20144

Warning: This backup session cannot be used for application level restore. For virtual machines running client versions of Microsoft Windows operating systems, VMware snapshot technology does not generate application meta-data required to perform application-level restores. If you require application-level restores and are running the client versions of Microsoft Windows operating systems listed, perform a local Agent backup.

### Symptom

Because the virtual machine has client versions of Microsoft Windows operating systems, VMware snapshot technology does not generate application meta-data, thus application-level restore is not supported.

### Solution

If application-level restore is required, use agent based backup to protect the VM.

## Error Message 20145

Taking snapshot without guest quiescence as it has failed to take quiescence snapshot.?

### Symptom

Because backup job couldn't take quiescence snapshot, it took snapshot without guest quiescence.

### Solution

Try to manually create snapshot by vSphere client with quiescence option and check the error. Or check the backup job log to get more information.

## Error Message 20146

Virtual disk <parameter> was added recently, or, the overall size of the virtual disk changed. Host-Based VM Backup will now perform a full backup of the virtual disk.

### Symptom

The virtual disk was newly added or its size was changed after previous backup. Thus backup took full backup for this virtual disk.

### Solution

Check the backup job log to get more information.

## Error Message 20147

The guest VM credentials are empty. As a result, Host-Based VM Backup cannot perform VM guest operations to configure the snapshot method from inside the VM. Please update the credentials via the console UI.

### Symptom

Backup job couldn't configure snapshot method for the VM because VM guest OS credentials were not provided.

### Solution

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide.

## Error Message 20148

The ESX server version is 4.x; however, VIX of version 1.13.3 or later is not installed (but required) in the backup proxy machine. As a result, Host-Based VM Backup cannot perform VM guest operations to configure the snapshot method from inside the VM.

(obsolete)

## Error Message 20149

The ESX server version is 4.x; however, VIX of version 1.13.3 or later is not installed (but required) in the backup proxy machine. As a result, Host-Based VM Backup cannot perform VM guest operations to execute command inside the VM.

(obsolete)

## Error Message 20150

Backup job is configured to use the "Microsoft VSS inside VM" snapshot method. However, only the "VMware Tools" snapshot method is applicable because Host-Based VM Backup failed to deploy the necessary tools into the VM.

### Symptom

Backup plan is configured to use the "Microsoft VSS inside VM" snapshot method but backup job failed to configure VM to apply this snapshot method because it failed to deploy tool into the VM.

### Solution

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide. Or check the backup job log to get more information.

## Error Message 20151

Backup job is configured to use the "VMware Tools" snapshot method. However, only the "Microsoft VSS inside VM" snapshot method is applicable because Host-Based VM Backup failed to undeploy tools from VM.?

### Symptom

Backup plan is configured to use the "VMware Tools" snapshot method but VM has been configured with "Microsoft VSS inside VM" snapshot method and backup job failed to re-configure VM to apply "VMware Tools" snapshot method because it failed to deploy tool into the VM.

### Solution

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide. Or check the backup job log to get more information.

## Error Message 20152

Host-Based VM Backup failed to deploy the necessary tools for the "Microsoft VSS inside VM" snapshot method into the VM.

### Symptom

Backup job failed to configure the VM to apply "Microsoft VSS inside VM" snapshot method because it failed to deploy tool into the VM.

### Solution

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide. Or check the backup job log to get more information.

## Error Message 20153

Host-Based VM Backup failed to detect the current snapshot method from inside the VM guest.

### Symptom

Backup job failed to detect snapshot method configured for the VM.

**Solution**

View the backup job log for more information.

## Error Message 20154

Host-Based VM Backup failed to undeploy the tools for the "Microsoft VSS inside VM" snapshot method to enable the "VMware Tools" snapshot method from inside the VM.

**Symptom**

Backup job failed to re-configure the VM to apply unapply "Microsoft VSS inside VM" snapshot method.

**Solution**

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide. Or check the backup job log to get more information.

## Error Message 20155

The VM guest operation failed. ESX/vCenter reports error: "<parameter>".

**Symptom**

Error while connecting to the guest OS of VM and performing some guest operations.

**Solution**

Make sure that you have updated the VM node with correct administrative credentials. If non-built-in administrator is used, make sure to disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide. Also, view the backup job log for more information.

## Error Message 20156

Virtual disk <parameter> is located in an NFS data store and will be backed up as full disk. VMware cannot retrieve the used blocks of disks that are located in NFS data store. If the job is a full backup, the entire disk is included in the backup session. If the job is an incremental backup, only the changed blocks of data are included in the backup session.

**Symptom**

Backup job performed a backup for all the data blocks of the virtual disk because it resides in a NFS datastore.

**Solution**

Due to the limitation of VMware, for a virtual disk resides in NFS datastore, UDP reads all data blocks of the virtual disk when it is a full backup job. If it is an incremental backup job, only changed data blocks are backed up.

## Error Message 20157

Backup job unable deploy/undeploy tools for the "Microsoft VSS inside VM" snapshot method. The VMware Tools is not up to date.

**Symptom**

Because VMware Tools is not up-to-date, backup job failed to re-configure the VM to apply/unapply "Microsoft VSS inside VM" snapshot method.

**Solution**

Upgrade the VMware Tools inside VM.

## Error Message 20158

The command "<parameter>" has started in guest VM but cannot finish before timeout.

**Symptom**

Pre/post command couldn't finish before timeout.

**Solution**

Check the backup job log to get more information.

## Error Message 20159

Host-Based VM Backup will not get the application-related information because one or more virtual disks have been excluded.

**Symptom**

Because backup plan is configured to exclude one or more virtual disks from backup job, application information was not generated. As the result, application level restore is not available.

**Solution**

If you want application level restore, modify backup plan to unconfigure disk exclusion.

## Error Message 20160

Skipped volume <parameter>.

### Symptom

Skipped backup related volume.

### Solution

Please refer to the backup job log for detail.

## Error Message 20161

As the virtual machine is configured as template, the job will be a full backup and the virtual disks will be backed up as entire disks.

### Symptom

For VM template, backup job backed up the whole data blocks of the virtual disks.

### Solution

This is expected behavior for template backup.

## Error Message 20162

The bitmap for file system <parameter>, volume <parameter> cannot be retrieved.

### Symptom

Backup job couldn't get the bitmap for file system from related volume, thus you will not be able to perform BMR from this recovery points.

### Solution

Check the backup job log to get more information.

## Error Message 20163

The application did not back up the metadata for volumes that were built on the storage pool. As a result, you cannot perform a file-level restore for these volumes.

### Symptom

Backup job couldn't get volume metadata for volume built on storage pool, so that file level restore is not possible.

### Solution

This is expected behavior.

## Error Message 20164

Virtual disk <parameter> is configured as a virtual compatibility raw device mapping (vRDM) disk and will be backed up as full disk. VMware cannot retrieve the used blocks of disks that are configured as vRDM. If the job is a full backup, the entire disk is included in the backup session. If the job is an incremental backup, only the changed blocks of data are included in the backup session.

### Symptom

Backup job performed a backup for all the data blocks of the virtual disk because it is configured as a vRDM disk.

### Solution

Due to the limitation of VMware, for a virtual disk which is configured as vRDM, UDP reads all data blocks of the virtual disk when it is a full backup job. If it is an incremental backup job, only changed data blocks are backed up.

## Error Message 20165

The "Microsoft VSS inside VM" snapshot method is not available, instead the "VMware Tools" snapshot method will be used.

### Symptom

Backup plan is configured to use the "Microsoft VSS inside VM" snapshot method but backup job failed to configure VM to apply this snapshot method, so that "VMware Tools" snapshot method will be used.

### Solution

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide. Or check the backup job log to get more information.

## Error Message 20166

Recovery point <parameter> cannot support an application restore because the "Microsoft VSS inside VM" snapshot method was used.

### Symptom

When using the "Microsoft VSS inside VM" snapshot method, application level restore is not available.

### Solution

Modify the backup plan to change to use the "VMware Tools" snapshot method.

## Error Message 20167

Will perform a Verify Backup of volume <parameter> because the last system shutdown was unexpected or the removable device is reconnected.

### Symptom

Will perform a Verify Backup of volume because the last system shutdown was unexpected or the removable device is reconnected.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20168

The Incremental Backup converts to a Verify Backup because the previous backup contains inconsistent data.

### Symptom

The Incremental Backup converts to a Verify Backup because the previous backup contains inconsistent data.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20169

The VM is being protected by another backup proxy, which is not allowed by the Change Block Tracking (CBT) function.

### Symptom

The VM is being protected by another backup proxy, which is not allowed by the Change Block Tracking (CBT) function.

### Solution

Please check the plan and the node.

## Error Message 20170

Some Files/directories are skipped to backup, for detail please refer to backup log file.

**Symptom**

Some Files/directories are skipped to backup.

**Solution**

Refer to the internal error for the root cause and view the backup job log for more details.

## Error Message 20171

Hardware Snapshot Failed. Falling back to Software Snapshot.

**Symptom**

Hardware Snapshot Failed. Falling back to Software Snapshot.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20172

The size of virtual disk <parameter> has changed. Host-Based VM Backup will reset the Changed Block Tracking (CBT) functionality and automatically perform a Verify Backup.

**Symptom**

The size of virtual disk has changed, will reset the Changed Block Tracking (CBT) functionality and automatically perform a Verify Backup.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20173

The system is shutting down.

## Error Message 20174

Transportable Snapshot Failed. Falling back to Hardware Snapshot.

**Symptom**

Transportable Snapshot Failed. Falling back to Hardware Snapshot.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20175

Transportable Snapshot Failed. Falling back to Software Snapshot.

### Symptom

Transportable Snapshot Failed. Falling back to Software Snapshot.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20176

Copy of recovery point destination[<parameter>] contains previously backed up data. Session numbers will be assigned based on the sessions already applied to the old backup data.

### Symptom

Copy of recovery point destination contains previously backed up data.

### Solution

CRP will create session number based on existing sessions.

## Error Message 20177

Backup destination[<parameter>] contains previously backed up data. Session numbers will be assigned based on the sessions already applied to the old backup data.

### Symptom

Backup destination contains previously backed up data.

### Solution

Backup job will create session number based on existing sessions.

## Error Message 20178

The account[<parameter>] for Agent is invalid.

### Symptom

Invalid account.

### Solution

Verify if the given account is valid on the system.

## Error Message 20179

Key management is inactive because of mismatched master key for this machine.

### Symptom

Key management is inactive. Key management related operation will fail.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 20180

Unable to add session password to key management database. (Session GUID=[<parameter>]).

### Symptom

Unable to add session password to the key management database.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 20181

Unable to remove session password from key management database. (Session GUID=[<parameter>])

### Symptom

Unable to remove session password from the key management database.

### Solution

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 20182

Network adaptor [<parameter>] has been detected on node [<parameter>]. As a result, the TCP segmentation offload (TSO) feature (also known as the Large Send Offload) of this adaptor has been disabled to avoid any potential data corruption.

### Symptom

Network adaptor detected on node.

### Solution

TSO feature will be disabled on Intel(R) 82574 network adaptor based on known data corruption issue.

## Error Message 20183

Network adaptor [<parameter>] has been detected on node [<parameter>]. This adaptor may cause data corruption. To avoid this problem, change the network adaptor or manually disable the TCP segmentation offload (TSO) feature of the adaptor (also known as the Large Send Offload).

### Symptom

Network adaptor detected on node.

### Solution

TSO feature will be disabled on Intel(R) 82574 network adaptor based on known data corruption issue.

## Error Message 20184

Network adaptor changes detected: [<parameter>] media disconnected.

### Symptom

Network adaptor changed.

### Solution

Network adaptor changes.

## Error Message 20186

Failed to copy the recovery point for virtual machine <parameter>. The recovery point of session number <parameter> contains no volume information.

### Symptom

Copy recovery point failed.

### Solution

Collect debug logs and contact Arcserve Support.

## Error Message 20187

In the backup proxy server <parameter>, the volume <parameter> (where the Arcserve UDP Agent is installed) has reached the free space threshold <parameter> MB. Release some space otherwise backup may stop working.

### Symptom

Space threshold warning.

**Solution**

You need more space to perform further backups. Release some space, otherwise backup may stop working.

## Error Message 20190

The mailbox:<parameter> has exceeded the mailbox storage quota limit, some items may not be restored.

**Symptom**

Restore job was incomplete.

**Solution**

Enlarge the storage quota limit for the specified mailbox.

## Error Message 20191

The disk <parameter> cannot be deleted as it is present in a local volume of <parameter>.

**Symptom**

**Solution**

## Error Message 20196

Restore job was canceled.

**Symptom**

Restore job was canceled.

**Solution**

Restore job was canceled.

## Error Message 20197

Restore job is incomplete.

**Symptom**

Restore job was incomplete.

**Solution**

Restore job was incomplete.

## Error Message 20198

Try to reopen the device.

### Symptom

Try to reopen the device.

### Solution

Refer to the internal error for the root cause. For more details, view the backup job log.

## Error Message 20199

Files or directories were skipped. See <parameter> for the files or directories that were skipped.

### Symptom

Restore job was incomplete. Skipped some file or directory.

### Solution

View the restore job log for the detail skip list.

## Error Message 20200

Repairing volume [<parameter>]. Failed to access the volume after recovery. There may be errors on the volume and the chkdsk.exe has been launched to scan the volume. Please do not close the command console windows before the chkdsk.exe completes this scan.

### Symptom

Error in restored volume.

### Solution

Manually run the chkdsk.exe on the restored volume.

## Error Messages from 20201 to 20300

This section includes the following error messages:

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## Error Message 20201

Restoring files from an unlabeled and unmounted volume to the original location is not supported. Skipping restore files from such volume. (Volume=[<parameter>]).

### Symptom

Restore job was incomplete.

### Solution

Restoring files from an unlabeled and unmounted volume to the original location is not supported.

## Error Message 20207

Unable to restore the instance UUID for the new virtual machine because another virtual machine named <parameter> with the same instance UUID already exists in the inventory.

### Symptom

Unable to restore the instance UUID for the new virtual machine.

### Solution

As a workaround, use the *Generate new Instance UUID* or *Overwrite existing virtual Machine* option.

## Error Message 20208

Unable to power on recovered virtual machine. The VM may already be powered on.

### Symptom

The Recover VM job failed.

### Solution

Log into the ESX/vCenter server system to check whether the virtual machine is powered on.

## Error Message 20214

An Intel(R) 82574 network adaptor has been detected. This adaptor can cause data corruption. Change the network adaptor or manually disable the TCP segmentation offload (TSO) feature of this adaptor (also known as Large Send Offload).

### Symptom

This is an indication of a risky hardware that may cause data corruption being detected.

**Solution**

Eliminate the risk as the message suggests.

## Error Message 20215

An Intel(R) 82574 network adaptor has been detected. The TCP segmentation offload (TSO) feature (also known as the Large Send Offload) of this adaptor, has been disabled to avoid any potential data corruption.

**Symptom**

This is an indication of a risky hardware that may cause data corruption being detected.

**Solution**

The risky function has been eliminated automatically. No manual action is needed.

## Error Message 20216

Application restore is incomplete.

**Symptom**

Restore was incomplete.

**Solution**

Check previous error message for more information.

## Error Message 20217

Microsoft Exchange Server Mailbox Database: [<parameter>] is not included in backup.

**Symptom**

Database was skipped from restore.

**Solution**

Current database to be restored are not backed up.

## Error Message 20218

Microsoft Exchange Server Public Folder Database: [<parameter>] is not included in backup.

**Symptom**

Public folder was skipped from restore.

**Solution**

Current public folder to be restored are not backed up.

## Error Message 20219

Component (Logical Path=[<parameter>], Component Name=[<parameter>]) cannot be found.

**Symptom**

Database component was skipped.

**Solution**

Check if component exists.

## Error Message 20220

VSS Component [<parameter>] is not included in backup because related volume [<parameter>] is not part of this backup.

**Symptom**

Application components was skipped from backup.

**Solution**

Volume contains this component is not included to backup.

## Error Message 20221

VSS Component [<parameter>] is not included in backup because related volume does not exist.

**Symptom**

Application components was skipped from backup.

**Solution**

Volume contains this component is not included to backup.

## Error Message 20222

The Database: [<parameter>] being restored is renamed or removed after the backup, either restore from a latest recovery point or restore to the disk.

**Symptom**

Just a notification message.

**Solution**

No user actions is request.

## Error Message 20223

The Storage Group: [<parameter>] being restored is renamed or removed after the backup, either restore from a latest recovery point or restore to the disk

**Symptom**

Just a notification message.

**Solution**

No user actions is request.

## Error Message 20224

Exchange writer has been disabled, Whole Exchange server will not be backed up.

**Symptom**

Exchange writer was not backed up.

**Solution**

Check exchange writer service status if you want to backup exchange.

## Error Message 20225

Exchange information store service is not running. Active databases will not be backed up.

**Symptom**

Active databases were not backed up.

**Solution**

Check exchange information store service.

## Error Message 20226

Exchange replication service is not running. Replicated databases will not be backed up.

**Symptom**

Replicated databases are not backed up.

### **Solution**

Check the exchange replication service.

## **Error Message 20227**

Writer (Name=[<parameter>], ID=[<parameter>]) will be excluded because no component is selected.

### **Symptom**

Exchange writer was not backed up.

### **Solution**

No components are selected for backup or components are skipped.

## **Error Message 20228**

The provider was unable to perform the request at this time. This can be a transient problem. Retry after <parameter>seconds.

### **Symptom**

Job was failed.

### **Solution**

Check event logs for more details. One reason for this message could be a source volume, which is 64 TB or larger. This size is above the Microsoft limit for VSS snapshot functionality. If the data on the volume allows it, shrinking the volume from the Microsoft Disk Management to a partition size below 63.9 TB would allow VSS snapshots to work.

## **Error Message 20229**

The provider returned an unexpected error code. This can be a transient problem. Retry after <parameter>seconds.

### **Symptom**

Job was failed.

### **Solution**

Check event logs for more details

## Error Message 20230

Snapshot storage area for volume does not have enough free space. The snapshot storage area will be switched to another volume to continue the backup. (Storage Area=[<parameter>], Volume Name=[<parameter>]).

### Symptom

Backup job was failed.

### Solution

Not enough free space for snapshot. Free more space on any volume.

## Error Message 20231

Application backup will be skipped because application protection feature is not licensed.

### Symptom

Applications were not backed up.

### Solution

No license for application restore. Acquired license will solve this problem.

## Error Message 20232

The Oracle VSS Writer service "<parameter>" is not installed, the Oracle database "<parameter>" will be skipped to back up. If you want to back it up, please install the writer and make sure it is running.

### Symptom

Database was not backed up.

### Solution

Install mentioned service.

## Error Message 20233

The Oracle VSS Writer service "<parameter>" will be started automatically to back up the Oracle database "<parameter>".

### Symptom

Just notification message.

### Solution

No user actions is request.

## Error Message 20234

The Oracle VSS Writer service "<parameter>" must be started in order to complete the Oracle database "<parameter>" backup.

### Symptom

Backup was failed.

### Solution

Start mentioned service.

## Error Message 20235

Restore Exchange storage group/database [<parameter>] to its original location is skipped because it does not exist in the Active Directory.

### Symptom

Database or storage group was skipped from restore.

### Solution

By design behavior. To restore them please create database or storage group before restore.

## Error Message 20236

Restore of the Microsoft Exchange storage group/database <parameter> to its original location is skipped. It is in a Mounted status and the "Dismount the database before restore and mount the database after restore" option is unchecked.

### Symptom

Database was not restored.

### Solution

Select the **Dismount the database before restore and mount the database after restore** check box while submitting the restore job.

## Error Message 20237

Restore of the Microsoft Exchange storage group/database [<parameter>] to its original location is skipped. It is in a Mounted status and the "Dismount the database before restore and mount the database after restore" option is unchecked.

### Symptom

Database was not restored

**Solution**

Check option "Dismount the database before restore and mount the database after restore" when submit restore job.

## Error Message 20238

SQL server is skipped because it is not supported on Windows XP.

**Symptom**

SQL is not support on windows XP

**Solution**

By design.

## Error Message 20239

The writer "<parameter>" has been skipped during the backup process because it is in an error status.

**Symptom**

Writer is skipped from backup.

**Solution**

Check mentioned writer's state by command "vssadmin list writers" and check event log for more details.

## Error Message 20240

Snapshot storage area for volume is not on NTFS volume. The snapshot storage area will be switched to another volume to continue the backup. (Storage Area=[<parameter>], Volume Name=[<parameter>]).

**Symptom**

Just notification message.

**Solution**

No user actions is request.

## Error Message 20241

The creation of snapshot is in progress, and only one snapshot creation operation can be in progress at one time. retry after <parameter> seconds.

**Symptom**

Just notification message.

**Solution**

No user actions is request.

## Error Message 20242

SQL writer service is not installed, SQL server will be skipped to back up. If you want to back SQL server up, please install SQL writer and make sure it is running.

**Symptom**

SQL writer was skipped from backup.

**Solution**

Install and enable SQL writer service.

## Error Message 20243

SQL writer service will be started automatically to back up SQL server.

**Symptom**

Just notification message.

**Solution**

No user actions is request.

## Error Message 20244

The sqlwriter service "<parameter>" must be started in order to complete SQL backup.

**Symptom**

SQL backup was failed.

**Solution**

Start mentioned service.

## Error Message 20245

Failed to start service. (EC=[<parameter>], Service Name=[<parameter>]).

**Symptom**

Restore was incomplete.

**Solution**

Check event logs for more details.

## Error Message 20246

The system was unable to hold I/O writes. This may be caused by a transient problem. Please retry after <parameter>seconds.

**Symptom**

Backup may be failed.

**Solution**

Check event logs for more details.

## Error Message 20247

The writer reports a retrievable problem. Retry after <parameter> seconds. If the writer continues to return the error after several retries, try restarting the service that hosts the writer.

**Symptom**

Job was failed.

**Solution**

Restart mentioned service.

## Error Message 20248

Writer has been skipped from this backup job because the application protection feature is not licensed. (Writer Name=[<parameter>]).

**Symptom**

Writer is skipped from backup.

**Solution**

No license for application restore. Acquired license will solve this problem.

## Error Message 20249

Failed to lock session on <parameter> (detail information:<parameter>). Session was already locked by <parameter> job, Computer name:<parameter>, Process Id:<parameter>.

**Symptom**

Failed to lock session.

**Solution**

Refer to the internal error for the root cause. For more details, view the job log.

## Error Message 20250

Microsoft Exchange Information Store Service is not in running state.

**Symptom**

Job failed.

**Solution**

Start the Microsoft Exchange Information Store service

## Error Message 20251

Skipping restore of the File. (File [<parameter>]).

**Symptom**

Skipping restore of the File.

**Solution**

File is in skip the list or has system attribute.

## Error Message 20252

Skipping restore of the Directory. (Directory [<parameter>]).

**Symptom**

Skipping restore of the Directory.

**Solution**

Directory is in the skip list or has system attribute.

## Error Message 20253

Perform an optimized restore. After the restore job completes, install the Data Deduplication Feature before you access the restored data. Source volume <parameter>, Destination volume <parameter>.

**Symptom**

Full volume restore to continue but files cannot be accessed unless data deduplication feature is installed.

**Solution**

Enable data deduplication feature after completing the restore job.

## Error Message 20254

Skipping restore encrypted file[<parameter>] into Non-NTFS volume.

**Symptom**

Skipping restore of encrypted file into the Non-NTFS volume.

**Solution**

Encrypted file is not supported on the Non-NTFS volume.

## Error Message 20265

The merge job skipped. No session needs to be merged.

**Symptom**

The merge job skipped.

**Solution**

Retry the job. If the problem persists, contact Arcserve Support.

## Error Message 20268

The merge job stopped.

**Symptom**

The merge job stopped.

**Solution**

Retry the job. If the problem persists, contact Arcserve Support.

## Error Message 20269

The merge job stopped at 70%.

**Symptom**

The merge job is paused by another job.

**Solution**

No action required.

## Error Message 20270

As the system limitation, file [<parameter>] will lose Compress attribute after restored into ReFS Volume.

### Symptom

File compress attribute will be lost on ReFS volume.

### Solution

ReFS volume does not support compress function. Try restoring to NTFS volume.

## Error Message 20271

As the system limitation, file [<parameter>] will lose Integrity attribute after restored into NTFS Volume.

### Symptom

File integrity attribute will be lost on NTFS volume.

### Solution

NTFS volume does not support integrity function. Try restoring to ReFS volume.

## Error Message 20272

Skipping restore of named file streams of Alternate Data Stream file [<parameter>] into Non-NTFS volume.

### Symptom

Alternate data stream will be lost on non-NTFS volume.

### Solution

Only NTFS volume supports Alternate Data Stream. Try restoring this file to NTFS volume.

## Error Message 20273

Skipping restore of extended attribute data of [<parameter>] into a non-NTFS volume.

### Symptom

Extended data stream will be lost on non-NTFS volume.

### Solution

Only NTFS volume supports extended Data Stream. Try restoring this file to NTFS volume.

## Error Message 20274

Skip recovery of hard link: [<parameter>]. For information about how to recover a hard link, see the product documentation.

### Symptom

Skip recovery of hard link.

### Solution

To manually restore hard link, view the product documentation.

## Error Message 20275

Refer the log file [<parameter>] to know the list of files that were skipped in catalog.

### Symptom

Refer the log file to know the list of files that were skipped in catalog.

### Solution

Refer the log file to know the list of files that were skipped in catalog.

## Error Message 20276

Catalog job is skipped because session has been purged.

### Symptom

Catalog job is skipped because session has been purged.

### Solution

Please check the purge job.

## Error Message 20277

Failed to check volumes <parameter> to determine if the volumes are a file copy source. File copy will be disabled.

### Symptom

Failed to check volumes to determine if the volumes are a file copy source. File copy will be disabled.

## Error Message 20278

Failed to check volumes <parameter> for machine <parameter> to determine if the volumes are a file copy source. File copy will be disabled.

## Error Message 20279

Catalog job canceled.

### Symptom

Catalog job canceled.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20280

Current job script is invalid. (Session is invalid)

### Symptom

Current job script is invalid. (Session is invalid)

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20281

Merge of sessions is skipped. Maybe these session have been purged.

### Symptom

Merge of sessions is skipped. Maybe these session have been purged.

### Solution

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20282

Merge of failed sessions is skipped. Maybe these sessions have been purged.

### Symptom

Merge of failed sessions is skipped. Maybe these sessions have been purged.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20283

Generation of the catalog file for Deduplication-Enabled volume <parameter> is skipped.

**Symptom**

Generation of the catalog file for Deduplication-Enabled volume is skipped.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20284

Volume <parameter> is Deduplication-Enabled volume, file copy will skip this volume.

**Symptom**

Volume is Deduplication-Enabled volume, file copy will skip this volume.

**Solution**

Please Deduplication-Disable if you want copy this volume.

## Error Message 20285

Volume <parameter> is Deduplication-Enabled volume in machine <parameter>, <parameter> will skip this volume

**Symptom**

Archive job skipped for the dedupe volume.

**Solution**

Check whether the archive source path list contains dedupe volume list. If it contains, please remove dedupe volume path from archive source path list.

## Error Message 20286

Merge session is skipped because the session is locked by another operation. Verify if any recovery points are mounted and dismount them.

**Symptom**

Merge session is skipped because the session is locked by another operation.

**Solution**

Verify if any recovery points are mounted and dismount them.

## Error Message 20287

Generation of the catalog file for ReFS volume <parameter> is skipped.

**Symptom**

Generation of the catalog file for ReFS volume is skipped.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20288

Volume <parameter> is ReFS volume, File Copy will skip this volume.

**Symptom**

Volume is ReFS volume, File Copy will skip this volume.

**Solution**

Please refer to the internal error for the root cause, and check the backup job log for more details.

## Error Message 20289

Volume <parameter> is ReFS volume in machine <parameter>, <parameter> will skip this volume

**Symptom**

Skipping archive job for ReFS volume.

**Solution**

Check whether the archive source path list contains ReFS volume list. If it contains, please remove ReFS volume path from archive source path list. ReFS volume is not supported for file archive job.

## Error Message 20290

<parameter> is not supported for the volume <parameter> in machine <parameter>.

### Symptom

Archive is not supports for volume.

### Solution

Check the source path lists specified in archive job configuration, and check if it contains ReFS, dedupe, mounted volume paths, if presented remove that lists. For help, please contact Arcserve Support.

## Error Message 20291

Total number of agent nodes that failed to purge: [<parameter>].

### Symptom

This is a total number of failed agent nodes.

### Solution

Check other activity log or job debug log for more information on the failures of these nodes.

## Error Message 20294

Failed to open the virtual disk [<parameter>]. A VMware VDDK error has occurred. Error message [<parameter>]. Error code [<parameter>].

### Symptom

VMware VDDK reports error when VSB invokes it to open a .vmdk file.

### Solution

Verify if the VMware server runs in a valid state. Verify the network connection. Try enforcing VDDK NBD mode in registry. Then, restart the VSB job.

## Error Message 20295

Failed to write the virtual disk [<parameter>]. A VMware VDDK error has occurred. Error message [<parameter>]. Error code [<parameter>].

### Symptom

VMware VDDK reports error when VSB invokes it to write a vmdk file.

**Solution**

Verify if the VMware server runs in a valid state. Verify the network connection. Then, restart the VSB job.

## Error Message 20296

Failed to write the virtual disk [<parameter>]. A VMware VDDK error has occurred. Error message [<parameter>]. Error code [<parameter>]. Retry time=[<parameter>].

**Symptom**

VMware VDDK reports error when VSB invokes it to write a vmdk file.

**Solution**

VSB to retry writing VDDK.

## Error Message 20297

A transferring error is detected while uploading data to update the page at offset <parameter>. Retry uploading.

**Symptom**

For Virtual Standby to Azure job, a temporary network/internet error may cause a page-blob-updating operation failure.

**Solution**

VSB to retry uploading the page of blob in Azure.

## Error Message 20298

The file <parameter> is in use by another operation. Start a new virtual machine recovery job.

**Symptom**

The file is in use by another job.

**Solution**

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 20299

The partition table on the physical disk changed after the disk was created. Remove the physical disk from the virtual machine, and then add it again.

### Symptom

The partition table on the physical disk changed after the disk was created.

### Solution

Error reported by VMware VDDK. Retry the job. If the error is not resolved, contact Arcserve Support.

## Error Message 20300

Changed block tracking was enabled with virtual machine snapshots present. The full backups will now include the used and unused blocks of data contained in the VMDK files of the virtual machine.

### Symptom

Changed block tracking was enabled with virtual machine snapshots present. The full backups now include the used and unused blocks of data contained in the VMDK files of the virtual machine.

### Solution

This error is a limitation of VMware CBT. Remove all snapshot of the VM and reset CBT again.

## Error Messages from 20301 to 20400

This section includes the following error messages:

---

## Error Message 20301

VMware cannot retrieve the used blocks of data for full backups when changed block tracking was enabled while virtual machine snapshots were present.

### Symptom

VMware cannot retrieve the used blocks of data for full backups when changed block tracking was enabled while virtual machine snapshots were present.

### Solution

This error is a limitation of VMware CBT. Remove all snapshot of the VM and reset CBT again.

## Error Message 20302

The file system of volume [<parameter>] is [<parameter>] which check disk does not support.

### Symptom

The check-disk tool doesn't support the file system on the specified volume on the protected machine. The error is reported.

### Solution

AR job will skip running check-disk tool for that volume.

## Error Message 20307

The path <parameter> where the virtual machine configuration is stored is not a path to a storage location in the cluster or to a storage location that can be added to the cluster. To make this virtual machine highly available, please verify that this storage location is available to every node in the cluster.

### Symptom

The storage location of Standby VM configuration is not available to every node in the cluster. The Standby VM is not highly available in the cluster.

### Solution

Select a path that is available to every node in the cluster and restart the Instant VM job.

## Error Message 20308

The <parameter> of "<parameter>": Data deduplication capacity has reached its full capacity. Please increase either the memory or the SSD size to extend the data deduplication capacity.

### Symptom

The hash role of deduplication data store has reached its full capacity.

### Solution

Increase either the memory or the SSD size to extend the data deduplication capacity.

## Error Message 20309

The <parameter> of "<parameter>": Data deduplication capacity has reached <parameter>%% of its full capacity. Please increase either the memory or the SSD size to extend the data deduplication capacity.

### Symptom

The hash role of deduplication data store has reached certain percentage of its full capacity.

### Solution

Increase either the memory or the SSD size to extend the data deduplication capacity.

## Error Message 20310

The <parameter> of "<parameter>": The configured memory size is bigger than the total physical memory. It might run out of memory later.

### Symptom

The available physical memory is insufficient to support specified data store based on its memory configuration.

### Solution

Increase memory or modify the memory requirement configuration of specified data store.

## Error Message 20311

Data store [<parameter>] is busy to run regular UDP jobs. The total suspended time in current cycle of purge and disk reclamation is more than [<parameter>] days due to active regular UDP jobs. Please either reschedule UDP jobs to mitigate workload of the data store or run command line tool #as\_gddmgr.exe -Purge Start# to enable the purge in parallel. Please be aware that running purge in parallel might cause throughput degradation of regular UDP jobs.

### Symptom

The purge and disk reclamation has been suspended for long time due to heavy payload of jobs on the specified data store. This may lead to an accumulation of obsolete data in data store which occupies more disk space than expected.

### Solution

Please either reschedule UDP jobs to mitigate workload of the data store or run command line tool #as\_gddmgr.exe –Purge Start# to enable the purge in parallel. Please be aware that running purge in parallel might cause throughput degradation of regular UDP jobs.

## Error Message 20312

Data store [<parameter>] is busy to run regular UDP jobs. The total suspended time in current cycle of purge and disk reclamation is more than [<parameter>] days due to active regular UDP jobs. Purge in parallel has been automatically enabled so that disk space of the obsoleted data blocks could be freed. Please be aware that running purge in parallel might cause throughput degradation of regular UDP jobs.

### Symptom

The purge and disk reclamation has been suspended for long time due to heavy payload of jobs on the specified data store. In order to avoid accumulation of obsoleted data in data store, purge has been enabled in parallel with regular UDP jobs.

### Solution

As running purge in parallel might cause throughput degradation of regular UDP jobs, it is better to reschedule UDP jobs to mitigate workload of the data store as well.

## Error Message 20313

Skip file/dir <<parameter>>. Path is too long.

### Symptom

Job was incomplete.

### Solution

Behavior by design. Some files are skipped

## Error Message 20314

There are <parameter> existing activity log messages from previous release detected, which are not imported to current activity log database. Please contact Arcserve Support to import them after installation.

### Symptom

Activity log is not completely imported after UDP upgrade.

### Solution

Contact Arcserve Support to import logs after installation.

## Error Message 20315

Skipping file.(File=[<parameter>]). <parameter>

### Symptom

Job was incomplete.

### Solution

Behavior by design. Verify the conflict option setting for restore and Online Help to understand which file will be skipped while restoring.

## Error Message 20316

File level restore is not supported for the (Volume=[<parameter>]) because RAID/Striped volumes have more than one disk extent per disk.

### Symptom

Job was incomplete.

### Solution

Behavior by design. Try restore by mounting recovery point.

## Error Message 20317

System files were skipped. If necessary, you can use the Bare Metal Recovery (BMR) option to restore them.

### Symptom

Job was incomplete

### Solution

Behavior by design. Some files are skipped. Restore these files by BMR.

## Error Message 20318

Failed to create directory <parameter>. Error message: <parameter>

### Symptom

Instant VM needs to create several folders on the recovery server. Failed to create directory.

### Solution

View the error code returned by Windows. Verify if appropriate user privilege to create the sub folder in the parent folder. Or select other folder as the parent folder. Restart the Instant VM job.

## Error Message 20319

Failed to dismount the datastore [<parameter>]. Error code: <parameter>. Error message: <parameter>.

### Symptom

Failed to dismount the datastore.

### Solution

If the specified NFS data store is inactive, IVM tries to unmount then re-create a new one. View the error message from the VMWare server. Try to unmount the inactive NFS data store manually, or select other path so that Instant VM will create a new NFS data store. Restart the Instant VM job.

## Error Message 20320

?The heartbeat detect frequency is larger than the timeout value, set the frequency equal to timeout value.

### Symptom

The heartbeat detect frequency is larger than the timeout value

### Solution

Instant VM job will set the detect frequency equals to timeout value internally.

## Error Message 20321

The heartbeat detect frequency is less than or equal to 0 second, set the frequency to [<parameter>] seconds as default.

### Symptom

The heartbeat detect frequency must be larger than zero. Otherwise the error is reported.

### Solution

Instant VM job will set the detect frequency to a default value.

## Error Message 20322

Failed to inject <parameter>.

**Symptom**

Failed to inject. While injecting driver to VM, Instant VM job needs to copy a few files from recovery server to the virtual disk of VM. If the copying fails, the error is reported.

**Solution**

Run Assured Recovery job based on Instant VHD to make sure boot volume in the backup session has no data corruption. Verify if any install files are deleted accidentally on the recovery server.

## Error Message 20323

The file system version that the proxy server supports is not compatible with the source file system, which may result in false positive warnings. Please use the proxy server with the OS version matching the source node.

**Symptom**

The file system version that the proxy server supports is not compatible with the source file system that may result in false positive warnings. If recovery server does not support the file system, the warning is reported.

**Solution**

Use other machine, whose OS supports the file system on the protected machine, as the recovery server. Then, restart the Assured Recovery job.

## Error Message 20324

The selected disk controller is NVME controller, but the source machine's operating system does not have a native NVMe driver. The operating system may not be bootable.

**Symptom**

The selected disk controller is NVME controller. But, the operating system of the source machine does not have a native NVMe driver. The operating system may not be bootable.

**Solution**

Select other disk controller that the OS of protected machine can support.

## Error Message 20325

The datastore [<parameter>] with the NFS share [<parameter>] is in an inactive state. Try to dismount it.

### **Symptom**

The datastore with the NFS share is in an inactive state.

### **Solution**

An inactive NFS data store can not be accessed (read/write). Instant VM job will dismount it automatically and then create a new one.

## **Error Message 20326**

The dynamic boot disk will not be performed on the driver injection, which does not ensure that the virtual machine could be accessed from Remote Desktop. Please make sure the Terminal Service is running and the firewall allows the TCP port 3389.

### **Symptom**

Instant VM job cannot mount a dynamic disk to perform driver injection. If Terminal service is not activated or port is not set in the firewall, user cannot access the Standby VM through remote desktop.

### **Solution**

To check the virtual machine status please activate the terminal service and set the firewall correctly on the protected machine.

## **Error Message 20327**

The target ESX(i) host [<parameter>] does not exist. As a result, a random ESX(i) host on the cluster [<parameter>] will be selected.

### **Symptom**

If the ESXI host does not exist in the cluster. Instant VM job selects one by random pick.

### **Solution**

Instant VM job will select ESXi host automatically.

## **Error Message 20328**

The CPU number [<parameter>] is greater than the maximum number supported on hypervisor [<parameter>]. The CPU number will be automatically modified to the maximum value of [<parameter>].

### **Symptom**

The CPU number is greater than the maximum number supported on hypervisor.

**Solution**

Instant VM job automatically sets the CPU number of Standby VM to the maximum number supported by hypervisor.

## Error Message 20329

The CPU number [<parameter>] is invalid. The CPU number will be automatically modified to the minimum value of [<parameter>].

**Symptom**

The CPU number is invalid.

**Solution**

On starting the instant VM job and setting the CPU number to 0 or negative number, the warning is reported. Instant VM job automatically sets the CPU number to 1.

## Error Message 20330

The memory size [<parameter>] is greater than the maximum memory size [<parameter>] on hypervisor [<parameter>].

**Symptom**

The memory size is greater than the maximum memory size on hypervisor.

**Solution**

Instant VM job still tries to power on the Standby VM. If failed, reduces the memory size of Standby VM and tries to power on again.

## Error Message 20331

The memory size [<parameter>] is invalid. The memory size will be automatically modified to the value of [<parameter>]MB.

**Symptom**

The memory size is invalid.

**Solution**

On starting the instant VM job and setting the memory size to 0 or negative number, the warning is reported. Instant VM job automatically sets the memory size to 1 GB.

## Error Message 20332

The target hypervisor [<parameter>] does not support the operating system of the source machine [<parameter>].

### Symptom

The target hypervisor does not support the operating system of the source machine.

### Solution

Try other hypervisor that can support the specified OS.

## Error Message 20333

The virtual machine name [<parameter>] already exists. Use name [<parameter>] instead.

### Symptom

The virtual machine name already exists.

### Solution

Instant VM will create a new name for Standby VM.

## Error Message 20334

The target resource pool [<parameter>] does not exist. As a result, the default resource pool will be automatically selected.

### Symptom

Instant VM job detects that the set resource pool of VMware server does not exist.

### Solution

Instant VM will choose the default resource pool instead.

## Error Message 20335

Windows 7 or later Client Hyper-V is neither forbidden nor officially supported by Instant VM on the host machine <parameter>. You are responsible for the test results.

### Symptom

Windows 7 or later Client Hyper-V is neither forbidden nor officially supported on the host machine. You are responsible for the test results.

**Solution**

If the target hypervisor is running in Windows 7 or later Client OS, the warning is reported. Instead, select server version of Hyper-V.

## Error Message 20336

The boot firmware of source machine is EFI. So a generation 2 virtual machine which does not support legacy network adaptor will be created on Hyper-V server. As a result the Legacy Network Adaptor will be changed to a normal Network Adaptor.

**Symptom**

If the system volume of protected machine is UEFI partition, Instant VM has to choose generation 2 virtual machine to support UEFI. But generation 2 virtual machine cannot support Legacy NIC.

**Solution**

Instant VM will choose a normal NIC instead of Legacy NIC.

## Error Message 20337

Failed to delete the directory <parameter>.

**Symptom**

Failed to delete the directory.

**Solution**

After stopping Standby VM, Instant VM job tries to delete some temporary directory created by itself. View the error code returned by Windows. Delete the temp directory manually.

## Error Message 20338

Since the system volume or the boot volume is on the dynamic disk, the driver injection operation is canceled out.

**Symptom**

Instant VM job cannot mount dynamic virtual disk to inject driver. If the job finds the system volume or boot volume on the dynamic disk, the warning is reported.

**Solution**

Instant VM will automatically skip the driver injection.

## Error Message 20339

The integration service ISO file [<parameter>] does not exist. It will not be installed after the instant VM [<parameter>] is started. To install it manually, refer to Microsoft Windows Hyper-V documentation.?

### Symptom

When Instant VM job starts standby VM on Hyper-V, it need mount Hyper-V integration service ISO to standby VM, the injected service will read ISO and install some driver automatically, if Instant VM job can't the ISO file, the warning is reported.

### Solution

Check the file '%Systemroot%\System32\vmguest.iso' does exist. It is a system file provided by Windows Hyper-V. If it is deleted accidentally, copy it from other Hyper-V machine, start standby VM again.

## Error Message 20340

The Hyper-V integration service has not been installed on the source machine.

### Symptom

If Instant VM job detects the Hyper-V integration service is not installed on the virtual machine, the warning is reported.

### Solution

Instant VM job tries to install the service automatically. If that fails, install the service manually.

## Error Message 20351

The memory size should be in multiples of 2MB (for Hyper-V) or 4MB (for VMware). As a result, the memory size has been adjusted to [<parameter>]MB.

### Symptom

The memory size should be in multiples of 2 MB (for Hyper-V) or 4 MB (for VMware).

### Solution

Instant VM job will automatically decide a value that is in multiples of 2 MB (for Hyper-V) or 4 MB (for VMware).

## Error Message 20352

The current user account <parameter> is not a domain account. As a result, no clustered virtual machine group will be created.

### Symptom

The current user account is not a domain account.

### Solution

While starting the instant VM job, the user account is not a domain account. A non-domain account cannot be used to create a clustered virtual machine group. Use domain account to create clustered virtual machine group.

## Error Message 20353

The current free space on volume <parameter> is [<parameter> GB]. As a result, there may not be enough space to save all the virtual disks [<parameter> GB] and the memory swap file [<parameter> GB] if the virtual disks are filled inside the virtual machine.

### Symptom

Do not have enough space to save all the virtual disks and the memory swap file if the virtual disks are filled inside the virtual machine.

### Solution

When standby VM is running, any disk data updated or generated by Standby VM occupies the disk space of volume that is specified by the user. Select other volume with bigger size to contain the virtual disk of standby VM, and restart the Instant VM job.

## Error Message 20358

Failed to connect to the Exchange Online server. Unable to connect to the network or invalid credential.

### Symptom

UDP 9.0 does not recognize the 365 tenants correctly because Microsoft has already disabled Basic Authentication during the UDP source creation steps.

### Solution

We exclusively recommend Modern Authentication for any new sources added to UDP.

**Note:** UDP 9.0 continues to support Basic Authentication to protect legacy 365 sources until the transition phase before Microsoft permanently terminate this.

## Error Message 20359

Unable to connect to the SharePoint Online Server.

### Symptom

1. Proxy Agent cannot connect to the SharePoint Online Server.
2. Invalid credentials when adding the SharePoint Online node.
3. One or more items present in the SharePoint Online node in the UDP Console deleted from the SharePoint Online server.

### Solution

1. This issue may occur due to network failure. Verify the network availability by accessing URL of the Site Collection from the UDP Proxy agent.
2. The credentials provided while adding the SharePoint Online node is considered invalid either because the account is invalid or the password is incorrect. To resolve, access the URL of the Site Collection from the UDP Proxy agent using the same credentials that are used in the UDP console to back up SharePoint Online. If the credential was modified before, update the SharePoint Online node in the UDP Console with the latest credentials.
3. Make sure that the items deleted from the SharePoint Online server are also removed from the SharePoint Online plan in the UDP Console. To remove from plan, open and save the SharePoint Online node and Plan without selecting the deleted items.

## Error Message 20360

The "WaitForManualCheck" switch is enabled. Disable the switch after finishing validation.

### Symptom

Assured Recovery job does not finish when the registry switch is enabled.

### Solution

To let Assured recovery job continue, disable the registry switch.

## Error Message 20361

Converting volume[<parameter>] to Full because either the disk was changed or added new after the last backup.

**Symptom**

Fine

**Solution**

No action required.

## Error Message 20362

Skipped Symbolic Links/Mount Points. For details, refer to the backup log file[<parameter>].

**Symptom**

Skipped Symbolic Links/Mount Points.

**Solution**

For details, refer to the backup log file[%1!s!].%0

## Error Message 20363

Failed to fetch physical location of Cluster Shared Volume[<parameter>]. This volume will be excluded from the backup.

**Symptom**

Unable to fetch the Cluster Shared Volume, cannot backup CSV.

**Solution**

Verify if the Cluster Shared Volume is already connected to the system.

## Error Message 20364

The application did not back up the system volume <parameter> because the virtual disk where the volume resides was not backed up.

**Symptom**

The application did not back up the system volume %1!s!

**Solution**

The virtual disk where the volume resides was not backed up. As a workaround, perform backup.

## Error Message 20365

The application did not back up the boot volume <parameter> because the virtual disk where the volume resides was not backed up.

### Symptom

The application did not back up the boot volume %1!s!

### Solution

The virtual disk where the volume resides was not backed up. As a workaround, perform backup.

## Error Message 20366

The virtual disk that contains the system/boot volume is excluded from the current backup job. Thus, this recovery point cannot be used for Virtual Standby, Instant VM, Assured Recovery, and Bare Metal Recovery.

### Symptom

The virtual disk that contains the system/boot volume is excluded from the current backup job. As a result, the recovery point cannot be used for Virtual Standby, Instant VM, Assured Recovery, and Bare Metal Recovery.

### Solution

Verify if the virtual disk is included in the backup job.

## Error Message 20367

The destination volume is dismounted.

### Symptom

Fine

### Solution

Need check the log in specific scene.

## Error Message 20368

The destination volume is full.

### Symptom

Fine.

### Solution

Need check the log in specific scene.

## Error Message 20369

Replication job was canceled in Arcserve Cloud.

### Symptom

Fine.

### Solution

Find out working status of <productname> from Contact Arcserve Support.

## Error Message 20371

Only catalog files for session <parameter> will be replicated to the Cloud Hybrid store.

Only catalog files will be replicated to Arcserve Cloud.

## Error Message 20372

Another job is running for the node to the same Cloud Hybrid store.

### Symptom

New replication job did not start.

### Solution

Another replication job for this node is already running. Let the existing replication job complete and then again submit the new replication job.

## Error Message 20373

Failed to lock session in Arcserve Cloud.

### Symptom

Unable to lock replication destination sessions.

### Solution

Verify replication settings of <product name>. If problem persists, contact Arcserve Support

## Error Message 20374

The authentication process failed in Arcserve Cloud.

### Symptom

Error in authentication. Unable to perform replication job.

**Solution**

Verify replication settings of <product name>. If problem persists, contact Arcserve Support.

## Error Message 20375

The snapshot is taken without quiescing the file system in the virtual machine. As a result, the snapshot cannot represent a consistent state of the guest file systems. If the virtual machine is powered off or NGT (Nutanix Guest Tools) is not enabled and communication to CVM is not available, the quiesce flag is ignored.

**Symptom**

This warning appears when user made a registry setting to take crash consistent in particular for a VM.

**Solution**

Disable the registry key to take application consistent snapshot.

## Error Message 20376

Disk [%1!s!] at %2!s! %3!d! will be excluded from the backup

**Symptom**

This warning appears when user configure in plan to exclude a disk for back.

**Solution**

Change the configuration of the VM in the plan to include the disk for backup.

## Error Message 20377

Unable to take Application Consistent snapshot of the virtual machine. Converting snapshot to Crash Consistent.

**Symptom**

This warning appears when failed to take Application Consistent snapshot of the virtual machine. Hence backup using Crash Consistent snapshot

**Solution**

Please verify whether the Nutanix Guest Tools are installed in the VM, communication link between CVM and VM is active to backup using application consistent snapshot.

## Error Message 20378

Unable to power on recovered virtual machine.[%1!s!].

### Symptom

This warning appears when failed to power on the recovered VM.

### Solution

Please check the error message in activity log . Try to power on VM manually in the cluster. If problem still persists, contact Arcserve Support.

## Error Message 20379

Failed to detach proxy as iSCSI client to volume group

### Symptom

This warning appears when volume group does not exist or client is not attached to a volume group.

### Solution

It may fail when volume group does not exist. Please do not delete the volume group created for backup. Try again while deleting the volume group.

## Error Message 20380

Starting to rebuild the hash database of data store "%1!s!" because it is missing.%0

### Symptom

When hash folder is missing, management service begins to rebuild the hash database.

### Solution

The operation is done automatically, and hash database generates after starting the data store.

## Error Message 20387

DB [<HOST NAME>\<INSTANCE NAME>\<DATABASE NAME>] restore was skipped as it already exists. Restore the DB with Overwrite Option.

### Symptom

Database restore is skipped if it exists in the provided target destination during restore.

**Solution**

Restore database with the Overwrite option.

## Error Message 20396

Database Consistency Check for DB <Database Name> of SQL Instance <Instance Name>: FAILED.

**Symptom**

Database consistency check failed.

**Solution**

No action required. For more information, see [Troubleshoot database consistency errors reported - SQL Server](#).

## Error Message 20397

Restrict user access for DB <Database Name> of SQL Instance <Instance Name>: FAILED.

**Symptom**

Failed to set the database to a single user mode.

**Solution**

No action required. For more information, see [Set a Database to Single-user Mode](#).

## Error Messages from 20401 to 20500

This section includes the following error messages:

---

### Error Message 20401

Unable to run DISM commands to inject [%1!s!]. Error message [%2!s!]. Exit code [%3!d!].%0.

**Symptom**

The driver injection will fail because Virtual Standby job can't run DISM command.

**Solution**

Fix DISM command error on Virtual Standby monitor.

## Error Message 20403

Unable to Restore due to insufficient storage capacity. %0

### Symptom

Restore job failed due to not enough space available on the disk.

### Solution

Free the some space on the disk or extend the storage, refer the job log for more information.

## Error Message 20404

Nutanix Guest Tools/NGT is not installed.%0

### Symptom

Unable to get Nutanix Guest Tools/NGT status

### Solution

Check whether communication link between VM and CVM is disabled at that point of time. please contact Nutanix cluster administrator.

## Error Message 20405

NGT (Nutanix Guest Tools) is enabled, but not running/installed.%0

### Symptom

A warning appears when Nutanix guest tools are enabled for the VM and communication link between VM and CVM is disabled.

### Solution

Communication link between VM and CVM can be disabled when NGT tools are not installed/running on the virtual machine. There could some other communication problem occurred between VM and CVM. Please contact Nutanix cluster administrator

## Error Message 20406

The guest VM credentials are empty. As a result the operations like Pre-Flight Check, Pre-Post Commands , Application level Restore/Log Truncation will not work for this node. Please update the credentials via console UI.

### Symptom

Backup job could not communicate with the VM to fetch the details of applications in VM for supporting application restore because VM guest OS credentials were not provided.

### **Solution**

Make sure that you have updated the VM node with proper administrative credentials. For non-built-in administrator is used, make sure to you disable UAC inside VM. For details on how to disable UAC, refer to UDP Solution Guide.

## **Error Message 20407**

SMB MultiChannel feature enabled on the client, adding constraint for server %1!s! with network interface %2!d!.%0

### **Symptom**

Backup job reported a warning message where in the SMB Multichannel feature is enabled on the client, and adds constraint for server with network interface index

### **Solution**

This message informs that the user has selected a job option to use dedicated network for data transfer. A new SMB Multichannel constraint is defined on the proxy machine, by the backup job, where the constraint is retained until the backup job ends.

## **Error Message 20408**

Unable to read file:[%1!s!]. Error: [%2!s!].%0

### **Symptom**

Unable to read file.

### **Solution**

See log for more details.

## **Error Messages from 20501 to 20600**

This section includes the following error messages:

---

## **Error Message 20501**

Back up for drive %1!s! metadata of account %2!s! completed with warning.  
Backed-up item: %3!s!, Incomplete %4!s!, Failed:%5!s!.%0

**Symptom**

Backup drive incomplete because some file's meta-data not backup.

**Solution**

Re-backup or contact support with logs.

## Error Message 20502

Back up of account %1!s! metadata completed with warning. Backed-up items: %2!s!, Incomplete %3!s!, Failed:%4!s!.%0

**Symptom**

Backup account incomplete because some drive's meta-data not backup.

**Solution**

Re-backup or contact support with logs.

## Error Message 20503

Backed up %1!s! accounts with a warning. Backed-up: %2!s!, Incomplete: %3!s!, Failed: :%4!s!, Total size of file:%5!s!

**Symptom**

Backup is incomplete, because some files or meta-data backup failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 20504

Backup of metadata is not complete.%0

**Symptom**

Backup of meta-data is incomplete. Maybe some drives' / files' meta-data failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 20505

AFRES\_AFBKDL\_ONEDRIVE\_WARNING\_END\_BACKUP\_FILES\_INCOMPLETE.%0

**Symptom**

Backup of files is incomplete, because some files not backup.

**Solution**

Re-backup or contact support with logs.

## Error Message 20506

Deleted drive %1!s! of user %2!s! with warning. Deleted: %3!s!, incomplete: %4!s!, not deleted: %5!s!.%0

**Symptom**

Delete drives of an account failed.

**Solution**

Re-backup or contact support with logs.

## Error Message 20507

Deleted account %1!s! with warning. Deleted files/folders: %2!s!, Incomplete: %3!s!, Failed:%4!s!.%0

**Symptom**

Delete account is incomplete. Because some drives/files may not be deleted.

**Solution**

Re-backup or contact support with logs.

## Error Message 20508

Backup of account %1!s! completed with warning. Backed-up files: %2!s!, Incomplete: %3!s!, Failed:%4!s!, Transfer size: %5!s!.%0

**Symptom**

Backup of account is incomplete, because some file not backup.

**Solution**

Re-backup or contact support with logs.

## Error Message 20509

Back up for drive %1!s! of account %2!s! completed with warning. Backed-up item: %3!s!, Incomplete: %4!s!, Failed: %5!s!.%0

**Symptom**

Backup of drive account is incomplete, because some file not backup.

**Solution**

Re-backup or contact support with logs.

## Error Message 20510

Verify your application authorization to confirm if you registered the application. Grant the permission to the application and ensure that the server time is correct.%0

### Symptom

No right to access the account resource.

### Solution

Check your application's permission in the Azure AD.

## Error Message 20511

Converting to a full backup because virtual disk size is changed from %1!s! to %2!s!.%0

### Symptom

If the virtual disk size is different as previous backup session, the job will convert to FULL job.

### Solution

It's just an information.

## Error Message 20512

Failed to define SMB Multichannel constraint for RPS Server %1!s!.%0

### Symptom

Backup job reported a warning message as it failed to define the SMB Multichannel constraint for the RPS Server.

### Solution

Please check if the Microsoft SMB Multichannel service is supported and enabled on the proxy/agent machine, and then try again.

## Error Message 20513

The Microsoft SMB Multichannel service is not supported for the current Windows version, Backup job will be continuing without defining any constraints on SMB Multichannel.%0

### Symptom

Backup job reported a warning message as the Microsoft SMB Multichannel service is not supported for the current Windows version. Backup job continues without defining any constraints on SMB Multichannel.

**Solution**

Microsoft SMB Multichannel service is not supported for some versions of the Windows. This is a limitation from the Microsoft.

## Error Message 20514

Multiple data IPs can not be configured for Nutanix Data IP services. Specify Network Configurations will be disabled for this backup job.%0

**Symptom**

Backup job reported a warning message as multiple data IPs cannot be configured for Nutanix Data IP services. Specify Network Configurations are disabled for this backup job.

**Solution**

To enable the use of the specified network feature for AHV virtual machine backup traffic, both backup proxy and the Nutanix Cluster ISCSI Data Service must be configured in the same network.

## Error Message 20515

Error occurs when the file is restored using ACL. Please restore without the ACL option.%0

**Symptom**

Error occurs when the file is restored using ACL.

**Solution**

Please restore without the ACL option.

## Error Message 20516

As the previous backup snapshot does not exist on the cluster, convert Incremental Backup to a Verify Backup.%0

**Symptom**

The incremental backup job is converted to verify backup as the previous snapshot of the VM is deleted from the cluster. The snapshot might be deleted by the product when node is removed from a plan or by other actions of user.

**Solution**

Ensure that the third-party backup snapshots are not deleted from the cluster to do incremental backup.

## Error Messages from 20601 to 20700

This section includes the following error messages:

---

### Error Message 20263

Lock session for merge failed. The session is locked by computer <VMname>.

#### Symptom

The lock session is failed for the merge job and the session is locked by another machine.

#### Solution

No action required.

### Error Message 20266

The merge job skipped because the session is locked by another operation. Verify if any recovery points are mounted and dismount them.

#### Symptom

The merge job is skipped as the session is locked by another operation.

#### Solution

No action required.

### Error Message 20700

Configure storage arrays in UDP Console to take advantage of Hardware Snapshot for virtual disks residing on datastores %1!s!. For an updated list of supported Storage Arrays, see Compatibility Matrix.%0

#### Symptom

Backup job fails. This message appears when the user

1. Makes a registry setting to not fall back to software snapshot when backup using hardware snapshot fails.
2. Does not configure storage arrays or configures incorrect storage array details or configures storage arrays which are not supported by UDP.

### **Solution**

1. Check whether storage arrays are supported for hardware snapshot by UDP.
2. Check whether the storage array details are configured in console, if configured check whether provided details are correct. If problem still persists, contact Arcserve Support.

## **Error Messages from 20701 to 20800**

This section includes the following error messages:

---

### **Error Message 20701**

Unable to identify the blocks that were used or changed for virtual disk with UUID %1!s! on the virtual machine. Performing backup of all blocks.%0

#### **Symptom**

Failed to get information of used/changed block of virtual machine, so all data blocks will be backed up.

#### **Solution**

Retry the backup job. If problem persists contact Arcserve Support.

### **Error Message 20702**

The backup destination[%1!s!] isn't in the same machine as RPS[%2!s!],disable specify network.

#### **Symptom**

The backup destination isn't in the same machine as RPS, hence it does not support the specify network.

#### **Solution**

Backup destination and RPS must be in the same machine.

### **Error Message 20703**

Cannot connect to RPS server through IP:%1!s!, will use [%2!s!] to access RPS.

#### **Symptom**

Backup job reported a warning message as it cannot connect to the RPS server through the specified network. It continues to use the IP address from the available network to connect RPS.

**Solution**

Make sure that the specified network connection is available between the agent-less proxy/agent machine to the RPS machine.

## Error Message 20704

No IP of the ESX was found in the specified network range. Hence, continue the job through the network to allow importing of the vm.%0

**Symptom**

Backup job continues in the network by which the VM is imported. This fallback happened because there is no management IP to the ESX in the specified network range.

**Solution**

Configure a management IP to the ESX in the specified network range, and then retry submitting the backup job.

## Error Message 20705

VM was imported from vCenter, and no proper ESXi IP can be found in the specified IO network for VMDK IO, but to continue the backup using ESXi network chosen by vCenter %1s!. The Specify Network feature is not supported for vCenter.%0

**Symptom**

Backup job continues in the network by which the VM is imported. This fallback happened because there is no management IP to the vCenter in the specified network range.

**Solution**

Configure a management IP to the vCenter in the specified network range, and then retry submitting the backup job.

## Error Message 20706

Volume restore in block level canceled, destination volume data maybe broken!%0

**Symptom**

Volume restore in block level canceled, destination volume data maybe broken!

**Solution**

Format the destination volume manually.

## Error Message 20707

Failed to get the IP from the specified network [%1!s!] of Hyper-V Server [%2!s!].%0

### Symptom

Backup job reported a warning message as it failed to get the IP address from the specified network for the Hyper-V/Hyper-V cluster machine.

### Solution

Make sure that the specified network connection is available between Hyper-V/Hyper-V cluster and agentless proxy machine.

## Error Message 20708

File level restore is not possible as the operating system is not detected. Please check the environment.%0

### Symptom

Even though the OS of the protected VM is Windows, it is identified as non-windows OS. Hence, file-level restore cannot be done.

### Solution

This activity log is an acknowledgement to the customer that the problem occurs due to some environmental issue in the VM. It is recognized as one of the customer issues and is not reproducible in our environments, hence there is currently no solution available.

## Error Message 20709

List [%1!s!] in web [%2!s!] is assert list, will skip.%0

### Symptom

Assert list will skip.

### Solution

Assert list will skip.

## Error Message 20710

List [%1!s!] in web [%2!s!] is application list, will skip.%0

### Symptom

Application list will skip.

**Solution**

Application list will skip.

## Error Message 20711

List [%1!s!] in web [%2!s!] is system list, will skip.%0

**Symptom**

System list will skip.

**Solution**

System list will skip.

## Error Message 20712

No permission given to access the resource of the site [%1!s!].%0

**Symptom**

The site can't be loaded because the current user doesn't have permission.

**Solution**

Change or add user to the site's permission list.

## Error Message 20713

No permission given to access the resource of the web [%1!s!].%0

**Symptom**

The site can't be loaded because the current user doesn't have permission.

**Solution**

Change or add user to the site's permission list.

## Error Message 20714

No permission given to access the sub webs of the web [%1!s!].%0

**Symptom**

The sub sites of the site can't be loaded because the current user doesn't have permission.

**Solution**

Change or add user to the site's permission list.

## Error Message 20715

No permission given to access the sub lists of the web [%1!s!].%0

### Symptom

The sub lists of the site can't be loaded because the current user doesn't have permission

### Solution

Change or add user to the site's permission list.

## Error Message 20716

No permission given to access the resource of the list [%1!s!] in the web [%2!s!].%0

### Symptom

The list can't be loaded because the current user doesn't have the permission.

### Solution

Change or add user to the site's permission list.

## Error Message 20717

An unexpected exception error occurred, message:[%1!s!] .%0

### Symptom

Some exception occurred.

### Solution

View the message and notify Arcserve Support, if necessary.

## Error Message 20718

Failed to write file [%1!s!], the disk is full, please free disk space.%0

### Symptom

Disk is full.

### Solution

Free some space of the disk.

## Error Message 20720

The filestreams feature is not enabled on the destination instance, cannot perform the restore of a component name [<parameter>] for which filestreams is enabled, Logical Path[<parameter>]. Check the application/system event log for more information.

### Symptom

When you disable the filestreams feature on a destination instance, the restore job of a filestream enabled component fails.

### Solution

As a workaround, enable the filestreams feature on the destination instance. To enable the filestreams feature, see the following:

- <https://learn.microsoft.com/en-us/sql/relational-databases/blob/enable-and-configure-filestream?view=sql-server-ver16>
- <https://www.sqlshack.com/filestream-in-sql-server/>

## Error Message 20733

RMAN backup of Oracle database reldb from server RwRman has been completed partially.

### Symptom

The backup job was incomplete.

### Solution

Please trigger a full backup job again. If the problem still persists, contact Arcserve Support.

## Error Message 20739

Granular restore is not supported across different database incarnations, backup incarnation: 7 and current incarnation: 8.

### Symptom

Granular restore is not supported across different database incarnations.

### Solution

Make sure the incarnations are same. If the issue persists, re-run the backup job and perform restore from it.

## Error Message 20743

Local mount path for the recovery point was either dismounted or it was inaccessible.

### Symptom

Failed to read or write data from the mounted volume. This error generally occurs when the WRP mount point is inaccessible.

### Solution

Please refer to the Oracle RMAN and WRP mount logs generated within the RPS server.

## Error Message 20766

Assured Security job incomplete.

### Symptom

When you run the Assured Security Scan job, some files/folders are not scanned in the current Assured Security job, and the Assured Security job is incomplete.

### Solution

No action required. For more information, see the Assured Security job logs.

## Error Message 20767

Skipped scanning of few files/directories. For details, refer to the [ <UDPHOME>\Engine\Logs\Assured-Security-Skipped-Folders-Files-Names-JID (JobID)-PID(ProcessID).log] file on Assured security proxy server.

### Symptom

When you run the Assured Security Scan job, the scanning of some files/folders is failed due to timeout.

### Solution

Check the Assured Security job log. If the scan goes timed-out for a file/folder, then increase the timeout value and re-run the scan. For more information, see the Assured Security job logs.

## Error Message 20768

The Assured Security Job has been canceled.

### Symptom

When you run the Assured Security Scan job, the scanning gets canceled due to the action of user.

**Solution**

No action required.

## Error Message 20769

Completed Antivirus Scan for Volume [<volume>] by skipping few files.

**Symptom**

When you run the Assured Security Scan job, the Antivirus is unable to scan some files/folders.

**Solution**

Check the Assured Security job log and Assured Security skipped log to see if the files/folders are skipped.

## Error Message 20770

Found malicious folders/files. For details, refer to the [<Antivirus scan result file>] file on Recovery point server.

**Symptom**

While running the Assured Security Scan job, the Antivirus detects that some files/- folders are malicious.

**Solution**

Check the Antivirus Scan result file to view if the files/folders are malicious.

## Error Messages from 25000 to 25100

This section contains the following topics:

---

### Error Message 25000

Cannot run merge job for <parameter>, another job is running.

**Symptom**

Failed to start merge job as another job is already running for the current node.

**Solution**

No action required.

## Error Message 25001

Cannot run merge job for <parameter>, another job will run immediately.

### Symptom

Failed to start merge job as another job is about to run for the current node.

### Solution

No action required.

## Error Message 25002

A failover is currently running. Skip the current Virtual Standby job.

### Symptom

Virtual Standby job is skipped because a failover is running.

### Solution

Power off the Standby VM and resume the Virtual Standby job.

## Error Message 25003

Skip this job as the Assured Recovery job [<parameter>] is running. The new available session will be checked in the Assured Recovery job [<parameter>].

### Symptom

The Assured Recovery job is skipped.

### Solution

No action required. The job will run next time.

## Error Message 25004

The previous plan deployment for the node is not successful.

### Symptom

Assured Recovery job is skipped due to the previous plan deployment for the node is not successful.

### Solution

Redeploy the plan and manually run an Assured Recovery job.

## Error Message 25005

The plan setting for the node is changed without a successful deployment.

### Symptom

Assured Recovery job is skipped due to the current plan is changed without a successful deployment.

### Solution

Redeploy the plan and manually run an Assured Recovery job.

## Error Message 25006

The node is not protected by the current plan.

### Symptom

Assured Recovery job cannot run because the node is not protected by the plan.

### Solution

Redeploy the current plan for the node and manually run a Assured Recovery job.

## Error Message 25007

The Assured Recovery job will be canceled as the data store is stopping.

### Symptom

Assured Recovery job is cancelled because the data store stopped.

### Solution

No action required.

## Error Message 25008

The Assured Recovery job will be canceled due to the action of user.

### Symptom

The Assured Recovery job is cancelled by user.

### Solution

No action required.

## Error Message 25009

Source node [<parameter>] is currently protected by another plan or plan is changed without deployment. The Assured Recovery job has been skipped and the current Assured Recovery setting is automatically unassigned. Please redeploy plan for this node.

### Symptom

The Assured Recovery job is skipped due to current setting is older one.

### Solution

Re-deploy the plan.

## Error Message 25010

The target hypervisor <parameter> does not support the operating system of the source machine [<parameter>]. To ensure a successful Assured Recovery job, either upgrade the hypervisor or change the target hypervisor to one that does support the source machine operating system.

### Symptom

The Assured Recovery job failed.

### Solution

The current hypervisor does not support the operating system of the source node. Switch to another hypervisor.

## Error Message 25011

Plan [<parameter>] is paused. The Assured Recovery job has been skipped.

### Symptom

The Assured Recovery is skipped because the plan is paused.

### Solution

Resume the plan and the Assured Recovery job will be triggered when next backup or replication job complete.

## Error Message 25012

Windows Assured Recovery does not support Non-Windows node [<parameter>]. Undeploy this node automatically.

### Symptom

Windows Assured Recovery does not support Non-Windows node. Undeploy this node automatically.

**Solution**

Windows Assured Recovery task does not support a Non-Windows node.

## Error Message 25014

Plan deployment failed, but will be automatically redeployed.

**Symptom**

Plan deployment failed.

**Solution**

Redeploy plan manually.

## Error Message 25015

Plan deployment failed and cannot be automatically redeployed.

**Symptom**

Plan deployment failed.

**Solution**

Redeploy plan manually.

## Error Message 25016

Plan has been changed and will be automatically redeployed.

**Symptom**

Plan modified.

**Solution**

Redeploy plan manually.

## Error Message 25017

Plan deployment failed and cannot be automatically redeployed.

**Symptom**

Plan modified.

**Solution**

Redeploy plan manually.

## Error Message 25018

Plan is automatically unassigned.

### Symptom

Plan removed.

### Solution

No action required

## Error Message 25021

The <parameter> job will be canceled because the data store has been modified.

### Symptom

The job will be canceled as the data store has been modified.

### Solution

Cancel the job when modifying data store.

## Error Message 25022

The <parameter> job will be canceled because the data store has been removed.

### Symptom

The job will be canceled as the data store has been removed.

### Solution

Cancel the job when deleting data store.

## Error Message 25023

The <parameter> job will be canceled because the data store has been stopped.

### Symptom

The job will be canceled as the data store has been stopped.

### Solution

Cancel the job when stopping data store.

## Error Message 25027

The pending <parameter> job will be canceled for <parameter>.

### Symptom

The pending job will be canceled from waiting queue.

**Solution**

## Error Message 25028

Failed to do heartbeat to monitor "<parameter>".

**Symptom**

The heart beat to the monitor server cannot be triggered.

**Solution**

Verify that the monitor service is running and the host is in the correct state.

## Error Message 25030

Fail to unregister vSphere VM "<parameter>" from monitor "<parameter>".

**Symptom**

Unable to unregister the heartbeat of VM on monitor server due to network problem.

**Solution**

This happens when un-deploy the Virtual Standby task. The warning could be ignored safely.

## Error Message 25031

Skip converting node <parameter>because it isn't registered.

**Symptom**

The converting node is not registered.

**Solution**

Verify if the monitor IP address can be connected.

## Error Message 25032

This job will be converted to a full backup and set as a new recovery set start point.

**Symptom**

This job will be converted to a full backup and set as a new recovery set start point.

**Solution**

Convert to a full backup and set as a new recovery set start point.

## Error Message 25033

The <parameter> of data store "<parameter>" has sufficient free space/memory to save the specified backup data, but is close to its maximum capacity.

### Symptom

The status of data store is not healthy.

### Solution

Verify the free space of data store.

## Error Message 25035

Failed to collect the Destination information for the VM with instanceUUID:<ID>

### Symptom

Failed to collect the VM destination information.

### Solution

Check logs for more details. If the issue persists, contact Arcserve Support.

## Error Message 25036

Diagnostic utility failed to access the network share <network share path>. The Agent Diagnostic Information is successfully collected in the <DiagnosticUtility path> folder in the Agent machine.

### Symptom

Diagnostic utility failed to access the network share.

### Solution

Check the network connection and try again. If the issue persists, please contact Arcserve Support.

## Error Message 25038

Cannot add network adaptor for server [<parameter>].

### Symptom

Unable to add the network adaptor for the server.

### Solution

Add the adaptor manually and follow the prompt error messages.

## Error Message 25039

Cannot attach vmguest.iso at <parameter>.

### Symptom

Unable to attach the package vmguest.iso to the virtual machine.

### Solution

Verify if the path of the tool is valid and try to attach manually to view the output error messages.

## Error Message 25040

Failed to open Hyper-V handler.

### Symptom

Failed to operate by triggering the operation to Hyper-V.

### Solution

Follow the error message available in the log file.

## Error Message 25041

Cannot inject driver into boot volume disk <parameter>.

### Symptom

The boot volume was not found in the snapshot.

### Solution

Firstly, ensure that the boot volume has been backed up. Then, check for any exception.

## Error Message 25042

Failed to mount boot volume disk <parameter>.

### Symptom

The boot volume disk was not found.

### Solution

Ensure the boot volume has been converted or backed up and view the backup information.

## Error Message 25043

Unable to remove all adaptors for server [<parameter>].

### Symptom

Unable to delete the adaptors.

### Solution

View the error message in the log file and try to remove the adaptors manually.

## Error Message 25044

Failed to find the Hyper-V VM for server [<parameter>].

### Symptom

The virtual machine was not found.

### Solution

Ensure the virtual machine's existence and view errors in the UDP log files.

## Error Message 25045

Unable to specify the network <parameter> for server [<parameter>].

### Symptom

Unable to specify the virtual network.

### Solution

Verify availability of the virtual network.

## Error Message 25046

Shutdown was successful for virtual machine [<parameter>].

### Symptom

The virtual machine is shutdown.

### Solution

No action required.

## Error Message 25047

The version of VMware Tools is out-of-date.

### Symptom

The version of VMware tools is outdated for the virtual machine.

**Solution**

Upgrade the VMware tool through VMware vSphere or web client.

## Error Message 25048

VMware Tools is not installed or is not running.

**Symptom**

VMware Tools is not installed or is not running.

**Solution**

Manually install the VMware Tools for the virtual machine.

## Error Message 25049

The source machine is booting from the EFI partition. So a generation 2 virtual machine which does not support legacy network adaptor will be created on Hyper-V server. As a result the Legacy Network Adaptor will be changed to a normal Network Adaptor.

**Symptom**

The source machine is booting from the EFI partition. A generation 2 virtual machine that does not support legacy network adaptor will be created on Hyper-V server. As a result, the Legacy Network Adaptor will be changed to a normal Network Adaptor.

**Solution**

This is just a prompt message. No action required.

## Error Message 25050

The integration service ISO file [<parameter>] does not exist. It will not be installed after the standby VM [<parameter>] is powered on.

**Symptom**

The ISO file of the integration service package was not found.

**Solution**

Look for any exception in the log file of the file Webservice.log and verify if the path pointing the package is valid.

## Error Message 25051

There are no sessions available to run File Archive job.

### Symptom

Failed to start file archive job as no sessions are available.

### Solution

No action required

## Error Message 25052

There are no sessions qualified to run File Copy job.

### Symptom

Failed to start file copy job due as no sessions are available.

### Solution

No action required.

## Error Message 25053

There is already <parameter> job running for <parameter>, the new submitted job will not run.

### Symptom

Failed to start the job as another job is already running.

### Solution

No action required.

## Error Message 25054

The data store "<parameter>" does not exist. As a result, the <parameter> for <parameter> will not run. Please change the related plan to include the new data store.

### Symptom

Failed to start the job as the data store does not exist.

### Solution

Modify plan to include the new data store or get help from developers.

## Error Message 25055

The Assured Recovery Test cannot run as the node information is missing on RPS. If the Replication task is selected, submit a Replication job to rebuild it.

### Symptom

Manual AR job cannot run.

### Solution

Submit a replication job first and then submit the AR job.

## Error Message 25056

The merge of recovery points is delayed until <parameter>.

### Symptom

The merge job cannot run before the scheduled time.

### Solution

No action required.

## Error Message 25057

Cannot run merge job for <parameter>, current time is not in scheduled time range.

### Symptom

The merge job cannot run due to the time range.

### Solution

No action required

## Error Message 25058

The merge job was interrupted <parameter> time(s) by other jobs. Check your backup settings to ensure that there is sufficient time between backups in order to complete the merge job.

### Symptom

The merge job is paused by another job

### Solution

Verify your backup settings to ensure if you have sufficient time between backups in order to complete the merge job.

## Error Message 25059

The merge job will be paused automatically because the data store will be modified or removed.

### Symptom

The merge job will be paused automatically because the data store will be modified or removed.

### Solution

No action required.

## Error Message 25060

The data store will be modified and the merge job will be paused automatically.

### Symptom

The data store is modified, and the merge job is paused automatically.

### Solution

No action required

## Error Message 25061

The data store will be removed and the merge job will be paused automatically.

### Symptom

The data store will be removed and the merge job will be paused automatically.

### Solution

No action required

## Error Message 25062

The data store will be stopped and the merge job will be paused automatically.

### Symptom

The data store will be stopped and the merge job will be paused automatically.

### Solution

No action required.

## Error Message 25063

The merge job will be paused manually.

### Symptom

The merge job is paused manually.

### Solution

No action required.

## Error Message 25064

The <parameter> job is about to start. This merge job will be stopped.

### Symptom

The merge job is paused by another job

### Solution

No action required

## Error Message 25065

Virtual Standby job ends with no session(s).

**Note:** This is an information message.

## Error Message 25066

Skip to verify if the backup session consists of a bootable backup. For the standby virtual machine to boot up, the data in session [<parameter>] must contain the boot and system volumes.

### Symptom

Skip to verify if the backup session consists of a bootable backup that must contain the boot and system volumes.

### Solution

This issue happens because the registry key 'SkipCheckBackupSessionBootable' is enabled. To disable, change its value to 0.

## Error Message 25067

The configuration file: <parameter> does not exist in the session <parameter>. Skip to check whether system reserved volume and boot volume are contained.

### **Symptom**

As the adrconfigure.xml file is not found for this session, skip to verify if the backup session consists of a bootable backup that must contain the boot and system volumes.

### **Solution**

No action required.

## **Error Message 25068**

The Arcserve HA scenario is synchronizing. The conversion job will be canceled.

**Note:** The message is dropped.

## **Error Message 25069**

The conversion job will be canceled because the state of the Arcserve HA scenario is unknown. Verify that the Arcserve HA scenario is running properly.

**Note:** The message is dropped.

## **Error Message 25070**

Starting to cancel the Virtual Standby job.

### **Symptom**

Canceling the Virtual Standby job.

### **Solution**

No action required.

## **Error Message 25071**

A Virtual Standby job is currently running. The job will be canceled before removing the Virtual Standby setting.

**Note:** The message is dropped.

## **Error Message 25072**

Failed to update the resource pool [<parameter>] with the resource pool reference [<parameter>] in the ESX host [<parameter>]. <parameter>

### **Symptom**

Virtual Standby job failed when updating the resource pool.

**Solution**

Modify plan and select a new resource pool.

## Error Message 25073

The user [<parameter>] may not have sufficient permissions to perform this job. A user with administrative privileges is recommended.

**Symptom**

Virtual Standby job failed because of insufficient permission to VMware.

**Solution**

Provide a new VMware account with sufficient permissions.

## Error Message 25074

Failed to get the resource pool [<parameter>] with the resource pool reference [<parameter>] in the ESX host [<parameter>]. Update the virtual standby plan with correct resource pool.

**Symptom**

Virtual Standby job failed when selecting the resource pool.

**Solution**

Modify plan and select a new resource pool.

## Error Message 25075

Failed to get the next sessions to create virtual standby job in the current job. The available sessions will be converted during the next virtual standby job.

**Symptom**

Virtual Standby job failed when selecting a new session.

**Solution**

Resubmit a new backup job.

## Error Message 25076

The Agent recovery point [<parameter>] contains no volume where D2D is installed.

**Symptom**

Virtual Standby job failed because D2D volume is not backup.

**Solution**

Modify plan and resubmit a backup job.

## Error Message 25077

The Arcserve HA scenario stopped.

**Symptom**

Virtual Standby job failed because RHA scenario is stopped.

**Solution**

Start the RHA scenario and resume the Virtual Standby job.

## Error Message 25078

The Arcserve HA scenario is synchronizing. The virtual standby operation paused and will resume after the synchronization operation completes.

**Note:** The message is dropped.

## Error Message 25080

The node <parameter> already has a merge job that was paused before. It will be resumed first. Submit the Merge Now job again after completion of the previous merge job.

**Symptom**

Resume the previous paused merge job.

**Solution**

No action required.

## Error Message 25081

A job is skipped for Daylight Saving Time, which begins at (<parameter>), and a makeup job is scheduled to run at <parameter>.

**Symptom**

A job is skipped for Daylight Saving Time.

**Solution**

No action required.

## Error Message 25082

Retry plan for failed backup is disabled.

### Symptom

Retry policy is disabled for failed backup job.

### Solution

No action required.

## Error Message 25083

Retry for failed backup job [jobID=<parameter>] exceeds the maximum number of times [<parameter>].

### Symptom

Number of Retries exceeded the maximum number of times configured in the retry policy.

### Solution

No action required.

## Error Message 25084

A makeup job is scheduled at <parameter> for previous failed backup job [jobID=D=<parameter>].

### Symptom

A makeup job is scheduled for previous failed backup job.

### Solution

Schedule a retry job for failed backup job.

## Error Message 25085

The next scheduled backup event will be performed at <parameter>. The retry attempt for a failed backup is skipped.

### Symptom

The retry backup job will be skipped as the next scheduled backup will be performed in minutes configured in retry policy.

### Solution

No action required.

## Error Message 25086

Retry plan for missed backup is disabled.

### Symptom

Retry policy is disabled for missed backup job.

### Solution

No action required.

## Error Message 25087

A makeup job for <parameter> "<parameter>" is scheduled.

### Symptom

The retry backup job is scheduled for missed backup job.

### Solution

No action required.

## Error Message 25089

The next scheduled backup event will be performed at <parameter>. The makeup attempt for <parameter> backup is skipped.

### Symptom

The retry backup job will be skipped as the next scheduled backup will be performed in minutes configured in retry policy.

### Solution

No action required.

## Error Message 25090

A job is currently running. The makeup for <parameter> backup is skipped.

### Symptom

A job is currently running. The makeup for backup is skipped.

### Solution

No action required.

## Error Message 25091

Failed to read job retry plan. Will use default values.

### Symptom

Failed to read retry policy file.

### Solution

Delete retry policy and then try to redeploy the plan.

## Error Message 25092

Retry plan file does not exist. Will use default values.

### Symptom

Retry policy file does not exist.

### Solution

No action required.

## Error Message 25093

Failed to save retryPlan configuration file.

### Symptom

Failed to save retry policy file.

### Solution

Need help from developers.

## Error Message 25094

The server plan "<parameter>" has been modified. As a result, no additional replication makeup jobs will be performed.

### Symptom

Failed to start replication job as the plan has been modified.

### Solution

No action required.

## Error Message 25095

Virtual Standby job is skipped at <parameter>because another one is running.

**Symptom**

Virtual Standby job is skipped because another one is running.

**Solution**

If the message is reported while no Virtual Standby jobs are running for this node, restart the UDP Agent service on the RPS server and try again.

## Error Message 25097

Failed to send server utilization alert.

**Symptom**

Failed to send server utilization email alert.

**Solution**

Need help from developers.

## Error Message 25098

There are no jobs currently running. Based on the specified retention setting, the merge job will be started.

**Symptom**

No jobs are currently running.

**Solution**

Start a merge job

## Error Message 25099

The merge job was paused manually and can only be resumed manually.

**Symptom**

Failed to start merge job as the previous merge job is paused manually.

**Solution**

No action required.

## Error Message 30916

Skipped verifying the volume <parameter> file system as it is encrypted.

**Symptom**

The Assured Recovery job skips verifying the file system, which is encrypted.

**Solution**

The Assured Recovery job cannot read the data on an encrypted volume unless the user disables the encryption on volume.

**Error Message 25101**

This backup job will be converted to Full backup job since it is the first job or to meet virtual standby requirements.

**Symptom**

This backup job will be converted to Full backup job being the first job to meet virtual standby requirements.

**Solution**

Convert to a full backup since it meets virtual standby requirements.

**Error Message 25107**

The size of source disk was increased. As a result, a full conversion will be triggered from the latest session.

**Symptom**

A full conversion happens due to size of source disk was changed.

**Solution**

N/A

**Error Message 25111**

While turning on the StandBy machine, run a batch script to have network reachability for Windows Server 2008 R2 with Enhanced Network Adaptor (ENA). For more information about the script, see the Arcserve documentation.

**Symptom**

When power on the Virtual StandBy machine for Windows Server 2008 R2, shows 1/2 checks for the instance in the AWS Management Console when it is configured with Elastic Network Adaptor (ENA) supported instance type. For more information, see the Elastic Network Adaptor (ENA) supported instance types at <https://docs.aws.amazon.com/AWSEC2/latest/WindowsGuide/enhanced-networking-ena.html>

**Solution**

Follow these steps:

1. From the UDP Console, turn on the stand by machine.
2. Install and configure AWS CLI in one of the Windows machines.
3. Run the FixWindows2008R2InstanceNetworksChecks.bat, you can download it from the following link(<https://udpsvb-cloud-driver-s3.amazonaws.com/FixWindows2008R2InstanceNetworksChecks.bat>).

To run the batch file, use the following command:

```
FixWindows2008R2InstanceNetworksChecks.bat instance_id instance_type
```

- instance\_type: The instance type specified in the configuration plan.
- instance\_id: ID of the VSB instance that you can retrieve from the AWS Management console or from the Virtual StandBy activity job logs.

## Error Message 30781

Failed to back up the Site [<parameter>]. Error message: [<parameter>].

### Symptom

The site will backup failed. May access denied or network issue.

### Solution

Please make sure your account is administrator of SharePoint site collection.

## Error Message 30843

The size of disk [%1!s!] was changed from [%2!l64d!] to [%3!l64d!]. Resize the page blob [%4!s!].%0

### Symptom

The page blob will be resized due to size of source disk was changed.

### Solution

N/A

## Error Messages from 30910 to 31000

This section includes the following error messages:

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## Error Message 30916

Skipped verifying the volume <parameter> file system as it is encrypted.

**Symptom**

The Assured Recovery job skips verifying the file system, which is encrypted.

**Solution**

The Assured Recovery job cannot read the data on an encrypted volume unless the user disables the encryption on volume.

## Error Message 30921

Unable to open snapshot of source volume %1!s! %0

**Symptom**

Backup failed due to failure in opening snapshot of a volume.

**Solution**

Retry backup job. Refer to backup job log for more details. Contact support if the problem persists.

## Error Message 30922

Skip CBT is in enabled state for this node. The application will perform a Full backup operation instead of an incremental backup operation.%0

**Symptom**

Users set the registry as below in UDP backup proxy machine to disable CBT, and then UDP will perform full backup of the virtual machine always.

HKEY\_LOCAL\_MACHINE\SOFTWARE\Arcserve\ARCserve UnifiedDataProtection\Engine\AFBackupDll\<VMInstanceUUID>\

- KeyName: SkipCBT
- Type: REG\_SZ
- Value: 1

**Solution**

If users want to enable CBT again, please set the registry to "0"

## Error Message 30923

Skip CBT is in disabled state for this node.%0

**Symptom**

SkipCBT is changed from enabled state to disabled state, then UDP will be able to perform incremental backup of the virtual machine after a full backup.

**Solution**

N/A

## Error Message 31497

Failed to create immutable snapshot [<parameter>] for the data store [<parameter>].

**Symptom**

The creation of immutable snapshot fails.

**Solution**

Retry the process of creating immutable snapshot. If the problem persists, contact Arcserve Support for assistance.

## Error Message 35115

The size of source disk [%s] was changed from [%s] to [%s] in session %s.

**Symptom**

Detect the size of source disk was changed.

**Solution**

N/A

## Error Message 35116

Rename virtual machine from [%s] to [%s].

**Symptom**

Rename the virtual machine due to detect the size of source disk was changed

**Solution**

N/A

## Error Message 38082

The backup job has been canceled. For a VSS snapshot, the Hyper-V VSS writer needs to save the virtual machine and this is not applied in the current plan. To restart the backup job, you must change the Hyper-V Snapshot Method setting in the plan. For details on how to set Hyper-V Snapshot Method in a plan, see the product documentation.

**Symptom**

The backup job was canceled automatically because the virtual machine needs to be placed in Saved status while this is not allowed by backup plan.

**Solution**

Change the Hyper-V Snapshot Method setting in backup plan. For details on how to set Hyper-V Snapshot Method in a plan, see the product documentation.

## Chapter 1: Generic Messages

For generic messages, no action is required.

## Chapter 1: Common Error or Warning Messages

This error is currently under investigation, and we are diligently working to identify the causes and its appropriate resolution. For further assistance or to provide feedback on this documentation, please contact [Arcserve support](#).

