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Error Messages List

Message ID	Type	Message Description	Probable Cause	Suggested Action
60006	Critical	System shutting down due to high temperature on sensor (1, 2, or 3)	Fan in the system is not functioning or room temperature is too high	Make sure the fan in the system is working properly and the room temperature is not too high
60010	Warning	System upgraded from [%1] to [%2]	Firmware of the system has been upgraded	Make sure the firmware upgrade is an intended action
60003	Warning	The storage space for backup is [%1] full. (Threshold is [%2])	The storage space for backup is almost full.	Review your storage utilization to make some rooms for backup.
60004	Warning	The storage space for NAS is [%1] full. (Threshold is [%2])	The allocated space for Shared Folder is almost full	You can expand the shared folder size from the Advanced -> Disks link. **NOTE:** This action is distructive. Backup data before expanding the folder size.
60005	Warning	The storage space in USB device(s) is [%1] full. (Threshold is [%2])	The storage space in the connected USB device is almost full	You can either make some room in the USB device, or disconnect the USB device
N/A	Critical	Network connection lost (Port %s)	Network connection of the specified port has been lost	Please check your network connections (including the cable, switch/hub) are secured
60210	Warning	Shared folder [%1] now unavailable to [%2]	The privilege for the specified user to access the previously assigned shred folder has been removed	Make sure the privilege change is an intended action
60212	Warning	Shared folder [%1] now unavailable to machine(s) [%2]	The privilege for the specified computer to access the previously assigned shred folder has been removed	Make sure the privilege change is an intended action
60011	Warning	Disk [%1] has been removed	The disk has been removed or broken	Make sure removing disk is an intended action
60014	Warning	Storage initializing	RAID has been configured and is initializing	Please wait till the initialization is completed
60017	Warning	Disk error -- storage now operating in de-	One or more disks in the RAID set might be dam-	Please contact your disk manufacturer to get the

		graded mode	aged	disks repaired
60018	Critical	Disk error -- storage must be repaired	One or more disks in the RAID is/are broken and cannot be recovered	Please contact your disk manufacture to get the disks repaired
60021	Warning	Unsupported USB device [%1] detected	Non-disk type of USB device is connected to the USB connections	Make sure you only connect USB type of disk or flash memory to the USB connections, and one port one device.
60221	Warning	Password changed for backup client [%1]	Password has been changed	Make sure the password change is an intended action
60222	Warning	Backup image for [%1] removed	Backup image for the client machine has been removed	Make sure deleting backup image is an intended action
60025	Warning	Failed to adjust date/time with time server [%1]	Unable to communicate to the time server.	Make sure the time server is up and running and the network connection is good.

Troubleshooting the Storage System

This section provides general information about common problems that you might have with your storage system and steps you can take to resolve them.

I can't access the Manager

If you're using the Console, make sure the computer where the Console is installed is in the same subnet as the storage system.

If you're using a Web browser, make sure the name or IP address of the storage system is correct. You can use the storage system name only if that name is registered with a DNS server in your network. In addition, if you configured the storage system to use a specific IP address, you might need to specify the IP address of the gateway in your network before you can successfully access the Manager using a Web browser. First access the Manager using the Console and then specify the gateway address and try to access it using a Web browser.

I forgot the password for logging in to the Manager

You can reset the storage system to use its original administrator user name (**admin**) and password (**storage**) by pressing the small, recessed reset button on the back of the storage system.

***Note**: This also resets the storage system to its original network settings. If*

you previously configured the storage system to use a specific IP address, it will now obtain its IP address from the DHCP server (if any). If you don't have a DHCP server on the network, it will use its default IP address (192.168.0.101).

The users can't access the shared folders

- Make sure the storage system is powered on, connected to the network, and operating properly (all the disk LEDs, the system status LED, the disk activity LED, and at least one NIC LED should be green).
- Make sure the user configuration is correct.
- For Windows or Mac OS X users, try changing the password and accessing the shared folder again.
- For Linux users, make sure the computer name or IP address is correct. If it's not, recreate the user by removing the existing user and adding it again.
- Make sure the users are using the proper procedure for accessing the shared folders, including the correct name or IP address of the storage system. (You can use the storage system name only if that name is registered with a DNS server on your network.) Windows users can't access shared folders using the Console unless their computers are on the same subnet as the storage system. If using the Console does not work, try accessing the shared folders using My Computer or Windows Explorer.
- Make sure the user's computer is connected to the network and can otherwise access the storage system.

  To check the network connection in a Windows environment, click **Start --> Run** and type cmd. At the command prompt, type the following:

  ping *IP_address*

  where *IP_address* is the IP address of the storage system. If you do not see Reply from..., the problem is most likely with your network.

The users can't create files in the shared folders

Check the access rights for the user. The user must have read/write rights to be able to create files in the shared folder.

The users cannot access the storage system using FTP

Make sure that **Enable FTP server** is selected on the **Network** page and that the users are using the correct address for accessing the storage system.

If the network configuration is correct and the users are using the proper address and it still doesn't work, the FTP service might not be working properly. Restart the storage system.

There is a restriction in current SS4000-E FTP service that no more than 8 concurrent FTP sessions can be setup. If you are setting up the 9th FTP connection, you need to disconnect one or more previous FTP connection to make room for it.

The System Status LED is yellow

A critical error might have occurred. Restart the system. If the System Status LED remains yellow, contact Technical Support.

The System Status LED turns yellow for the following conditions:

- Fan failure
- Power supply failure
- Hard disk failure
- Operating system boot failure
- System board failure
- Hard disks are not configured (the System Status LED is yellow when first setting up the system)

The Disk Activity LED is blinking yellow

Check the LED lights for each individual disk to determine what is happening.

If the disk LED light is blinking yellow, the disk is rebuilding. No action is required.

When the process is complete, the LED will automatically become green again.

If the disk LED light is solid yellow, a serious problem with the disk might have occurred. Contact Technical Support.

One of the Global Disk Status LED lights is yellow

If the disk was previously functioning correctly but the LED light is now yellow, the disk might have failed. The impact of a disk failure depends on the disk configuration:

Disk Configuration	Impact
Linear or RAID 0	All data on the failed disk is lost.
RAID 1 or RAID 10	The other disk in the pair will continue to make all its data available to the users.
RAID 5	The data on the other disks will continue to be available. The data on the failed disk will be rebuilt when the disk is replaced.
RAID 5 + spare	The data on the other disks will continue to be available, and the data from the failed disk will be immediately rebuilt using the spare disk. When you replace the failed disk, it becomes the new spare.

My Western Digital WD2500JS SATA disk is not detected

For the following SATA disk Information:

- Vendor: Western Digital Corporation
- Model: WD Caviar SE WD2500JS-98MHB0
- Characteristic: 250GB

By factory default, the above disk enables SSC (Spread Spectrum Clocking); however, the GD31244 SATA controller used in Intel Storage Server SS4000-E does not support SSC.

To disable SSC in the above hard drive, please remove jumper in pins 1 and 2 with reference to the picture label on hard disk. Consult manufacture documentation for more information.

Troubleshooting Client Backup and Recovery

This section provides general information about common problems that you might have with Intel® Client Backup and Recovery and steps you can take to resolve them.

Note: *If you need help from Technical Support, you might be asked to create a diagnostic file.*

The disk that I want to protect isn't listed

Intel® Client Backup and Recovery does not support dynamic disks. These types of disks are automatically filtered from the list of disks that you can protect.

Intel® Client Backup and Recovery does not support USB disks.

Authentication errors occur when I try to protect a disk

- When adding a storage system, make sure that you're using the correct name or IP address of the storage system.

  You can enter a storage system name only if that name is registered with a DNS server on your network.

- Make sure the computer is connected to the network and can otherwise access the storage system.

  To check the network connection, click **Start --> Run** and type cmd. At the command prompt, type the following:

  ping *IP_address*

  where *IP_address* is the IP address of the storage system. If you do not see Reply from..., the problem is with your network.

- If the storage system already exists, select it in the list of backup locations and then click **Remove**. Then click **Add** to add it again. This resets the settings in the iSCSI initiator which might be causing the authentication problem.

Note: *When authentication errors occur, invalid backups might be created on the storage system. To ensure that you don't use up disk space unnecessarily, be sure to delete any extraneous backups on the storage system. Compare the* ***Backup disk ID*** *on the* ***Status*** *page in Intel® Client Backup and Recovery with the* ***Backup Disk ID*** *on the* ***Backups*** *page in the Manager to determine which backup is actually being used.*

The Status page indicates that the backup is offline

- Make sure the storage system is powered on.
- Check the network connection to the storage system.

  To do this, click **Start --> Run** and type cmd. At the command prompt,

type the following:

ping *IP_address*

where *IP_address* is the IP address of the storage system. If you do not see Reply from..., the problem is with your network.

- Make sure that the backup has not been deleted on the storage system by checking the **Backups** page. If it has been deleted, remove protection and protect the disk again.
- If you changed the name of your computer, the storage system will not recognize it any longer. Remove protection for all your disks or partitions, delete the old computer name from the storage system, and then protect your disks again.

A backup did not occur at its regularly scheduled time

- Check the schedule to confirm that it is correctly configured.
- Make sure the computer is powered on during the scheduled backup time.
- Make sure the storage system is powered on during the scheduled backup time.
- On the **Status** page, make sure that the **Status** is **Normal**. If protection is stopped (for example, if you recovered the disk or recovered a different partition on the same disk), backups will not occur until you resume protection by clicking **Back Up Now**.
- If you changed the name of your computer, the storage system will not recognize it any longer. Remove protection for all your disks or partitions; delete the old computer name from the storage system, and then protect your disks again.
- If the IP address of the storage system changed (for example, if the storage system obtains its IP address from a DHCP server and acquired a new one after you added the storage system to the list of backup locations), you must start Intel® Client Backup and Recovery so that it can retrieve the new IP address. You must do this each time the IP address on the storage system changes.

I can’t change my backup schedule

On the **Status** page, make sure that the **Status** is **Normal**. If protection is stopped (for example, if you recovered the disk or recovered a different partition on the same disk), you cannot change the schedule until

you resume protection by clicking **Back Up Now**.

I forgot my recovery CD password

The SS4000-E administrator can change the recovery CD password for restoring hard disks using the Manager.

To change the recovery CD password:

1. In the navigation bar, click **Backups**.
2. In the **Computer name** list, click the name of the computer whose recovery CD
password you want to change.
3. In the **Passwords for Restoring Disks** text box, type the password to use.
This password must be 12-16 characters long.
4. Click **Change Password**.

The user must provide this password when recovering a disk from this storage system using the Recovery CD.

Note: The same password is used for all disks backed up to the same storage system.

Creating a Diagnostic File for Analysis

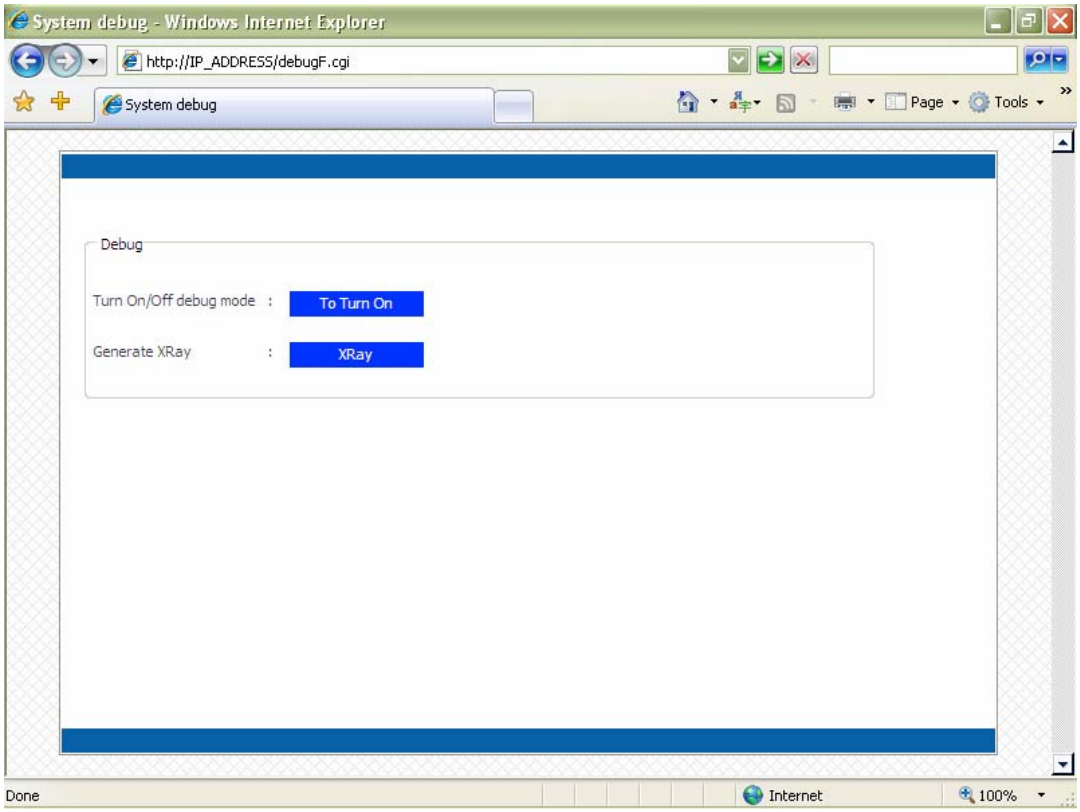
Creating a Diagnostic File (XRay) for Storage System

In some cases, you might need assistance from Technical Support to solve problems that you might have with Storage System. When you contact the Technical Support team, they might ask you to turn on the debug mode of the Storage System, reproduce the issue, and create a diagnostic file (XRay) to help them better understand your environment and configuration settings.

To turn on the debugging mode, first access the Manager, after log in, type the hidden page URL:

http://IP_ADDRESS/debugF.cgi

You are able to “**turn on/off debug mode**” and/or to “**generate XRay**”. The best practice is to turn on debug mode, reproduce the issue, generate XRay, and then turn off debug mode.



After you click "**Generate XRay**", the Storage System is creating the XRay file of file format .tar.gz. You will be asked to click "**here**" to save the XRAY file into your browser machine. Please send this file to Tech Support team for further analysis.

Creating a Diagnostic File Using Intel® Client Backup and Restore

In some cases, you might need assistance from Technical Support to solve problems that you might have with Client Backup and Recovery. When you contact the Technical Support team, they might ask you to create a diagnostic file to help them better understand your environment and configuration settings. You can create a diagnostic file using the Intel® Client Backup and Recovery application.

Note: *This diagnostic file does not include the log files associated with the Intelligent Management Agent (IMA). You might be asked to send those files (iscmlib.log and iscmservice.log) separately.*

To create a diagnostic file using Intel® Client Backup and Recovery:

1. Run Intel® Client Backup and Recovery.
2. From the Action menu, click Create Diagnostic File.

3. Click **Save** to save the file using the default file name, or type the desired file name in the **File name** text box and then click **Save**.

   If desired, you can save the file in a different location.

   Once the file has been created, you can send it to Technical Support.

Creating a Diagnostic File using Recovery CD

You can create a diagnostic file, in the event of a system failure, using the recovery CD. To create a diagnostic file using the recovery CD, the computer must have a floppy disk drive or a directly connected USB disk.

To create a diagnostic file using the recovery CD:

1. Insert the recovery CD into the PC's CD-ROM drive and boot from the CD. Press Alt-F2 at any time after loading the NIC driver for the PC, configuring the NIC and the computer. DO NOT initiate the recovery.
2. At the command line, enter the following command and then press Enter:

   xray
3. When prompted, insert a formatted floppy disk into the PC's floppy disk drive or attach a USB device to PC's USB port and press Enter.
4. Select the media where you want to save the diagnostic file and press Enter.

   The screen indicates whether the process succeeded or failed.

   Once the file has been created, you can copy it from the floppy disk or USB device to another operational PC and send it to the Technical Support.
5. To return to the recovery CD menu, press Alt+F1.