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Procedure

Cannot Retrieve Old Jobs from FileTrak or Legato After Changing the Clock

Product and platform:

Products: Brisque® serve, Timna

Platform:

- 43P–150—Tiger2
- 44P–170—Hammerhead
- F50—Wildcat
- 6F1—Condor

Operating system: IBM® AIX® 4.2.1, 4.3.3

Symptoms:

Cannot retrieve old files from FileTrak or Legato after the clock is changed (the clock was changed when daylight saving time ended).

When the clock had to be changed when daylight saving time ended, the year was accidentally set to 2034, which is a year that is beyond the 20-year browse/retention policy of the system. As a result, all the archived volumes changed status to recoverable (**mminfo cr flag**). According to the Legato policy, these volumes should be scanned back into the online index.
The message that appeared on Legato**: "An r indicates that the save set is not in the on-line index and is recoverable via the scanner(1m) command.…**

Solution:

1. View the archived volumes:

```
# mminfo -am |grep arc
  Ripro01.arc.001        46 GB full  05/31/20  107 GB    12     70 GB
   Ripro01.arc.002        47 GB full  06/07/20  113 GB     2     70 GB
   Ripro01.arc.003        50 GB full  06/13/20  160 GB    15     70 GB
...
   Ripro01.arc.221       144 GB full  10/18/24  158 GB    33    100 GB
   Ripro01.arc.222       139 GB full  10/26/24  154 GB    26    100 GB
   Ripro01.arc.223        30 GB  31%  10/29/24   28 GB    12    100 GB
   Ripro01.arc.224      1016 MB   1%  10/28/24    0 KB     2    100 GB
```

Display status of a volume:
mminfo -av Ripro01.arc.007

volume	client	date	time	si	ze	ssid	fl	lvl name
Ripro01.arc.007	ripro01	6/7/2000	12:49:47	300	MB	31638	cr	bom_dummy
Ripro01.arc.007	ripro01	6/30/2000	18:31:35	731	MB	32990	tr	Archive.908
Ripro01.arc.007	ripro01	6/30/2000	19:15:41	13	MB	32991	cr	Archive.909
Ripro01.arc.007	ripro01	6/30/2000	19:15:58	2549	MB	32992	cr	Archive.910
Ripro01.arc.007	ripro01	6/30/2000	19:28:37	2147	MB	32993	cr	Archive.911
Ripro01.arc.007	ripro01	6/30/2000	19:35:30	2521	MB	32994	cr	Archive.912
Ripro01.arc.007	ripro01	6/30/2000	19:42:49	1832	KB	32995	cr	Archive.913
Ripro01.arc.007	ripro01	6/30/2000	22:04:20	1124	MB	32996	cr	Archive.915
Ripro01.arc.007	ripro01	6/30/2000	22:12:01	245	MB	32997	cr	Archive.916
Ripro01.arc.007	ripro01	6/30/2000	22:18:20	179	MB	32998	cr	Archive.917
Ripro01.arc.007	ripro01	6/30/2000	22:24:38	564	MB	32999	cr	Archive.918
Ripro01.arc.007	ripro01	6/30/2000	22:34:32	2011	MB	33000	cr	Archive.919
Ripro01.arc.007	ripro01	6/30/2000	22:41:29	18	MB	33001	cr	Archive.920
...								
Ripro01.arc.007	ripro01	7/11/2000	19:28:55	163	MB	33431	cr	Archive.1050
Ripro01.arc.007	ripro01	7/11/2000	19:32:13	3028	KB	33432	cr	Archive.1051
Ripro01.arc.007	ripro01	7/11/2000	19:32:39	776	KB	33433	cr	Archive.1052
Ripro01.arc.007	ripro01	7/11/2000	19:42:53	14	MB	33434	cr	Archive.1053

2. In order to avoid having to scan all 200 Legato volumes (the scan of each volume takes 5-7 hours), it was decided to determine exactly when the change occurred. When the exact time and date were established, (8:00 AM on Monday Nov 2nd), it was decided to bring back the index prior to 8:00 AM of that day.
   The HELIOS Mail (backup user) shows:

   # **ls –l /var/spool/mail**
   -rw-rw---- 1 backup mail 0 Nov 02 13:53 backup
   -rw-rw---- 1 informix mail 67420 Jun 16 2003 informix
   -rw-rw---- 1 root mail 0 Sep 03 15:43 root
   -rw-rw---- 1 root mail 26663 Jun 01 23:29 sciroot
   -rw-rw---- 1 root mail 26729 Jun 01 23:29 shutdown

3. The above information is not helpful since it doesn't contain data on the last daily backups. It was then checked if the customer has any recorded data in this issue on a Macintosh.

   From: root Mon Nov 1 01:42:44 2004
   To: <backup>
   Date: Monday, November 1, 2004 2:42 AM
   Subject: Ripro01 bootstrap Information

   November 01 01:41 2004 ripro01's bootstrap information Page 1

date	time	level	ssid	file	record	volume
09/27/04	02:05:22	full	1471918593	424	0	Index.4
09/27/04	02:34:40	full	1472368641	133	0	BACK.53
09/28/04	01:49:14	full	1493789185	6	0	BACK.34
10/31/04	02:05:08	full	2223940609	526	0	Index.4
10/31/04	02:33:47	full	2224380673	92	0	BACK.52
11/01/04	**01:41:27**	**full**	**2245695233**	**104**	**0**	**BACK.52**

4. The last bootstrap line should be brought back into the online index. To check the status of volume BACK.52:

```
# mminfo -av BACK.52
Volume      client      date      time      size ssid  fl          lvl name
BACK.52     ripro01     11/01/04  01:40:31  636 MB     2245680897  cE full index:ripro01
BACK.52     ripro01     11/01/04  01:41:27  7296 KB    2245695233  cE full bootstrap
```

The last line is the appropriate bootstrap, but it is recyclable (cE). Since Legato is aware of it, there is no need to scan this line for recovery procedure. The customer was asked to return BACK.52 to the jukebox to start the recovery:

```
# nsrjb -j jbx1 -C
Jukebox jbx1:
slot    volume                pool            barcode    volume id    recyclable
   1: Index.4                 Index           INDEX4     2553260289   no
   2: BACK.30(R)              Default         B00030     1559928065   yes
   3: BACK.31(R)              Default         B00031     1515703297   yes
   4: BACK.32                 Default         B00032     2267668993   no
   5: BACK.33                 Default         B00033     2267705345   no
   6: BACK.34                 Default         B00034     1493609473   yes
   7: BACK.52                 Default         B00052     2157132545   no
   8: Ripro01.arc.214(R)      ScitexArchive   A00214     1341519105   no
   9: Ripro01.arc.213(R)      ScitexArchive   A00213     1310638849   no
  10: Ripro01.arc.212(R)      ScitexArchive   A00212     288727809    no
  11: Ripro01.arc.211(R)      ScitexArchive   A00211     288515073    no
  12: Ripro01.arc.210(R)      ScitexArchive   A00210     3152776961   no
  13: Ripro01.arc.223(R)      ScitexArchive   A00223     1975130625   no
  14: Ripro01.arc.222(R)      ScitexArchive   A00222     3654283521   no
  15: Ripro01.arc.221(R)      ScitexArchive   A00221     3653929473   no
  16: Ripro01.arc.220(R)      ScitexArchive   A00220     3653014785   no
  17: Ripro01.arc.219(R)      ScitexArchive   A00219     3652768769   no
  18: Ripro01.arc.218(R)      ScitexArchive   A00218     3652514817   no
  19: Ripro01.arc.217(R)      ScitexArchive   A00217     2412620545   no
  20: Ripro01.arc.216(R)      ScitexArchive   A00216     2227202049   no
  21:
  22: Cleaning Tape (5 uses left)
      *not registered in the NetWorker media data base
```

Loading BACK.52 into a drive:

5. From the bootstrap line, cut and paste the date:

```
BACK.52     ripro01     11/01/04 01:41:27 7296 KB 2245695233 cE full bootstrap
```

```
# nsrjb -j jbx1 -l -S 7
```

Start the recovery process:

```
# nsrck -v -L 7 -t "11/01/04 01:41:27"
nsrck: checking index for 'ripro01'

nsrck: The file index for client 'ripro01' will be recovered.
nsrck: Recovering index savesets of 'ripro01' from 'ripro01'
Recovering files within / into /backup/nsr/index/ripro01/db6/tmprecov
./backup/nsr/index/ripro01/db6/4074c771.rec
./backup/nsr/index/ripro01/db6/3e89fe5d.rec
./backup/nsr/index/ripro01/db6/3e8a0675.rec
...
...          a lot of records were put back in online index
./backup/nsr/index/ripro01/db6/405928d6.rec
./backup/nsr/index/ripro01/db6/40592844.rec
./backup/nsr/index/ripro01/db6/40592af4.rec
```

```
./backup/nsr/index/ripro01/db6/405a6c73.rec
./backup/nsr/index/ripro01/db6/405a6afc.rec
./backup/nsr/index/ripro01/db6/405a6dea.rec
./backup/nsr/index/ripro01/db6/405a6ded.rec
./backup/nsr/index/ripro01/db6/
./backup/nsr/index/ripro01/
Received 16868 matching file(s) from NSR server `ripro01'
Recover completion time: Tue Nov  2 16:42:11 2004
nsrck: completed recovery of index for client 'ripro01'
nsrck: /backup/nsr/index/ripro01 contains 3513407 records occupying 741 MB
nsrck: Completed checking 1 client(s)
```

6. The jukebox status from Sunday night does not show the same time as the time that was dialed in. Reset and inventory **MUST** be executed.

```
# nsrjb -HvE -j jbx1 &
# nsrjb -lv -j jbx1 &
```

7. Rechecked the volume (007) to see if there was any change:

volume	client	date	time	si		ze	ssid	fl	lvl name
Ripro01.arc.007	ripro01	6/7/2000	12:49:47	300	MB	31638	cb	bom_dummy
Ripro01.arc.007	ripro01	6/30/2000	18:31:35	731	MB	32990	tb	Archive.908
Ripro01.arc.007	ripro01	6/30/2000	19:15:41	13	MB	32991	cb	Archive.909
Ripro01.arc.007	ripro01	6/30/2000	19:15:58	2549	MB	32992	cb	Archive.910
Ripro01.arc.007	ripro01	6/30/2000	19:28:37	2147	MB	32993	cb	Archive.911
Ripro01.arc.007	ripro01	6/30/2000	19:35:30	2521	MB	32994	cb	Archive.912
Ripro01.arc.007	ripro01	6/30/2000	19:42:49	1832	KB	32995	cb	Archive.913
Ripro01.arc.007	ripro01	6/30/2000	22:04:20	1124	MB	32996	cb	Archive.915
Ripro01.arc.007	ripro01	6/30/2000	22:12:01	245	MB	32997	cb	Archive.916
Ripro01.arc.007	ripro01	6/30/2000	22:18:20	179	MB	32998	cb	Archive.917
Ripro01.arc.007	ripro01	6/30/2000	22:24:38	564	MB	32999	cb	Archive.918
Ripro01.arc.007	ripro01	6/30/2000	22:34:32	2011	MB	33000	cb	Archive.919
Ripro01.arc.007	ripro01	6/30/2000	22:41:29	18	MB	33001	cb	Archive.920
...									
Ripro01.arc.007	ripro01	7/11/2000	19:28:55	163	MB	33431	cb	Archive.1050
Ripro01.arc.007	ripro01	7/11/2000	19:32:13	3028	KB	33432	cb	Archive.1051
Ripro01.arc.007	ripro01	7/11/2000	19:32:39	776	KB	33433	cb	Archive.1052
Ripro01.arc.007	ripro01	7/11/2000	19:42:53	14	MB	33434	cb	Archive.1053

It seems that the problem was solved and the customer was able to retrieve the data.

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