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Procedure

Problems Retrieving from FileTrak or Legato

Product and platform:

Product: 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:

Problems retrieving from Legato or FileTrak. The assumption is that Timna (DMS) system is able to launch the request, but there is no retrieve via Legato.

The following procedure checks this assumption:

1. From remote, check Legato **nsrwatch** or **/backup/nsr/logs/daemon.log**:
   The following appears:

   11/02/04 08:20:57 nsrd: ripro01:root browsing
   11/02/04 08:20:57 nsrd: ripro01:root done browsing
   Or:
   11/02/04 09:05:43 nsrd: ripro01:root browsing
   11/02/04 09:05:43 nsrd: ripro01:root done browsing

   Note: The message browsing/done browsing appears and reappears within a second. This probably implies that Legato cannot locate the request in its online index
2. Check the messages in **/scitex/version/logs/ripro_messages**:
   Successful submission is reported (customer sees it in his/her MAC)

   !:: Start ::
   !Retrieve
   !2-November-2004 8:20:51

   !ripro_messages
   !Retrieve job Archive.990.7390 submitted successfully.:: eom ::
   !I
   !Ok
   !:: End ::

However, a failure message is recorded:

!:: Start ::
!/scitex/version/progs/legatoStep
!2-November-2004 8:20:57
!ripro_messages
!DHS error: job Archive.990.7390 failed: there is insufficient space in
/dataVolumes/Ripro01.6.0/RECOUVREMENTS.:: eom ::
!E
!Ok
!:: End ::

Another example:

!:: Start ::
!Retrieve
!2-November-2004 9:05:39
!ripro_messages
!Retrieve job 129322D.7261.7391 submitted successfully.:: eom ::
!I
!Ok
!:: End ::

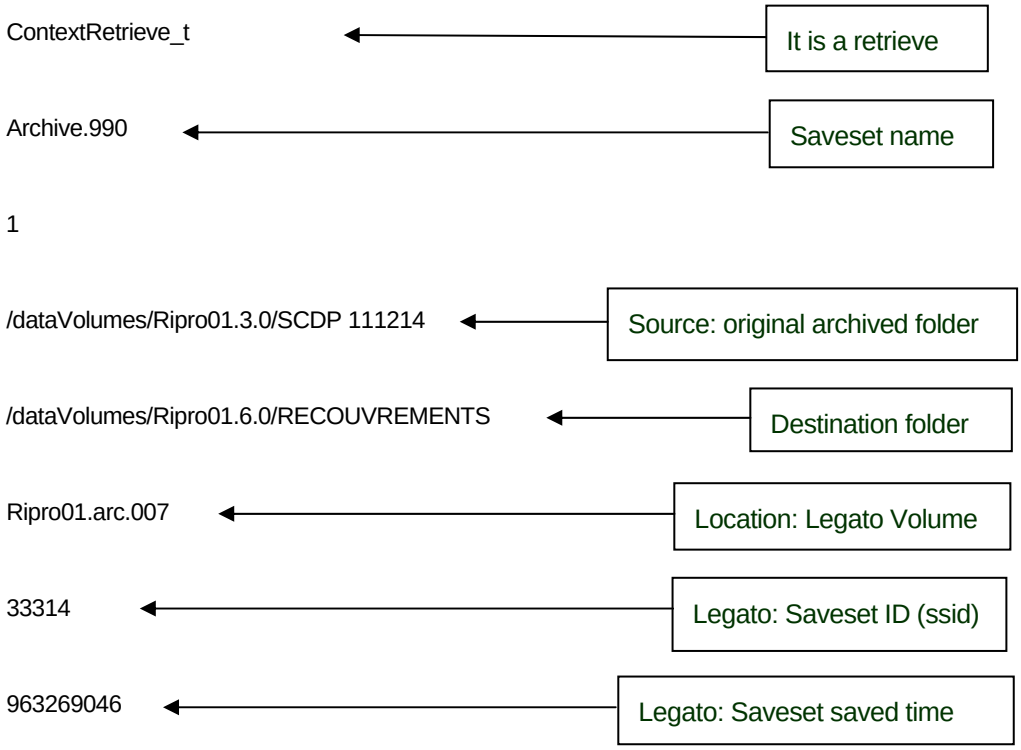
!:: Start ::
!/scitex/version/progs/legatoStep
!2-November-2004 9:05:43
!ripro_messages
!DHS error: job 129322D.7261.7391 failed: there is **insufficient space** in
/dataVolumes/Ripro01.6.0/RECOUVREMENTS.:: eom ::
!E
!Ok
!:: End ::

Regardless of the message, we know that this failure response is not related to **insufficient space**.

3. Another location where the failure **/scitex/version/temp** can be viewed:

-rw-r--r--	1	root	scitex	142 Nov 02 08:20 .context.7390
-rw-r--r--	1	root	scitex	169 Nov 02 09:05 .context.7391
-rw-rw-rw-	1	root	scitex	143 Nov 02 08:20 .tmp_archive_retrieve.7390
-rw-rw-rw-	1	root	scitex	183 Nov 02 09:05 .tmp_archive_retrieve.7391
-rw-r--r--	1	root	scitex	371 Nov 02 08:20 failed_retrieve.7390
-rw-r--r--	1	root	scitex	451 Nov 02 09:05 failed_retrieve.7391 sdf

4. To view the contents of **.context.xxxx**:
   # **cat .context.7390**



5. To view the contents of **.tmp_archive_retrieve.xxx**:
   # **cat .tmp_archive_retrieve.7390**
   recover: /dataVolumes/Ripro01.3.0/SCDP 111214 **not in index**
   recover: /dataVolumes/Ripro01.3.0/.rsrc/SCDP 111214 **not in index**

   Nothing to recover

   The following was displayed in response to the temp file: "**not in index … nothing to recover**"

6. To view the contents of **failed_retrieve.xxx**:
   # **cat failed_retrieve.7390**
   /backup/bin/recover -d /dataVolumes/Ripro01.6.0/.Mougly.7390 -s Ripro01 -t "07/10/00 17:44:06" -iR -n -a /dataVolumes/Ripro01.3.0/SCDP 111214 /dataVolumes/Ripro01.3.0/.rsrc/SCDP 111214 > /scitex/version/temp/.tmp_archive_retrieve.7390 2>&1 > /dev/null

   It shows the executed command (one long line command) for this retrieve. As mentioned above, **.Mougly** is the process for retrieving the requested data from tape to the root folder of the destination volume. (.**Mougly** is hidden from Mac users).

7. To view the status of this particular saveset:
   # **mminfo –av ripro01.arc.007 |grep 33314**
   Ripro01.arc.007 ripro01 07/10/00 17:44:06 2460 MB 33314 **cr** Archive.990

The conclusion is therefore that this saveset, in this case all the volume, is definitely not in the Legato online index.

Solution:

1. Scan this saveset or the entire volume back into online index.
2. Load this volume in drive and recover individual saveset:

   # **scanner –i –S 33314 /dev/rmt0.1**
   Recover entire volume:
   # **scanner –I /dev/rmt0.1**
   This saveset line (or entire volume) flag should change into **cb** :
   Ripro01.arc.007 ripro01 07/10/00 17:44:06 2460 MB 33314 **cb** Archive.990

   Next time you retrieve the job, messages similar to the following should appear:

   11/02/04 12:36:07 nsrd: ripro01:root browsing
   11/02/04 12:36:13 nsrd: ripro01:Archive.990 (7/10/00) starting read from Ripro01.arc.007 of 2460 MB
   11/02/04 12:45:20 nsrd: ripro01:Archive.990 (7/10/00) done reading 2460 MB
   11/02/04 12:45:22 nsrd: ripro01:root done browsing

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