

## Erläuterungen zu SCSI-Fehlern

SCSI-Fehler sind Hardware-Fehler, das heißt sie werden von einem SCSI Gerät gemeldet und an den NetWorker weitergeleitet. Das Programm formt dann den für den Laien nicht erkennbaren 3-Byte langen Fehlercode in eine 'lesbare' Fehlermeldung um und gibt sie an den Anwender weiter.

Allerdings steht im SCSI Standard eine relativ große Menge von möglichen Codes zur freien Verwendung der Hersteller zur Verfügung, außerdem sind durch Firmware-Änderungen weitere Unregelmäßigkeiten vorhanden. Diese in ihrer Gesamtheit zu erfassen ist praktisch unmöglich. Aus diesem Grund gibt der Legato NetWorker in solchen Fällen den Code direkt aus.

Hierzu ein Beispiel aus der Datei `daemon.log`:

```

...
failed: Data error
(CRC-check) (23)
03/31/98 11:34:44 nsrd: device disabled warning: Device \\.\Tape0 is
automatically disabled.
nsrjb: error, Data error (CRC-check)
nsrjb: NetWorker error, device '\\.\Tape0' is not enabled
nsrjb: device offline: %s (%d) error, Illegal Request, ASC 0x3b ASCQ 0x83
...

```

In diesem Fall erhielt die installierte Jukebox einen unbekanntem Befehl oder einen zulässigen Befehl mit unpassenden Parametern.

Wie oben bereits erwähnt, besteht der SCSI Fehlercode normalerweise aus 3 Bytes:

- dem Sense Key er gibt den übergreifenden Fehlertyp an
- dem Additional Sense Code ASQ er gibt die Fehlerquelle an
- dem Additional Sense Code Qualifier ASCQ er gibt weitere Details zur Fehlerquelle an

Sind weniger als 3 Bytes vorhanden, fehlt der ASCQ.

Die Entschlüsselung des Fehlers nach der nachfolgenden Liste lautet also:

|           |       |   |  |
|-----------|-------|---|--|
| Sense Key | 05hex | > | wird bereits als <i>Illegal Request</i> dekodiert                |
| ASC       | 3Bhex | > | Für einen Wechsler gibt es laut Tabelle nur diese beiden Fehler: |
|           |       |   | 3B 0D MEDIUM DESTINATION ELEMENT FULL                            |
|           |       |   | 3B 0E MEDIUM SOURCE ELEMENT EMPTY                                |
| ASCQ      | 83hex | > | diese Angabe fehlt, deshalb unbekannt für den NetWorker          |

In diesem Fall kann nur der Hersteller des Autoloaders weitere Details zur Verfügung stellen.

**Es handelt sich also bei einem *Unknown Error* nicht um einen NetWorker-, sondern vielmehr um einen Hardware-Fehler!**

**Denken Sie bitte auch daran, daß die Ursache für Hardware-Fehler durchaus auch Bedienerfehler sein können, in diesem Fall zum Beispiel der Versuch, ein Medium an einen bereits belegten Slot abzulegen. Die SCSI Hardware kann selbstverständlich nur für sich 'sprechen'.**

Ein weiteres Beispiel, diesmal von einem NetWorker Server für UNIX:

```
...
box_close: port /dev/robot
nsrjb: Jukebox error, Unknown error: Sense Key <0x2>, ASC <0x55>, ASCQ <0x0>
...
```

In diesem Fall wurde auch der Sense Key im 'Klartext' ausgegeben.

Die Entschlüsselung des Fehlers nach der nachfolgenden Liste lautet also:

|           |       |   |  |
|-----------|-------|---|--|
| Sense Key | 02hex | > | Das Gerät ist nicht bereit, <i>Not Ready</i>   |
| ASC       | 55hex | > | Diesen Code gibt es jedoch nur für Prozessoren, worauf der NetWorker jedoch nicht programmiert ist. Aus diesem Grund wird der Fehler als unbekannt angenommen. |
| ASCQ      | 00hex | > |  |

In diesem Fall ist eher eine fehlerhafte Implementierung der SCSI Spezifikation zu vermuten. Ursache hierfür könnte ein Bug im Treiber sein, aber auch eine fehlerhafte Firmware ist möglich, durch die ein geräte-untypischer ASC Code ausgegeben wird.

Alle anderen, in den NetWorker Protokolldateien vermerkten Fehler stammen von dem jeweiligen Betriebssystem, so zum Beispiel auch diese Mitteilung:

```
03/04/98 00:36:58 nsrd: media warning: \\.\Tape1 moving: fsr 1910: unknown error
1101 (0x44d) (1101)
```

Die Ursache für diesen Fehler erhalten Sie bei Windows mit dem Befehl **net helpmsg fehlercode**. Für dieses Beispiel müssen Sie also eingeben:

```
E:\NSR\BIN>net helpmsg 1101
```

```
Ein Bandzugriff hat eine Dateimarke erreicht.
```

```
E:\NSR\BIN>
```

Die Ursache dafür, daß es zum einen *NetWorker Fehler* aber auch *Betriebssystem Fehler* gibt, liegt im Zusammenspiel der einzelnen Programmteile. Da der Legato NetWorker die Laufwerks-Treiber vom Betriebssystem benutzt, muß er folglich auch die Fehlerbehandlung der Laufwerkszugriffe dem Betriebssystem überlassen.

**SCSI-2 Sense Keys**

| Sense key | Description   |
|-----------|---|
| 0h        | NO SENSE. Indicates that there is no specific sense key information to be reported for the designated logical unit. This would be the case for a successful command or a command that received CHECK CONDITION or COMMAND TERMINATED status because one of the filemark, EOM, or ILI bits is set to one.  |
| 1h        | RECOVERED ERROR. Indicates that the last command completed successfully with some recovery action performed by the target. Details may be determinable by examining the additional sense bytes and the information field. When multiple recovered errors occur during one command, the choice of which error to report (first, last, most severe, etc.) is device specific.   |
| 2h        | NOT READY. Indicates that the logical unit addressed cannot be accessed. Operator intervention may be required to correct this condition.   |
| 3h        | MEDIUM ERROR. Indicates that the command terminated with a non-recovered error condition that was probably caused by a flaw in the medium or an error in the recorded data. This sense key may also be returned if the target is unable to distinguish between a flaw in the medium and a specific hardware failure (sense key 4h).   |
| 4h        | HARDWARE ERROR. Indicates that the target detected a non-recoverable hardware failure (for example, controller failure, device failure, parity error, etc.) while performing the command or during a self test.   |
| 5h        | ILLEGAL REQUEST. Indicates that there was an illegal parameter in the command descriptor block or in the additional parameters supplied as data for some commands (FORMAT UNIT, SEARCH DATA, etc.). If the target detects an invalid parameter in the command descriptor block, then it shall terminate the command without altering the medium. If the target detects an invalid parameter in the additional parameters supplied as data, then the target may have already altered the medium. This sense key may also indicate that an invalid IDENTIFY message was received (6.6.7). |
| 6h        | UNIT ATTENTION. Indicates that the removable medium may have been changed or the target has been reset. See 7.9 for more detailed information about the unit attention condition.   |
| 7h        | DATA PROTECT. Indicates that a command that reads or writes the medium was attempted on a block that is protected from this operation. The read or write operation is not performed.  |

**SCSI-2 Sense Keys, Fortsetzung ...**

| Sense key | Description   |
|-----------|---|
| 8h        | BLANK CHECK. Indicates that a write-once device or a sequential-access device encountered blank medium or format-defined end-of-data indication while reading or a write-once device encountered a non-blank medium while writing.                                    |
| 9h        | VENDOR-SPECIFIC. This sense key is available for reporting vendor specific conditions.  |
| Ah        | COPY ABORTED. Indicates a COPY, COMPARE, or COPY AND VERIFY command was aborted due to an error condition on the source device, the destination device, or both. (See 8.2.3.2 for additional information about this sense key.)                                       |
| Bh        | ABORTED COMMAND. Indicates that the target aborted the command. The initiator may be able to recover by trying the command again.   |
| Ch        | EQUAL. Indicates a SEARCH DATA command has satisfied an equal comparison.   |
| Dh        | VOLUME OVERFLOW. Indicates that a buffered peripheral device has reached the end-of-partition and data may remain in the buffer that has not been written to the medium. A RECOVER BUFFERED DATA command(s) may be issued to read the unwritten data from the buffer. |
| Eh        | MISCOMPARE. Indicates that the source data did not match the data read from the medium.   |
| Fh        | RESERVED.   |

**ASC & ASCQ Codes**

```

=====
|          D - DIRECT ACCESS DEVICE
|          .T - SEQUENTIAL ACCESS DEVICE
|          . L - PRINTER DEVICE
|          . P - PROCESSOR DEVICE
|          . .W - WRITE ONCE READ MULTIPLE DEVICE
|          . . R - READ ONLY (CD-ROM) DEVICE
|          . . S - SCANNER DEVICE
|          . . .O - OPTICAL MEMORY DEVICE
|          . . . M - MEDIA CHANGER DEVICE
|          . . . C - COMMUNICATION DEVICE
|          . . . .
|
|  ASC  ASCQ  DTLPWRSONC  DESCRIPTION
|  ---  ---
|  00  00  DTLPWRSONC  NO ADDITIONAL SENSE INFORMATION
|  00  01  T          FILEMARK DETECTED
|  00  02  T    S     END-OF-PARTITION/MEDIUM DETECTED
|  00  03  T          SETMARK DETECTED
|  00  04  T    S     BEGINNING-OF-PARTITION/MEDIUM DETECTED
|  00  05  T    S     END-OF-DATA DETECTED
|  00  06  DTLPWRSONC  I/O PROCESS TERMINATED
|  00  11  R          AUDIO PLAY OPERATION IN PROGRESS
|  00  12  R          AUDIO PLAY OPERATION PAUSED
|  00  13  R          AUDIO PLAY OPERATION SUCCESSFULLY COMPLETED
|  00  14  R          AUDIO PLAY OPERATION STOPPED DUE TO ERROR
|  00  15  R          NO CURRENT AUDIO STATUS TO RETURN
|  01  00  DW  O     NO INDEX/SECTOR SIGNAL
|  02  00  DWR OM    NO SEEK COMPLETE
|  03  00  DTL W SO  PERIPHERAL DEVICE WRITE FAULT
|  03  01  T          NO WRITE CURRENT
|  03  02  T          EXCESSIVE WRITE ERRORS
|  04  00  DTLPWRSONC  LOGICAL UNIT NOT READY, CAUSE NOT REPORTABLE
|  04  01  DTLPWRSONC  LOGICAL UNIT IS IN PROCESS OF BECOMING READY
|  04  02  DTLPWRSONC  LOGICAL UNIT NOT READY, INITIALIZING command REQUIRED
|  04  03  DTLPWRSONC  LOGICAL UNIT NOT READY, MANUAL INTERVENTION REQUIRED
|  04  04  DTL    O    LOGICAL UNIT NOT READY, FORMAT IN PROGRESS
|  05  00  DTL WRSOMC  LOGICAL UNIT DOES NOT RESPOND TO SELECTION
|  06  00  DWR OM NO  REFERENCE POSITION FOUND
|  07  00  DTL WRSOM  MULTIPLE PERIPHERAL DEVICES SELECTED
|  08  00  DTL WRSOMC  LOGICAL UNIT COMMUNICATION FAILURE
|  08  01  DTL WRSOMC  LOGICAL UNIT COMMUNICATION TIME-OUT
|  08  02  DTL WRSOMC  LOGICAL UNIT COMMUNICATION PARITY ERROR
|  09  00  DT  WR O    TRACK FOLLOWING ERROR
|  09  01  WR O       TRACKING SERVO FAILURE
|  09  02  WR O       FOCUS SERVO FAILURE
|  09  03  WR O       SPINDLE SERVO FAILURE
=====

```



ASC & ASCQ Codes, Fortsetzung ...

| ASC | ASCQ | DTLPWRSOMC | DESCRIPTION   |
|-----|------|------------|---|
|     |      | D          | DIRECT ACCESS DEVICE                                    |
|     |      | .T         | SEQUENTIAL ACCESS DEVICE                                |
|     |      | . L        | PRINTER DEVICE  |
|     |      | . P        | PROCESSOR DEVICE  |
|     |      | . .W       | WRITE ONCE READ MULTIPLE DEVICE                         |
|     |      | . . R      | READ ONLY (CD-ROM) DEVICE                               |
|     |      | . . S      | SCANNER DEVICE  |
|     |      | . . .O     | OPTICAL MEMORY DEVICE                                   |
|     |      | . . . M    | MEDIA CHANGER DEVICE                                    |
|     |      | . . . C    | COMMUNICATION DEVICE                                    |
| ASC | ASCQ | DTLPWRSOMC | DESCRIPTION   |
| 19  | 00   | D O        | DEFECT LIST ERROR                                       |
| 19  | 01   | D O        | DEFECT LIST NOT AVAILABLE                               |
| 19  | 02   | D O        | DEFECT LIST ERROR IN PRIMARY LIST                       |
| 19  | 03   | D O        | DEFECT LIST ERROR IN GROWN LIST                         |
| 1A  | 00   | DTLPWRSOMC | PARAMETER LIST LENGTH ERROR                             |
| 1B  | 00   | DTLPWRSOMC | SYNCHRONOUS DATA TRANSFER ERROR                         |
| 1C  | 00   | D O        | DEFECT LIST NOT FOUND                                   |
| 1C  | 01   | D O        | PRIMARY DEFECT LIST NOT FOUND                           |
| 1C  | 02   | D O        | GROWN DEFECT LIST NOT FOUND                             |
| 1D  | 00   | D W O      | MISCOMPARE DURING VERIFY OPERATION                      |
| 1E  | 00   | D W O      | RECOVERED ID WITH ECC                                   |
| 1F  | 00   |            |   |
| 20  | 00   | DTLPWRSOMC | INVALID command OPERATION CODE                          |
| 21  | 00   | DT WR OM   | LOGICAL BLOCK ADDRESS OUT OF RANGE                      |
| 21  | 01   | M          | INVALID ELEMENT ADDRESS                                 |
| 22  | 00   | D          | ILLEGAL FUNCTION (SHOULD USE 20 00, 24 00, OR 26 00)    |
| 23  | 00   |            |   |
| 24  | 00   | DTLPWRSOMC | INVALID FIELD IN CDB                                    |
| 25  | 00   | DTLPWRSOMC | LOGICAL UNIT NOT SUPPORTED                              |
| 26  | 00   | DTLPWRSOMC | INVALID FIELD IN PARAMETER LIST                         |
| 26  | 01   | DTLPWRSOMC | PARAMETER NOT SUPPORTED                                 |
| 26  | 02   | DTLPWRSOMC | PARAMETER VALUE INVALID                                 |
| 26  | 03   | DTLPWRSOMC | THRESHOLD PARAMETERS NOT SUPPORTED                      |
| 27  | 00   | DT W O     | WRITE PROTECTED   |
| 28  | 00   | DTLPWRSOMC | NOT READY TO READY TRANSITION (MEDIUM MAY HAVE CHANGED) |
| 28  | 01   | M          | IMPORT OR EXPORT ELEMENT ACCESSED                       |
| 29  | 00   | DTLPWRSOMC | POWER ON, RESET, OR BUS DEVICE RESET OCCURRED           |
| 2A  | 00   | DTL WRSOMC | PARAMETERS CHANGED                                      |
| 2A  | 01   | DTL WRSOMC | MODE PARAMETERS CHANGED                                 |
| 2A  | 02   | DTL WRSOMC | LOG PARAMETERS CHANGED                                  |
| 2B  | 00   | DTLPWRSO C | COPY CANNOT EXECUTE SINCE HOST CANNOT DISCONNECT        |
| 2C  | 00   | DTLPWRSOMC | command SEQUENCE ERROR                                  |
| 2C  | 01   | S          | TOO MANY WINDOWS SPECIFIED                              |
| 2C  | 02   | S          | INVALID COMBINATION OF WINDOWS SPECIFIED                |
| 2D  | 00   | T          | OVERWRITE ERROR ON UPDATE IN PLACE                      |
| 2E  | 00   |            |   |
| 2F  | 00   | DTLPWRSOMC | commandS CLEARED BY ANOTHER INITIATOR                   |
| 30  | 00   | DT WR OM   | INCOMPATIBLE MEDIUM INSTALLED                           |
| 30  | 01   | DT WR O    | CANNOT READ MEDIUM - UNKNOWN FORMAT                     |
| 30  | 02   | DT WR O    | CANNOT READ MEDIUM - INCOMPATIBLE FORMAT                |
| 30  | 03   | DT         | CLEANING CARTRIDGE INSTALLED                            |
| 31  | 00   | DT W O     | MEDIUM FORMAT CORRUPTED                                 |
| 31  | 01   | D L O      | FORMAT command FAILED                                   |
| 32  | 00   | D W O      | NO DEFECT SPARE LOCATION AVAILABLE                      |
| 32  | 01   | D W O      | DEFECT LIST UPDATE FAILURE                              |
| 33  | 00   | T          | TAPE LENGTH ERROR                                       |
| 34  | 00   |            |   |
| 35  | 00   |            |   |
| 36  | 00   | L          | RIBBON, INK, OR TONER FAILURE                           |





ASC & ASCQ Codes, Fortsetzung ...

```

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|          . . . .
|
|  ASC  ASCQ  DTLPWRSONC  DESCRIPTION
|  ---  ---
|  53  00  DTL WRSOM  MEDIA LOAD OR EJECT FAILED
|  53  01  T  UNLOAD TAPE FAILURE
|  53  02  DT WR OM  MEDIUM REMOVAL PREVENTED
|  54  00  P  SCSI TO HOST SYSTEM INTERFACE FAILURE
|  55  00  P  SYSTEM RESOURCE FAILURE
|  56  00
|  57  00  R  UNABLE TO RECOVER TABLE-OF-CONTENTS
|  58  00  O  GENERATION DOES NOT EXIST
|  59  00  O  UPDATED BLOCK READ
|  5A  00  DTLPWRSONC  OPERATOR REQUEST OR STATE CHANGE INPUT (UNSPECIFIED)
|  5A  01  DT WR OM  OPERATOR MEDIUM REMOVAL REQUEST
|  5A  02  DT W O  OPERATOR SELECTED WRITE PROTECT
|  5A  03  DT W O  OPERATOR SELECTED WRITE PERMIT
|  5B  00  DTLPWRSONC  LOG EXCEPTION
|  5B  01  DTLPWRSONC  THRESHOLD CONDITION MET
|  5B  02  DTLPWRSONC  LOG COUNTER AT MAXIMUM
|  5B  03  DTLPWRSONC  LOG LIST CODES EXHAUSTED
|  5C  00  D O  RPL STATUS CHANGE
|  5C  01  D O  SPINDLES SYNCHRONIZED
|  5C  02  D O  SPINDLES NOT SYNCHRONIZED
|  5D  00
|  5E  00
|  5F  00
|  60  00  S  LAMP FAILURE
|  61  00  S  VIDEO ACQUISITION ERROR
|  61  01  S  UNABLE TO ACQUIRE VIDEO
|  61  02  S  OUT OF FOCUS
|  62  00  S  SCAN HEAD POSITIONING ERROR
|  63  00  R  END OF USER AREA ENCOUNTERED ON THIS TRACK
|  64  00  R  ILLEGAL MODE FOR THIS TRACK
|  65  00
|  66  00
|  67  00
|  68  00
|  69  00
|  6A  00
|  6B  00
|  6C  00
|  6D  00
|  6E  00
|  6F  00
=====

```

**ASC & ASCQ Codes, Fortsetzung ...**

```

=====
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|          . . . C - COMMUNICATION DEVICE
|          . . . .
|
| ASC  ASCQ  DTLPWRSOMC  DESCRIPTION
| ---  ---
| 70   00
| 71   00
| 72   00
| 73   00
| 74   00
| 75   00
| 76   00
| 77   00
| 78   00
| 79   00
| 7A   00
| 7B   00
| 7C   00
| 7D   00
| 7E   00
| 7F   00
|
| 80  xxh \
|   THROUGH > Vendor-specific.
| FF  xxh /
|
| xxh 80 \
|   THROUGH > Vendor-specific QUALIFICATION OF STANDARD ASC.
| xxh FF /
|
|          ALL CODES NOT SHOWN OR BLANK ARE RESERVED.
=====

```