

Hitachi Virtual Storage Software

1.12

Block Message Reference

This document provides message IDs and actions for Hitachi Virtual Storage Software block (VSS block).

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Preface

This document provides message IDs and actions for Hitachi Virtual Storage Software block (VSS block).

This manual applies to both the virtual machine and bare metal models of VSS block.

- Sections in this manual marked with (Virtual machine) apply to the virtual machine model.
- Sections in this manual marked with (Bare metal) apply to the bare metal model.

Please read this document carefully to understand how to use these products and maintain a copy for reference purposes.

Intended audience

This document is intended for system administrators, Hitachi Vantara representatives, and authorized service providers who are involved in installing, configuring, and operating Virtual Storage Software block.

Readers of this document should have at least the following knowledge and experience:

- Knowledge of operations of Virtual Storage Software block
- Knowledge of hypervisor type virtualization environment

Product version

This document revision applies to Virtual Storage Software block version 1.12 (01.12.0x.xx).

The version in this document is described only by [aa.bb], and [aa.bb.cc.dd] is used only when required.

Release notes

Read the release notes before installing and using this product. They may contain requirements or restrictions that are not fully described in this document or updates or corrections to this document. Release notes are available on the Hitachi Vantara Support Website: <https://knowledge.hitachivantara.com/Documents>.

Changes made in this revision

- Added information about support for multi-tenancy.
- Added information about support for QoS.
- Added information about support for event log output at the compute port link-down/link-up.







Document conventions

This document uses the following typographic conventions:

Convention	Description
Bold	<ul style="list-style-type: none"> ▪ Indicates text in a window, including window titles, menus, menu options, buttons, fields, and labels. Example: Click OK. ▪ Indicates emphasized words in list items.
<i>Italic</i>	<ul style="list-style-type: none"> ▪ Indicates a document title or emphasized words in text. ▪ Indicates a variable, which is a placeholder for actual text provided by the user or for output by the system. Example: <pre>pairdisplay -g group</pre> <p>(For exceptions to this convention for variables, see the entry for angle brackets.)</p>
Monospace	Indicates text that is displayed on screen or entered by the user. Example: <code>pairdisplay -g oradb</code>
< > angle brackets	Indicates variables in the following scenarios: <ul style="list-style-type: none"> ▪ Variables are not clearly separated from the surrounding text or from other variables. Example: <pre>Status-<report-name><file-version>.csv</pre> ▪ Variables in headings.
[] square brackets	Indicates optional values. Example: [a b] indicates that you can choose a, b, or nothing.
{ } braces	Indicates required or expected values. Example: { a b } indicates that you must choose either a or b.
vertical bar	Indicates that you have a choice between two or more options or arguments. Examples:

Convention	Description
	[a b] indicates that you can choose a, b, or nothing. { a b } indicates that you must choose either a or b.

This document uses the following icons to draw attention to information:

Icon	Label	Description
	Note	Calls attention to additional information.
	Tip	Provides helpful information, guidelines, or suggestions for performing tasks more effectively.
	Important	Highlights information that is essential to the completion of a task.
	Caution	Warns the user of adverse conditions and/or consequences (for example, disruptive operations, data loss, or a system crash).
	CAUTION	Warns the user of a hazardous situation that, if not avoided, could result in major or minor injury.
	WARNING	Warns the user of a hazardous situation which, if not avoided, could result in death or serious injury.

Accessing product documentation

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Thank you!

Chapter 1: Message description

- The contents of each *Message ID* are as follows.

<message-number>-<error-level>

<error-level> indicates the following:

- C: Critical failure. Immediate maintenance or action is required.
 - E: Major failure. Maintenance or action is required.
 - W: Minor failure. Although immediate action is not required, a major failure might result later if it is left unresolved.
 - I: Information.
- The contents of each *Message* are as follows.
 - Message description example 1 (Other than the event log)

The compute node cannot be registered.	(1)
[Cause] The number of registered compute nodes reached the maximum.	(2)
[Solution] Reduce the number of compute nodes, and then retry the operation.	(3)

- Message description example 2 (For event logs)

While xxx request processing, the port was blockaded. Because updating the configuration failed.	(1)
[Event Name]	(4)

Port blockade	
[Category] ComputeNode	(5)
[Solution] Collect the logs, and then contact customer support.	(3)

- (1) Indicates the message.
 - (2) Indicates the cause.
 - (3) Indicates the solution.
 - (4) Indicates the event name. It is displayed for event log messages.
 - (5) Indicates the event classification. It is displayed for event log messages.
- xxx in the message indicates a variable character string.

Chapter 2: Messages KARS03000-KARS03999

Message ID	Message
KARS03000-E	<p>The compute node cannot be registered.</p> <p>[Cause]</p> <p>The number of registered compute nodes reached the maximum.</p> <p>[Solution]</p> <p>If you are a storage system administrator, reduce the number of compute nodes, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03001-E	<p>The compute node name cannot be registered.</p> <p>[Cause]</p> <p>The specified compute node name is already registered.</p> <p>[Solution]</p> <p>Specify another compute node name.</p>
KARS03002-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified compute node could not be found.</p> <p>[Solution]</p> <p>Verify the specified compute node ID, and then retry the operation. When you are using a VPS, also verify the specified VPS ID. If the VPS ID was omitted, specify it, and then perform the operation.</p>
KARS03003-E	<p>The initiator cannot be registered.</p> <p>[Cause]</p> <p>The number of initiators per compute node reached the maximum.</p> <p>[Solution]</p> <p>Reduce the number of initiators per compute node, and then retry the operation.</p>
KARS03004-E	<p>The initiator name cannot be registered.</p> <p>[Cause]</p> <p>The specified initiator name is already registered.</p>

Message ID	Message
	<p>[Solution]</p> <p>Specify another initiator name.</p>
KARS03005-E	<p>The specified combination of the initiator and the compute port cannot be registered.</p> <p>[Cause]</p> <p>The specified combination of the initiator and the compute port is already registered.</p> <p>[Solution]</p> <p>Specify another combination of an initiator and a compute port.</p>
KARS03006-E	<p>The compute node path cannot be registered.</p> <p>[Cause]</p> <p>The number of registered compute node paths reached the maximum.</p> <p>[Solution]</p> <p>Reduce the number of compute node paths, and then retry the operation.</p>
KARS03007-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified initiator could not be found.</p> <p>[Solution]</p> <p>Verify the specified initiator ID, and then retry the operation. When you are using a VPS, also verify the specified VPS ID. If the VPS ID was omitted, specify it, and then perform the operation.</p>
KARS03008-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unregistered compute port ID is specified.</p> <p>[Solution]</p> <p>Check the specified compute port ID, and then retry the operation.</p>
KARS03009-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume could not be found.</p> <p>[Solution]</p> <p>Verify the specified volume ID, and then retry the operation. When you are using a VPS, also verify the specified VPS ID. If the VPS ID was omitted, specify it, and then perform the operation.</p>

Message ID	Message
KARS03010-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid value for LUN was specified. A value from 0 to 8191 can be specified.</p> <p>[Solution]</p> <p>Set a value within the range.</p>
KARS03011-E	<p>The volume path cannot be registered.</p> <p>[Cause]</p> <p>The number of registered volume paths reached the maximum in the compute node.</p> <p>[Solution]</p> <p>Reduce the number of volume paths in the compute node, and then retry the operation.</p>
KARS03012-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A compute node ID that is not registered in the specified initiator was specified.</p> <p>[Solution]</p> <p>Check the compute nodes in the specified initiator.</p>
KARS03013-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The compute node name is not specified.</p> <p>[Solution]</p> <p>Specify the compute node name.</p>
KARS03014-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The initiator name is not specified.</p> <p>[Solution]</p> <p>Specify the initiator name.</p>
KARS03015-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Characters or the number of characters used for the compute node name are not correct.</p>

Message ID	Message
	<p>[Solution]</p> <p>Enter a correct compute node name.</p>
KARS03016-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Characters or the number of characters used for the initiator name are not correct.</p> <p>[Solution]</p> <p>Enter a correct initiator name.</p>
KARS03017-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Characters or the number of characters used for the protocol name are not correct.</p> <p>[Solution]</p> <p>Enter a correct protocol name.</p>
KARS03018-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Characters or the number of characters used for the OS type name are not correct.</p> <p>[Solution]</p> <p>Enter a correct OS type name.</p>
KARS03019-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid compute node ID was specified.</p> <p>[Solution]</p> <p>Check the specified compute node ID, and then retry the operation.</p>
KARS03020-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid initiator ID was specified.</p> <p>[Solution]</p> <p>Check the specified initiator ID, and then retry the operation.</p>
KARS03021-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid compute port ID was specified.</p>

Message ID	Message
	<p>[Solution]</p> <p>Check the specified compute port ID, and then retry the operation.</p>
KARS03022-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid volume ID was specified.</p> <p>[Solution]</p> <p>Check the specified volume ID, and then retry the operation.</p>
KARS03023-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unregistered protection domain ID was specified.</p> <p>[Solution]</p> <p>Check the specified protection domain ID, and then retry the operation.</p>
KARS03024-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unsupported protocol name was specified.</p> <p>[Solution]</p> <p>Specify a protocol name that is supported.</p>
KARS03025-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume path could not be found.</p> <p>[Solution]</p> <p>Verify the specified volume path ID, and then retry the operation. When you are using a VPS, also verify the specified VPS ID. If the VPS ID was omitted, specify it, and then perform the operation.</p>
KARS03026-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>There is no compute node path that matches ID of the specified compute node, compute port, and initiator.</p> <p>[Solution]</p> <p>Check the specified IDs, and then retry the operation.</p>
KARS03027-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>The specified compute node cannot be deleted, because it is registered in the volume path.</p> <p>[Solution]</p> <p>Check the volume path in which the specified compute node is registered.</p>
KARS03028-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified compute node ID cannot be deleted, because it is registered in the initiator.</p> <p>[Solution]</p> <p>Check the initiator in which the specified compute node is registered.</p>
KARS03029-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified initiator cannot be deleted, because it is registered in the compute node path.</p> <p>[Solution]</p> <p>Check the compute node path in which the specified initiator is registered.</p>
KARS03030-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The combination of the specified LUN and the compute node or volume and the compute node is already registered.</p> <p>[Solution]</p> <p>Specify another combination of a volume, an LUN or a compute node.</p>
KARS03031-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The compute node ID is not specified.</p> <p>[Solution]</p> <p>Specify the compute node ID.</p>
KARS03032-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The initiator ID is not specified.</p> <p>[Solution]</p> <p>Specify the initiator ID.</p>
KARS03033-E	<p>The request could not be executed.</p>

Message ID	Message
	<p>[Cause] The compute port ID is not specified.</p> <p>[Solution] Specify the compute port ID.</p>
KARS03034-E	<p>The request could not be executed.</p> <p>[Cause] The volume ID is not specified.</p> <p>[Solution] Specify the volume ID.</p>
KARS03035-E	<p>The request could not be executed.</p> <p>[Cause] The protection domain ID is not specified.</p> <p>[Solution] Specify the protection domain ID.</p>
KARS03036-E	<p>The request could not be executed.</p> <p>[Cause] The protocol name is not specified.</p> <p>[Solution] Specify the protocol name.</p>
KARS03037-E	<p>The request could not be executed.</p> <p>[Cause] The OS type name is not specified.</p> <p>[Solution] Specify the OS type name.</p>
KARS03038-E	<p>The request could not be executed.</p> <p>[Cause] An unexpected error occurred.</p> <p>[Solution] If you are a storage system administrator, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>

Message ID	Message
KARS03039-E	<p>While xxx request processing, the port was blockaded. Because updating the configuration failed.</p> <p>[Event Name] Port blockade</p> <p>[Category] ComputeNode</p> <p>[Solution] Collect the logs, and then contact customer support.</p>
KARS03040-E	<p>The storage node was blocked because the memory could not be allocated.</p> <p>[Event Name] Port blockade</p> <p>[Category] ComputeNode</p> <p>[Solution] Collect the logs, and then contact customer support.</p>
KARS03041-E	<p>The request could not be executed.</p> <p>[Cause] The parameter to be edited is not specified.</p> <p>[Solution] Specify the parameter to be edited.</p>
KARS03042-E	<p>The request could not be executed.</p> <p>[Cause] A protocol parameter which is different from the compute port protocol was specified.</p> <p>[Solution] Specify the iSCSI parameter.</p>
KARS03043-E	<p>The request could not be executed.</p> <p>[Cause] A protocol parameter which is different from the compute port protocol was specified.</p> <p>[Solution] Specify the FC parameter.</p>

Message ID	Message
KARS03044-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The existing nickname was specified.</p> <p>[Solution]</p> <p>Specify an unregistered nickname.</p>
KARS03045-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The existing name was specified.</p> <p>[Solution]</p> <p>Specify an unregistered name.</p>
KARS03046-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Another operation is in progress.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait until another operation is complete, and then retry the operation. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS03047-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>There are volume paths mapped by the specified compute node.</p> <p>[Solution]</p> <p>Delete all volume paths mapped by the specified compute node.</p>
KARS03048-E	<p>While xxx request processing, all ports were blockaded. Because updating the configuration failed.</p> <p>[Event Name]</p> <p>Port blockade</p> <p>[Category]</p> <p>ComputeNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS03049-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>A registered SCSI reservation remains in the volume connected from the compute node path.</p> <p>[Solution]</p> <p>If you are a storage system administrator, unregister the SCSI reservation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03050-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A registered SCSI reservation remains in the volume specified by the volume path.</p> <p>[Solution]</p> <p>If you are a storage system administrator, unregister the SCSI reservation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03051-E	<p>xxx request processing was aborted because update of configuration information failed.</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>ComputeNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS03052-E	<p>The specified storage node cannot be removed because the path to the compute node is not redundant and therefore I/O might stop. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Verification prior to remove storage node</p> <p>[Category]</p> <p>ComputeNode</p> <p>[Solution]</p> <p>Add path information to the compute node for redundant configuration, and then retry the operation.</p>
KARS03053-E	<p>The specified storage node cannot be updated because the path to the compute node is not redundant and therefore I/O might stop during the update. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Verification prior to update storage node</p> <p>[Category]</p> <p>ComputeNode</p> <p>[Solution]</p> <p>Add path information to the compute node for redundant configuration, and then retry the operation.</p>
KARS03054-E	<p>xxx request processing was aborted because update of configuration information failed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>ComputeNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS03055-I	<p>Internal reset started in the storage controller because an I/O slowdown was detected due to a temporary overload condition. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Internal reset started in the storage controller</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>No action is required because the overload condition is temporary. However, if the same event log is repeatedly output in a short period of time, collect the logs, and then contact customer support.</p>
KARS03056-I	<p>Internal reset was completed in the storage controller. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Internal reset was completed in the storage controller</p> <p>[Category]</p> <p>StorageNode</p>
KARS03057-C	<p>Internal reset was not completed in the storage controller within the specified time. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Internal reset was not completed in the storage controller</p>

Message ID	Message
	[Category] StorageNode [Solution] Collect the logs, and then contact customer support.
KARS03058-E	The volume connected from the specified storage node cannot be removed because a registered SCSI reservation remains in the volume. (Storage node ID = xxx) [Event Name] Internal error [Category] ComputeNode [Solution] Unregister the SCSI reservation from the volume.
KARS03059-E	The request could not be executed. [Cause] A CHAP user ID is not specified. [Solution] Specify a CHAP user ID.
KARS03060-E	The request could not be executed. [Cause] A CHAP user name is not specified. [Solution] Specify a CHAP user name.
KARS03061-E	The request could not be executed. [Cause] A CHAP secret is not specified. [Solution] Specify a CHAP secret.
KARS03063-E	The request could not be executed. [Cause] An unregistered CHAP user ID was specified. [Solution]

Message ID	Message
	Check the specified CHAP user ID, and then retry the operation.
KARS03064-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>CHAP user ID was specified that set specified compute port.</p> <p>[Solution]</p> <p>Check the specified chap user ID, and then retry the operation.</p>
KARS03065-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid CHAP user ID was specified.</p> <p>[Solution]</p> <p>Check the specified CHAP user ID, and then retry the operation.</p>
KARS03066-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Specified CHAP user has already set specified compute port.</p> <p>[Solution]</p> <p>Check the specified CHAP user name, and then retry the operation.</p>
KARS03067-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified CHAP user name already exists.</p> <p>[Solution]</p> <p>Verify the specified CHAP user name, and then retry the operation.</p>
KARS03068-E	<p>The CHAP user cannot be registered.</p> <p>[Cause]</p> <p>The number of registered CHAP users reached the maximum.</p> <p>[Solution]</p> <p>Reduce the number of CHAP users, and then retry the operation.</p>
KARS03069-E	<p>The CHAP user cannot be registered to specified compute port.</p> <p>[Cause]</p> <p>The number of registered CHAP users to specified compute port reached the maximum.</p> <p>[Solution]</p>

Message ID	Message
	Reduce the number of CHAP users from specified compute port, and then retry the operation.
KARS03070-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>CHAP user ID was specified that does not set compute port.</p> <p>[Solution]</p> <p>Check the specified compute port ID and chap user ID, and then retry the operation.</p>
KARS03071-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Mutual CHAP user or mutual secret does not specified.</p> <p>[Solution]</p> <p>Specified both mutual CHAP user name and mutual secret, and then retry the operation.</p>
KARS03072-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>iSNS server address does not specified.</p> <p>[Solution]</p> <p>Specified iSNS server ip address if iSNS server enabled, and then retry the operation.</p>
KARS03073-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified name cannot be registered because it might be an existent default name.</p> <p>[Solution]</p> <p>Specify a different name.</p>
KARS03074-E	<p>The specified volume cannot be deleted because it is connected to the volume path. (Volume ID = xxx)</p> <p>[Event Name]</p> <p>The volume could not be deleted. (Volume path check)</p> <p>[Category]</p> <p>VolumePath</p> <p>[Solution]</p>

Message ID	Message
	Disconnect the volume path from the specified volume, and then retry the operation.
KARS03075-W	<p>The FC port with physical WWN installed on the storage node cannot be initialized. (Storage node ID = xxx, Physical WWN = xxx)</p> <p>[Event Name] FC port initialization error</p> <p>[Category] ComputePort</p> <p>[Solution] If the status of the compute port indicates an error, perform maintenance blocking of the faulty storage node, stop and restart the physical server, and then perform maintenance recovery of the faulty storage node. If the problem persists, replace the FC adapter.</p>
KARS03076-E	<p>The number of FC ports detected on the storage node does not match the configuration. (Storage node ID = xxx)</p> <p>[Event Name] FC port excess or deficiency detection</p> <p>[Category] ComputePort</p> <p>[Solution] Verify the configuration of the storage node.</p>
KARS03077-W	<p>An H/W error occurred at the FC port with physical WWN installed on the storage node. (Storage node ID = xxx, Physical WWN = xxx)</p> <p>[Event Name] FC port H/W error</p> <p>[Category] ComputePort</p> <p>[Solution] If this event occurs repeatedly, replace the FC adapter.</p>
KARS03078-I	<p>The FC port with physical WWN installed on the storage node completed H/W reset. (Storage node ID = xxx, Physical WWN = xxx)</p> <p>[Event Name] FC port H/W reset completed</p> <p>[Category]</p>

Message ID	Message
	ComputePort
KARS03079-E	<p>No SFP (or an unsupported SFP) was detected at the FC port with physical WWN installed on the storage node. (Storage node ID = xxx, Physical WWN = xxx)</p> <p>[Event Name]</p> <p>No SFP (or unsupported SFP) detected</p> <p>[Category]</p> <p>ComputePort</p> <p>[Solution]</p> <p>Install a supported SFP.</p>
KARS03080-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified initiator and compute port protocol parameters are different.</p> <p>[Solution]</p> <p>Retry the operation with the same value specified for the initiator protocol and the compute port protocol.</p>
KARS03081-E	<p>The compute port could not be updated. (Compute port ID = xxx)</p> <p>[Event Name]</p> <p>Updating of the compute port ended abnormally</p> <p>[Category]</p> <p>ComputePort</p> <p>[Solution]</p> <p>If an event log indicating another problem is issued, correct the problem, and then retry the operation. If the error persists, replace the storage node.</p>
KARS03082-E	<p>The specified parameter contains an invalid value.</p> <p>[Event Name]</p> <p>The compute port could not be updated due to an invalid parameter</p> <p>[Category]</p> <p>ComputePort</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03083-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>The network address cannot be specified as the IPv4 default gateway address.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03084-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified IPv6 global address cannot be registered because it is the same as the IPv6 link local address.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03085-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>IPv6 subnet prefix length cannot be specified as 0.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03088-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The broadcast address cannot be specified as the IPv4 default gateway address.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03089-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The loopback address cannot be specified as the IPv4 default gateway address.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03090-E	<p>After adding the storage node, the compute node path could not be updated. (Initiator ID = xxx, Compute port ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>After adding the storage node, update of the compute node path ended abnormally</p> <p>[Category]</p> <p>ComputeNodePath</p>

Message ID	Message
	<p>[Solution]</p> <p>If the status of the compute port is other than ERROR, retry the operation. If the status of the compute port is ERROR, perform maintenance blockage and maintenance recovery for the storage node on which the target compute port exists, and then retry the operation.</p>
KARS03091-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Duplicated IP address is specified.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03092-E	<p>The volume path cannot be registered.</p> <p>[Cause]</p> <p>The number of registered volume paths reached the maximum in the storage cluster.</p> <p>[Solution]</p> <p>If you are a storage system administrator, reduce the number of volume paths in the storage cluster, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03093-I	<p>Link is down in a compute port during maintenance mode.</p> <p>[Event Name]</p> <p>Access restricted during FC compute port connection in maintenance mode</p> <p>[Category]</p> <p>ComputeNodePath</p> <p>[Solution]</p> <p>Before link goes up, release the compute port from maintenance mode.</p>
KARS03094-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A registered SCSI reservation remains in the volume specified by the volume path.</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the event logs with Message ID KARS03095-E, and then cancel the SCSI reservation setting. If the operation was performed by a VPS administrator, report the message contents to the storage system administrator.</p>

Message ID	Message
KARS03095-E	<p>A registered SCSI reservation remains in the volume specified by the volume path. (Job ID = xxx, Compute node ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Volume path deletion restricted for the volume with SCSI reservation setting</p> <p>[Category]</p> <p>VolumePath</p> <p>[Solution]</p> <p>Unregister the SCSI reservation.</p>
KARS03096-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified compute node cannot be changed or deleted because it is connected with the volume path with the SCSI reservation setting.</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the event logs with Message ID KARS03097-E, and then cancel the SCSI reservation setting. If the operation was performed by a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03097-E	<p>The specified compute node cannot be changed or deleted, because it is connected with the volume path with the SCSI reservation setting. (Job ID = xxx, Compute node ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Deletion restricted for compute node connected with volume path with SCSI reservation setting</p> <p>[Category]</p> <p>ComputeNode</p> <p>[Solution]</p> <p>Unregister the SCSI reservation.</p>
KARS03098-E	<p>The volume path cannot be registered.</p> <p>[Cause]</p> <p>The volume registration might have not succeeded due to a storage failure.</p> <p>[Solution]</p>

Message ID	Message
	<p>If you are a storage system administrator and an event log indicating another problem is issued, correct the problem, and then retry the operation. If the phenomenon persists, recover by replacing the storage node. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS03099-E	<p>The volume path cannot be deleted.</p> <p>[Cause]</p> <p>The volume deletion might have not succeeded due to a storage failure.</p> <p>[Solution]</p> <p>If you are a storage system administrator and an event log indicating another problem is issued, correct the problem, and then retry the operation. If the phenomenon persists, recover by replacing the storage node. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS03100-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The combination of the isMutualChapAuth and authMode is invalid.</p> <p>[Solution]</p> <p>If you enable isMutualChapAuth, set authMode to CHAP.</p>
KARS03101-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The combination of the specified parameters is invalid.</p> <p>[Solution]</p> <p>Review the parameter combination and re-execute.</p>
KARS03102-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid value for IPv4 subnet mask was specified.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03103-E	<p>Data migration is not being performed in the specified protection domain. (Protection domain ID = xxx)</p> <p>[Event Name]</p> <p>No data migration to be stopped</p> <p>[Category]</p>

Message ID	Message
	<p>Migration</p> <p>[Solution]</p> <p>Verify the specified protection domain, and then retry the operation.</p>
KARS03104-E	<p>Initiator node does not exist in the specified protection domain. (Protection domain ID = xxx)</p> <p>[Event Name]</p> <p>Nothing initiator node</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Verify the specified protection domain, and then retry the operation.</p>
KARS03105-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A compute node ID in which the initiator is not registered was specified.</p> <p>[Solution]</p> <p>Verify the specified compute node.</p>
KARS03107-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The number of volume paths for which LUNs (equal to or greater than startLun) can be specified is insufficient for the number of specified volumes. (Compute node ID = xxx)</p> <p>[Solution]</p> <p>Review the volume path configuration of the displayed compute node, reduce the number of registered volume paths or change startLun, and then retry the operation.</p>
KARS03108-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>In some compute nodes, the number of volume paths for which LUNs (equal to or greater than startLun) can be specified is insufficient for the number of specified volumes. (Compute node ID = xxx)</p> <p>[Solution]</p> <p>Review the volume path configuration of each specified compute node, reduce the number of registered volume paths or change startLun, and then retry the operation.</p>

Message ID	Message
KARS03109-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The number of volume paths that can be registered is insufficient for the combination of specified startLun and volumes.</p> <p>[Solution]</p> <p>Review the combination of startLun and volumes, and then retry the operation.</p>
KARS03110-E	<p>Registration of the volume path was aborted.</p> <p>[Cause]</p> <p>A request to abort the volume path registration was detected.</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the event logs, confirm that no job is running, and then retry the operation. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS03111-E	<p>Deletion of the volume path was aborted.</p> <p>[Cause]</p> <p>A request to abort the volume path deletion was detected.</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the event logs, confirm that no job is running, and then retry the operation. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS03112-E	<p>The initiator cannot be registered.</p> <p>[Cause]</p> <p>The number of initiators reached the maximum.</p> <p>[Solution]</p> <p>If you are a storage system administrator, reduce the number of initiators, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03113-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The number of volume paths in the compute node that can be registered is insufficient for the combination of specified compute nodes and volumes. (Compute node ID = xxx)</p> <p>[Solution]</p>

Message ID	Message
	Verify the parameter settings, and then retry the operation.
KARS03114-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The operation cannot be performed because the number of volume paths that can be registered on the protection domain is exceeded with the combination of the specified compute node and the volume.</p> <p>[Solution]</p> <p>If you are a storage system administrator, verify the parameter settings, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS03115-E	<p>The compute node path cannot be registered.</p> <p>[Cause]</p> <p>The compute port on the initiator node cannot be specified.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS03116-W	<p>I/O paths to a storage node for which maintenance recovery performed may not be recovered to ONLINE due to temporary blockage of another storage node occurred while processing maintenance recovery for the storage node. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>The problem of I/O paths recovery on storage node maintenance recovery</p> <p>[Category]</p> <p>VolumePath</p> <p>[Solution]</p> <p>If I/O paths to a storage node for which maintenance recovery performed are not recovered to ONLINE after maintenance recovery, perform maintenance blockage and maintenance recovery for the storage node.</p>
KARS03117-E	<p>The volume path cannot be registered.</p> <p>[Cause]</p> <p>The data volume reduction status of the volume for which the volume path is created may have failed due to Failed.</p> <p>[Solution]</p>

Message ID	Message
	<p>If you are a storage system administrator and an event log indicating another problem is issued, correct the problem, and then retry the operation. If the same error occurs, collect the logs, and then contact the contact information provided in the manual. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS03118-E	<p>A failure was detected in the iSCSI port installed on the storage node. (Storage node ID = xxx, iSCSI port MAC address = xxx)</p> <p>[Event Name] iSCSI port failure detection</p> <p>[Category] ComputePort</p> <p>[Solution] If the status of the compute port indicates an error, perform maintenance blocking of the faulty storage node, stop and restart the physical server, and then perform maintenance recovery of the faulty storage node. If the problem persists, replace the NIC of the iSCSI port.</p>
KARS03119-E	<p>The request could not be executed.</p> <p>[Cause] Link down occurred in the specified compute port.</p> <p>[Solution] Link up the compute port, wait for a while, and then retry the operation.</p>
KARS03120-E	<p>The request could not be executed.</p> <p>[Cause] The maximum number of initiators that can be registered in the VPS to which the initiators belong has been reached.</p> <p>[Solution] Reduce the number of registered initiators, and then retry the operation.</p>
KARS03121-E	<p>The request could not be executed.</p> <p>[Cause] The maximum number of volume paths that can be registered in the VPS to which the volume paths belong has been reached.</p> <p>[Solution] Reduce the number of registered volume paths, and then retry the operation.</p>
KARS03122-E	<p>The request could not be executed.</p>

Message ID	Message
	<p>[Cause]</p> <p>The maximum number of compute nodes that can be registered in the VPS to which the compute nodes belong has been reached.</p> <p>[Solution]</p> <p>Reduce the number of registered compute nodes, and then retry the operation.</p>
KARS03123-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of volume paths that can be registered in the VPS to which the volume paths belong is exceeded for the specified combination of compute node and volume. Therefore, this operation cannot be performed.</p> <p>[Solution]</p> <p>Review the parameter settings, and then retry the operation.</p>
KARS03124-E	<p>A compute node path could not be added after storage node addition. (VPS ID = xxx, Compute node ID = xxx, Compute port ID = xxx)</p> <p>[Event Name]</p> <p>Compute node path addition ended abnormally after storage node addition</p> <p>[Category]</p> <p>ComputeNodePath</p> <p>[Solution]</p> <p>If the status of the compute port is ERROR, perform maintenance blocking, stopping and restarting of a physical server, and node maintenance recovery for the storage node on which the target compute port exists. Then, if the status of the compute port is other than ERROR, ask a VPS administrator to create a compute node path for the compute node indicated in the error message.</p>
KARS03125-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Volume path operation for volumes of the MigrationDestination type is not possible. (Volume ID = xxx)</p> <p>[Solution]</p> <p>Review the specified volume, and then retry the operation.</p>
KARS03126-W	<p>Link down occurred in a compute port. (Storage node ID = xxx, Compute port ID = xxx)</p> <p>[Event Name]</p> <p>Compute port link down</p>

Message ID	Message
	[Category] ComputePort
KARS03127-I	A compute port linked up. (Storage node ID = xxx, Compute port ID = xxx) [Event Name] Compute port link up [Category] ComputePort

Chapter 3: Messages KARS04000-KARS04999

Message ID	Message
KARS04100-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid storage node ID was specified.</p> <p>[Solution]</p> <p>Verify the specified storage node ID, and then retry the operation.</p>
KARS04101-E	<p>Data migration processing ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event log with the job ID of this job, and then take action. After that, retry the data migration.</p>
KARS04102-E	<p>The volume could not be registered.</p> <p>[Cause]</p> <p>The volume ID is not specified.</p> <p>[Solution]</p> <p>Specify the volume ID.</p>
KARS04103-E	<p>The volume could not be registered.</p> <p>[Cause]</p> <p>An error occurred while accessing the database.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS04104-E	<p>The volume could not be registered.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p>

Message ID	Message
	Wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support.
KARS04200-E	<p>Processing xxx could not be performed because external volumes exist. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Precheck for running external volumes</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait until external volume migration completes, and then retry the operation.</p>
KARS04201-E	<p>An invalid storage node was specified. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Data migration pre-check</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Verify the specified storage node ID, and then retry the operation.</p>
KARS04202-E	<p>Data migration could not be performed because the specified storage node status is not ready. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Data migration pre-check (Node status)</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Recover the specified storage node, and then retry the operation.</p>
KARS04203-E	<p>Data migration could not be performed because the specified storage node has no FC port. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Data migration pre-check (Port protocol)</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Specify a storage node that has an FC port, and then retry the operation.</p>

Message ID	Message
KARS04204-E	<p>Data migration could not be performed because the specified storage node has no initiator port. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Data migration pre-check (Port type)</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Specify a storage node that has an initiator port, and retry the operation.</p>
KARS04205-E	<p>Processing cannot be performed because the specified storage node has no volume for migration. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>No migratable volumes</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Confirm that the correct storage node is specified, and then retry the operation.</p>
KARS04206-E	<p>Data migration could not be performed due to storage pool capacity shortage. (Total capacity of volumes data migration unsuccessful = xxxGiB, Job ID = xxx)</p> <p>[Event Name]</p> <p>Data could not be migrated due to storage pool capacity shortage</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Add drives to expand the storage pool. Or, delete volumes to increase free space, and then retry the operation.</p>
KARS04207-E	<p>Data migration could not be performed because the maximum number of volumes that can be created has been reached. (Total volume number = xxx, Exceed volume number of possible creation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Limit of the number of volumes</p> <p>[Category]</p> <p>Migration</p>

Message ID	Message
	<p>[Solution]</p> <p>Delete volumes, and then retry the operation.</p>
KARS04208-E	<p>An unexpected error occurred. (Job ID = xxx)</p> <p>[Event Name]</p> <p>An internal error occurred</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS04209-E	<p>The database could not be accessed during data migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>The database could not be accessed</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS04210-I	<p>Rebuilding of the drive overrode and aborted data migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration canceled</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait until the drive is rebuilt, and then retry the operation. Or, if any event log indicates cancellation of drive rebuild, complete the drive rebuild according to the event log, and then retry the operation.</p>
KARS04211-E	<p>Data migration failed due to insufficient memory capacity in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node memory shortage</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p>

Message ID	Message
	Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.
KARS04212-E	<p>Migration failed because the volume to be migrated was being used by another volume migration process. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Duplicated volume migration instruction</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Try again after ongoing volume migration has been finished.</p>
KARS04213-E	<p>The processing could not be performed because the specified storage node has no external volume path. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>No external volume path</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Confirm that the correct storage node is specified, and then retry the operation.</p>
KARS04214-E	<p>Memory capacity is insufficient. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Memory allocation could not be performed</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Restart the storage cluster, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS04215-E	<p>Processing xxx could not be performed because the external volume data migration destination storage node was specified. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Precheck for running external volumes</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p>

Message ID	Message
	Wait until external volume migration completes, and then retry the operation.
KARS04216-E	<p>Data migration was canceled. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Data migration cancellation</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Data migration was canceled because a failure was detected. See other event logs and confirm the cause of the failure. If the data migration is not completed, retry the data migration.</p>

Chapter 4: Messages KARS05000-KARS05999

Message ID	Message
KARS05000-C	<p>An internal processing error occurred while the configuration of the drive is being changed.</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS05001-E	<p>The drive was blocked. (Storage node ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive blockade</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace the blocked drive.</p>
KARS05002-E	<p>Capacity is not enough. (Drive WWID = xxx, Drive capacity = xxx, Minimum capacity required = xxx)</p> <p>[Event Name]</p> <p>Non supported drive detected</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace with a drive of higher capacity than the minimum capacity required.</p>
KARS05003-E	<p>The drive you are trying to add is not supported. (Storage node ID = xxx, Drive WWID = xxx, Vendor:Model = [StorageDeviceVendor:StorageDeviceModel])</p> <p>[Event Name]</p> <p>Unsupported drive detected</p>

Message ID	Message
	<p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace with a supported drive.</p>
KARS05004-E	<p>The maximum transfer length of the drive is less than 1024 KiB. (Storage node ID = xxx, Drive WWID = xxx, Maximum transfer length = xxx)</p> <p>[Event Name]</p> <p>Unsupported drive detected</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Perform the following steps in the order listed until the phenomenon changes. 1. Replace with a supported drive. 2. Replace with a supported disk controller, and then update the driver for the disk controller to the latest version. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS05007-E	<p>The drive that you are trying to add cannot be used because the disk controller is not supported. (Storage node ID = xxx, Drive WWID = xxx)</p> <p>[Event Name]</p> <p>Conditions for drive use are not met</p> <p>[Category]</p> <p>Drive</p>
KARS05008-E	<p>A device driver error was detected. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Device driver error</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS05009-E	<p>The drive you attempted to add could not be formatted. (Storage node ID = xxx, Drive WWID = xxx, Vendor:Model = [StorageDeviceVendor:StorageDeviceModel])</p> <p>[Event Name]</p> <p>Drive format error</p> <p>[Category]</p>

Message ID	Message
	Drive
KARS05010-E	<p>The drive was blocked because the drive is no longer recognizable. (Storage node ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive blockade</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace the blocked drive.</p>
KARS05011-E	<p>The drive was blocked due to an I/O error. (Storage node ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive blockade</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace the blocked drive.</p>
KARS05012-E	<p>The drive was blocked due to an I/O error. (Storage node ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive blockade</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace the blocked drive.</p>
KARS05013-E	<p>On/off state of the locator LED could not be changed.</p> <p>[Cause]</p> <p>An unregistered drive ID is specified.</p> <p>[Solution]</p> <p>Verify the specified drive ID, and then retry the operation.</p>
KARS05014-E	<p>On/off state of the locator LED could not be changed.</p> <p>[Cause]</p>

Message ID	Message
	Operation with the locator LED was unsuccessful because the drive was already removed or a failure occurred in the drive or locator LED.
KARS05015-E	<p>On/off state of the locator LED could not be changed.</p> <p>[Cause]</p> <p>The operation cannot be performed due to software update in progress.</p> <p>[Solution]</p> <p>Wait until the software update is completed, and then retry the operation.</p>
KARS05016-E	<p>On/off state of the locator LED could not be changed.</p> <p>[Cause]</p> <p>The storage node on which the specified drive is installed is not running correctly.</p>
KARS05017-E	<p>On/off state of the locator LED could not be changed.</p> <p>[Cause]</p> <p>Accesses to the database are congested, or the database is not operating correctly.</p>
KARS05018-E	<p>On/off state of the locator LED could not be changed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p>
KARS05019-E	<p>Capacity is not enough. (Drive serial number = xxx, Drive capacity = xxx, Minimum capacity required = xxx)</p> <p>[Event Name]</p> <p>Non supported drive detected</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Replace with a drive of higher capacity than the minimum capacity required.</p>
KARS05020-E	<p>The drive you attempted to add could not be formatted. (Storage node ID = xxx, Drive serial number = xxx)</p> <p>[Event Name]</p> <p>Drive format error</p> <p>[Category]</p> <p>Drive</p>

Message ID	Message
KARS05021-E	<p>The drive you attempted to add could not be recognized. (Storage node ID = xxx, Drive WWID = xxx, Vendor:Model = [StorageDeviceVendor:StorageDeviceModel])</p> <p>[Event Name]</p> <p>Drive recognition failure</p> <p>[Category]</p> <p>Drive</p>
KARS05022-I	<p>Drive removal succeeded for all drives subject to spare node switchover.</p> <p>[Event Name]</p> <p>Drive removal completion</p> <p>[Category]</p> <p>Drive</p>
KARS05023-W	<p>Drive removal was unsuccessful. (Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive removal failure</p> <p>[Category]</p> <p>Drive</p>
KARS05024-W	<p>Drive removal was unsuccessful.</p> <p>[Event Name]</p> <p>Drive removal failure</p> <p>[Category]</p> <p>Drive</p>

Chapter 5: Messages KARS06000-KARS06999

Message ID	Message
KARS06001-W	<p>Available snapshot management resources become insufficient. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Snapshot depletion warning</p> <p>[Category]</p> <p>SnapShot</p> <p>[Solution]</p> <p>Delete the unnecessary snapshot volume or volume created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree. Otherwise, you might not be able to create or use snapshots.</p>
KARS06002-E	<p>Snapshot management resources run out. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Snapshot depletion error</p> <p>[Category]</p> <p>SnapShot</p> <p>[Solution]</p> <p>Delete the unnecessary snapshot volume or volume created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS06003-E	<p>The storage pool capacity controlled by the storage controller is depleted. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool capacity depletion(storage controller)</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p>

Message ID	Message
	<p>Expand the storage pool controlled by the storage controller shown in the detailed information. Alternatively, delete the unnecessary snapshots or volumes created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree. In addition, if the storage controller becomes depleted, volumes might not be recognized from the host. When volumes cannot be recognized even after the storage controller depletion is resolved, repeat the operation so that the volumes can be recognized.</p>
KARS06012-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The available capacity of the storage pool managed by the storage controller is insufficient. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Delete the unnecessary snapshot volume or volume created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree. Alternatively, if you are a storage system administrator, add drives to expand the storage pool. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06014-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume cannot be deleted because it is connected to the compute node.</p> <p>[Solution]</p> <p>Disconnect the compute node from the specified volume, and then retry the operation.</p>
KARS06015-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The storage controller temporarily stops accepting requests.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06016-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume does not exist on the storage controller.</p> <p>[Solution]</p>

Message ID	Message
	<p>Confirm volume status of the specified volume. If volume status is "CREATE_FAILED", create a new volume, and then retry the operation. Otherwise, if you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06017-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume is executing I/O requests from compute node.</p> <p>[Solution]</p> <p>Stop the I/O request from the Compute node to the specified volume, wait for a while and retry the operation.</p>
KARS06019-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume is during deletion processing.</p> <p>[Solution]</p> <p>Check the specified volume.</p>
KARS06020-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume is reserved.</p> <p>[Solution]</p> <p>Cancel the reserve of the specified volume.</p>
KARS06021-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The volume for which thick provisioning is enabled cannot be created because the storage controller capacity is shrinking.</p> <p>[Solution]</p> <p>Wait until storage controller capacity shrinkage is completed, and then retry the operation.</p>
KARS06031-E	<p>Updating software ends abnormally, because there is a problem in the storage controller. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Invalid update condition (Storage controller failure)</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>Resolve the problem in the storage controller shown in the detailed information, and then update the software.</p>
KARS06050-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Shrinkage of the storage controller capacity cannot be performed because the storage controller capacity has reached the lower limit. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Review whether you need to reduce the storage controller capacity indicated as an error cause.</p>
KARS06051-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Shrinkage of the storage controller capacity cannot be performed because the storage controller capacity usage after shrinkage exceeds the usage threshold. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Reduce the storage controller capacity usage indicated as an error cause.</p>
KARS06101-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume does not exist.</p> <p>[Solution]</p> <p>Revise the ID or name of the specified volume.</p>
KARS06102-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06103-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>There is a problem in the specified volume.</p> <p>[Solution]</p>

Message ID	Message
	Resolve the problem, and then retry the request.
KARS06104-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>No more Snapshot can be created, because the number of volumes and snapshots per storage controller has reached the maximum. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Delete the unnecessary volume or snapshot volume created on the storage controller shown in the detailed information, and then retry the operation.</p>
KARS06105-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified parameters are invalid.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS06106-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot operation cannot be performed on the specified volume.</p> <p>[Solution]</p> <p>Check the specified volume.</p>
KARS06107-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume is not a snapshot.</p> <p>[Solution]</p> <p>Check the specified volume.</p>
KARS06108-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Snapshot operations might conflict, or the snapshot status of the specified volume might be ERROR.</p> <p>[Solution]</p> <p>Check the snapshot status of the specified volume, and then retry the operation. If the snapshot status is ERROR, delete the snapshot. If the specified snapshot has been deleted, there is no problem.</p>
KARS06109-W	The request could not be executed.

Message ID	Message
	<p>[Cause]</p> <p>The operations that cannot be executed concurrently are being executed.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06110-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Accesses to the database are congested, or the database is not operating correctly.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06111-W	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An error occurred while storage systems are communicating each other.</p> <p>[Solution]</p> <p>If you are a storage system administrator, verify the network configuration, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06112-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>There is a problem in the restore destination volume.</p> <p>[Solution]</p> <p>Resolve the problem in the restore target volume, and then retry the operation.</p>
KARS06113-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p> <p>If the snapshot status is ERROR, delete the snapshot. If the snapshot status is other than ERROR and you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06114-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p>

Message ID	Message
	Delete the snapshot. When deleting snapshots, delete all the snapshots created in the snapshot tree. If you have backed-up data, use the data to restore the data in the volume to be restored.
KARS06115-W	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p> <p>Make sure that you have not performed another snapshot operation on the snapshot. If you have not performed the operation and you are a storage system administrator, collect the logs (including the dump log file of the storage controller), and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06116-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The volume status of some snapshots are not in the normal status.</p> <p>[Solution]</p> <p>Resolve the problem in the snapshot volume, and then retry the operation.</p>
KARS06117-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot cannot be created because the number of cascaded snapshot layers exceeded the maximum. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Delete the unnecessary snapshots created on the storage controller shown in the detailed information.</p>
KARS06118-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot cannot be created because the resources for snapshot management are depleted. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Delete the unnecessary snapshots or volumes created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS06119-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Another operation is in progress in the specified volume.</p>

Message ID	Message
	<p>[Solution]</p> <p>Verify whether the correct volume is specified. If the specified volume is correct and you are a storage system administrator, wait until other operations are complete, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06120-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>All snapshot statuses of the snapshots created from the specified volumes are ERROR.</p> <p>[Solution]</p> <p>Delete the snapshots whose status are ERROR, and then retry the operation.</p>
KARS06121-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the same error occurs and you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06122-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot cannot be deleted because other snapshots were created from the specified snapshot.</p> <p>[Solution]</p> <p>Delete the other snapshots created from the specified snapshot, and then retry the operation.</p>
KARS06123-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot created from the specified volume is being processed or in an error state.</p> <p>[Solution]</p> <p>Check if the specified volume is correct. If any snapshots are in an error state, delete them.</p>
KARS06124-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>This operation cannot be performed on the specified volume.</p> <p>[Solution]</p> <p>Specify S-VOL or P/S-VOL for this operation.</p>
KARS06125-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A snapshot cannot be created with the specified volume.</p> <p>[Solution]</p> <p>Specify a volume whose type is Normal or Snapshot.</p>
KARS06126-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume is not a P-VOL.</p> <p>[Solution]</p> <p>Check if the snapshotAttribute of the specified volume is P-VOL.</p>
KARS06127-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot cannot be created because the storage pool capacity controlled by the storage controller exceeded the threshold of snapshot creation. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS06128-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Volume management resources ran out. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes created on the storage controller shown in the detailed information. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS06129-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The storage cluster is in a state where snapshot operation is not possible.</p> <p>[Solution]</p>

Message ID	Message
	Make the storage cluster state ready for snapshot operation, and then retry the operation.
KARS06130-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified volume cannot be deleted or restored because the volume type is not Snapshot.</p> <p>[Solution]</p> <p>Specify a volume whose type is Snapshot.</p>
KARS06131-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The snapshot cannot be created because the specified volume name already exists.</p> <p>[Solution]</p> <p>Specify a unique name, and then try again.</p>
KARS06132-C	<p>Invalid snapshots were detected. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Invalid snapshots were detected</p> <p>[Category]</p> <p>SnapShot</p> <p>[Solution]</p> <p>Delete all the S-VOLs and P/S-VOLs (managed by the storage controller in this message) whose snapshotStatus is Error.</p>
KARS06133-I	<p>All snapshots in an invalid status have been deleted. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Deleting invalid snapshots is completed</p> <p>[Category]</p> <p>SnapShot</p>
KARS06134-E	<p>Any snapshot operations other than the snapshot deletion are suppressed. (Storage controller ID = xxx)</p> <p>[Cause]</p> <p>Any snapshot operations other than the snapshot deletion are suppressed because the snapshot is in an invalid state.</p>

Message ID	Message
KARS06135-E	<p>None or only some of the snapshots created from the specified volume could be deleted forcibly.</p> <p>[Cause]</p> <p>None or only some of snapshots created from the specified volume could be deleted forcibly although retry was performed until the limit.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06136-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>This operation might not be performed depending on the snapshot status associated with the specified volume. If the snapshot status is Error, delete the snapshot.</p>
KARS06137-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Inconsistent status of the specified volume with data reduction enabled was detected. It might take some time for the status of the volume to be reflected.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06138-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Inconsistent status of the restore-destination volume with data reduction enabled was detected. It might take some time for the status of the volume to be reflected.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06140-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The database is not operating correctly.</p> <p>[Solution]</p>

Message ID	Message
	<p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06141-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS06142-I	<p>Snapshot restoration was canceled. (Volume ID = xxx)</p> <p>[Cause]</p> <p>Snapshot restoration was canceled to allow for a high-priority operation. Restoration will be resumed in the background after the high-priority operation.</p>
KARS06143-E	<p>Snapshots could not be restored.</p> <p>[Cause]</p> <p>The number of snapshot restore jobs in progress is too many.</p> <p>[Solution]</p> <p>Verify that at least one snapshot restoration job is completed by referring to the volume information, and then retry the operation. Completing snapshot restoration changes the snapshot status from Restoring to Prepared.</p>
KARS06144-I	<p>Snapshot deletion was canceled. (Volume ID = xxx)</p> <p>[Cause]</p> <p>Snapshot deletion was canceled to allow for a high-priority operation.</p> <p>[Solution]</p> <p>If a snapshot volume remains, delete it.</p>
KARS06145-W	<p>The operation failed because it cannot be executed state at the same time to perform the operation for preparing to take a snapshot and the operation for taking a snapshot.</p> <p>[Cause]</p> <p>The operation fails because the snapshot status of the volume specified when performing to sequentially perform the operation for preparing to take a snapshot and the operation for taking a snapshot is Preparing.</p> <p>[Solution]</p>

Message ID	Message
	Set the snapshot status of the specified volume to Normal before executing the operation.
KARS06146-W	<p>The operation failed because it cannot be executed state at the same time to perform the operation for preparing to take a snapshot and the operation for taking a snapshot.</p> <p>[Cause]</p> <p>The operation fails because the snapshot status of the volume specified when performing to sequentially perform the operation for preparing to take a snapshot and the operation for taking a snapshot is Prepared.</p> <p>[Solution]</p> <p>Set the snapshot status of the specified volume to Normal before executing the operation and re-execute the operation. If operate the specified volume with the snapshot status as Prepared, execute the operation for taking a snapshot.</p>
KARS06147-E	<p>Snapshots could not be deleted.</p> <p>[Cause]</p> <p>The number of snapshot deletion jobs in progress is too many.</p> <p>[Solution]</p> <p>Wait for approximately 5 minutes, and then retry the operation.</p>
KARS06148-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Snapshot operation for the specified volume is not possible.</p> <p>[Solution]</p> <p>Verify whether the correct volume is specified. When you perform snapshot operation for a volume in a virtual private storage, specify the ID of the VPS in which the volume exists.</p>
KARS06150-E	<p>One or more invalid snapshots were detected. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Invalid snapshots were detected</p> <p>[Category]</p> <p>SnapShot</p> <p>[Solution]</p>

Message ID	Message
	See the event logs indicating other errors, if any, and then take action. Then, review the list of the snapshot volumes managed by the storage controller indicated in this message, and then delete the snapshots whose snapshot status is ERROR. After the deletion is completed, create snapshots again as required.
KARS06160-I	<p>The snapshot restore execution has been paused due to an increased utilization of internal resources on the storage node. If the internal resource utilization of the storage node is degraded, the snapshot restore is automatically restarted. (Storage controller ID = xxx)</p> <p>[Event Name] High load of internal resources for storage nodes</p> <p>[Category] SnapShot</p> <p>[Solution] Reduce usage of internal resources managed by the storage controller indicated in this message (for example, by reducing I/O load).</p>
KARS06170-C	<p>Since it was detected that the volume was in an invalid state when the storage cluster was started, I / O processing will not be accepted. (Volume ID = xxx)</p> <p>[Event Name] Invalid P-VOL were detected</p> <p>[Category] SnapShot</p>
KARS06201-E	<p>Volume deletion processing ended abnormally. (Storage controller ID = xxx)</p> <p>[Event Name] Volume deletion processing error</p> <p>[Category] data reduction</p> <p>[Solution] Collect the logs, and then contact customer support.</p>
KARS06209-E	<p>The request could not be executed.</p> <p>[Cause] Volume operation timed out.</p> <p>[Solution]</p>

Message ID	Message
	If volume operation timed out with host I/O operation running, reduce I/O load, and then retry the operation. If volume operation for changing settings timed out, verify whether the used capacity of the storage pool managed by the storage controller exceeds the depletion threshold. If the used capacity exceeds the depletion threshold, free up capacity of the storage pool so that the used capacity becomes smaller than the depletion threshold.
KARS06210-I	Inflow restriction (semi write-through) for the volume with data reduction enabled was canceled because the insufficient capacity of the storage pool managed by the storage controller was resolved. (Storage controller ID = xxx)
KARS06211-W	<p>Inflow restriction (semi write-through) for the volume with data reduction enabled was started because the capacity of the storage pool managed by the storage controller was insufficient. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Verify the amount of reduction of the storage pool managed by the storage controller and the ratio of system data amount to storage pool usage. If the ratio of system data amount to storage pool usage exceeds 10%, expand the storage pool or reduce the write amount. If the ratio is 10% or lower, expand the storage pool.</p>
KARS06212-I	Inflow restriction (I/O suppression) for the volume with data reduction enabled was canceled because the insufficient capacity of the storage pool managed by the storage controller was resolved. (Storage controller ID = xxx)
KARS06213-W	<p>Inflow restriction (I/O suppression) for the volume with data reduction enabled was started because the capacity of the storage pool managed by the storage controller was insufficient. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Verify the amount of reduction of the storage pool managed by the storage controller and the ratio of system data amount to storage pool usage. If the ratio of system data amount to storage pool usage exceeds 10%, expand the storage pool or reduce the write amount. If the ratio is 10% or lower, expand the storage pool.</p>
KARS06214-E	<p>The storage cluster could not be started due to existence of a volume with data reduction enabled and the minimum memory capacity is less than 234 GiB. (Protection domain ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster startup was canceled because VM memory shortage with using capacity saving function volume</p> <p>[Category]</p> <p>data reduction</p> <p>[Solution]</p>

Message ID	Message
	Allocate memory capacity to storage node VMs so that the minimum capacity in the protection domain is 234 GiB, and then restart the storage cluster.
KARS06215-E	<p>Storage node maintenance recovery was canceled because the memory capacity of the storage node VM subject to maintenance recovery is less than the minimum memory capacity in the protection domain (xxx MiB).</p> <p>[Event Name]</p> <p>Memory capacity of the storage node subject to maintenance recovery is less than the minimum</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Allocate memory capacity to storage node VMs subject to maintenance recovery so that the capacity is at least the minimum, and then perform maintenance recovery for the storage node.</p>
KARS06220-C	<p>An invalid volume with data reduction enabled was detected. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>An invalid volume with data reduction enabled was detected</p> <p>[Category]</p> <p>data reduction</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06221-C	<p>Capacity saving function ended abnormally. (Storage controller ID = xxx, Volume ID = xxx, LBA = xxx)</p> <p>[Event Name]</p> <p>Capacity saving processing error</p> <p>[Category]</p> <p>data reduction</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06300-I	<p>The volume has been migrated(Volume unit). (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>One volume migration completed</p> <p>[Category]</p>

Message ID	Message
	Migration
KARS06301-I	Migration complete volume displays additional information(Volume unit). (Migration source storage node ID = xxx, Migration destination storage node ID = xxx, Job ID = xxx) [Event Name] Additional information for the migration completed volume [Category] Migration
KARS06302-I	The volume has been migrated xxx%. (Total volume capacity to be migrated = xxxbyte, Job ID = xxx) [Event Name] Copy progress notification [Category] Migration
KARS06303-I	Migration of the volume started. (Job ID = xxx) [Event Name] Volume migration started [Category] Migration
KARS06304-I	All volumes have been migrated. (Job ID = xxx) [Event Name] Whole volume migration completed [Category] Migration
KARS06305-I	Started data migration of the ExternalVolumes in the storage node and they can accept access from compute nodes. (Storage node ID = xxx, Job ID = xxx) [Event Name] Data migration of all external volumes started [Category] Migration
KARS06306-I	Volume migration started. (Number of volumes = xxx, job ID = xxx) [Event Name]

Message ID	Message
	<p>Volume migration started</p> <p>[Category]</p> <p>Migration</p>
KARS06310-E	<p>An unexpected error has occurred during volume migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error occurred</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06311-E	<p>Recovery processing for volume migration has timed out. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration recovery timeout</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06320-E	<p>It is taking more time than usual to migrate the volume. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration delayed</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Check the progress rate displayed in event log KARS06302-I which is output regularly. Contact customer support if processing has not progressed.</p>
KARS06330-I	<p>Rebuilding of the drive overrode and canceled volume migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration canceled</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p>

Message ID	Message
	Wait until the drive is rebuilt, and then retry the operation.
KARS06331-I	<p>Volume migration was canceled for a higher-priority operation. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration cancel request received</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06332-I	<p>Volume migration was canceled to allow for a high-priority operation or by a detected volume migration cancellation request (unit: volume). (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>One volume migration canceled</p> <p>[Category]</p> <p>Migration</p>
KARS06333-I	<p>Volume migration was canceled to allow for a high-priority operation (unit: volume). For Capacity balance that runs automatically, no action is required. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration canceled to allow for a high-priority operation</p> <p>[Category]</p> <p>Migration</p>
KARS06334-E	<p>Volume migration was canceled because resources could not be secured. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Migration canceled due to volume resource allocation failure</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06335-I	<p>Volume migration was canceled because some drives need to be rebuilt. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration canceled</p>

Message ID	Message
	[Category] Migration
KARS06336-I	Volume migration was canceled to allow for a high-priority operation or by a volume migration cancellation request. (Job ID = xxx) [Event Name] Volume migration cancel request received [Category] Migration
KARS06337-I	Volume migration was canceled. (Protection domain ID = xxx, Job ID = xxx) [Event Name] Volume migration cancel request received [Category] Migration
KARS06339-E	Volume migration was canceled because the capacity of the storage pool managed by the migration destination storage controller is almost depleted. (Job ID = xxx) [Event Name] Migration canceled due to detection of insufficient capacity [Category] Migration [Solution] Retry the operation.
KARS06340-E	Processing failed because an abnormal volume was instructed to migrate. (Volume ID = xxx, Job ID = xxx) [Event Name] Invalid volume status [Category] Migration [Solution] Try again after restoring the volume to normal.
KARS06341-E	Migration failed because the volume to be migrated has snapshots. (Volume ID = xxx, Job ID = xxx) [Event Name]

Message ID	Message
	<p>Volume migration directed on a volume with snapshot</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Try again after deleting snapshots from the volume to be migrated.</p>
KARS06342-E	<p>Migration failed because the volume to be migrated was being used by another volume migration process. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Duplicated volume migration instruction</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Try again after ongoing volume migration has been finished.</p>
KARS06344-E	<p>I/O for volume migration was unsuccessful. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>I/O for volume migration failed</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS06345-E	<p>Communication with the volume migration source storage node failed during volume migration. (Migration source storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Failed to access the source node of volume migration</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Try again after restoring the volume migration source storage node to normal.</p>
KARS06346-E	<p>Access to the database failed during volume migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Failed to access the database</p> <p>[Category]</p>

Message ID	Message
	<p>Migration</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS06347-E	<p>Communication between storage nodes failed during volume migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Inter-storage node communication failed</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06348-E	<p>Recovery processing for volume migration failed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration recovery failed</p> <p>[Category]</p> <p>Migration</p>
KARS06349-E	<p>The storage cluster is not in a state available for volume migration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid storage cluster status</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Try again after restoring the storage cluster to normal.</p>
KARS06350-E	<p>Volume migration failed due to insufficient memory capacity in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node memory shortage</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p>

Message ID	Message
	Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.
KARS06351-E	<p>Volume migration failed due to insufficient storage pool capacity. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Pool capacity shortage</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Delete unnecessary volumes to free up storage pool space.</p>
KARS06352-E	<p>Volume migration failed because the maximum number of volumes has been reached. (Number of excess volumes = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Limit of the number of volumes</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Delete the excess volumes, and then try again.</p>
KARS06353-E	<p>Volume migration failed due to invalid storage controller status. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid storage controller status</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06354-I	<p>Volume migration was canceled due to invalid storage controller status. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid storage controller status</p> <p>[Category]</p> <p>Migration</p>
KARS06355-E	Volume migration for expanding the pool capacity was stopped. (Job ID = xxx)

Message ID	Message
	<p>[Event Name]</p> <p>Addition of storage pool capacity controlled by the storage controller triggered by storage node removal</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Verify the event log about the addition of storage pool capacity controlled by the storage controller. If an event log (KARS16081-I, indicating that storage pool capacity controlled by the storage controller expansion was successful) is displayed, retry storage node removal. If a warning event log (KARS16018-W) is displayed, verify that event log (either KARS16017-I, KARS16020-I, KARS16022-I, or KARS16081-I, indicating that pool capacity expansion was successful) is also displayed, and then retry storage node removal. If a failure event log (KARS16019-E) is displayed, collect the logs, and then contact customer support.</p>
KARS06356-E	<p>Volume migration for expanding the pool capacity was stopped. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Addition of storage pool capacity controlled by the storage controller</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Verify the event log about the addition of storage pool capacity controlled by the storage controller. If an event log (KARS16081-I, indicating that storage pool capacity controlled by the storage controller expansion was successful) is displayed, retry the operation. If a warning event log (KARS16018-W) is displayed, verify that event log (either KARS16017-I, KARS16020-I, KARS16022-I, or KARS16081-I, indicating that pool capacity expansion was successful) is also displayed, and then retry the operation. If a failure event log (KARS16019-E) is displayed, collect the logs, and then contact customer support.</p>
KARS06357-I	<p>Volume migration was canceled because the volume to be migrated was being used by another volume migration process. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Duplicated volume migration instruction</p> <p>[Category]</p> <p>Migration</p>
KARS06358-W	<p>I/O for volume migration was unsuccessful. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	I/O for volume migration failed [Category] Migration
KARS06359-I	Volume migration was canceled because communication with the volume migration source storage node did not succeed. (Migration source storage node ID = xxx, Job ID = xxx) [Event Name] Failed to access the source node of volume migration [Category] Migration
KARS06360-I	Volume migration was canceled because access to the database did not succeed. (Job ID = xxx) [Event Name] The database could not be accessed [Category] Migration
KARS06361-I	Volume migration was canceled because communication between storage nodes did not succeed. (Job ID = xxx) [Event Name] Inter-storage node communication failed [Category] Migration
KARS06362-W	Volume migration was canceled because the storage cluster is not in a state that allows for volume migration. (Job ID = xxx) [Event Name] Invalid storage cluster status [Category] Migration
KARS06363-I	Volume migration was canceled because insufficient memory capacity in the cluster master node (primary). (Job ID = xxx) [Event Name] Storage node memory shortage [Category]

Message ID	Message
	Migration
KARS06364-I	<p>Volume migration was canceled because Processing did not succeed because migration of an abnormal volume. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume status invalid</p> <p>[Category]</p> <p>Migration</p>
KARS06365-I	<p>Volume migration was canceled because the volume to be migrated has snapshots. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration directed on a volume with snapshot</p> <p>[Category]</p> <p>Migration</p>
KARS06366-E	<p>Volume migration was unsuccessful because the volume was invalid. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Volume migration was unsuccessful because the volume was invalid</p> <p>[Category]</p> <p>Migration</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06367-E	<p>I/O for volume migration was unsuccessful. (Volume ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>I/O for volume migration failed</p> <p>[Category]</p> <p>Migration</p>
KARS06400-E	<p>A file in the storage node could not be deleted. (Storage node ID = xxx, File path = xxx)</p> <p>[Event Name]</p> <p>cfm.dat file delete failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Delete the file according to the message. Or, replace the storage node.
KARS06401-E	<p>Storage controller configuration recovery processing was unsuccessful. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller config recovery failure</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06410-E	<p>Software update ended abnormally due to a storage controller failure. (Storage controller ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid update conditions (Storage controller failure)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery for the storage node managed by the faulty storage controller indicated in this message. Then, update the software again.</p>
KARS06411-E	<p>The request could not be executed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Database access error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS06412-C	<p>An internal error occurred in the storage node. This storage node stops accepting I/O operations. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Stops accepting I/O operations due to an internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>If there are blocked storage nodes, perform maintenance recovery for the storage nodes. If I/O operation does not restart after storage node maintenance recovery, after the event log KARS07001-I is generated, perform maintenance blockade for the storage nodes in which an internal error indicated in this message occurred. Storage node maintenance blockade restarts I/O operation. After storage node maintenance blockade, perform maintenance recovery for the storage nodes in which an internal error indicated in this message occurred. Do not perform a planned shutdown of the storage cluster until I/O operation restarts after storage node maintenance blockade.</p>
KARS06413-W	<p>Balancing processing of user data capacity managed by each storage controller ended abnormally. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Balancing processing of user data capacity managed by each storage controller stopped</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06450-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The status of the storage cluster is invalid.</p> <p>[Solution]</p> <p>Wait until the status of the storage cluster is Ready, and then retry the operation.</p>
KARS06451-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified parameters are invalid.</p> <p>[Solution]</p> <p>Verify the parameter settings, and then retry the operation.</p>
KARS06452-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The operations that cannot be executed at the same time are executing.</p> <p>[Solution]</p>

Message ID	Message
	Verify whether no other operation is being performed. If no other operation is being performed, retry the operation. If any other operation is being performed, wait until it is complete, and then retry the operation.
KARS06453-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06454-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Accesses to the database are congested, or the database is not operating correctly.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS06455-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Recovery of storage controller configuration information did not succeed.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06456-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The storage cluster status is not in maintenance mode.</p> <p>[Solution]</p> <p>Make transition to maintenance mode for the storage cluster, and then retry the operation.</p>
KARS06460-E	<p>The redundancy of the storage controller in the storage node is degraded. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Storage controller redundancy degraded)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Perform maintenance recovery for the blocked storage node, make the storage controller redundant, and then retry the operation.
KARS06461-E	<p>The redundancy of the storage controller in the storage node is degraded by two. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Storage controller redundancy degraded by two)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery for the two or more blocked storage nodes, make the storage controller redundant, and then retry the operation.</p>
KARS06462-E	<p>The processing cannot be performed because the status of the storage node in which Standby that is the redundancy-destination of the storage controller is located is not Ready and the storage controller is not redundant. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Redundant storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the storage node in which Standby of the target storage controller is located is undergoing maintenance, wait until the processing for the storage node is completed, and then retry the operation. If there are any blocked storage nodes, perform maintenance recovery for them, make the storage controller redundant, and then retry the operation.</p>
KARS06463-E	<p>The processing cannot be performed because the status of the storage node in which Standby that is the redundancy-destination of the storage controller is located is not Ready and the storage controller is not redundant. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Redundant storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>If the storage node in which Standby of the target storage controller is located is undergoing maintenance, wait until the processing for the storage node is completed, and then retry the operation. If there are any blocked storage nodes, perform maintenance recovery for two or more storage nodes, make the storage controller redundant, and then retry the operation.</p>
KARS06464-E	<p>The processing cannot be performed because two Active storage controllers exist in the storage node in which Standby that is the redundancy-destination of the storage controller is located. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Redundant storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery for all the blocked storage nodes, make the storage controller redundant, and then retry the operation.</p>
KARS06470-E	<p>The redundancy of the storage controller in the storage node is degraded. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Storage controller redundancy degraded)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery for the blocked storage node, make the storage controller redundant, and then retry the operation.</p>
KARS06471-E	<p>The redundancy of the storage controller in the storage node is degraded by two. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Storage controller redundancy degraded by two)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery for the two or more blocked storage nodes, make the storage controller redundant, and then retry the operation.</p>

Message ID	Message
KARS06472-E	<p>The processing cannot be performed because the status of the storage node in which Standby that is the redundancy-destination of the storage controller is located is not Ready and the storage controller is not redundant. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Redundant storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the storage node in which Standby of the target storage controller is located is undergoing maintenance, wait until the processing for the storage node is completed, and then retry the operation. If there are any blocked storage nodes, perform maintenance recovery for them, make the storage controller redundant, and then retry the operation.</p>
KARS06473-E	<p>The processing cannot be performed because the status of the storage node in which Standby that is the redundancy-destination of the storage controller is located is not Ready and the storage controller is not redundant. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Redundant storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the storage node in which Standby of the target storage controller is located is undergoing maintenance, wait until the processing for the storage node is completed, and then retry the operation. If there are any blocked storage nodes, perform maintenance recovery for two or more storage nodes, make the storage controller redundant, and then retry the operation.</p>
KARS06474-E	<p>The processing cannot be performed because two Active storage controllers exist in the storage node that is the redundancy destination of the storage controller. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Redundant storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Perform maintenance recovery for all the blocked storage nodes, make the storage controller redundant, and then retry the operation.
KARS06480-E	<p>Two Active storage controllers exist in the storage node in which the Active storage controller is to be created. (Job ID = xxx, HostName = xxx)</p> <p>[Event Name]</p> <p>Addition of storage nodes failed (Storage controller creation failed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If some storage controllers are degraded in redundancy, perform maintenance recovery for the blocked storage nodes, make the storage controllers redundant, and then retry the operation.</p>
KARS06485-C	<p>Storage controller I/O was stopped because two other Active storage controllers exist in the storage node in which a Standby system of this storage controller is located. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>The storage controller I/O function stopped</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS06600-W	<p>The volume I/O status exceeded the value set for the upper limit of volume performance. (Volume ID = xxx)</p> <p>[Event Name]</p> <p>QoS alert threshold was exceeded</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the volume list, and take the following actions if there are volumes that exceed the upper limit of the alert threshold. For volumes that do not belong to a virtual private storage, review the I/O load or QoS-related parameter settings as necessary. For volumes that belong to a virtual private storage, ask the VPS administrator who manages the virtual private storage to review the I/O load on the volumes or QoS-related parameter settings as necessary.</p>
KARS06900-E	<p>A failure occurred during storage pool expansion.</p> <p>[Event Name]</p>

Message ID	Message
	<p>Storage controller failure occurred during storage pool expansion</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery. Collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06901-E	<p>A failure occurred during volume creation. (Volume ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred during volume creation</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery and verify volume status. If a volume is created, delete it, and then create one again. If a volume is not created, create one. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06902-E	<p>A failure occurred during volume deletion. (Volume ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred during volume deletion</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery and verify volume status. If a volume remains, delete it. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06903-E	<p>A failure occurred during snapshot creation. (S-VOL ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred during snapshot creation</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>If a storage node is blocked, perform maintenance recovery and verify snapshot status. If there is an unhealthy snapshot, delete the snapshot, delete it, and then create one again. If a snapshot is not created, create one. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06904-E	<p>A failure occurred during snapshot deletion. (S-VOL ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred during snapshot deletion</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery and verify snapshot status. If a snapshot remains, delete it. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06905-E	<p>A failure occurred during snapshot restore. (S-VOL ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred during snapshot restore</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery and verify snapshot status. If restore is not started, perform restore again. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06906-E	<p>A failure occurred during snapshot creation. (P-VOL ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred during snapshot creation</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery and verify snapshot status. If a snapshot is not created, create one. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06907-E	<p>A failure occurred during snapshot deletion. (P-VOL ID = xxx)</p>

Message ID	Message
	<p>[Event Name]</p> <p>Storage controller failure occurred during snapshot deletion</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a storage node is blocked, perform maintenance recovery and verify snapshot status. If a snapshot remains, delete it. If the problem persists, collect the logs, and then contact customer support. If no storage node is blocked, this event log can be ignored.</p>
KARS06908-E	<p>A failure occurred during storage controller expansion. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller failure occurred</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Do not perform maintenance recovery for the storage node indicated in this message. Collect the logs, and then contact customer support.</p>

Chapter 6: Messages KARS07000-KARS07999

Message ID	Message
KARS07000-I	<p>The data rebuild has started. (Request ID = xxx, Drive ID = xxx, Rebuild type = xxx)</p> <p>[Event Name]</p> <p>The data rebuild start</p> <p>[Category]</p> <p>Drive</p>
KARS07001-I	<p>The data rebuild is complete. (Request ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>The data rebuild complete</p> <p>[Category]</p> <p>Drive</p>
KARS07002-I	<p>The data rebuild was aborted. (Request ID = xxx)</p> <p>[Event Name]</p> <p>The data rebuild abort</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Wait until the data rebuild restarts. If the data rebuild does not restart within 15 minutes or the same event log is repeatedly output, take action referring to an event log indicating another error. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS07003-I	<p>The data rebuild progress is xxx %. Approximate time remaining is xxx hours and xxx minutes.</p> <p>[Event Name]</p> <p>The data rebuild progress</p> <p>[Category]</p> <p>Drive</p>

Message ID	Message
KARS07004-E	<p>An internal processing error occurred during data rebuild. (Request ID = xxx)</p> <p>[Event Name]</p> <p>The data rebuild failed (Internal error)</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>An error occurred when rebuilding the drive data. Operation continues in the rebuildable area. Wait until the rebuild is completed.</p>
KARS07005-E	<p>Free drive space is insufficient to rebuild the drive data. The data rebuild is not performed for the insufficient drive space. (Request ID = xxx, Required capacity = xxx GiB, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Free drive space insufficient to rebuild the drive data</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Refer to the message, and then add new drives to the target storage node. Note: If drives and storage nodes on which the drives exist are both blocked, insufficient free capacity might be temporary. If the conditions are met, wait until Rebuild completes. If event log KARS07001- I is output and Rebuild completes, insufficient free capacity has been resolved. If event log KARS07001- I was not output and Rebuild is no longer in progress, add new drives.</p>
KARS07006-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified resource or the statuses of the associated resources do not satisfy the operation prerequisites.</p> <p>[Solution]</p> <p>Verify the specified resource and the statuses of the associated resources. If the operation target is a drive and Data rebuild is being performed, retry after the Data rebuild is completed.</p>
KARS07007-E	<p>The user data in the drive is not redundant. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node maintenance failed (User data redundancy pre-check)</p> <p>[Category]</p>

Message ID	Message
	StorageCluster
KARS07008-E	<p>The user data in the drive mounted on the storage node is not redundant. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster maintenance failed (User data redundancy pre-check)</p> <p>[Category]</p> <p>StorageNode</p>
KARS07009-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>No more drives can be added to the storage pool because the maximum physical capacity per storage node that can be registered in a storage pool has been reached.</p> <p>[Solution]</p> <p>Verify the physical capacity of the storage node in which the specified drive is installed.</p>
KARS07010-I	<p>Drive data relocation has started. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation start</p> <p>[Category]</p> <p>Drive</p>
KARS07011-I	<p>Drive data relocation is complete. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation complete</p> <p>[Category]</p> <p>Drive</p>
KARS07012-I	<p>Drive data relocation was aborted. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation abort</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p>

Message ID	Message
	<p>Wait until the drive data relocation restart. If the data relocation does not restart within 5 minute, an event log indicating another error is output, take action referring to the event log.</p>
KARS07013-I	<p>Drive data relocation was manually aborted. (Request ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation manual abort</p> <p>[Category]</p> <p>Drive</p>
KARS07014-I	<p>The drive data relocation progress is xxx %. (Request ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation progress</p> <p>[Category]</p> <p>Drive</p>
KARS07015-E	<p>An internal processing error occurred during drive data relocation.</p> <p>[Event Name]</p> <p>Drive data relocation failed (Internal error)</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Wait until drive data relocation restarts. If drive data relocation does not restart within 5 minutes and an event log indicating another error is output, take action referring to the event log. If drive data relocation does not restart or the same event log is repeatedly output, collect the logs, and then contact customer support.</p>
KARS07016-E	<p>The requested operation could not be executed because drive data relocation is in progress. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Failure to verify a user requested operation</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Retry the operation after drive data relocation is complete or drive data relocation has been aborted manually.</p>

Message ID	Message
KARS07017-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS07018-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Accesses to the database are congested, or the database is not operating correctly.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS07019-I	<p>Drive data relocation was aborted by another operation. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation aborted.</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>When adding a storage node, expand the pool after addition of the storage node has completed. Do not perform any other operations until this process has completed.</p>
KARS07020-E	<p>Drive data relocation was aborted because an error occurred. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation aborted.</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>If an event log indicating another error is output, take action referring to the event log. If the error persists, collect the logs, and then contact customer support.</p>
KARS07021-E	<p>Drive data relocation was aborted because a database access error occurred. (Storage node ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Drive data relocation aborted.</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Wait until drive data relocation restarts. If drive data relocation does not restart within 5 minutes or the same event log is repeatedly output, collect the logs, and then contact customer support.</p>
KARS07100-E	<p>Failed to complete the data rebuild because the storage node is blocked. (Request ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>The data rebuild failed (Blockade StorageNode)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Restore the blocked storage node.</p>
KARS07101-E	<p>The data rebuild was aborted because a database access error occurred. (Request ID = xxx)</p> <p>[Event Name]</p> <p>The data rebuild aborted.</p> <p>[Category]</p> <p>Drive</p> <p>[Solution]</p> <p>Wait Until data rebuild restarts. If the data rebuild does not restart within 15 minutes or the same event log is repeatedly output, collect the logs, and then contact customer support.</p>
KARS07102-I	<p>The data rebuild type was changed to normal mode. (Request ID = xxx)</p> <p>[Event Name]</p> <p>The data rebuild type changed</p> <p>[Category]</p> <p>Drive</p>
KARS07150-E	<p>The storage node cannot be removed because there is a request of drive data relocation from another job. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check. (Drive data relocation cannot be performed)</p>

Message ID	Message
	<p>[Category]</p> <p>StorageNode</p> <p>[Cause]</p> <p>Duplicate drive data request</p> <p>[Solution]</p> <p>Wait until drive data relocation is completed, and then remove storage nodes again. If drive data relocation is suspended, restart drive data relocation and wait until it is completed.</p>
KARS07151-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified Protection domain ID is not correct.</p> <p>[Solution]</p> <p>Set the parameter correctly, and then retry the operation.</p>
KARS07250-I	<p>Drive replacement has been started. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Drive replacement started</p> <p>[Category]</p> <p>Drive</p>
KARS07252-I	<p>The drive to be replaced was successfully removed. (Job ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive to be replaced was successfully removed</p> <p>[Category]</p> <p>Drive</p>
KARS07253-I	<p>Drive replacement has been completed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Drive replacement completed</p> <p>[Category]</p> <p>Drive</p>
KARS07254-E	<p>Drive replacement did not succeed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Drive replacement unsuccessful</p> <p>[Category]</p>

Message ID	Message
	Drive [Solution] See the error details with the job ID described in the message, and then take action.
KARS07260-E	Drive replacement did not succeed. [Solution] Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.
KARS07261-C	Drive replacement did not succeed. [Solution] Collect the logs, and then contact customer support.
KARS07262-E	Drive replacement did not succeed. [Cause] The drive to be replaced is not specified. [Solution] Specify a drive to be replaced, and then retry the request.
KARS07263-E	Drive replacement did not succeed. [Cause] The replacement drive is not specified. [Solution] Specify a replacement drive, and then retry the request.
KARS07264-E	Drive replacement did not succeed. [Cause] The drive to be replaced cannot be found. [Solution] Verify the parameter settings, and then retry the request.
KARS07265-E	Drive replacement did not succeed. [Cause] The replacement drive cannot be found. [Solution] Verify the parameter settings, and then retry the request.
KARS07266-W	Drive replacement has been completed.

Message ID	Message
	<p>[Cause]</p> <p>The drive specified to be replaced does not need replacement. The specified drive is in Offline state.</p> <p>[Solution]</p> <p>Specify a drive whose status is Blockage for a drive to be replaced.</p>
KARS07267-E	<p>Drive replacement did not succeed.</p> <p>[Cause]</p> <p>A drive which cannot be specified for a replacement drive was specified.</p> <p>[Solution]</p> <p>Verify that the status of the specified drive is Normal. Verify the parameter settings, and then retry the request.</p>
KARS07268-E	<p>Drive replacement did not succeed.</p> <p>[Cause]</p> <p>The replacement drive has insufficient capacity.</p> <p>[Solution]</p> <p>Specify a drive whose capacity is at least that of the drive to be replaced.</p>
KARS07270-E	<p>Drive replacement did not succeed.</p> <p>[Cause]</p> <p>The drive to be replaced could not be removed.</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If an event log indicating another error is not output, wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS07271-E	<p>Drive replacement did not succeed.</p> <p>[Cause]</p> <p>The storage cluster was not started in maintenance mode.</p> <p>[Solution]</p> <p>The storage cluster must be started in maintenance mode. Start the storage cluster in maintenance mode, and then retry the operation.</p>
KARS07280-E	<p>Data could not be formatted.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS07281-C	<p>Data could not be formatted.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS07282-E	<p>Data could not be formatted.</p> <p>[Cause]</p> <p>The storage cluster was not started in maintenance mode.</p> <p>[Solution]</p> <p>The storage cluster must be started in maintenance mode. Start the storage cluster in maintenance mode, and then retry the operation.</p>
KARS07290-C	<p>A drive failure occurred in the absence of data redundancy.</p> <p>[Event Name]</p> <p>Blockage exceeding data redundancy occurred due to drive failure</p> <p>[Category]</p> <p>Drive</p>
KARS07291-C	<p>A storage node failure occurred in the absence of data redundancy.</p> <p>[Event Name]</p> <p>Blockage exceeding data redundancy occurred due to storage node failure</p> <p>[Category]</p> <p>StorageNode</p>
KARS07300-E	<p>The drive was blocked. (Storage node ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Drive blockage due to an internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS07301-C	<p>The storage cluster is being forcibly shut down because a communication error occurred in the internode network. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster forcibly shutdown due to an internode network communication error</p> <p>[Category]</p>

Message ID	Message
	StorageNode

Chapter 7: Messages KARS08000-KARS08999

Message ID	Message
KARS08000-E	A request for stopping the storage cluster could not be accepted. [Cause] A request for stopping the storage cluster could not be accepted due to a currently-running operation that conflicts or other cause.
KARS08100-I	The storage cluster started. [Event Name] Storage cluster start [Category] Service
KARS08101-I	Stops the storage cluster. [Event Name] Storage cluster stopping started [Category] Service
KARS08102-I	The I/O function stopped. [Event Name] Storage cluster I/O stop [Category] Service
KARS08103-E	The storage node, xxx was blocked. [Event Name] Storage node temporary blockage [Category] StorageNode [Solution] Recover the target storage node.

Message ID	Message
	<p>Note:</p> <p>The same event log might be notified multiple times.</p> <p>If the following conditions are met, ignore this message:</p> <ul style="list-style-type: none"> ▪ The message was output while the storage node was being removed, and the storage node that was being removed is indicated in the message. The message was output while the storage node was being removed, and the storage node that was being removed is indicated in the message. ▪ The storage node that is indicated in the message has already been removed successfully.
KARS08104-E	<p>Update of the storage software to the target version was aborted because the cluster master node was not redundant.</p> <p>[Event Name]</p> <p>Invalid storage software update conditions due to insufficient redundancy of the cluster master node</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>See the event logs, and recover the storage node from the failure. Then, perform storage software update again.</p>
KARS08105-I	<p>The storage cluster is running in maintenance mode. It changes to normal mode the next time it restarts.</p> <p>[Event Name]</p> <p>The storage cluster is in maintenance mode</p> <p>[Category]</p> <p>StorageCluster</p>
KARS08107-E	<p>An internal error occurred while the storage cluster was being stopped.</p> <p>[Event Name]</p> <p>The storage cluster failed to stop due to an internal error</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS08108-E	<p>Storage node starting cannot be verified. (Storage node ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Storage node start failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the storage node is powered on and the network is properly connected.</p>
KARS08109-I	<p>The storage cluster is running in initializing storage controller mode. It changes to normal mode the next time it restarts.</p> <p>[Event Name]</p> <p>Storage cluster is in initializing storage controller mode</p> <p>[Category]</p> <p>StorageCluster</p>
KARS08110-I	<p>Storage node starting could be verified. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node starting verification</p> <p>[Category]</p> <p>StorageNode</p>
KARS08111-I	<p>Storage cluster starting resumed.</p> <p>[Event Name]</p> <p>Resuming storage cluster start</p> <p>[Category]</p> <p>StorageCluster</p>
KARS08112-E	<p>Storage cluster starting was suppressed.</p> <p>[Event Name]</p> <p>Storage cluster starting suppression</p> <p>[Category]</p> <p>StorageCluster</p>
KARS08113-C	<p>The storage cluster cannot be started because a failure exceeding fault tolerance of the storage cluster occurred.</p> <p>[Event Name]</p> <p>Starting the storage cluster failure (Exceeds the fault tolerance of the storage cluster)</p> <p>[Category]</p>

Message ID	Message
	StorageCluster [Solution] Collect the logs, and then contact customer support.
KARS08114-E	Storage cluster forced starting was canceled because a failure exceeding fault tolerance of the storage cluster occurs. [Event Name] Storage cluster forced starting cancellation [Category] StorageCluster
KARS08115-E	The storage cluster cannot be started forcibly. [Event Name] Invalid storage cluster forced starting conditions [Category] StorageCluster [Solution] Verify whether storage cluster forced starting is possible. If it is possible, retry the operation. If the same error occurs, collect the logs, and then contact customer support.
KARS08116-E	The storage cluster cannot be started forcibly. [Cause] The storage cluster does not meet forced starting conditions. [Solution] Verify whether storage cluster forced starting is possible. If it is possible, retry the operation. If the same error occurs, collect the logs, and then contact customer support.
KARS08117-E	The storage cluster cannot be started forcibly. [Event Name] Storage cluster forced starting unavailable [Category] StorageCluster
KARS08118-E	The storage cluster cannot be started forcibly. [Cause] The storage cluster is not in a state where start processing can be resumed.

Message ID	Message
KARS08119-E	<p>Instruction for starting the storage cluster forcibly was unsuccessful.</p> <p>[Event Name]</p> <p>Storage cluster forced starting instruction failed (Internal error)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS08120-E	<p>Instruction for starting the storage cluster forcibly was unsuccessful.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS08121-E	<p>The storage cluster is being shut down forcibly because an abnormal error occurred while the storage cluster was being shut down.</p> <p>[Event Name]</p> <p>Storage cluster forced shutdown (Abnormal error occurred during storage cluster shutdown)</p> <p>[Category]</p> <p>StorageCluster</p>
KARS08122-E	<p>Starting the storage cluster failed.</p> <p>[Event Name]</p> <p>Starting the storage cluster failure</p> <p>[Category]</p> <p>StorageCluster</p>
KARS08123-I	<p>Forcibly stops the storage cluster.</p> <p>[Event Name]</p> <p>Storage cluster force stopping started</p> <p>[Category]</p> <p>Service</p>
KARS08150-E	<p>The cluster master node xxx was blocked.</p> <p>[Event Name]</p>

Message ID	Message
	<p>Cluster master node temporarily blockage</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Change the role or perform recovery of the target storage node.</p>
KARS08151-I	<p>The role change of the storage nodes is started. (Promoted storage node ID = xxx, Demoted storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change started</p> <p>[Category]</p> <p>StorageNode</p>
KARS08152-I	<p>The role change of the storage nodes is completed. (Promoted storage node ID = xxx, Demoted storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change completed</p> <p>[Category]</p> <p>StorageNode</p>
KARS08153-E	<p>The role of the storage nodes could not be changed. (Promoted storage node ID = xxx, Demoted storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If an event log indicating another error is output, take action referring to the event log. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08154-E	<p>Status of the intended storage node is invalid. (Promoted storage node ID = xxx, Demoted storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change failed (Invalid target storage nodes)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify that the appropriate storage node is selected for the intended storage node.
KARS08155-E	<p>The status of the storage cluster is invalid. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change failed (Invalid storage cluster status)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the status of the storage cluster.</p>
KARS08156-E	<p>An operation that cannot be performed concurrently is being performed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change failed (Concurrent operation prohibited)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait until the operation that cannot be performed concurrently is complete, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08157-E	<p>The role change of the storage nodes cannot be performed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change failed (Invalid role change)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>To be able to change the role of storage node, the storage cluster must first be stopped. Stop the storage cluster, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08158-E	<p>The role of the storage nodes could not be changed. (Promoted storage node ID = xxx, Demoted storage node ID = xxx)</p> <p>[Cause]</p> <p>An error occurred while the operation was being performed.</p> <p>[Solution]</p>

Message ID	Message
	If an event log indicating another error is output, take action referring to the event log. If the same error occurs, collect the logs, and then contact customer support.
KARS08159-E	<p>The role of the storage nodes cannot be changed. (Promoted storage node ID = xxx, Demoted storage node ID = xxx)</p> <p>[Cause]</p> <p>The status of the intended storage node is invalid.</p> <p>[Solution]</p> <p>Select a storage node that satisfies the conditions, and then retry the operation.</p>
KARS08160-E	<p>The role of the storage nodes cannot be changed.</p> <p>[Cause]</p> <p>The status of the storage cluster is invalid.</p> <p>[Solution]</p> <p>Wait until the status of the storage cluster is ready, and then retry the operation.</p>
KARS08161-E	<p>An operation that can not be performed concurrently is being performed.</p> <p>[Cause]</p> <p>The operation for the storage cluster conflicts with another one.</p> <p>[Solution]</p> <p>Wait until the operation that cannot be performed concurrently is complete, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08162-E	<p>The role of the storage nodes cannot be changed.</p> <p>[Cause]</p> <p>The role change of the storage nodes cannot be performed.</p> <p>[Solution]</p> <p>To be able to change the role of storage node, the storage cluster must first be stopped. Stop the storage cluster, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08163-E	<p>The number of cluster master nodes per fault domain is invalid. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node role change failed (Invalid number of cluster master nodes per fault domain)</p> <p>[Category]</p>

Message ID	Message
	StorageNode
KARS08164-E	The role of the storage nodes could not be changed. [Cause] The number of cluster master nodes per fault domain is invalid.
KARS08170-E	The request could not be executed. (Job ID = xxx) [Event Name] Internal error [Category] StorageNode [Solution] Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.
KARS08171-E	The request could not be executed. (Job ID = xxx) [Event Name] Internal error [Category] StorageNode [Solution] Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.
KARS08172-E	The request could not be executed. (Job ID = xxx) [Event Name] Internal error [Category] StorageNode [Solution] Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.
KARS08173-E	Another operation is running. (Job ID = xxx) [Event Name] Exclusive control error [Category] StorageNode

Message ID	Message
	<p>[Solution]</p> <p>Wait a while, and then retry the operation. If you are performing another update operation, wait until it is complete, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS08175-E	<p>The request could not be executed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08176-E	<p>The request could not be executed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08177-E	<p>The request could not be executed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS08178-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p>

Message ID	Message
	Wait a while, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.
KARS08179-E	<p>The request could not be executed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid storage node ID specification</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the specified storage node ID, and then retry the operation.</p>
KARS08180-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An invalid storage node ID was specified.</p> <p>[Solution]</p> <p>Verify the specified storage node ID, and then retry the operation.</p>
KARS08200-E	<p>Connection with the DNS server is not possible. (DNS server = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>DNS server connection error</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify that the settings of the DNS server with which the storage node is connected is correct and the DNS server is running normally. Also, verify that the network between the storage node and DNS server is normal. If any problems occur, resolve them.</p>
KARS08201-I	<p>Connection recovered for all the DNS servers. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>DNS server connection to recover</p> <p>[Category]</p> <p>Service</p>
KARS08202-E	<p>Connection with the NTP server is not possible. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>NTP server connection error</p>

Message ID	Message
	[Category] Service
KARS08203-I	Connection recovered for the NTP server. (NTP server = xxx, Storage node ID = xxx) [Event Name] NTP server connection to recover [Category] Service
KARS08204-W	An error was detected when accessing the system drive of the storage node. (Storage node ID = xxx) [Event Name] System drive error detection [Category] StorageNode
KARS08300-W	Control port link down was detected. The control port status is Warning. The active port was switched. (Storage node ID = xxx, Control port MAC address = xxx) [Event Name] Control port link down [Category] ControlPort
KARS08301-W	Control port link down was detected. The control port status is Warning. (Storage node ID = xxx, Control port MAC address = xxx) [Event Name] Control port link down [Category] ControlPort
KARS08302-E	Control port link down was detected. The control port status is Error. (Storage node ID = xxx, Control port MAC address = xxx) [Event Name] Control port link down [Category] ControlPort

Message ID	Message
KARS08303-E	<p>Control port link down was detected. The control port status is Error. (Storage node ID = xxx, MAC address of the control port (primary) = xxx, MAC address of the control port (secondary) = xxx)</p> <p>[Event Name]</p> <p>Control port link down</p> <p>[Category]</p> <p>ControlPort</p>
KARS08304-I	<p>Control port connection recovery was detected. The control port status is Warning. (Storage node ID = xxx, Control port MAC address = xxx)</p> <p>[Event Name]</p> <p>Control port connection recovery</p> <p>[Category]</p> <p>ControlPort</p>
KARS08305-I	<p>Control port connection recovery was detected. The control port status is normal. (Storage node ID = xxx, Control port MAC address= xxx)</p> <p>[Event Name]</p> <p>Control port connection recovery</p> <p>[Category]</p> <p>ControlPort</p>
KARS08306-I	<p>Control port connection recovery was detected. The control port status is normal. (Storage node ID = xxx, MAC address of the control port (primary) = xxx, MAC address of the control port (secondary) = xxx)</p> <p>[Event Name]</p> <p>Control port connection recovery</p> <p>[Category]</p> <p>ControlPort</p>
KARS08307-E	<p>The control port status could not be acquired. (Storage node ID = xxx, Control port MAC address= xxx)</p> <p>[Event Name]</p> <p>Control port status acquisition failure</p> <p>[Category]</p> <p>ControlPort</p>

Message ID	Message
KARS08308-E	<p>The control port status could not be acquired. (Storage node ID = xxx, MAC address of the control port (primary) = xxx, MAC address of the control port (secondary) = xxx)</p> <p>[Event Name]</p> <p>Control port status acquisition failure</p> <p>[Category]</p> <p>ControlPort</p>
KARS08309-W	<p>Internode port link down was detected. The Internode port status is Warning. The active port was switched. (Storage node ID = xxx, Internode port MAC address = xxx)</p> <p>[Event Name]</p> <p>Internode port link down</p> <p>[Category]</p> <p>InternodePort</p>
KARS08310-W	<p>Internode port link down was detected. The Internode port status is Warning. (Storage node ID = xxx, Internode port MAC address = xxx)</p> <p>[Event Name]</p> <p>Internode port link down</p> <p>[Category]</p> <p>InternodePort</p>
KARS08311-E	<p>Internode port link down was detected. The internode port status is Error. (Storage node ID = xxx, Internode port MAC address = xxx)</p> <p>[Event Name]</p> <p>Internode port link down</p> <p>[Category]</p> <p>InternodePort</p>
KARS08312-E	<p>Internode port link down was detected. The internode port status is Error. (Storage node ID = xxx, MAC address of the internode port (primary) = xxx, MAC address of the internode port (secondary) = xxx)</p> <p>[Event Name]</p> <p>Internode port link down</p> <p>[Category]</p> <p>InternodePort</p>

Message ID	Message
KARS08313-I	<p>Internode port connection recovery was detected. The Internode port status is Warning. (Storage node ID = xxx, Internode port MAC address = xxx)</p> <p>[Event Name]</p> <p>Internode port connection recovery</p> <p>[Category]</p> <p>InternodePort</p>
KARS08314-I	<p>Internode port connection recovery was detected. The internode port status is normal. (Storage node ID = xxx, Internode port MAC address = xxx)</p> <p>[Event Name]</p> <p>Internode port connection recovery</p> <p>[Category]</p> <p>InternodePort</p>
KARS08315-I	<p>Internode port connection recovery was detected. The internode port status is normal. (Storage node ID = xxx, MAC address of the internode port (primary) = xxx, MAC address of the internode port (secondary) = xxx)</p> <p>[Event Name]</p> <p>Internode port connection recovery</p> <p>[Category]</p> <p>InternodePort</p>
KARS08316-E	<p>The internode port status could not be acquired. (Storage node ID = xxx, Internode port MAC address = xxx)</p> <p>[Event Name]</p> <p>Internode port status acquisition failure</p> <p>[Category]</p> <p>InternodePort</p>
KARS08317-E	<p>The internode port status could not be acquired. (Storage node ID = xxx, MAC address of the internode port (primary) = xxx, MAC address of the internode port (secondary) = xxx)</p> <p>[Event Name]</p> <p>Internode port status acquisition failure</p> <p>[Category]</p> <p>InternodePort</p>
KARS08318-I	<p>The message suppression function of the control port has started. (Storage node ID = xxx)</p>

Message ID	Message
	[Event Name] Control port message suppression function start [Category] ControlPort
KARS08319-I	The message suppression function of the internode port has started. (Storage node ID = xxx) [Event Name] Internode port message suppression function start [Category] InternodePort
KARS08320-I	The message suppression function of the control port has completed. The number of message suppressions is displayed. (Storage node ID = xxx, Number of suppressions = xxx) [Event Name] Control port message suppression function end [Category] ControlPort
KARS08321-I	The message suppression function of the internode port has completed. The number of message suppressions is displayed. (Storage node ID = xxx, Number of suppressions = xxx) [Event Name] Internode port message suppression function end [Category] InternodePort

Chapter 8: Messages KARS10000-KARS10999

Message ID	Message
KARS10000-I	<p>Import of the specified system requirements was skipped because they predate the system requirements registered in the storage cluster. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Import of the system requirements file skipped</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10001-E	<p>The system requirements file could not be imported.</p> <p>[Cause]</p> <p>The specified system requirements file is invalid.</p> <p>[Solution]</p> <p>Confirm that the specified file name is correct and the file is not corrupt, and then retry the operation. If the failure persists, obtain the latest system requirements file from the website again, and then retry the operation.</p>
KARS10010-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Configuration files could not be imported.</p> <p>[Solution]</p> <p>See the console message indicating causes of other failures, and then take action.</p>
KARS10011-E	<p>The configuration file could not be imported.</p> <p>[Cause]</p> <p>The number of the storage nodes in the configuration file is not correct.</p> <p>[Solution]</p> <p>See the console message indicating causes of other failures, and then take action.</p>
KARS10012-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>Configuration files could not be exported.</p> <p>[Solution]</p> <p>See the console message indicating causes of other failures, and then take action.</p>
KARS10013-E	<p>The configuration files could not be exported.</p> <p>[Cause]</p> <p>A failure occurred during export of configuration files.</p>
KARS10014-E	<p>Another operation is running. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Exclusive control error during export</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Cause]</p> <p>Configuration files could not be exported due to another operation in progress.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the export operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10015-E	<p>An internal error occurred. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error during export</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Cause]</p> <p>An internal error occurred during export of configuration files.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the export operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10016-E	<p>Another export or download processing of configuration files is in progress.</p> <p>[Event Name]</p> <p>Exclusive control error of export processing (exclusion of export and download)</p> <p>[Category]</p> <p>StorageCluster</p>

Message ID	Message
	<p>[Cause]</p> <p>An exclusive control error occurred due to another export or download processing of configuration files.</p> <p>[Solution]</p> <p>Verify whether another export or download processing of configuration files is running. If such a process is in progress, wait until it completes, and then retry the operation. If no such processing is in progress, retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10080-I	<p>Configuration information was updated.</p> <p>[Event Name]</p> <p>Configuration information update completed</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10100-I	<p>The update of xxx is started. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Per-node update start</p> <p>[Category]</p> <p>StorageNode</p>
KARS10101-I	<p>The update of xxx is complete. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Per-node update end</p> <p>[Category]</p> <p>StorageNode</p>
KARS10102-E	<p>xxx could not be updated. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Per-node update failure</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See event logs indicating causes output for other failures, and then take action.</p>
KARS10103-W	<p>As a result of the software update, different software versions are used in storage nodes belonging to the storage cluster. (Job ID = xxx)</p>

Message ID	Message
	<p>[Event Name] Different software versions</p> <p>[Category] StorageCluster</p> <p>[Solution] See the event log to resolve the failure, and then, update the software.</p>
KARS10104-E	<p>The software update ended because an error was detected in the integrity check of the transferred storage software update file. (Job ID = xxx)</p> <p>[Event Name] Invalid storage software update file</p> <p>[Category] StorageCluster</p> <p>[Solution] Obtain the storage software update file from the website, and transfer it to the storage system, and then update the storage software.</p>
KARS10105-E	<p>The software update ended because a failure occurs on the storage node in the storage cluster. (Job ID = xxx)</p> <p>[Event Name] Invalid software update conditions (Storage node failure)</p> <p>[Category] StorageNode</p> <p>[Solution] See event logs indicating causes output for other failures, and then resolve the failure. After that, update the software.</p>
KARS10106-E	<p>The software update ended because an incompatible version of the storage software update file was specified. (Job ID = xxx)</p> <p>[Event Name] Invalid software update conditions (Incompatible version of the storage software update file)</p> <p>[Category] StorageCluster</p> <p>[Solution]</p>

Message ID	Message
	Obtain the compatible version of the storage software update file from the website, and transfer it to the storage system, and then update the storage software.
KARS10107-E	<p>Software update to the target version was aborted because 'xxx' was being used. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid software update conditions (The update file includes incompatible functions)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Disable the displayed function, or use an update file for the version which supports the displayed function.</p>
KARS10108-I	<p>The specified software update could not be performed because a software update is in progress. (Job ID = xxx, Job ID in progress = xxx)</p> <p>[Event Name]</p> <p>Invalid software update conditions (Multiple executions are not possible)</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10109-E	<p>The software update was aborted because another operation is being performed. (Job ID = xxx, Another Job ID in progress = xxx)</p> <p>[Event Name]</p> <p>Invalid software update conditions (Simultaneous execution is not possible)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Wait until the displayed processing ends, and then retry the software update.</p>
KARS10110-E	<p>Software update was aborted because the storage software update file was not found. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage software update file was not uploaded</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p>

Message ID	Message
	Upload storage software update file. And retry the software update.
KARS10111-E	<p>Software update was aborted due to an error in transferring the storage update file to the storage node. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage software update file transfer error</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Verify the displayed storage node status. If storage nodes are blocked, restore them.</p>
KARS10112-E	<p>An initiator node that cannot be used in this version exists in the storage cluster. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Unsupported initiator node</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Remove the target initiator node.</p>
KARS10113-E	<p>Operation for transferring the storage software update file to each storage node timed out. Therefore, software update did not succeed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage software update file transfer timed out</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>While storage pool Capacity balance, Drive data relocation or Rebuild, or other operations that use internode network are being performed, wait until those operations are completed. If I/O load is high, reduce the I/O load. Also, verify that internode network communication has no error, and then take action as required. Then, retry the software update.</p>
KARS10150-E	<p>The software update ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p>

Message ID	Message
	See the event log with the job ID of this job, and then resolve the failure according to the recovery procedure. After that, update the storage software.
KARS10151-I	<p>The software update was stopped.</p> <p>[Cause]</p> <p>A request for stopping the software update was detected.</p> <p>[Solution]</p> <p>No action is required.</p>
KARS10152-I	<p>The storage software update file could not be uploaded.</p> <p>[Cause]</p> <p>An error was detected in the integrity check of the storage software update file.</p> <p>[Solution]</p> <p>Obtain the storage software update file from the website.</p>
KARS10153-E	<p>The storage software update file could not be uploaded.</p> <p>[Cause]</p> <p>An internal error occurred in uploading the storage software update file.</p> <p>[Solution]</p> <p>Retry uploading of the storage software update file. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10200-E	<p>The capacity of the memory is insufficient. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Insufficient memory)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Restart the storage cluster, and then retry the operation. If a VM of the storage node to be added is created, remove the VM, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10201-E	<p>An operation that can not be performed concurrently is being performed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Prohibited concurrent operation)</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>Wait until the operation that cannot be performed concurrently is complete, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10210-E	<p>The configuration files is not uploaded. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Configuration files not found)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Upload the configuration files, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10211-E	<p>An error occurred in the communication with the storage node to be added. (Job ID = xxx, Storage node ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Communication with storage node error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10212-E	<p>The number of storage nodes after the addition exceeds the upper limit. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Max. number of storage nodes exceeded)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Check the maximum number of supported storage nodes and the number of storage nodes to be added, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>

Message ID	Message
KARS10213-E	<p>An error occurred during verification of software versions of the storage node to be added. (Job ID = xxx, Version of storage cluster = xxx, Version of the storage node to be added = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Software version mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the software version of the storage node to be added matches that of the storage cluster, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10215-E	<p>Adding storage nodes ended abnormally because a failure occurred in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage cluster master node (primary) failover)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If storage nodes are blocked, restore them. Verify the storage nodes to be removed, and then remove them. If a VM of the storage node to be added is created, remove the VM, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10216-E	<p>An error occurred in the communication with the storage node to be added. (Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Communication with storage node error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10217-E	<p>The number of compute ports after the addition exceeds the upper limit. (Job ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Storage node addition did not succeed (Max. number of compute ports exceeded)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the maximum number of supported compute ports and the number of compute ports to be added, and then retry the operation. If the VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10218-E	<p>Because Data migration is not supported in the storage cluster, an initiator node cannot be added. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Unsupported version (Data migration)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>To perform Data migration, update the software version of the current storage cluster to a version which supports such migration, and then retry the operation.</p>
KARS10219-E	<p>The configuration files includes invalid descriptions or unsupported parameters. (Job ID = xxx)</p> <p>[Event Name]</p> <p>The storage nodes could not be added (Invalid configuration files)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Review the descriptions of the configuration files for errors. Also, make sure that the software version of the current storage cluster supports the function to be used.</p>
KARS10220-E	<p>The storage node to be added does not exist in the configuration files. (Job ID = xxx)</p> <p>[Event Name]</p> <p>The storage nodes could not be added (Non-existing storage nodes for addition)</p> <p>[Category]</p> <p>StorageCluster</p>

Message ID	Message
	<p>[Solution]</p> <p>Review the descriptions of the configuration files for errors.</p>
KARS10221-E	<p>Because IPv6 is not supported in the storage cluster, a storage node whose IPv6Mode is enabled cannot be added. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Unsupported version (iSCSI_IPv6)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>To enable use with IPv6 settings, update the software version of the current storage cluster to a version that supports IPv6, and then retry the operation.</p>
KARS10222-E	<p>FC target and iSCSI compute ports are mixed in the storage cluster. (Job ID = xxx)</p> <p>[Event Name]</p> <p>The storage nodes could not be added (Mixed FC and iSCSI ports)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Review the compute port settings in the configuration file used for adding storage nodes.</p>
KARS10223-E	<p>An error occurred in the DNS settings. (Job ID = xxx, Storage node = xxx, DNS server = xxx)</p> <p>[Event Name]</p> <p>The storage nodes could not be added (DNS setting did not succeed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a VM of the storage node to be added is created, remove the VM, and then retry the operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10224-E	<p>An error occurred in communication with the DNS server. (Job ID = xxx, Storage node = xxx, DNS server = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (DNS server communication error)</p>

Message ID	Message
	<p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status with the DNS server. If an error occurred, resolve the failure. If a VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10225-E	<p>An error occurred in communication with the NTP server. (Job ID = xxx, Storage node = xxx, NTP server = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (NTP server communication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status with the NTP server. If an error occurred, resolve the failure. If a VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10226-E	<p>Synchronization with the NTP server did not succeed. (Job ID = xxx, Storage node = xxx, NTP server = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Time Synchronization error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status with the NTP server. If an error occurred, resolve the failure. If a VM of the storage node to be added is created, remove the VM, and then retry the operation.</p>
KARS10227-E	<p>Adding multiple storage nodes at the same time is not allowed because the configuration consists of a single fault domain. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Addition of multiple nodes in a single fault domain configuration)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>In a single fault domain configuration, add one storage node at a time.</p>

Message ID	Message
KARS10228-E	<p>The number does not match the number of storage nodes that can be added in a multiple fault domain configuration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Mismatched number of nodes to add in multiple fault domain config)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the number of storage nodes to be added, and then retry the operation.</p>
KARS10229-E	<p>Add one initiator node at a time. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Addition of multiple nodes including an initiator node)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of storage nodes to be added, and then retry the operation.</p>
KARS10230-E	<p>The storage node cannot be added because doing so would result in mismatching numbers of storage nodes between fault domains. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Mismatched number of nodes to be added between the fault domains)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the number of storage nodes to be added for each fault domain, and then retry the operation.</p>
KARS10231-E	<p>The storage node cannot be added because doing so would result in mismatching numbers of initiator nodes between fault domains. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Invalid number of initiator nodes between fault domains)</p> <p>[Category]</p>

Message ID	Message
	StorageNode [Solution] Add an initiator node to the fault domain with fewer initiator nodes.
KARS10232-E	The name of the fault domain specified for the added storage node does not exist in the storage cluster. (Job ID = xxx) [Event Name] Storage node addition pre-check (Invalid fault domain name of the storage node to be added) [Category] StorageNode [Solution] Review the fault domain name of the storage node to be added, and then retry the operation.
KARS10233-E	The initiator node cannot be added because the storage cluster does not support a resource-saving-version initiator node. (Job ID = xxx) [Event Name] Unsupported version (Resource-saving-version initiator node) [Category] StorageCluster [Solution] Match the version of all the storage nodes in the storage cluster, and then retry the operation.
KARS10234-E	The initiator node cannot be added because the storage cluster includes an initiator node that is not a resource-saving-version initiator node. (Job ID = xxx) [Event Name] Storage node addition pre-check (Removal of all the initiator nodes required) [Category] StorageNode [Solution] Remove all the existing initiator nodes in the storage cluster, and then retry the operation.
KARS10235-E	Storage nodes cannot be added because their drive connection method to VM of user data drive does not match that of the storage cluster. (Job ID = xxx) [Event Name]

Message ID	Message
	<p>Storage node addition pre-check (Drive connection method to VM of user data drive mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Match the user data drive setting of the storage node to be added to that of the storage cluster, and then retry the operation.</p>
KARS10236-E	<p>Storage node addition could not be completed because storage controllers could not be relocated. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage controllers cannot be relocated</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If any of the storage nodes in the storage cluster are under maintenance, complete the processing for those storage nodes. If any of the storage nodes in the storage cluster are blocked, recover those storage nodes. After that, if a VM is created for the storage nodes to be added, remove the VM, and then retry the storage node addition.</p>
KARS10237-E	<p>An error occurred in the communication with the storage node to be added. (Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Communication with storage node error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the storage node to be added is powered on and that connection to the storage node to be added is possible. Also, verify that the network setting (described in the VSSB configuration file) of the storage node to be added and the network setting set in the storage node to be added match. If they do not match, set up each storage node according to the network setting (described in the VSSB configuration file) of the storage node to be added. Then, retry the storage node addition.</p>
KARS10238-E	<p>Connection to the storage node to be added did not succeed due to a user authentication error. (Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Storage node addition did not succeed (User authentication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the information (described in the VSSB configuration file) of the storage node to be added and the entered user password of a setup user are correct. Also, verify that setup of each storage node was correctly performed according to the procedure for storage node addition. Then, retry the storage node addition.</p>
KARS10239-E	<p>An error occurred during version checking of the VSSB configuration file. (Job ID = xxx, Version of the VSSB configuration file = xxx, Version of storage cluster = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Version of the configuration file mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Export the configuration file to obtain the VSSB configuration file whose version matches the version of the current storage cluster software. Add the information of the storage node to be added to the obtained VSSB configuration file, and then retry the storage node addition.</p>
KARS10240-E	<p>The VSSB configuration file could not be uploaded. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Configuration file not found)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Retry the storage node addition with the VSSB configuration file specified.</p>
KARS10241-E	<p>The VSSB configuration file could not be uploaded. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Uploading a configuration file did not succeed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>Retry the storage node addition. Perform another storage node addition after the current storage node addition completes. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10242-E	<p>Existing storage nodes described in the VSSB configuration file are different from the current configuration. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Description of the file is different from the configuration)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Export the configuration file to obtain the latest VSSB configuration file. Add the information of the storage node to be added to the obtained VSSB configuration file, and then retry the storage node addition.</p>
KARS10243-E	<p>The host name of the storage node to be added (described in the VSSB configuration file) is already used in the existing storage node. (Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (The specified host name is already in use)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Change the host name of the storage node to be added (described in the VSSB configuration file) to other than the one that is used in the existing storage node. If you also need to change the name of the storage nodes set during setup of each storage node, set up each storage node according to the changed storage node host names. Then, retry the storage node addition.</p>
KARS10244-E	<p>The number of storage nodes after the addition exceeds the upper limit. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Max. number of storage nodes exceeded)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Check the maximum number of supported storage nodes and the number of storage nodes to be added, and then retry the operation.</p>

Message ID	Message
KARS10245-E	<p>An error occurred during verification of software versions of the storage node to be added. (Job ID = xxx, Version of storage cluster = xxx, Version of the storage node to be added = xxx)</p> <p>[Event Name]</p> <p>Storage node addition pre-check (Software version mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Use the storage software installer of the same version as that of the current storage cluster software. Retry the operation from installing the storage software according to the storage node addition procedure.</p>
KARS10246-E	<p>The configuration files could not be read. (Job ID = xxx, Detailed information = xxx)</p> <p>[Event Name]</p> <p>The configuration file could not be read</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Retry the storage node addition with the VSSB configuration file specified. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10247-E	<p>The configuration files could not be read. (Job ID = xxx, Detailed information = xxx)</p> <p>[Event Name]</p> <p>The configuration file could not be read</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Correct the configuration file according to detailed information, and then retry the operation.</p>
KARS10248-E	<p>The configuration files could not be read. (Job ID = xxx, Detailed information = xxx)</p> <p>[Event Name]</p> <p>The configuration file could not be read</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>Export the configuration file to obtain the latest VSSB configuration file. Add the information of the storage node to be added to the obtained VSSB configuration file, and then retry the storage node addition.</p>
KARS10249-E	<p>The configuration files could not be read. (Job ID = xxx, Detailed information = xxx)</p> <p>[Event Name]</p> <p>The configuration file could not be read</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Export the configuration file to obtain the VSSB configuration file whose version matches the version of the current storage cluster software. Add the information of the storage node to be added to the obtained VSSB configuration file, and then retry the storage node addition.</p>
KARS10250-E	<p>Addition of the storage node ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event logs with the same job ID as this job, and then resolve the failure according to the recovery procedure. Then, retry adding the storage node. However, if the status of the storage node to be added after failure recovery is normal, storage node addition does not need to be performed again.</p>
KARS10260-E	<p>An error occurred in the DNS settings. (Job ID = xxx, Storage node = xxx, DNS server = xxx)</p> <p>[Event Name]</p> <p>The storage nodes could not be added (DNS setting did not succeed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Retry the storage node addition. However, if there is an event log (with the same job ID as this job) that instructs the installation of the storage software, you need to retry the operation from installing the storage software in the storage node addition procedure for the storage node for which an action to be taken is indicated. If the phenomenon persists, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS10261-E	<p>An error occurred in communication with the DNS server. (Job ID = xxx, Storage node = xxx, DNS server = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (DNS server communication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status with the DNS server. If an error occurred, resolve the failure. Then, retry adding the storage node. However, if there is an event log (with the same job ID as this job) that instructs the installation of the storage software, you need to retry the operation from installing the storage software in the storage node addition procedure for the storage node for which an action to be taken is indicated. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10262-E	<p>An error occurred in communication with the NTP server. (Job ID = xxx, Storage node = xxx, NTP server = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (NTP server communication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the network status with the NTP server. If an error occurred, resolve the failure. Then, retry adding the storage node. However, if there is an event log (with the same job ID as this job) that instructs the installation of the storage software, you need to retry the operation from installing the storage software in the storage node addition procedure for the storage node for which an action to be taken is indicated. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10263-E	<p>Synchronization with the NTP server did not succeed. (Job ID = xxx, Storage node = xxx, NTP server = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Time Synchronization error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>Verify the network status with the NTP server. If an error occurred, resolve the failure. Then, retry adding the storage node. However, if there is an event log (with the same job ID as this job) that instructs the installation of the storage software, you need to retry the operation from installing the storage software in the storage node addition procedure for the storage node for which an action to be taken is indicated. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10264-E	<p>The host name specified in the VSSB configuration file and the host name set in the storage node to be added do not match. (Job ID = xxx, Host name specified in the VSSB configuration file = xxx, Host name set in the storage node = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Host name mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Set up each storage node according to the host name of the storage node to be added described in the VSSB configuration file. Then, retry the storage node addition.</p>
KARS10265-E	<p>The network setting (specified in the VSSB configuration file) of the control port and the network setting (set in the storage node to be added) of the control port do not match. (Job ID = xxx, Storage node = xxx, Mismatched settings = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Network setting mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Set up each storage node according to the network setting of the control port of the storage node to be added described in the VSSB configuration file. Then, retry the storage node addition.</p>
KARS10266-E	<p>The routing setting (specified in the VSSB configuration file) of the control port and the routing setting (set in the storage node to be added) of the control port do not match. (Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Routing setting mismatch)</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>Set up each storage node according to the routing setting of the control port of the storage node to be added described in the VSSB configuration file. Then, retry the storage node addition.</p>
KARS10267-E	<p>The number of compute ports after the addition exceeds the upper limit. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Max. number of compute ports exceeded)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the maximum number of supported compute ports and the number of compute ports to be added, and then retry the operation.</p>
KARS10268-E	<p>Storage node addition could not be completed because storage controllers could not be relocated. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage controllers cannot be relocated</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If any of the storage nodes in the storage cluster are under maintenance, complete the processing for those storage nodes. If any of the storage nodes in the storage cluster are blocked, recover those storage nodes. If this error occurs, you need to install the storage software for the storage node subject to maintenance again. Retry the operation from installing the storage software in the storage node addition procedure. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10288-E	<p>The processing for this storage node was ended abnormally due to a failure in another storage node. (Operation = xxx, Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Failure in another storage node)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>If there is an event log with the same job ID as this job, or that indicates a failure that is not related to this job, correct the failure according to the recovery procedure described in the event log. If this error occurs, you need to install the storage software for the storage node subject to maintenance indicated in the message again. Retry the operation from installing the storage software in the storage node addition procedure for the storage node indicated in the message. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10289-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Export the configuration file to obtain the latest VSSB configuration file. Add the information of the storage node to be added to the obtained VSSB configuration file, and then retry the storage node addition. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10290-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10291-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10292-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage cluster internal processing error)</p> <p>[Category]</p>

Message ID	Message
	StorageCluster
KARS10293-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10294-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage cluster internal processing error)</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10295-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10296-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10297-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage cluster internal processing error)</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10298-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Storage node addition did not succeed (Storage node internal processing error)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10299-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node addition did not succeed (Storage cluster internal processing error)</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10300-E	<p>The specified storage node could not be found. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Input parameter error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the correct storage node is specified, and then retry storage node removal.</p>
KARS10301-E	<p>The specified storage node is not in a state available for removal. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Specified storage node cannot be removed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the status of the storage node is "starting" or the storage node is under maintenance, try again after processing for the target storage node has been finished.</p>
KARS10302-E	<p>The specified storage node cannot be removed normally because it is already blocked. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Specified storage node blocked)</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>Remove the storage node normally after restoring the target storage node to normal.</p>
KARS10303-E	<p>The processing cannot be performed because there is a storage node that has not been removed yet. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Storage node yet to be removed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Complete the storage node removal, and then retry the operation.</p>
KARS10304-E	<p>The number of storage nodes not including the initiator node after removal went below the lower limit in the system requirements. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Insufficient number of storage nodes)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>To remove the storage node, add another storage node and remove the storage node again.</p>
KARS10305-E	<p>The specified storage node cannot be removed because it is the cluster master node. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Cluster master node cannot be removed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Try again by specifying a cluster worker node.</p>
KARS10308-E	<p>The drive connected to the storage node is not redundant. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Drive not redundant)</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>Try again after rebuilding the drive connected to the storage node and making it redundant.</p>
KARS10310-E	<p>The processing cannot be performed because the specified storage node contains a volume which is being operated or is in an abnormal state. (Job ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Volume in abnormal state)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the target volume is being operated, wait until the operation is completed, and then retry the operation. If an error occurred in the target volume, take action according to the event log indicating the failure, and then retry the operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10311-E	<p>You cannot perform the processing because the specified storage node contains a snapshot volume. (Job ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Snapshot volume exists)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Try again after deleting the snapshot volume.</p>
KARS10312-E	<p>You cannot perform the processing because the specified storage node contains a volume to be migrated by another volume. (Job ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Volume to be migrated exists)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Try again after ongoing volume migration has been finished.</p>

Message ID	Message
KARS10314-E	<p>You cannot perform the processing because the specified storage node contains a volume which cannot be migrated. (Job ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Volume which cannot be migrated)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Try again after placing the volume in the state available for migration.</p>
KARS10315-E	<p>The storage node cannot be removed because there is a configuration created for data migration from the external storage. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (External storage exists)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Try again after removing the configuration created for data migration from the external storage.</p>
KARS10316-I	<p>The storage node removal process is started (Step:1/3). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal is in progress (Step:1/3)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10317-I	<p>Start removal of xxx storage controllers and relocation of xxx storage controllers to remove the storage node (Step:2/3). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal is in progress (Step:2/3)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10318-I	<p>Removal of storage controller has started. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller removal has started</p> <p>[Category]</p>

Message ID	Message
	StorageNode
KARS10319-I	<p>Removal of storage controller has been completed. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller removal has been completed</p> <p>[Category]</p> <p>StorageNode</p>
KARS10320-I	<p>Start deletion of the storage node from the storage cluster (Step:3/3). (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal is in progress (Step:3/3)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10322-I	<p>Relocation of storage controller has started. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller relocation has started</p> <p>[Category]</p> <p>StorageNode</p>
KARS10323-I	<p>Relocation of storage controller has been completed. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller relocation has been completed</p> <p>[Category]</p> <p>StorageNode</p>
KARS10325-E	<p>Drive data relocation to storage node could not be started. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation start error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	See the event logs indicating other errors, if any, and then take action. If the phenomenon persists after the retry, collect the logs, and then contact customer support.
KARS10326-E	<p>Drive data relocation to the storage node failed. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If the phenomenon persists after the retry, collect the logs, and then contact customer support.</p>
KARS10327-E	<p>Drive data relocation to the storage node timed out. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation timeout</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>No action is required if an event log indicating that the drive data relocation ended normally is output. If an event log indicating that the drive data relocation failed is output, take action referring to the event log.</p>
KARS10328-E	<p>Drive data relocation to the storage node could not be aborted. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive data relocation stop error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>No action is required if an event log indicating that the drive data relocation ended normally has been output. If an event log indicating that the drive data relocation failed is output, take action referring to the event log.</p>
KARS10329-E	The target storage node cannot be removed unless prior storage node is removed first. (Job ID = xxx, Prior storage node ID = xxx, Target storage node ID = xxx)

Message ID	Message
	<p>[Event Name] Storage node removal pre-check (Invalid order of removal)</p> <p>[Category] StorageNode</p> <p>[Solution] Remove the specified storage node first, and then remove the target storage node.</p>
KARS10330-I	<p>Creation of the storage controller has started. (Job ID = xxx)</p> <p>[Event Name] Storage controller creation has started</p> <p>[Category] StorageNode</p>
KARS10331-I	<p>Creation of storage controller has been completed. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name] Storage controller creation has been completed</p> <p>[Category] StorageNode</p>
KARS10333-W	<p>Storage controller could not be removed. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name] Storage controller removal did not succeed</p> <p>[Category] StorageNode</p> <p>[Solution] Check for event logs indicating a failure, and then take action.</p>
KARS10334-W	<p>Storage controller could not be relocated. (Job ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name] Storage controller relocation did not succeed</p> <p>[Category] StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Check for event logs indicating a failure, and then take action.
KARS10335-W	<p>The storage controller could not be created. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller creation did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Check for event logs indicating a failure, and then take action.</p>
KARS10336-E	<p>In a multiple fault domain configuration, a node other than an initiator node cannot be removed. (Job ID = xxx, Specified storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Removal condition mismatch in multiple fault domain configuration)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the conditions for removing a storage node in a multiple fault domain configuration.</p>
KARS10337-E	<p>The storage node cannot be removed because doing so would result in a difference of at least two in the number of initiator nodes between fault domains. (Job ID = xxx, Specified storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Invalid number of initiator nodes between fault domains)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Specify an initiator node in the fault domain with more initiator nodes and remove it.</p>
KARS10338-E	<p>The storage node could not be removed because the storage controllers could not be relocated. (Job ID = xxx, Specified storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage controllers cannot be relocated</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>If any of the storage nodes in the storage cluster are under maintenance, complete the processing for those storage nodes. If any of the storage nodes in the storage cluster are blocked, recover those storage nodes. Then, retry the storage node removal.</p>
KARS10350-E	<p>Removing the storage node ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event log with the job ID of this job, and then resolve the failure according to the recovery procedure. After that, remove the storage node.</p>
KARS10351-I	<p>Storage node removal processing was aborted.</p> <p>[Cause]</p> <p>A request to abort storage node removal processing was detected.</p>
KARS10400-E	<p>The operation cannot be performed because the target storage node is not running. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Storage node not ready)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the storage node is under maintenance, try again after processing for the target storage node has been finished. If the storage node is blocked, try again after the storage node is placed in the "ready" state by storage node maintenance recovery.</p>
KARS10401-E	<p>The drive connected to the storage node is not redundant. (Job ID = xxx, Storage node ID = xxx, Drive ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Drive not redundant)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Rebuild and make it redundant, and then retry the operation.</p>

Message ID	Message
KARS10404-E	<p>Processing could not be performed because the cluster master node was not redundant. The cluster master node is blocked. (Job ID = xxx, Storage node ID of cluster master = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Cluster master node not redundant)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Restore the blocked cluster master node, and then retry the operation.</p>
KARS10405-E	<p>The compute node path is not redundant. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Compute node path not redundant)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Add the path information to the compute node to make it redundant, and then retry the operation.</p>
KARS10406-E	<p>The storage node could not be stopped normally. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node stop error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Recover the target storage node, and then retry the software update.</p>
KARS10407-E	<p>The specified storage node could not be found. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node maintenance blocking pre-check (Input parameter error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify that the correct storage node is specified, and then retry storage node maintenance blocking. If the phenomenon does not change, collect the logs, and then contact customer support.
KARS10408-W	<p>The storage node could not be stopped normally. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node stop unsuccessful (Manual stop required)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If a VM of the target storage node is not stopped, stop it manually.</p>
KARS10409-W	<p>The storage node could not be restarted. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node restart unsuccessful (Manual restart required)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Restart the VM of the target storage node manually.</p>
KARS10411-E	<p>Processing cannot be continued because performing storage node maintenance blocking makes the storage cluster status exceed fault tolerance and renders the system unable to continue operation. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node maintenance blocking pre-check (Error exceeding storage cluster fault tolerance)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Recover or replace the blocked storage node or drive to recover the blockage status, and then retry the maintenance operation.</p>
KARS10412-W	<p>The storage node could not be stopped normally. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node stop unsuccessful (Manual stop required)</p>

Message ID	Message
	<p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the target storage node is not stopped, stop it manually.</p>
KARS10413-W	<p>The storage node could not be restarted. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node restart unsuccessful (Manual restart required)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Restart the target storage node manually.</p>
KARS10450-E	<p>Storage node maintenance blocking ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event log with the job ID of this job, and then resolve the failure according to the recovery procedure. After that, perform the storage node for maintenance.</p>
KARS10451-E	<p>Storage node maintenance blocking ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event logs with the job ID of this job, and then resolve the failure according to the recovery procedure. Then, retry storage node replacement.</p>
KARS10500-E	<p>The storage node is not blocked. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Storage node not blocked)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the specification of the storage node is correct. If the specification is correct, block the storage node, and then retry the operation.</p>

Message ID	Message
KARS10501-E	<p>The storage node cannot be recovered because it is being removed. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Storage node yet to be removed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Make sure that the correct storage node was specified.</p>
KARS10502-E	<p>Rebuilding the storage controller in the storage node failed. (Job ID = xxx, Storage node ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller rebuild did not succeed</p> <p>[Category]</p> <p>StorageNode</p>
KARS10503-E	<p>Rebuilding the drive connected to storage node could not be started. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive rebuild start did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If the phenomenon persists after the retry, collect the logs, and then contact customer support.</p>
KARS10504-E	<p>Rebuilding the drive connected to the storage node failed. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive rebuild did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If event logs indicating other errors are not output, retry updating. If the phenomenon persists after the retry, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS10505-E	<p>Rebuilding the drive connected to the storage node has timed out. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Rebuilding drive timeout</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>No action is required if an event log indicating that the drive has been rebuilt normally has been output. If an event log indicating that rebuilding the drive failed is output, take action referring to the event log.</p>
KARS10506-E	<p>The compute port connected to the storage node could not be unblocked. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Compute port blockade restoration did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If the phenomenon persists after the retry, collect the logs, and then contact customer support.</p>
KARS10507-E	<p>Rebuilding the drive connected to the storage node could not be aborted. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive rebuild stop did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>No action is required if an event log indicating that the drive has been rebuilt normally has been output. If an event log indicating that rebuilding the drive failed is output, take action referring to the event log.</p>
KARS10508-E	<p>The specified storage node could not be found. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Input parameter error)</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>Verify whether the specified storage node is correct, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10509-E	<p>An error occurred in the internode network with the storage node to be recovered. (Job ID = xxx, Storage node ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Communication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the internode network is correctly connected to the storage node to be recovered and the storage node is powered on. Then, restart the storage node to be recovered, and then retry the operation.</p>
KARS10510-E	<p>The software version of the storage node to be recovered does not match that of the storage node at the time it was blocked. Therefore, the storage node cannot be recovered. (Job ID = xxx, Version of the storage node to be restored = xxx, Version at the time of blockage = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Software version mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Match the software version of the target storage node to be recovered to that of the storage node at the time it was blocked, and then replace the storage node for recovery.</p>
KARS10511-E	<p>Storage node replacement is required to recover the specified storage node. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Storage node replacement necessary)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Recover the storage node according to the procedure for storage node replacement.</p>

Message ID	Message
KARS10512-E	<p>The number of compute ports connected to the storage node to be recovered and protocol do not match those of the storage node at the time it was blocked. Therefore, the storage node cannot be recovered. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Number of compute ports mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of the compute ports connected to the storage node to be recovered. Retry the operation after matching the number and protocol of compute ports with the configuration at the time when the storage node was blocked.</p>
KARS10513-E	<p>The recovery-target storage node cannot be recovered because the configuration of the compute ports connected to the storage node was changed. (Job ID = xxx, Storage node ID = xxx, Compute port ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Configuration of compute ports mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of the compute ports connected to the storage node to be recovered. Retry the operation after matching the number of compute ports with the configuration at the time when the storage node was blocked.</p>
KARS10514-E	<p>The recovery-target storage node cannot be recovered because the configuration of the internode ports connected to the storage node was changed. (Job ID = xxx, Storage node ID = xxx, Internode port ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Configuration of internode port mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of the internode ports connected to the storage node to be recovered. Retry the operation after matching the number of internode ports with the configuration at the time when the storage node was blocked.</p>

Message ID	Message
KARS10515-E	<p>The recovery-target storage node cannot be recovered because the configuration of the control ports connected to the storage node was changed. (Job ID = xxx, Storage node ID = xxx, Control port ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Configuration of control port mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of the control ports connected to the storage node to be recovered. Retry the operation after matching the number of control ports with the configuration at the time when the storage node was blocked.</p>
KARS10516-E	<p>The process could not be started on the storage node to be recovered. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Process starting error (Storage node recovery)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10517-E	<p>An error occurred in the DNS settings. (Job ID = xxx, Storage node = xxx, DNS server = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (DNS setting unsuccessful)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait for a while, and then replace the storage node. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10518-E	<p>An error occurred in communication with the DNS server. (Job ID = xxx, Storage node = xxx, DNS server = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (DNS server communication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify the status of the network with the DNS server, and then resolve any failures. Then, replace the storage node.
KARS10519-E	<p>An error occurred in communication with the NTP server. (Job ID = xxx, Storage node = xxx, NTP server = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (NTP server communication error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the status of the network with the NTP server, and then resolve any failures. Then, replace the storage node.</p>
KARS10520-E	<p>Synchronization with the NTP server did not succeed. (Job ID = xxx, Storage node = xxx, NTP server = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (Time Synchronization error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the status of the network with the NTP server, and then resolve any failures. Then, replace the storage node.</p>
KARS10521-E	<p>The target storage node cannot be recovered because it contains a storage controller that is in an unrecoverable state. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Storage controller status error detection)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS10522-E	<p>Recover the other storage nodes first, and then recover the target storage node. (Job ID = xxx, Specified storage node ID = xxx, High-priority storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Recovery order error detection)</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>Recover the storage node indicated in the message, and then recover the target storage node.</p>
KARS10523-E	<p>The number of FC ports connected (as compute ports) to the storage node to be recovered does not match that at the time it was blocked. Therefore, the storage node cannot be recovered. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Number of FC ports connected as compute ports mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of the compute ports connected to the storage node to be recovered. Retry the operation after matching the number of compute ports with the configuration at the time when the storage node was blocked.</p>
KARS10524-E	<p>The operation ended abnormally because a failure occurred in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (Storage cluster master node (primary) failover)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10525-W	<p>Storage node auto-recovery could not be performed due to conflict with another operation. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node auto-recovery conflicts with another operation</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the storage node status meets the conditions for auto recovery, auto recovery continues to be performed and no further action is required.</p>
KARS10526-E	<p>The storage node is in persistent blockade status. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>The storage node is in persistent blockade status</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs with the job ID of this job or event logs that indicate failures other than the target of this job, if any, and then take action. Then, perform manually maintenance recovery or replacement of the storage node.</p>
KARS10527-E	<p>An error occurred in the internode network with the storage node to be recovered. (Job ID = xxx, Storage node ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Internode network error)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the internode network is correctly connected to the storage node to be recovered and the storage node is powered on, and then restart the storage node. Then, recover the storage node. If the storage node status meets the conditions for storage node auto-recovery, no action is required because auto recovery is to be performed.</p>
KARS10529-E	<p>The drive connection method to the VM from the user data drive of the storage cluster differs from the drive connection method to the VM from the user data drive of the storage node. Therefore, the storage node cannot be recovered. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Drive connection method to VM from user data drive mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Match the user data drive setting of the node to be recovered to that of the storage cluster, and then retry the operation.</p>
KARS10530-E	<p>An error occurred in the communication with the storage node to be recovered. (Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Communication error)</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>Verify that the storage nodes to be recovered are powered on and that connection to the storage nodes to be recovered is possible. Also, verify that the network setting (registered in the storage cluster) of the storage nodes to be recovered and the network setting set in the storage node to be recovered match. If they do not match, set up each storage node according to the network setting (registered in the storage cluster) of the storage node to be recovered. Then, replace the storage node to be recovered. If the storage node status meets the conditions for the storage node auto-recovery function, recovery is automatically performed and no further action is required.</p>
KARS10531-E	<p>The software version of the storage node to be recovered does not match that of the storage node at the time it was blocked. Therefore, the storage node cannot be recovered. (Job ID = xxx, Version of the storage node to be recovered = xxx, Version at the time of blockage = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Software version mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Use the storage software installer of the version at the time the recovery-target storage node was blocked. Perform recovery from installing the storage software according to the procedure for storage node replacement.</p>
KARS10532-E	<p>The recovery-target storage node cannot be recovered because the configuration of the control ports connected to the storage node was changed. (Job ID = xxx, Storage node ID = xxx, Control port ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery pre-check (Configuration of control port mismatch detected)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the configuration of the control ports connected to the storage node to be recovered. Match the configuration of control ports with the configuration at the time the storage node was blocked, and then retry the operation. To change the control port settings of the storage node to be recovered, set up each storage node.</p>
KARS10533-E	<p>The process could not be started on the storage node to be recovered. (Job ID = xxx, Storage node ID = xxx)</p>

Message ID	Message
	<p>[Event Name] Process starting error (Storage node recovery)</p> <p>[Category] StorageNode</p>
KARS10534-E	<p>Rebuilding the storage controller in the storage node failed. (Job ID = xxx, Storage node ID = xxx, Storage controller ID = xxx)</p> <p>[Event Name] Storage controller rebuild did not succeed</p> <p>[Category] StorageNode</p>
KARS10535-E	<p>To recover the specified storage node, you need to perform recovery by storage node maintenance recovery. (Job ID = xxx)</p> <p>[Event Name] Storage node recovery pre-check (Storage node maintenance recovery necessary)</p> <p>[Category] StorageNode</p> <p>[Solution] Perform storage node recovery according to the procedure for storage node maintenance recovery.</p>
KARS10536-E	<p>Connection to the storage node to be recovered did not succeed due to a user authentication error. (Job ID = xxx, Storage node ID = xxx, IP address = xxx)</p> <p>[Event Name] The storage node could not be recovered (User authentication error)</p> <p>[Category] StorageNode</p> <p>[Solution] If a storage node to be recovered is specified, verify that the correct storage node is specified. Also, verify that the password for the setup user is correct and setup of each storage node was correctly performed. Then, replace the storage node to be recovered. If the storage node status meets the conditions for the storage node auto-recovery function, recovery is automatically performed and no further action is required.</p>
KARS10537-E	<p>To recover the specified storage node, you need to reinstall the storage software of the specified storage node. (Job ID = xxx)</p>

Message ID	Message
	<p>[Event Name]</p> <p>Storage node recovery pre-check (Reinstallation of storage software necessary)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform storage node recovery from installing the storage software according to the procedure for storage node replacement.</p>
KARS10538-E	<p>Rebuilding the drive connected to storage node could not be started. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Drive rebuild start did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. Then, if the storage node to be recovered is blocked, recover the target storage node by performing storage node maintenance recovery. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10539-E	<p>The compute port connected to the storage node could not be unblocked. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Compute port blockade restoration did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. Then, if the storage node to be recovered is blocked, recover the target storage node by performing storage node maintenance recovery. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10544-E	<p>The recovery-target storage node name (registered in the storage cluster) and the host name (set in the recovery-target storage node) do not match. (Job ID = xxx, Storage node name registered in the storage cluster = xxx, Host name set in the storage node = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (Host name mismatch)</p>

Message ID	Message
	<p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Set up each storage node according to the storage node name (registered in the storage cluster) of the storage node to be recovered. Then, replace the storage node.</p>
KARS10545-E	<p>The network setting (registered in the storage cluster) of the control port of the storage node to be recovered and the network setting (set in the storage node to be recovered) of the control port do not match. (Job ID = xxx, Storage node = xxx, Mismatched settings = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (Network setting mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Set up each storage node according to the network setting (registered in the storage cluster) of the control port of the storage node to be recovered. Then, replace the storage node.</p>
KARS10546-E	<p>The routing setting (registered in the storage cluster) of the control port of the storage node to be recovered and the routing setting (set in the storage node to be recovered) of the control port do not match. (Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>The storage node could not be recovered (Routing setting mismatch)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Set up each storage node according to the routing setting (registered in the storage cluster) of the control port of the storage node to be recovered. Then, replace the storage node.</p>
KARS10550-E	<p>Storage node recovery processing ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p>

Message ID	Message
	See the event logs with the job ID of this job, and then resolve the failure according to the recovery procedure. Then, if the storage node to be recovered is blocked, retry the operation to recover the target storage node.
KARS10551-E	<p>Storage node maintenance recovery ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event logs with the job ID of this job or event logs that indicate failures other than the target of this job, if any, and then take action. Then, if the storage node to be recovered is blocked, perform the storage node maintenance recovery. If the storage node status meets the conditions for storage node auto-recovery, no action is required because auto recovery is to be performed.</p>
KARS10560-E	<p>The recovery ended abnormally because a failure occurred in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster master node (primary) error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If there is an event log with the same job ID as this job, or one that indicates a failure not related to this job, correct the failure according to the recovery procedure described in the event log. Then, if the storage node to be recovered is blocked, replace the storage node. If the storage node status meets the conditions for the storage node auto-recovery function, recovery is automatically performed and no further action is required.</p>
KARS10561-E	<p>The operation cannot be performed because the storage cluster status is not "Ready". (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>The status in which the storage cluster status is not "Ready"</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p>

Message ID	Message
	<p>If the storage cluster is in the process of starting, stopping, or maintenance, wait until the operation completes. If the storage cluster has a problem, take action according to the manual or event logs. Verify that the storage cluster status changes to "Ready", and then replace the storage node. If the storage node status meets the conditions for the storage node auto-recovery function, recovery is automatically performed and no further action is required.</p>
KARS10562-E	<p>Processing will be stopped abnormally due to another processing in progress for the storage node subject to maintenance. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Concurrent operation prohibited</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the applicable storage node is not being used for another operation. If setup of each storage node is in progress, allow it to complete. Then, replace the storage node. If the phenomenon persists, restart the storage node, and then replace it.</p>
KARS10563-E	<p>Processing will be stopped abnormally due to disconnection with the storage node subject to maintenance. (Operation = xxx, Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Connection with the storage nodes subject to maintenance has been lost</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the storage node subject to maintenance is powered on and that connection with the target storage node is possible via the control network. Then, replace the storage node.</p>
KARS10564-E	<p>Processing will be stopped abnormally due to disconnection with the storage node subject to maintenance. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Connection with the storage nodes subject to maintenance has been lost</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the storage node subject to maintenance is powered on and that it can be connected to the control network. Then, replace the storage node.</p>

Message ID	Message
KARS10565-E	<p>The network of the compute port could not be set because an IP address is duplicated on the network. (Job ID = xxx, Duplicated IP address = xxx, MAC address of the device for which a duplicated IP address is set = xxx)</p> <p>[Event Name]</p> <p>Duplicated IP address</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Resolve the duplication of the IP address with the component indicated by the MAC address displayed in the message, and then replace the storage node.</p>
KARS10566-E	<p>An NIC is not installed in a defined slot of the physical server. (Job ID = xxx, Storage node = xxx, PCI address for which information acquisition was unsuccessful = xxx)</p> <p>[Event Name]</p> <p>Obtaining information from the physical server failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify whether the defined NIC is installed in the slot with the PCI address displayed in the message. Install the defined NIC in the slot, and then replace the storage node. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10567-E	<p>Connection from the storage node subject to maintenance to the control network of all the storage nodes could not be verified. (Job ID = xxx, Storage node = xxx, Information about connection-source MAC address and connection-destination IP address for disconnected paths = xxx)</p> <p>[Event Name]</p> <p>Network connection verification failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, and switch settings), and then make the network status such that communication is possible. Then, replace the storage node.</p>

Message ID	Message
KARS10568-E	<p>Connection from the storage node subject to maintenance to the internode network of all the storage nodes could not be verified. (Job ID = xxx, Storage node = xxx, Information about connection-source MAC address and connection-destination IP address for disconnected paths = xxx)</p> <p>[Event Name]</p> <p>Network connection verification failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, and switch settings), and then make the network status such that communication is possible. Then, replace the storage node.</p>
KARS10569-E	<p>The operation cannot be continued because the memory capacity of the storage node subject to maintenance is less than the minimum memory capacity of the protection domain (xxx MiB). (Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Less than the minimum memory capacity)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Expand the memory capacity of the storage node subject to maintenance to more than the minimum memory capacity of the protection domain, and then replace the storage node.</p>
KARS10570-W	<p>Storage node recovery using a spare node is completed. Configuration backup is required. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node recovery using a spare node completed</p> <p>[Category]</p> <p>StorageNode</p>
KARS10571-E	<p>Expanding the storage pool for the drives connected to the applicable storage node did not succeed. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool expansion failed</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>Recover any blocked storage nodes in the storage cluster. Expand the storage pool for the drives connected to the applicable storage node according to the manual. If the status of the storage node is "Ready", you do not need to recover the storage node.</p>
KARS10572-E	<p>Verification of whether expanding the storage pool for the drives connected to the applicable storage node is completed did not succeed. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Verification of completion of storage pool expansion failed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Recover any blocked storage nodes in the storage cluster. If storage pool expansion is being performed while this job is running, verify the results. If storage pool expansion does not succeed or some of the drives connected to the applicable storage node are in Offline status because storage pool expansion has not been performed, perform storage pool expansion according to the manual. If the status of the storage node is "Ready", you do not need to recover the storage node.</p>
KARS10573-E	<p>Expanding of the storage pool for the drives connected to the applicable storage node ended abnormally. (Job ID = xxx, Storage node ID = xxx, Expand the storage pool Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool expansion ended abnormally</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Recover any blocked storage nodes in the storage cluster. Verify the results of the storage node expansion job, and take action accordingly. If the status of the storage node is "Ready", you do not need to recover the storage node.</p>
KARS10574-E	<p>Auto recovery did not succeed. Because a spare node is registered, storage node recovery is automatically performed if the operating conditions for spare node switchover are satisfied. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Changing to a spare node switchover target due to a failure of auto recovery</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>If the status of the applicable storage node is "TemporaryBlockage", wait until the status is changed. You do not have to act on an event log with the same job ID as this job.</p>
KARS10575-E	<p>The network for the internode port could not be set because an IP address is duplicated on the network. (Job ID = xxx, Duplicated IP address = xxx, MAC address of the device for which a duplicated IP address is set = xxx)</p> <p>[Event Name]</p> <p>Duplicated IP address</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Resolve the duplication of the IP address with the component indicated by the MAC address displayed in the message, and then replace the storage node.</p>
KARS10576-E	<p>If the storage node auto-recovery function is enabled, manual storage node maintenance recovery and manual storage node replacement for the storage node whose status is "TemporaryBlockage" are not possible. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Manual maintenance recovery and replacement not possible</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If the status of the applicable storage node is "TemporaryBlockage", wait until the status is changed. Storage node recovery is automatically performed if the operating conditions for storage node auto-recovery are satisfied.</p>
KARS10590-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node internal processing error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10591-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node internal processing error</p>

Message ID	Message
	[Category] StorageNode
KARS10598-E	An internal error occurred. (Operation = xxx, Job ID = xxx) [Event Name] Storage node internal processing error [Category] StorageNode
KARS10599-E	An internal error occurred during configuration of a storage node as a storage node to be recovered. (Operation = xxx, Job ID = xxx) [Event Name] Storage node internal processing error [Category] StorageNode
KARS10601-W	An error occurred in forwarding event logs to the syslog servers. [Event Name] Error in forwarding event logs to syslog servers [Category] Service [Solution] Check the network configuration and event log syslog forwarding settings. If the problem persists, collect logs, and then contact customer support. Note that, if an event log with Message ID KARS10602-I is output after this event log, you do not have to contact customer support because the problem has been resolved.
KARS10602-I	Forwarding event logs to the syslog servers has recovered. (Storage cluster = xxx) [Event Name] Recovery from error in forwarding event logs to syslog servers [Category] Service
KARS10603-I	E-mail Report setting is complete. (Job ID = xxx) [Event Name] E-mail Report setting is complete [Category]

Message ID	Message
	<p>Service</p> <p>[Solution]</p> <p>We will send a test email. Verify that the email has arrived at the To email address. If no email has been sent, verify the E-mail Report setting and SMTP server side setting.</p>
KARS10604-W	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Another E-mail Report setting is currently running.</p> <p>[Solution]</p> <p>Wait until the current E-mail Report setting is complete, and then retry the operation.</p>
KARS10605-W	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Another SNMP setting is already running.</p> <p>[Solution]</p> <p>Wait until the current SNMP setting is complete, and then retry the operation.</p>
KARS10607-I	<p>SNMP setting is complete. (Job ID = xxx)</p> <p>[Event Name]</p> <p>SNMP setting complete</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>If Trap destination is set, verify that the Test Trap has been received. If it is not received, verify the setting.</p>
KARS10611-W	<p>An error occurred in forwarding audit logs to the syslog servers.</p> <p>[Event Name]</p> <p>Error in forwarding audit logs to syslog servers</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p>

Message ID	Message
	<p>Check the network configuration and audit log syslog forwarding settings. If the problem persists, collect logs, and then contact customer support. Note that, if an event log with Message ID KARS10612-I is generated after this event log, you do not have to contact customer support because the problem has been resolved.</p>
KARS10612-I	<p>Forwarding audit logs to the syslog servers has recovered. (Storage cluster = xxx)</p> <p>[Event Name]</p> <p>Recovery from error in forwarding audit logs to syslog servers</p> <p>[Category]</p> <p>Service</p>
KARS10613-W	<p>The number of unforwarded audit logs has exceeded the threshold (70%). (Storage cluster = xxx)</p> <p>[Event Name]</p> <p>Unforwarded audit log capacity threshold (70%) exceeded</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Check the network configuration and audit log syslog forwarding settings. To avoid audit logs being lost as a result of the number of unforwarded ones reaching the upper limit, create and download an audit log file as necessary.</p>
KARS10614-W	<p>The number of unforwarded audit logs has reached the upper limit. (Storage cluster = xxx)</p> <p>[Event Name]</p> <p>Reaching the upper limit of the number of unforwarded audit logs</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Check the network configuration and audit log syslog forwarding settings. To avoid audit logs being lost as a result of the number of unforwarded ones reaching the upper limit, create and download an audit log file as necessary.</p>
KARS10630-W	<p>An error occurred during audit log management processing. Any audit logs that are set to be transferred are not transferred until the error is solved.</p> <p>[Event Name]</p> <p>Audit log management processing error</p> <p>[Category]</p>

Message ID	Message
	<p>StorageCluster</p> <p>[Solution]</p> <p>If an event log (Message ID: KARS10631-I) is generated after this event log, the problem has been solved and no action is required. If an event log (Message ID: KARS10631-I) is not generated, and the storage cluster is restarted after this event log, also, if restarting the storage cluster does not cause this event log to be generated again after generation of this event log, the problem has been solved and no action is required. In cases other than those above, if an event log (Message ID: KARS10631-I) is not generated, collect the logs, and then contact customer support.</p>
KARS10631-I	<p>Audit log management processing restarted.</p> <p>[Event Name]</p> <p>Audit log management processing restarted</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10632-W	<p>An error occurred during event log management processing. Any event logs that are set to be transferred are not transferred until the error is solved.</p> <p>[Event Name]</p> <p>Event log management processing error</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>If an event log (Message ID: KARS10633-I) is generated after this event log, the problem has been solved and no action is required. If an event log (Message ID: KARS10633-I) is not generated, and the storage cluster is restarted after this event log, also, if restarting the storage cluster does not cause this event log to be generated again after generation of this event log, the problem has been solved and no action is required. In cases other than those above, if an event log (Message ID: KARS10633-I) is not generated, collect the logs, and then contact customer support.</p>
KARS10633-I	<p>Event log management processing restarted.</p> <p>[Event Name]</p> <p>Event log management processing restarted</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10640-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10641-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Either creating or downloading the audit log file is running.</p> <p>[Solution]</p> <p>Wait for the completion of creating or downloading the audit log file and retry the operation.</p>
KARS10642-W	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A temporary error occurred.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the error persists, collect the logs, and then contact customer support.</p>
KARS10650-W	<p>An error occurred in sending an email. (Detailed information = xxx)</p> <p>[Event Name]</p> <p>The email could not be sent</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify the E-mail Report settings and SMTP server settings.</p>
KARS10651-W	<p>An error occurred in validating the SMTP server.</p> <p>[Event Name]</p> <p>Validation of the SMTP server was unsuccessful</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify the root certificate of the SMTP server or the setting of the smtpServerName.</p>
KARS10652-W	<p>The root certificate of the SMTP server is not imported.</p> <p>[Event Name]</p>

Message ID	Message
	<p>The root certificate of the SMTP server is not imported</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Import the root certificate of the SMTP server.</p>
KARS10653-I	<p>All problems in sending an email have been resolved.</p> <p>[Event Name]</p> <p>Email sending problem resolved</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify whether an email was received.</p>
KARS10654-E	<p>An internal error occurred in SNMP Trap sending.</p> <p>[Event Name]</p> <p>SNMP Trap internal processing error</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>If the event log (KARS10656-I) is not displayed after a while, collect the logs, and then contact customer support.</p>
KARS10655-W	<p>The SNMP Trap could not be sent.</p> <p>[Event Name]</p> <p>SNMP Trap could not be sent</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify the SNMP Trap settings.</p>
KARS10656-I	<p>All problems in sending an SNMP Trap have been resolved.</p> <p>[Event Name]</p> <p>SNMP Trap sending problem resolved</p> <p>[Category]</p> <p>Service</p>

Message ID	Message
	<p>[Solution]</p> <p>Verify that the SNMP Trap was received.</p>
KARS10660-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p> <p>Contact customer support.</p>
KARS10661-I	<p>Dump log file creation is started.</p> <p>[Event Name]</p> <p>Dump log file creation started</p> <p>[Category]</p> <p>StorageNode</p>
KARS10662-I	<p>Dump log file creation succeeded.</p> <p>[Event Name]</p> <p>Dump log file creation successful</p> <p>[Category]</p> <p>StorageNode</p>
KARS10663-E	<p>Dump log file creation did not succeed.</p> <p>[Event Name]</p> <p>Dump log file creation unsuccessful</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Download the logs indicating the cause of the failure in creating a dump log file, and then contact customer support.</p>
KARS10664-E	<p>Dump log file creation did not succeed.</p> <p>[Event Name]</p> <p>Dump log file creation unsuccessful</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Create a dump log file again. If the phenomenon persists, download the logs indicating the cause of the failure in creating a dump log file, and then contact customer support.
KARS10665-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Failure information in the storage node is being generated.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS10666-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Information (corresponding to the specified mode) to be collected does not exist.</p> <p>[Solution]</p> <p>Verify that the specified mode and request target storage node are correct. If they are correct, skip collecting the dump log files of the target storage node. If they are incorrect, specify the correct values, and then retry the request.</p>
KARS10667-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A dump log file with the specified file name does not exist.</p> <p>[Solution]</p> <p>Obtain a list of the latest dump log files, and then specify the target file again.</p>
KARS10668-I	<p>Dump log file deletion succeeded.</p> <p>[Event Name]</p> <p>Dump log file deletion successful</p> <p>[Category]</p> <p>StorageNode</p>
KARS10700-E	<p>Spare node information could not be registered. The operation cannot be performed because the storage node auto-recovery function is disabled. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Enable the storage node auto-recovery function, and then retry the operation.
KARS10701-E	<p>The operation cannot be performed because storage nodes with the status other than "Ready" exist in the storage cluster. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that all the storage nodes in the storage cluster are in the Ready status. If maintenance is being performed for storage nodes, complete the maintenance operation, and then retry the operation. If the storage nodes are blocked, recover the storage nodes, and then retry the operation.</p>
KARS10702-E	<p>The operation cannot be performed because the specified fault domain ID does not exist in the storage cluster. (Operation = xxx, Job ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the entered fault domain ID is correct. If the ID is incorrect, correct it, and then retry the operation.</p>
KARS10703-E	<p>The operation cannot be performed because only the defined number of spare nodes can be registered in a fault domain. (Operation = xxx, Job ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the number of spare nodes registered in the fault domain.</p>
KARS10704-E	<p>Spare node information could not be edited. A spare node with the specified ID does not exist. (Job ID = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p>

Message ID	Message
	<p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the entered spare node ID is correct. If the ID is incorrect, correct it, and then retry the operation.</p>
KARS10705-E	<p>Spare node information could not be registered. An error occurred in the communication with the control port of the target spare node. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the target storage node is powered on and that there is no problem with connection paths.</p>
KARS10706-E	<p>Spare node information could not be edited. An error occurred in the control network with the spare node and the storage node. (Job ID = xxx, Spare node ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the target storage node is powered on and that there is no problem with connection paths.</p>
KARS10707-E	<p>Spare node information could not be registered. Connection with the target spare node did not succeed due to an authentication error of a setup user. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the password of the entered setup user is correct. If the ID is incorrect, correct it, and then retry the operation.</p>

Message ID	Message
KARS10708-E	<p>Spare node information could not be edited. Connection with the target spare node did not succeed due to an authentication error of a setup user. (Job ID = xxx, Spare node ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the password of the entered setup user is correct. If the ID is incorrect, correct it, and then retry the operation.</p>
KARS10709-E	<p>Spare node information could not be registered. The software version of the storage cluster and the software version of the spare node do not match. (Job ID = xxx, Version of the spare node = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the software version of the target spare node and storage cluster. If the versions do not match, re-install storage software of the same version as that of the storage cluster into a spare node. Then, retry the operation.</p>
KARS10710-E	<p>Spare node information could not be edited. The software version of the storage cluster and the software version of the spare node do not match. (Job ID = xxx, Version of the spare node = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the software version of the target spare node and storage cluster. If the versions do not match, re-install storage software of the same version as that of the storage cluster into a spare node. Then, retry the operation.</p>
KARS10711-E	<p>The operation cannot be performed because the subnets do not match between the control ports of the storage nodes in the specified fault domain. (Operation = xxx, Job ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify whether the subnets are the same between the control ports of the storage nodes in the specified fault domain.</p>
KARS10712-E	<p>Spare node information could not be registered. The subnet of the storage node of the target fault domain and the subnet of the control port of the spare node do not match. (Job ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the subnet of the control port of the spare node.</p>
KARS10713-E	<p>Spare node information could not be edited. The subnet of the storage node of the target fault domain and the subnet of the control port of the spare node do not match. (Job ID = xxx, Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Review the subnet of the control port of the spare node.</p>
KARS10714-E	<p>Spare node information could not be deleted. A spare node with the specified ID does not exist. (Job ID = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the entered spare node ID is correct.</p>

Message ID	Message
KARS10715-E	<p>Spare node information could not be registered. The specified spare node has already been registered in the same storage cluster. (Job ID = xxx, Spare node IP address = xxx, Spare node ID of same bios uuid = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the entered spare node IP address is correct and that the applicable spare node is not being used for another operation.</p>
KARS10716-E	<p>Spare node information could not be registered. The specified spare node has already been registered in another storage cluster. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the entered spare node IP address is correct and that the applicable spare node has not been registered in another storage cluster.</p>
KARS10717-E	<p>Spare node information could not be registered because another operation might be in progress in the specified spare node. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10718-E	<p>The operation cannot be performed because the subnets do not match between the internode ports of the storage nodes in the specified fault domain. (Operation = xxx, Job ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify whether the subnets are the same between the internode ports of the storage nodes in the specified fault domain.
KARS10719-E	<p>The operation cannot be performed because the subnets do not match between the compute ports of the storage nodes in the specified fault domain. (Operation = xxx, Job ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify whether the subnets are the same between the compute ports of the storage nodes in the specified fault domain.</p>
KARS10720-I	<p>All the spare nodes are in a state in which spare node switchover is possible. BMC connection information about all the storage nodes that belong to the same fault domain as the spare nodes is valid.</p> <p>[Event Name]</p> <p>Spare node operation monitoring is successful (All nodes)</p> <p>[Category]</p> <p>Service</p>
KARS10721-I	<p>All the spare nodes are in a state in which spare node switchover is possible. BMC connection information about all the storage nodes that belong to the same fault domain as the spare nodes is valid. However, confirmation of the storage nodes whose status is other than "Ready" was skipped.</p> <p>[Event Name]</p> <p>Spare node operation monitoring is successful (All nodes)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>For the storage nodes whose status is other than "Ready", verify that the BMC connection information about the storage nodes is valid by referring to the event logs to be output after the status changes to "Ready".</p>
KARS10722-I	<p>The spare node is in a state in which spare node switchover is possible. (Spare node ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring is successful (Spare node)</p> <p>[Category]</p>

Message ID	Message
	Service
KARS10723-W	<p>The spare node is not in a state in which spare node switchover is possible. Connection from the cluster master node (primary) to the control port of the spare node could not be established. (Spare node ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Control network error)</p> <p>[Category]</p> <p>Service</p>
KARS10724-W	<p>The spare node is not in a state in which spare node switchover is possible. Connection with the spare node could not be established because authentication of a setup user of the spare node was unsuccessful. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Setup user authentication error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the information about the spare node registered in the storage cluster. If there is any error, re-set the spare node information.</p>
KARS10725-W	<p>The spare node is not in a state in which spare node switchover is possible. The software version of the storage cluster and the software version of the spare node do not match. (Spare node ID = xxx, Fault domain ID = xxx, Version of the spare node = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Software version mismatch)</p> <p>[Category]</p> <p>Service</p>
KARS10726-W	<p>The spare node is not in a state in which spare node switchover is possible. Connection from the control port of the cluster master node (primary) to the BMC port of the spare node could not be established. (Spare node ID = xxx, BMC name of the spare node = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (BMC connection error)</p> <p>[Category]</p> <p>Service</p>

Message ID	Message
	<p>[Solution]</p> <p>Review the information about the spare node registered in the storage cluster. If there is any error, re-set the spare node information. Verify that connection between the control port of the cluster master node (primary) and the BMC port of the spare node is possible, and then troubleshoot any problem. Verify that there is no error in the BMC of the spare node, and then troubleshoot any problem. When a host name is used as a BMC name of the spare node, verify that the DNS server is started, the DNS server can resolve the BMC name, and network connection between the control port of the cluster master node (primary) and the DNS server is possible. If there is any problem, troubleshoot it.</p>
KARS10727-W	<p>The spare node is not in a state in which spare node switchover is possible. Authentication information of the BMC account of the spare node registered in the storage cluster has an error. Or, privileges assigned to the BMC account are insufficient. (Spare node ID = xxx, BMC name of the spare node = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (BMC account error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the information about the spare node registered in the storage cluster. If there is any error, re-set the spare node information. Grant the "Login", "Virtual Power and Reset", and "Configure iLO Settings" privileges to the BMC account of the spare node.</p>
KARS10728-W	<p>The spare node is not in a state in which spare node switchover is possible. SSL/TLS connection with the BMC of the spare node could not be established. (Spare node ID = xxx, BMC name of the spare node = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (SSL/TLS connection error with the BMC)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p>

Message ID	Message
	<p>Review the server certificate registered in the BMC of the spare node. Specifically, verify that the information of the BMC name (host name or IP address) of the spare node is included in the SAN or CN information of the server certificate, and confirm that the server certificate in use has not expired. Also, verify that a corresponding root certificate has been imported to the storage cluster.</p>
KARS10729-W	<p>The spare node is not in a state in which spare node switchover is possible. The physical server to which the BMC name of the spare node is allocated and the physical server to which the IP address of the control port is allocated do not match. (Spare node ID = xxx, BMC name of the spare node = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Physical server mismatch)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the information about the spare node registered in the storage cluster. If there is any error, re-set the spare node information.</p>
KARS10730-W	<p>The spare node is not in a state in which spare node switchover is possible. Connection from the internode port of the spare node to the internode port of the storage node in the same fault domain could not be established. (Spare node ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Internode network error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, and switch settings) of the internode network, and then make the network status such that communication is possible.</p>
KARS10732-I	<p>BMC connection information about the storage node is valid. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring is successful (Storage node BMC)</p> <p>[Category]</p> <p>Service</p>

Message ID	Message
KARS10733-W	<p>Spare node switchover is not possible for this storage node because BMC connection information about the storage node is invalid. BMC connection information about the storage node is not set. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (BMC connection information is not set)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the BMC connection information about the storage node registered in the storage cluster. If there is any problem, re-set the BMC connection information.</p>
KARS10734-W	<p>Spare node switchover is not possible for the target storage node. Connection from the control port of the cluster master node (primary) to the BMC port of the storage node could not be established. (Storage node ID = xxx, BMC name of the storage node = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (BMC connection error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the BMC connection information about the storage node registered in the storage cluster. If there is any problem, re-set the BMC connection information. Verify that connection between the control port of the cluster master node (primary) and the BMC port of the storage node is possible, and then troubleshoot any problem. Verify that there is no error in the BMC of the storage node, and then troubleshoot any problem. When a host name is used as a BMC name of the storage node, verify that the DNS server is started, the DNS server can resolve the BMC name, and network connection between the control port of the cluster master node (primary) and the DNS server is possible. If there is any problem, troubleshoot it.</p>
KARS10735-W	<p>Spare node switchover is not possible for the target storage node. Authentication information of the BMC account of the storage node registered in the storage cluster has an error. Or, privileges assigned to the BMC account are insufficient. (Storage node ID = xxx, BMC name of the storage node = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (BMC account error)</p> <p>[Category]</p> <p>Service</p>

Message ID	Message
	<p>[Solution]</p> <p>Review the BMC connection information about the storage node registered in the storage cluster. If there is any problem, re-set the BMC connection information. Grant the "Login", "Virtual Power and Reset", and "Configure iLO Settings" privileges to the BMC account of the storage node.</p>
KARS10736-W	<p>Spare node switchover is not possible for the target storage node. SSL/TLS connection with the BMC of the storage node could not be established. (Storage node ID = xxx, BMC name of the storage node = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (SSL/TLS connection error with the BMC)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the server certificate registered in the BMC of the storage node. Specifically, verify that the information of the BMC name (host name or IP address) of the storage node is included in the SAN or CN information of the server certificate, and confirm that the server certificate in use has not expired. Also, verify that a corresponding root certificate has been imported to the storage cluster.</p>
KARS10737-W	<p>Spare node switchover is not possible for this storage node because BMC connection information about the storage node is invalid. The physical server to which the BMC name of the spare node is allocated and the physical server to which the IP address of the control port is allocated do not match. (Storage node ID = xxx, BMC name of the storage node = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Physical server mismatch)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the BMC connection information about the storage node registered in the storage cluster. If there is any problem, re-set the BMC connection information.</p>
KARS10738-W	<p>Spare node switchover is not possible for the target storage node. The BIOS UUID of the physical server of the storage node is not correctly set. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Physical server setting error)</p>

Message ID	Message
	<p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Contact the hardware vendor to set the BIOS UUID of the physical server.</p>
KARS10739-W	<p>The spare node is not in a state in which spare node switchover is possible. The version of the system requirements file is old. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Old system requirements file)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the file.</p>
KARS10740-W	<p>The spare node is not in a state in which spare node switchover is possible. Connection from the control port of the spare node to the control port of the storage node could not be established. (Spare node ID = xxx, Storage node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Control network error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, and switch settings) of the control network, and then make the network status such that communication is possible.</p>
KARS10741-W	<p>The spare node is not in a state in which spare node switchover is possible. Subnets of the control port among storage nodes in the same fault domain as the spare node do not match. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Control network subnet mismatch)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p>

Message ID	Message
	Review the network settings so that the subnet of the control port of the spare node and the subnet of the control port of the storage nodes in the same fault domain match.
KARS10742-W	<p>The spare node is not in a state in which spare node switchover is possible. The subnet of the control port of the spare node and the subnet of the control port of the storage nodes in the same fault domain do not match. (Spare node ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Control network subnet mismatch)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the network settings so that the subnet of the control port of the spare node and the subnet of the control port of the storage nodes in the same fault domain match.</p>
KARS10743-W	<p>The spare node is not in a state in which spare node switchover is possible. Subnets of the internode port among storage nodes in the same fault domain as the spare node do not match. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Internode network subnet mismatch)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the network settings and verify that the subnets of the internode port among storage nodes in the same fault domain as the spare node match.</p>
KARS10744-W	<p>The spare node is not in a state in which spare node switchover is possible. Subnets of the compute port among storage nodes in the same fault domain as the spare node do not match. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Compute network subnet mismatch)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Review the network settings and verify that the subnets of the compute port among storage nodes in the same fault domain as the spare node match.</p>

Message ID	Message
KARS10746-E	<p>Spare node information could not be registered. Hardware does not meet the system requirements. The installed memory capacity is insufficient. (Job ID = xxx, Spare node IP address = xxx, Installed memory capacity = xxx GiB)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. After that, replace the hardware components with ones that satisfy hardware requirements, and then retry the maintenance operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10747-E	<p>Spare node information could not be edited. Hardware does not meet the system requirements. The installed memory capacity is insufficient. (Job ID = xxx, Spare node ID = xxx, Installed memory capacity = xxx GiB)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. After that, replace the hardware components with ones that satisfy hardware requirements, and then retry the maintenance operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10748-E	<p>The operation cannot be performed due to insufficient memory capacity. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>Wait a while, and then retry the operation. If another operation is running, wait until it is complete, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10749-W	<p>The spare node is not in a state in which spare node switchover is possible. The BIOS UUID of the physical server of the spare node is not correctly set. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Physical server setting error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Contact the hardware vendor to set the BIOS UUID of the physical server.</p>
KARS10750-E	<p>Processing of spare node information registration ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event logs with the same job ID as this job, and then resolve the failure according to the recovery procedure. Then, retry the spare node information registration.</p>
KARS10751-E	<p>The operation could not be started due to conflict with another operation. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If another operation is in progress, wait until it is complete, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10752-E	<p>Spare node information could not be registered. Processing will be stopped abnormally because the information of the system requirements file registered in the storage cluster is invalid. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p>

Message ID	Message
	<p>StorageNode</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the system requirements file. Then, retry the operation.</p>
KARS10753-E	<p>Spare node information could not be edited. Processing will be stopped abnormally because the information of the system requirements file registered in the storage cluster is invalid. (Job ID = xxx, Spare node ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the system requirements file. Then, retry the operation.</p>
KARS10754-E	<p>Spare node information could not be registered. Processing will be stopped abnormally due to the system requirements file being an old version. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the system requirements file. Then, retry the operation.</p>
KARS10755-E	<p>Spare node information could not be edited. Processing will be stopped abnormally due to the system requirements file being an old version. (Job ID = xxx, Spare node ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the system requirements file. Then, retry the operation.</p>

Message ID	Message
KARS10756-E	<p>Spare node information could not be registered. Hardware does not meet the system requirements. The server model is not supported. (Job ID = xxx, Spare node IP address = xxx, Server model = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. After that, replace the hardware components with ones that satisfy hardware requirements, and then retry the operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10757-E	<p>Spare node information could not be edited. Hardware does not meet the system requirements. The server model is not supported. (Job ID = xxx, Spare node ID = xxx, Server model = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. After that, replace the hardware components with ones that satisfy hardware requirements, and then retry the operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10758-E	<p>Spare node information could not be registered. Hardware does not meet the system requirements. The number of installed CPU cores is insufficient. (Job ID = xxx, Spare node IP address = xxx, Installed CPU cores = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. After that, replace the hardware components with ones that satisfy hardware requirements, and then retry the operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10759-E	<p>Spare node information could not be edited. Hardware does not meet the system requirements. The number of installed CPU cores is insufficient. (Job ID = xxx, Spare node ID = xxx, Installed CPU cores = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. After that, replace the hardware components with ones that satisfy hardware requirements, and then retry the operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10760-E	<p>Spare node information could not be registered because another operation might be in progress in the specified spare node. (Job ID = xxx, Spare node IP address = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10763-W	<p>The spare node is not in a state in which spare node switchover is possible. The spare node has been registered in another storage cluster. (Spare node ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Spare node is registered in another storage cluster)</p> <p>[Category]</p> <p>Service</p>

Message ID	Message
KARS10764-W	<p>The spare node is not in a state in which spare node switchover is possible. Maintenance operation including operations from another storage cluster might be in progress for the spare node. (Spare node ID = xxx, Spare node IP address = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Maintenance operation in progress)</p> <p>[Category]</p> <p>Service</p>
KARS10766-W	<p>The spare node is not in a state in which spare node switchover is possible. The system requirements file registered in the storage cluster is invalid. (Spare node ID = xxx, Fault domain ID = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Invalid system requirements file)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the file.</p>
KARS10767-W	<p>The spare node is not in a state in which spare node switchover is possible. Spare node hardware does not meet the system requirements. The server model is not supported. (Spare node ID = xxx, Fault domain ID = xxx, Server model = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Unsupported server model)</p> <p>[Category]</p> <p>Service</p>
KARS10768-W	<p>The spare node is not in a state in which spare node switchover is possible. The hardware does not meet the system requirements. The number of installed CPU cores is insufficient. (Spare node ID = xxx, Fault domain ID = xxx, Installed CPU cores = xxx)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Insufficient CPU core)</p> <p>[Category]</p> <p>Service</p>

Message ID	Message
KARS10769-W	<p>The spare node is not in a state in which spare node switchover is possible. The hardware does not meet the system requirements. The installed memory capacity is insufficient. (Spare node ID = xxx, Fault domain ID = xxx, Installed memory capacity = xxx GiB)</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Insufficient memory capacity)</p> <p>[Category]</p> <p>Service</p>
KARS10770-E	<p>A spare node could not be applied to the blocked storage node because the BMC account of the blocked storage node could not log in or because the BMC account registered in the blocked storage node is not authorized to forcibly stop the storage node. (Storage node ID where the application of the spare node failed = xxx, BMC name of the storage node where the application of the spare node failed = xxx)</p> <p>[Event Name]</p> <p>BMC authentication error or insufficient BMC account privilege for a blocked storage node</p> <p>[Category]</p> <p>StorageNode</p>
KARS10771-E	<p>A spare node could not be applied to the blocked storage node because SSL/TLS connection could not be established during BMC connection from the cluster master node (primary) to the blocked storage node via the control network or because the server certificate could not be verified. (Storage node ID where the application of the spare node failed = xxx, BMC name of the storage node where the application of the spare node failed = xxx)</p> <p>[Event Name]</p> <p>BMC security status/certificate setting error for a blocked storage node</p> <p>[Category]</p> <p>StorageNode</p>
KARS10772-E	<p>A spare node could not be applied to the blocked storage node because BMC connection from the cluster master node (primary) to the blocked storage node via the control network did not succeed. (Storage node ID where the application of the spare node failed = xxx, BMC name of the storage node where the application of the spare node failed = xxx)</p> <p>[Event Name]</p> <p>BMC connection failure for a blocked storage node</p> <p>[Category]</p>

Message ID	Message
	StorageNode
KARS10773-E	<p>A spare node could not be applied to the blocked storage node because connection from the cluster master node (primary) to the spare node via the control network did not succeed. (Storage node ID = xxx, Spare node ID = xxx, IP address of the spare node = xxx)</p> <p>[Event Name]</p> <p>Control network communication error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>When the applicable spare node has been registered in the storage cluster, disconnect the physical server of the applicable spare node from the network. After that, perform maintenance recovery manually, or perform replacement of the storage node to which the spare node could not be applied. Then, if the applicable spare node has been registered in the storage cluster, delete the corresponding spare node information. Use the disconnected physical server or a new physical server to perform procedures from installing the storage software to registering a spare node according the procedures for registering spare nodes. Note that, if you use the disconnected physical server, to prevent duplicated IP addresses, install the storage software before connecting it to the storage cluster network.</p>
KARS10774-E	<p>Connection to the spare node via the control network did not succeed due to a user authentication error. The spare node could not be applied to the blocked storage node. (Storage node ID = xxx, Spare node ID = xxx, IP address of the spare node = xxx)</p> <p>[Event Name]</p> <p>User authentication error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>When the applicable spare node has been registered in the storage cluster, disconnect the physical server of the applicable spare node from the network. After that, perform maintenance recovery manually, or perform replacement of the storage node to which the spare node could not be applied. Then, if the applicable spare node has been registered in the storage cluster, delete the corresponding spare node information. Use the disconnected physical server or a new physical server to perform procedures from installing the storage software to registering a spare node according the procedures for registering spare nodes. Note that, if you use the disconnected physical server, to prevent duplicated IP addresses, install the storage software before connecting it to the storage cluster network.</p>
KARS10775-E	<p>A spare node could not be applied to the blocked storage node because the blocked storage node IP address to be set to the spare node is duplicated on the control network. (Storage node ID where the application of the spare node failed = xxx, Spare node ID = xxx, Duplicated IP address and MAC address of the device with that IP address set = xxx)</p> <p>[Event Name]</p> <p>Duplicated IP address</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>When the applicable spare node has been registered in the storage cluster, disconnect the physical server of the applicable spare node from the network. After that, perform maintenance recovery manually, or perform replacement of the storage node to which the spare node could not be applied. Then, if the applicable spare node has been registered in the storage cluster, delete the corresponding spare node information. Use the disconnected physical server or a new physical server to perform procedures from installing the storage software to registering a spare node according the procedures for registering spare nodes. Note that, if you use the disconnected physical server, to prevent duplicated IP addresses, install the storage software before connecting it to the storage cluster network.</p>
KARS10776-E	<p>The storage node is in persistent blockage status. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node persistent blockage</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>If there is an event log indicating that an attempt to apply a spare node to the applicable storage node was not successful, see the event log and take action accordingly. Then, perform manually maintenance recovery or replacement of the storage node.</p>
KARS10780-I	<p>The blocked storage node was stopped forcibly. (Storage node ID applying spare node = xxx, BMC name of the storage node that was forcibly stopped = xxx)</p> <p>[Event Name]</p> <p>Forcibly stopped the blocked storage node</p> <p>[Category]</p> <p>StorageNode</p>
KARS10781-I	<p>A spare node was applied to the blocked storage node. (Applied storage node ID = xxx, Spare node ID = xxx, BMC name of the spare node = xxx)</p> <p>[Event Name]</p> <p>Applying a spare node to the blocked storage node completed</p> <p>[Category]</p> <p>StorageNode</p>
KARS10782-W	<p>A spare node registered in the storage cluster was applied to the blocked storage node, thus consuming one of the spare nodes registered in the storage cluster.</p> <p>[Event Name]</p> <p>Use of a registered spare node</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Disconnect the physical server of the forcibly stopped storage node from the network. To continue to use the spare nodes, prepare a new physical server and register the spare nodes to it.</p>
KARS10784-E	<p>Spare node information could not be edited. The specified spare node has already been registered in the same storage cluster. (Job ID = xxx, Spare node ID = xxx, Spare node ID of same bios uuid = xxx)</p> <p>[Event Name]</p> <p>Spare node information setting error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify that the target spare node has not been registered as a spare node for another use.
KARS10787-E	<p>A spare node could not be applied to the blocked storage node because another operation might be in progress on the spare node. (Storage node ID where the application of the spare node failed = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Concurrent operation prohibited</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery manually, or perform replacement for the storage node to which the spare node could not be applied.</p>
KARS10788-E	<p>A spare node could not be applied to the blocked storage node because a failure occurred in the cluster master node (primary). (Storage node ID where the application of the spare node failed = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Applying a spare node to the storage node failed (Cluster master node (primary) failure)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10789-E	<p>A spare node could not be applied to the blocked storage node because a failure occurred in the cluster master node (primary). (Storage node ID where the application of the spare node failed = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Applying a spare node to the storage node failed (Cluster master node (primary) failure)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10790-E	<p>Spare node information could not be registered due to an internal error. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	See the event logs indicating other errors, if any, and then take action. If the phenomenon persists, collect the logs, and then contact customer support.
KARS10791-E	<p>The spare node could not be applied to the blocked storage node because an internal error occurred. (Storage node ID where the application of the spare node failed = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Perform maintenance recovery manually, or replace the storage node to which the spare node could not be applied. Also, verify whether no problem exists with the BMC of the applicable storage node.</p>
KARS10792-E	<p>The spare node could not be applied to the blocked storage node because an internal error occurred. (Storage node ID where the application of the spare node failed = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>When the applicable spare node has been registered in the storage cluster, disconnect the physical server of the applicable spare node from the network. After that, perform maintenance recovery manually, or perform replacement for the storage node to which the spare node could not be applied. Then, if the applicable spare node has been registered in the storage cluster, delete the corresponding spare node information. Then, use the disconnected physical server or a new physical server to perform procedures from installing the storage software to registering a spare node, while referring to the instructions for registering spare nodes. Note that, if you use the disconnected physical server, to prevent duplicated IP addresses, install the storage software before connecting it to the storage cluster network.</p>
KARS10793-E	<p>Spare node information could not be edited due to an internal error. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10794-E	<p>Spare node information could not be deleted due to an internal error. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>See the event logs indicating other errors, if any, and then take action. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10796-E	<p>Whether spare node switchover is possible cannot be verified because an internal error occurred.</p> <p>[Event Name]</p> <p>Spare node operation monitoring alert (Internal error)</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Verify whether there are any errors in the BMC of the storage node and spare node, and troubleshoot as necessary. If an event log indicating whether spare node switchover is possible is not output after a while, collect the logs, and then contact customer support.</p>
KARS10798-E	<p>Processing of spare node information editing ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p> <p>See the event logs with the same job ID as this job, and then resolve the failure according to the recovery procedure. Then, retry the spare node information edition.</p>
KARS10799-E	<p>Processing of spare node information deleting ended abnormally.</p> <p>[Cause]</p> <p>A failure occurred.</p> <p>[Solution]</p>

Message ID	Message
	See the event logs with the same job ID as this job, and then resolve the failure according to the recovery procedure. Then, retry the spare node information deletion.
KARS10800-W	<p>Update of the health status was aborted. (Type = xxx, Protection domain ID = xxx)</p> <p>[Event Name]</p> <p>Health status update failed</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>If no event log is output showing that update of the health status was resumed, collect the logs, and contact customer support.</p> <p>Note: If the type is "Storage" or "License", "null" is output as Protection domain I</p>
KARS10801-I	<p>Update of the health status was resumed. (Type = xxx, Protection domain ID = xxx)</p> <p>[Event Name]</p> <p>Health status update recovered</p> <p>[Category]</p> <p>StorageCluster</p> <p>Note: If the type is "Storage" or "License", "null" is output as Protection domain I</p>
KARS10900-E	<p>Memory is insufficient. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Insufficient memory</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If another operation is running, wait until it is complete, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10901-E	<p>The operation cannot be executed due to a conflict with another operation. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Conflict with another storage node operation</p>

Message ID	Message
	<p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. Also, if you execute another operation, please execute the operation after completion of another operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10902-E	<p>An error occurred while accessing the database. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Database access error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10903-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node internal processing error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10904-I	<p>A temporary error occurred so the operation was retried. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Operation retry</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If this job is running, wait a while. If this job failed, see other event logs.</p>
KARS10905-E	<p>Software update was aborted because the storage node to be updated was in a state that did not allow the software update. (Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Invalid software update conditions (Inappropriate storage node status)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	See the event log, which shows the other causes of the failure, and recover the storage node from the failure. Then, update the software again.
KARS10906-E	<p>Processing cannot be performed because storage software is being updated. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node maintenance pre-check</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Retry the operation after storage software has been updated.</p>
KARS10907-E	<p>The processing cannot be performed because the specified storage node failed to abort the volume migration. (Job ID = xxx, Volume ID = xxx)</p> <p>[Event Name]</p> <p>Failure to stop volume migration for storage node maintenance</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Retry the operation.</p>
KARS10908-E	<p>Maintenance operation ended abnormally because a failure occurred in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster master node (primary) error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10909-E	<p>An error occurred in the internode network. (Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Internode network error</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the internode network status. If an error occurred, resolve the failure, and then retry the operation.</p>
KARS10910-E	<p>An error occurred in the communicating storage node. (Job ID = xxx, IP address = xxx)</p>

Message ID	Message
	<p>[Event Name]</p> <p>Error in the communicating storage node</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify the internode network status. If an error occurred, resolve the failure, and then retry the operation. If there is an event log that describes the same job ID as this job ID, or an event log that indicates a failure other than the target of this job, correct the problem according to the recovery procedure described in the event log. Then, retry the operation.</p>
KARS10911-C	<p>The system cannot continue operation because a failure exceeding fault tolerance of the storage cluster occurred. Forcibly shut down the storage cluster.</p> <p>[Event Name]</p> <p>Failure exceeding fault tolerance of the storage cluster occurred</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS10912-E	<p>Maintenance operation ended abnormally because a failure occurred in the cluster master node (primary). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster master node (primary) error</p> <p>[Category]</p> <p>StorageNode</p>
KARS10913-E	<p>The processing will be stopped abnormally due to disconnection with the storage node subject to maintenance. (Operation = xxx, Job ID = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Disconnection with the storage node subject to maintenance</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify that the storage node subject to maintenance is powered on and that connection with the target storage node is possible via the control network. Then, retry the maintenance operation.
KARS10914-W	<p>A disconnected path was detected as a result of verifying the connection for each path of a redundant control network. Current processing will be continued. (Job ID = xxx, Storage node = xxx, Information about connection-source MAC address and connection-destination IP address for disconnected paths = xxx)</p> <p>[Event Name]</p> <p>Reduced network redundancy detected</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>After the current processing for the target storage node completes, verify that there is no problem with the network settings (such as wiring, MTU, and switch settings), and then make the network status such that communication is possible. If you need to verify the connection again, perform maintenance blocking for the target storage node, and then perform storage node replacement.</p>
KARS10915-W	<p>A disconnected path was detected as a result of verifying the connection for each path of a redundant internode network. Current processing will be continued. (Job ID = xxx, Storage node = xxx, Information about connection-source MAC address and connection-destination IP address for disconnected paths = xxx)</p> <p>[Event Name]</p> <p>Reduced network redundancy detected</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>After the current processing for the target storage node completes, verify that there is no problem with the network settings (such as wiring, MTU, and switch settings), and then make the network status such that communication is possible. If you need to verify the connection again, perform maintenance blocking for the target storage node, and then perform storage node replacement.</p>
KARS10916-E	<p>An NIC is not installed in a defined slot of the physical server. (Job ID = xxx, Storage node = xxx, PCI address for which information acquisition was unsuccessful = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Obtaining information from the physical server did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify whether the defined NIC is installed in the slot with the PCI address displayed in the message. Install the defined NIC in the slot, and then retry the maintenance operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10917-E	<p>The processing will be stopped abnormally due to the old version of the system requirements file. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Old system requirements file</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the system requirements file. Then, retry the maintenance operation.</p>
KARS10920-W	<p>Verification of control port connection shows that communication with the storage node subject to maintenance was successful. However, network connection might be unstable. (Job ID = xxx, Storage node = xxx, IP address = xxx)</p> <p>[Event Name]</p> <p>Unstable connection of the control network (Connection success rate 80%)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, or switch settings).</p>
KARS10921-E	<p>Connection from the storage node subject to maintenance to the control network of all the storage nodes could not be verified. (Job ID = xxx, Storage node = xxx, Information about connection-source MAC address and connection-destination IP address for disconnected paths = xxx)</p> <p>[Event Name]</p> <p>Network connection verification did not succeed</p> <p>[Category]</p> <p>StorageNode</p>

Message ID	Message
	<p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, or switch settings), and then make the network status such that communication is possible. After that, retry the maintenance operation.</p>
KARS10922-E	<p>Connection from the storage node subject to maintenance to the internode network of all the storage nodes could not be verified. (Job ID = xxx, Storage node = xxx, Information about connection-source MAC address and connection-destination IP address for disconnected paths = xxx)</p> <p>[Event Name]</p> <p>Network connection verification did not succeed</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, or switch settings), and then make the network status such that communication is possible. After that, retry the maintenance operation.</p>
KARS10923-E	<p>The network for the internode port could not be set because an IP address is duplicated on the network. (Job ID = xxx, Duplicated IP address = xxx, MAC address of the device for which a duplicated IP address is set = xxx)</p> <p>[Event Name]</p> <p>Duplicated IP address</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Resolve the duplication of the IP address with the component indicated by the MAC address displayed in the message, and then retry the maintenance operation.</p>
KARS10924-E	<p>The network for the compute port could not be set because an IP address is duplicated on the network. (Job ID = xxx, Duplicated IP address = xxx, MAC address of the device for which a duplicated IP address is set = xxx)</p> <p>[Event Name]</p> <p>Duplicated IP address</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Resolve the duplication of the IP address with the component indicated by the MAC address displayed in the message, and then retry the maintenance operation.
KARS10925-E	<p>The target storage node cannot be integrated into a storage cluster because setup of each storage node is not completed normally. (Operation = xxx, Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Setup for each storage node could not be completed</p> <p>[Category]</p> <p>StorageNode</p>
KARS10926-E	<p>The operation of integrating the target storage node into a storage cluster was evidently already tried. Therefore, the target storage node could not be integrated into the storage cluster. (Operation = xxx, Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Reinstalling the storage software is necessary</p> <p>[Category]</p> <p>StorageNode</p>
KARS10927-E	<p>Processing will be stopped abnormally due to another processing in progress for the storage node subject to maintenance. (Operation = xxx, Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Concurrent operation prohibited</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If setup of each storage node is in progress, complete it. Then, retry the maintenance operation.</p>
KARS10928-E	<p>Processing will be stopped abnormally due to disconnection with the storage node subject to maintenance. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Connection with the storage nodes subject to maintenance has been lost</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	Verify that the storage nodes subject to maintenance are powered on and that it can be connected to the control network. Then, retry the maintenance operation.
KARS10931-E	<p>The operation cannot be performed because the storage cluster status is not "Ready". (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>The status in which the storage cluster status is not "Ready"</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>If the storage cluster is in the process of starting, stopping, or maintenance, wait until the operation completes. If the storage cluster has a problem, take action according to the manual or event logs. Verify that the storage cluster status changes to "Ready", and then retry the operation.</p>
KARS10932-E	<p>The operation cannot be continued because the memory capacity of the storage node subject to maintenance is less than the minimum memory capacity of the protection domain (xxx MiB). (Job ID = xxx, Storage node = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Less than the minimum memory capacity)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Expand the memory capacity of the storage node subject to maintenance to more than the minimum memory capacity of the protection domain, and then retry the operation.</p>
KARS10933-E	<p>Processing will be stopped abnormally due to another processing in progress for the storage node subject to maintenance. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Concurrent operation prohibited</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Verify that the applicable storage node is not being used for another operation. If setup of each storage node is in progress, allow it to complete. Then, retry the maintenance operation. If the phenomenon persists, restart the storage node, and then perform maintenance operation.</p>

Message ID	Message
KARS10934-E	<p>The processing will be stopped abnormally because the information of the system requirements file registered in the storage cluster is invalid. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid system requirements file</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then import the system requirements file. Then, retry the maintenance operation.</p>
KARS10935-E	<p>The processing cannot be performed because there is a storage node that has not been removed yet. (Operation = xxx, Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Storage nodes yet to be removed)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Complete the storage node removal, and then retry the operation.</p>
KARS10936-E	<p>The operation cannot be performed due to blocked storage nodes. (Operation = xxx, Job ID = xxx, Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Maintenance pre-check (Blocked storage nodes)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Recover the blocked storage nodes, and then retry the operation.</p>
KARS10937-E	<p>Hardware does not meet the system requirements. The server model is not supported. (Job ID = xxx, Storage node = xxx, Server model = xxx)</p> <p>[Event Name]</p> <p>Hardware that does not meet system requirements (Server model)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p>

Message ID	Message
	<p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. Then, replace the hardware components with the ones that satisfy hardware requirements. After that, retry the maintenance operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10938-E	<p>Hardware does not meet the system requirements. The number of installed CPU cores is insufficient. (Job ID = xxx, Storage node = xxx, Installed CPU cores = xxx)</p> <p>[Event Name]</p> <p>Hardware that does not meet system requirements (CPU)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. Then, replace the hardware components with the ones that satisfy hardware requirements. After that, retry the maintenance operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10939-E	<p>Hardware does not meet the system requirements. The installed memory capacity is insufficient. (Job ID = xxx, Storage node = xxx, Installed memory capacity = xxx GiB)</p> <p>[Event Name]</p> <p>Hardware that does not meet system requirements (Memory)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Verify the version of the system requirements file. If the version is old, obtain the latest system requirements file from customer support, and then import the system requirements file. Then, replace the hardware components with the ones that satisfy hardware requirements. After that, retry the maintenance operation. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS10940-E	<p>The target storage node might be in use as a spare node. Therefore, the storage node cannot be integrated into a storage cluster. (Operation = xxx, Job ID = xxx, Storage node = xxx)</p>

Message ID	Message
	<p>[Event Name]</p> <p>The specified storage node is in use as a spare node</p> <p>[Category]</p> <p>StorageNode</p>
KARS10992-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The operation conflicts with another one, and, therefore, could not be executed.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. Also, if you execute another operation, please execute the operation after completion of another operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS10994-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An internal error occurred.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS10995-C	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node internal processing error (Customer support)</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>Any further operation is prohibited. collect the logs, and then contact customer support.</p>
KARS10996-C	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster internal processing error (Customer support)</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p>

Message ID	Message
	Any further operation is prohibited. collect the logs, and then contact customer support.
KARS10997-E	<p>The operation can not be executed due to conflict another operation. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Conflict with another storage cluster operation</p> <p>[Category]</p> <p>StorageCluster</p>
KARS10998-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node internal processing error (Retry)</p> <p>[Category]</p> <p>StorageNode</p>
KARS10999-E	<p>An internal error occurred. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage cluster internal processing error (Retry)</p> <p>[Category]</p> <p>StorageCluster</p>

Chapter 9: Messages KARS11000-KARS11999

Message ID	Message
KARS11000-E	Internal processing terminated abnormally. [Cause] An unexpected error occurred. [Solution] Collect the logs, and then contact customer support.
KARS11001-W	A license operation failed. [Cause] Another process is operating on the license. [Solution] Wait a while, and then retry the operation.
KARS11002-W	A license operation failed. [Cause] The operation is not permitted. [Solution] Contact your license issuer.
KARS11003-W	License registration failed. [Cause] The license key is invalid. [Solution] Specify the correct license key.
KARS11004-W	License registration failed. [Cause] The specified license key is already registered. [Solution] Specify the correct license key.
KARS11005-E	License deletion failed.

Message ID	Message
	<p>[Cause] The specified license ID is invalid.</p> <p>[Solution] Verify a list of licenses and specify the correct license ID.</p>
KARS11006-I	<p>The license was newly registered. (License ID = xxx)</p> <p>[Event Name] New registration of license</p> <p>[Category] Service</p>
KARS11007-I	<p>The license was updated. (License ID = xxx)</p> <p>[Event Name] Update of license</p> <p>[Category] Service</p>
KARS11008-I	<p>The license was deleted. (License ID = xxx)</p> <p>[Event Name] Delete of license</p> <p>[Category] Service</p>
KARS11009-W	<p>The number of remaining days of the license falls below the warning threshold. (License ID = xxx)</p> <p>[Event Name] License expiry date warning</p> <p>[Category] Service</p> <p>[Solution] Update the license.</p>
KARS11010-W	<p>The capacity registered in the storage pool exceeded the licensed capacity warning threshold. (License ID = xxx)</p> <p>[Event Name] License capacity limit warning</p> <p>[Category]</p>

Message ID	Message
	Service [Solution] Consider expanding the licensed capacity.
KARS11011-W	The license expiry date has passed and is in a grace period. (License ID = xxx) [Event Name] License expired [Category] Service [Solution] Update the license.
KARS11012-W	The licensed capacity was exceeded and the license is in a grace period. (License ID = xxx) [Event Name] License capacity limit exceeded [Category] Service [Solution] Expand the licensed capacity.
KARS11013-E	The license grace period has expired and no operation is possible. (License ID = xxx) [Event Name] License violation [Category] Service [Solution] Update the license.

Chapter 10: Messages KARS13000-KARS13999

Message ID	Message
KARS13000-E	<p>Internal process terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred. (Job ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS13001-W	<p>Requests are suspended.</p> <p>[Cause]</p> <p>Processing many requests. (Job ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while, and then retry the operation. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS13002-W	<p>Invalid request has been detected.</p> <p>[Cause]</p> <p>The request was rejected due to environmental factors. (Job ID = xxx)</p> <p>[Solution]</p> <p>Confirm Job ID, and then issue the request again if necessary.</p>
KARS13003-I	<p>Suspends acceptance of requests.</p> <p>[Event Name]</p> <p>Suspension of receiving requests</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Processing many requests. Do not send any requests for a while.</p>

Message ID	Message
KARS13004-I	<p>Resumes acceptance of requests.</p> <p>[Event Name]</p> <p>Restart of receiving requests</p> <p>[Category]</p> <p>Service</p>
KARS13005-E	<p>The job could not be stopped.</p> <p>[Cause]</p> <p>There is no Job to be stopped.</p> <p>[Solution]</p> <p>See the job list, and check the existence and status of the job to be stopped.</p>
KARS13006-E	<p>An unexpected error occurred. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS13007-W	<p>The request was rejected because many requests are being processed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Suspension of receiving requests</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS13008-W	<p>The request was rejected due to environmental factors. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Detection of rejecting requests</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Confirm Job ID, and then issue the request again if necessary.</p>

Message ID	Message
KARS13009-I	<p>The job has started. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Start of job</p> <p>[Category]</p> <p>Service</p> <p>Note:</p> <p>User operation changed the job status. Although "xxx" of "Operation= xxx" in the message indicates a CLI subcommand, the user operation that caused job status transition was not necessarily through the CLI. It might be through another user-operated interface, such as a REST API.</p>
KARS13010-I	<p>The job has completed successfully. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Successful completion of job</p> <p>[Category]</p> <p>Service</p> <p>Note:</p> <p>User operation changed the job status. Although "xxx" of "Operation= xxx" in the message indicates a CLI subcommand, the user operation that caused job status transition was not necessarily through the CLI. It might be through another user-operated interface, such as a REST API.</p>
KARS13011-I	<p>The job has ended abnormally. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Failure to complete job</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>See the error details with the job ID described in the message, and then take action.</p> <p>Note:</p> <p>User operation changed the job status. Although "xxx" of "Operation= xxx" in the message indicates a CLI subcommand, the user operation that caused job status transition was not necessarily through the CLI. It might be through another user-operated interface, such as a REST API.</p>
KARS13012-I	<p>The job has stopped. (Operation = xxx, Job ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Stop of job</p> <p>[Category]</p> <p>Service</p> <p>Note:</p> <p>User operation changed the job status. Although "xxx" of "Operation= xxx" in the message indicates a CLI subcommand, the user operation that caused job status transition was not necessarily through the CLI. It might be through another user-operated interface, such as a REST API.</p>
KARS13013-W	<p>The request was rejected.</p> <p>[Cause]</p> <p>An unsupported request was specified. (Job ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS13014-W	<p>The request was rejected because it was not supported. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Detection of unknown requests</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS13015-E	<p>The request was rejected.</p> <p>[Cause]</p> <p>Base license is invalid. (Job ID = xxx)</p> <p>[Solution]</p> <p>Purchase a base license.</p>
KARS13016-E	<p>The request was rejected because the base license is invalid. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Invalid base license</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p>

Message ID	Message
	Purchase a base license.
KARS13017-E	<p>The request was rejected.</p> <p>[Cause]</p> <p>License is invalid. (Job ID = xxx, Program product name = xxx)</p> <p>[Solution]</p> <p>Inform the Program product name to the license issuer, and purchase a license.</p>
KARS13018-E	<p>The request was rejected because the license is invalid. (Job ID = xxx, Program product name = xxx)</p> <p>[Event Name]</p> <p>Invalid program product license</p> <p>[Category]</p> <p>Service</p> <p>[Solution]</p> <p>Inform the Program product name to the license issuer, and purchase a license.</p>
KARS13019-E	<p>An invalid request was detected.</p> <p>[Cause]</p> <p>The request was rejected because the storage cluster was being started or blocked. (Job ID = xxx)</p>
KARS13020-E	<p>The request was rejected because the storage cluster was being started or blocked. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Rejecting requests due to the storage cluster in starting process or in blocked</p> <p>[Category]</p> <p>Service</p>
KARS13101-I	<p>The storage node is recovered from maintenance by the auto-recovery function. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node auto-recovery</p> <p>[Category]</p> <p>StorageNode</p>
KARS13102-E	<p>The storage node is in persistent blockage status. (Storage node ID = xxx, Cause = xxx)</p>

Message ID	Message
	<p>[Event Name]</p> <p>The storage node is in persistent blockage status</p> <p>[Category]</p> <p>StorageNode</p>
KARS13104-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS13105-I	<p>The auto-recovery function performs replacement of the storage node. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Storage node replacement by the storage node auto-recovery function</p> <p>[Category]</p> <p>StorageNode</p>
KARS13106-I	<p>Spare node switchover is automatically performed to recover the storage node because a spare node is registered. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Change to the target of spare node switchover</p> <p>[Category]</p> <p>StorageNode</p>
KARS13107-I	<p>The auto-recovery function performs spare node switchover for the storage node. (Storage node ID = xxx, Spare node ID = xxx)</p> <p>[Event Name]</p> <p>Spare node switchover by the storage node auto-recovery function</p> <p>[Category]</p> <p>StorageNode</p>
KARS13110-E	<p>A configuration backup file could not be created.</p> <p>[Cause]</p> <p>Another operation that conflicts with this operation is in progress.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again.</p>

Message ID	Message
KARS13111-E	<p>A configuration backup file could not be created.</p> <p>[Cause]</p> <p>The software version is different between storage nodes.</p> <p>[Solution]</p> <p>Complete the software update, and then retry the operation.</p>
KARS13112-E	<p>A configuration backup file could not be created.</p> <p>[Cause]</p> <p>A problem might have occurred in the environment or storage cluster.</p>
KARS13113-E	<p>A configuration backup file could not be created.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p>
KARS13114-E	<p>A configuration backup file could not be created.</p> <p>[Cause]</p> <p>This is not supported configuration for making configuration backup file.</p>
KARS13115-E	<p>A configuration backup file could not be created.</p> <p>[Cause]</p> <p>Drive data relocation is manually aborted.</p>
KARS13120-I	<p>Creation of a configuration backup file started.</p> <p>[Event Name]</p> <p>Configuration backup file creation started</p> <p>[Category]</p> <p>StorageCluster</p>
KARS13121-I	<p>Creation of a configuration backup file is completed. Downloading of a configuration backup file starts.</p> <p>[Event Name]</p> <p>Configuration backup file creation completed</p> <p>[Category]</p> <p>StorageCluster</p>
KARS13122-E	<p>A configuration backup file could not be created.</p> <p>[Event Name]</p> <p>Configuration backup file creation failure due to other conflicting operations</p> <p>[Category]</p>

Message ID	Message
	StorageCluster [Solution] Wait a while and execute the operation again.
KARS13123-E	A configuration backup file could not be created. [Event Name] Configuration backup file creation failure due to mixed software versions [Category] StorageCluster [Solution] Complete the software update, and then retry the operation.
KARS13124-E	A configuration backup file could not be created. [Event Name] Configuration backup file creation failure due to failure detection [Category] StorageCluster
KARS13125-E	A configuration backup file could not be created. [Event Name] Configuration backup file creation failure due to unsupported configuration [Category] StorageCluster
KARS13130-E	Restore of configuration information failed. [Cause] The configuration restoration function is already running. [Solution] Specify the storage node on which the configuration restoration function was already executed, and then run the <code>storage_restoration_status_show</code> command. (Node name = xxx, Node address = xxx)
KARS13131-E	Internal process terminated abnormally. [Cause] An unexpected error occurred. [Solution]

Message ID	Message
	Wait a while, and then retry the operation. If the error persists, collect the logs, and then contact customer support.
KARS13132-E	Restore of configuration information failed. [Cause] Prerequisites for performing the operation are not met.
KARS13140-E	Restore of configuration information failed. [Cause] The configuration backup file is corrupted.
KARS13141-E	Restore of configuration information failed. [Cause] An unexpected error occurred.
KARS13142-E	Restore of configuration information failed. [Cause] The configuration backup file is invalid. [Solution] Destroy the storage cluster, and then retry the restore operation of the configuration information with another configuration backup file.
KARS13143-E	Restore of configuration information failed. [Cause] An unexpected error occurred. (Failed nodes = xxx)
KARS13144-E	Restore of configuration information failed. [Cause] The version of configuration backup file and the one of the storage cluster you installer is different. [Solution] Use configuration backup file which version is coincide with the storage cluster. Or, install a storage cluster again with the correct version, and then retry restore operation. (Storage cluster version = xxx, Configuration backup file version = [configuration_backup_file_version])

Chapter 11: Messages KARS14000-KARS14999

Message ID	Message
KARS14000-E	<p>Internal process terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS14001-W	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The information specified by the parameter does not exist.</p> <p>[Solution]</p> <p>If you are a storage system administrator, specify the parameter correctly. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>

Chapter 12: Messages KARS15000-KARS15999

Message ID	Message
KARS15000-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred. (Internal error code = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support with the corresponding message ID and internal error code. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15001-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The required parameter is not specified. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15002-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>If xxx is xxx, xxx cannot be specified.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15003-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The argument of the parameter is wrong. (Parameter name = xxx, Detailed information = xxx)</p> <p>[Solution]</p> <p>Specify the argument of the parameter correctly.</p>
KARS15004-E	<p>An error occurred during internal processing of message output.</p> <p>[Cause]</p> <p>The message information could not be found. (Message ID = xxx)</p>

Message ID	Message
	<p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15005-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The value cannot be specified for xxx.</p> <p>[Solution]</p> <p>Specify the argument of the parameter correctly.</p>
KARS15006-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The information specified by the parameter does not exist.</p> <p>[Solution]</p> <p>Specify the argument of the parameter correctly.</p>
KARS15007-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>If xxx is xxx, xxx must be specified.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15008-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred. (Internal error code = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support with the corresponding message ID and internal error code. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15009-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Both xxx and xxx cannot be specified concurrently.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15010-E	<p>The request could not be executed.</p>

Message ID	Message
	<p>[Cause]</p> <p>Either xxx or xxx must be specified.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15011-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>xxx must be specified for xxx.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15012-E	<p>The file could not be downloaded.</p> <p>[Cause]</p> <p>The target certificate does not exist.</p> <p>[Solution]</p> <p>Import the certificate.</p>
KARS15013-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>xxx cannot be specified for xxx if xxx is xxx.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15014-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The same value is specified multiple times. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15015-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>No parameter value is specified. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Specify at least one parameter value.</p>
KARS15016-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>The argument of the parameter or the URI is wrong. (Parameter name = xxx, Detailed information = xxx)</p> <p>[Solution]</p> <p>Specify the argument of the parameter or the URI correctly.</p>
KARS15017-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The information specified by the parameter does not exist. (xxx = xxx)</p> <p>[Solution]</p> <p>Specify the argument of the parameter or the URI correctly.</p>
KARS15018-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>If you specified xxx, the request destination must be the cluster master node (primary).</p> <p>[Solution]</p> <p>Specify the cluster master node (primary) for the request destination.</p>
KARS15019-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A duplicated value cannot be specified as the parameter value. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Specify a unique value.</p>
KARS15020-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The request was rejected because many requests are being processed. (Detailed information = xxx)</p> <p>[Solution]</p> <p>Wait a while and execute the operation again.</p>
KARS15022-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>No job with the specified job ID exists or the user has no role for referencing the target job.</p> <p>[Solution]</p>

Message ID	Message
	Verify that the correct job ID is specified. If the job ID is correct, verify that the user has a role for running the API or CLI that issued the target job.
KARS15023-E	The request could not be executed. [Cause] A temporary error occurred.
KARS15030-E	An invalid request was detected. [Cause] The request was rejected because the storage cluster or the target storage node was being started or blocked.
KARS15100-E	The request could not be executed. [Cause] The number of volume paths that can be registered is insufficient for the combination of specified xxx and volumes. [Solution] Review the combination of xxx and volumes, and then retry the operation.
KARS15120-E	The request could not be executed. [Cause] If nothing or "false" is specified for xxx, you must specify xxx instead of xxx. [Solution] See the description of the API or CLI for deleting snapshot volumes in the <i>Hitachi Virtual Storage Software Block REST API Reference</i> or <i>Hitachi Virtual Storage Software Block CLI Reference</i> respectively, and then specify the parameter correctly.
KARS15300-E	The request could not be executed. [Cause] The size of the parameter argument is larger than maximum allowable one. [Solution] Verify the argument of the parameter.
KARS15400-E	The REST server returned an error. [Cause] A temporary error occurred. [Solution]

Message ID	Message
	<p>If you are a storage system administrator, verify the argument of the parameter, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS15501-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Memory is insufficient.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS15502-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The request timed out.</p>
KARS15503-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A temporary error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS15504-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred. (Internal error code = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support with the corresponding message ID and internal error code. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15505-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>You cannot specify xxx and xxx at the same time.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15506-E	<p>The request could not be accepted.</p> <p>[Cause]</p> <p>The request was rejected because many requests are being processed, or due to environmental factors.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS15507-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unexpected error occurred. (Detailed information = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS15508-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The P-VOL of the volume specified by the parameter does not exist.</p> <p>[Solution]</p> <p>Specify the parameter or the argument of the URI correctly.</p>
KARS15509-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A temporary error occurred.</p>
KARS15551-E	<p>The file could not be uploaded or downloaded.</p> <p>[Cause]</p> <p>The file is in use by another user or the system.</p> <p>[Solution]</p>

Message ID	Message
	Wait a while and execute the operation again.
KARS15552-E	<p>The file could not be uploaded or downloaded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15553-E	<p>The file could not be downloaded.</p> <p>[Cause]</p> <p>The target file does not exist.</p> <p>[Solution]</p> <p>When executing the API and CLI, see the corresponding description in the <i>Hitachi Virtual Storage Software Block REST API Reference</i> and <i>Hitachi Virtual Storage Software Block CLI Reference</i>, respectively.</p>
KARS15554-E	<p>The file could not be uploaded.</p> <p>[Cause]</p> <p>The uploaded file is too large.</p> <p>[Solution]</p> <p>Check the file you tried to upload.</p>
KARS15555-E	<p>Operations with the files on the REST server did not succeed.</p> <p>[Cause]</p> <p>A problem occurred in a disk. (Internal error code = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support with the corresponding message ID and internal error code. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15556-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The request destination must be the cluster master node (primary).</p> <p>[Solution]</p> <p>Specify the cluster master node (primary) for the request destination.</p>
KARS15557-E	Internal processing terminated abnormally.

Message ID	Message
	<p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15558-E	<p>The file could not be downloaded.</p> <p>[Cause]</p> <p>The target certificate does not exist.</p> <p>[Solution]</p> <p>Import the certificate.</p>
KARS15559-E	<p>The file could not be created, deleted, or downloaded.</p> <p>[Cause]</p> <p>The file is in use by another user or the system.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS15560-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the error persists, collect the logs, and then contact customer support.</p>
KARS15561-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The value of xxx must be less than or equal to the number of split files (xxx).</p> <p>[Solution]</p> <p>Verify the dump log file creation status, and then specify xxx accordingly.</p>
KARS15562-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Communication between storage nodes for internal processing timed out.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the error persists, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS15563-E	<p>The dump log file could not be downloaded.</p> <p>[Cause]</p> <p>The dump log file to be downloaded does not exist.</p> <p>[Solution]</p> <p>Verify the dump log file creation status. If you specified a file name, verify that the file name is correct.</p>
KARS15570-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The server certificate could not be imported in the following storage nodes. (Storage node ID = xxx)</p>
KARS15571-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the private key is invalid.</p> <p>[Solution]</p> <p>Enter the correct format of the private key.</p>
KARS15573-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the certificate is invalid.</p> <p>[Solution]</p> <p>Enter the correct format of the certificate.</p>
KARS15574-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The combination of the certificate and private key is invalid.</p> <p>[Solution]</p> <p>Execute the paired combination of the certificate and private key.</p>
KARS15575-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The expiration date of the certificate is invalid.</p> <p>[Solution]</p> <p>Import a certificate that has not yet expired.</p>
KARS15576-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p>

Message ID	Message
	<p>The server certificate could not be imported in all nodes.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS15577-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS15578-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A temporary error occurred.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS15579-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the certificate is not supported.</p> <p>[Solution]</p> <p>Enter the certificate in a format that is supported.</p>
KARS15580-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of UUID is invalid.</p> <p>[Solution]</p> <p>Check the specified value.</p>
KARS15581-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the time is invalid.</p> <p>[Solution]</p> <p>Check the specified value.</p>
KARS15582-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>The format of the specified json data is invalid or the specified value is out of range for the format of the variable.</p> <p>[Solution]</p> <p>Verify the format of the specified json or the specified value for the variable.</p>
KARS15583-E	<p>The REST server returned an error.</p> <p>[Cause]</p> <p>Request is invalid.</p> <p>[Solution]</p> <p>Check HTTP status code, correct your request, and try again. If the problem is not resolved, contact the storage system administrator.</p>
KARS15584-E	<p>The REST server returned an error.</p> <p>[Cause]</p> <p>An internal error occurred on the server.</p> <p>[Solution]</p> <p>Try again. If the problem is not resolved, contact the storage system administrator.</p>
KARS15585-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the integer is invalid.</p> <p>[Solution]</p> <p>Check the specified value.</p>
KARS15586-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the boolean value is invalid.</p> <p>[Solution]</p> <p>Check the specified value.</p>
KARS15587-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The format of the private key is invalid or not supported. Or, a passphrase is set for the private key.</p> <p>[Solution]</p> <p>Enter the private key in the correct format. If the format is correct, enter a private key for which a passphrase is not set or whose format is supported.</p>

Message ID	Message
KARS15588-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The request was rejected because many requests are being processed.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again.</p>
KARS15590-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The request destination storage node is not the cluster master node (primary).</p> <p>[Solution]</p> <p>Specify the cluster master node (primary) for the request destination.</p>
KARS15591-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The request destination must be the cluster master node (primary).</p> <p>[Solution]</p> <p>Specify the cluster master node (primary) for the request destination.</p>
KARS15595-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The update file of the storage software is not transferred to the storage cluster.</p> <p>[Solution]</p> <p>Transfer the update file of the storage software.</p>
KARS15597-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The update file of the storage software is invalid.</p> <p>[Solution]</p> <p>Transfer the update file of the genuine storage software.</p>
KARS15600-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred. (Internal error code = xxx)</p> <p>[Solution]</p>

Message ID	Message
	<p>If you are a storage system administrator, collect the logs, and then contact customer support with the corresponding message ID and internal error code. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15601-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The start time is later than the end time.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS15611-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The other exclusive operation is executing.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS15612-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The whitelist for the web server access setting does not include the source which sent this request. (Source = xxx)</p> <p>[Solution]</p> <p>Add the source which sent this request to the whitelist for the web server access setting.</p>
KARS15613-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A temporary error occurred in applying web access restriction.</p> <p>[Solution]</p> <p>Wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support.</p>
KARS15614-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS15615-E	<p>The request could not be executed.</p>

Message ID	Message
	<p>[Cause]</p> <p>Web access restriction could not be applied in the following storage nodes. (Storage node ID = xxx)</p>
KARS15620-E	<p>The file could not be uploaded.</p> <p>[Cause]</p> <p>The Upload API is already running.</p> <p>[Solution]</p> <p>Retry later.</p>
KARS15650-E	<p>The configuration backup file could not be downloaded.</p> <p>[Cause]</p> <p>One or more files required for creating the configuration backup file were not created on the storage node. This message might also appear when the storage node is blocked.</p> <p>[Solution]</p> <p>Verify the storage node status, and if blocked storage nodes exist, recover the nodes. Then, create the configuration backup file again.</p>
KARS15651-E	<p>The configuration backup file could not be downloaded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS15652-E	<p>The file could not be downloaded.</p> <p>[Cause]</p> <p>The root certificate for BMC connection does not exist.</p> <p>[Solution]</p> <p>For server certificate verification to be performed at the time of BMC connection, import a root certificate.</p>
KARS15700-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>This request is not supported by the destination storage cluster.</p> <p>[Solution]</p> <p>Verify that the destination of the request is correct. If the destination is correct, refer to the manual with the matching platform type to verify that the procedure is correct.</p>

Message ID	Message
KARS15701-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Failed to read internal parameter information.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while and execute the operation again. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS15900-E	<p>The message catalog file could not be read. (Message ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15901-E	<p>The message information could not be found. (Message ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS15902-W	<p>An unsupported message ID was detected. (Message ID = xxx)</p> <p>[Event Name]</p> <p>Unsupported message ID</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p> <p>Verify the ID included in the message according to the <i>Hitachi Virtual Storage Software Block Message Reference</i>. If the ID is indicated in the <i>Hitachi Virtual Storage Software Block Message Reference</i>, replace the output message with the one corresponding to the ID. An appropriate message will be displayed after performing version update by software update. If the ID is not indicated in the <i>Hitachi Virtual Storage Software Block Message Reference</i>, collect the logs, and then contact customer support.</p>
KARS15950-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A user is not assigned a privilege for performing this operation for the target VPS.</p>

Message ID	Message
	[Solution] Review the setting for the user privilege.

Chapter 13: Messages KARS16000-KARS16999

Message ID	Message
KARS16000-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Required parameters are not specified.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16001-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>Memory is insufficient.</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the event logs, confirm that no job is running, and then retry the operation. If the error persists, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the error persists, report the message contents to the storage system administrator.</p>
KARS16002-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>Access is concentrated on configuration information, or configuration information operations are not working properly.</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the event logs, confirm that no job is running, and then retry the operation. If the error persists, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS16003-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>The operations that cannot be executed at the same time are executing.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>

Message ID	Message
KARS16004-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameters is greater than the maximum allowable value.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16005-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameters is less than the minimum required value.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16006-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameters of characters exceeds the maximum allowable number of characters.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16007-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameters of characters is less than the minimum number of required characters.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16008-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS16009-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p>

Message ID	Message
	If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.
KARS16010-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The maximum logical capacity of volumes that can be created on the storage controller has been reached.</p>
KARS16011-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>An error occurred in the internode network communication.</p> <p>[Solution]</p> <p>If you are a storage system administrator, verify the internode network configuration, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS16012-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>The specified resource cannot be found.</p> <p>[Solution]</p> <p>Verify that the specification of the resource is correct. When you operate resources in a virtual private storage, verify that the ID of the operation-target VPS is correct.</p>
KARS16013-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified component cannot be created.</p> <p>[Solution]</p> <p>Delete unnecessary components, and then retry the operation.</p>
KARS16014-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Snapshot volume cannot be deleted.</p> <p>[Solution]</p> <p>To delete a P-VOL, delete all S-VOLs created by the target P-VOL first, and then delete the P-VOL. To delete an S-VOL, deleted the S-VOL. To delete a P/S-VOL, delete all S-VOLs created by the target P/S-VOL first, and then delete the target P/S-VOL.</p>
KARS16015-E	Operation did not succeed.

Message ID	Message
	<p>[Cause]</p> <p>The fullAllocated settings cannot be updated for volumes for snapshots.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16016-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The capacity of the storage pool is insufficient.</p>
KARS16017-I	<p>Adding capacity to the storage controller succeeded. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool expansion success</p> <p>[Category]</p> <p>StoragePool</p>
KARS16018-W	<p>Adding capacity to the storage controller did not succeed. Now retrying. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool expansion warning</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>See the job list, and if there are any jobs running, wait until the jobs have completed. If there are blocked storage nodes, recover them. See the rebuild status, and if RebuildStatus is not Stopped, wait for the Rebuild operation to complete. Then, wait for a while. If the storage controller described in this event log is not displayed in the event log (either KARS16017-I, KARS16020-I, KARS16022-I, or KARS16081-I) indicating that storage pool capacity expansion was successful, collect the logs, and then contact customer support.</p>
KARS16019-E	<p>Adding capacity to the storage controller did not succeed. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool expansion error</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p>

Message ID	Message
	Collect the logs, and then contact customer support.
KARS16020-I	<p>Capacity allocation processing (initial expansion) of the storage controller is complete. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Initial expansion of the storage controller complete</p> <p>[Category]</p> <p>StoragePool</p>
KARS16021-I	<p>Capacity allocation processing of the storage controller is started. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Capacity allocation processing of the storage controller start</p> <p>[Category]</p> <p>StoragePool</p>
KARS16022-I	<p>Capacity allocation processing of the storage controller is complete. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Capacity allocation processing of the storage controller complete</p> <p>[Category]</p> <p>StoragePool</p>
KARS16023-W	<p>Free capacity of the storage controller is decreasing. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Storage controller capacity management detect capacity exhaustion</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS16024-W	<p>Free capacity of the storage pool is decreasing. (Storage pool ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool capacity management detect free capacity is decreasing</p> <p>[Category]</p> <p>StoragePool</p>

Message ID	Message
	<p>[Solution]</p> <p>Delete unnecessary snapshots or volumes, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS16025-E	<p>The capacity of the storage pool is exhausted. (Storage pool ID = xxx)</p> <p>[Event Name]</p> <p>Storage pool capacity management detect capacity exhaustion</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS16026-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The specified storage controller does not have sufficient free capacity.</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes in the specified storage controller, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS16027-E	<p>Volume migration was canceled.</p> <p>[Cause]</p> <p>Volume migration was canceled because a failure or volume status change was detected.</p> <p>[Solution]</p> <p>See the event log, and if an error event log is displayed, correct the failure. Then, verify that the specified volume is placed in the migration-destination storage controller. If the volume has not been migrated, retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS16028-I	<p>The Capacity balance in the storage pool is started.</p> <p>[Event Name]</p> <p>Storage pool capacity balance start</p> <p>[Category]</p> <p>StoragePool</p>

Message ID	Message
KARS16029-I	<p>The Capacity balance in the storage pool is complete.</p> <p>[Event Name]</p> <p>Storage pool capacity balance complete</p> <p>[Category]</p> <p>StoragePool</p>
KARS16030-E	<p>Volume operation could not be executed.</p> <p>[Cause]</p> <p>The request to the storage controller did not succeed.</p>
KARS16031-E	<p>Volume migration was canceled.</p> <p>[Cause]</p> <p>Volume migration was canceled to allow for a high-priority operation or by a volume migration cancellation request.</p> <p>[Solution]</p> <p>After the high-priority operation or volume migration cancellation processing is completed, verify that the specified volume is placed in the migration-destination storage controller. If the volume has not been migrated, retry the operation.</p>
KARS16032-E	<p>The capacity of storage controller could not be expanded.</p> <p>[Cause]</p> <p>The target storage node status is not normal.</p> <p>[Solution]</p> <p>See the event logs, confirm that no job is running, and then retry the operation.</p>
KARS16033-E	<p>The volume could not be deleted.</p> <p>[Cause]</p> <p>The specified volume cannot be deleted because it contains created snapshots.</p> <p>[Solution]</p> <p>Delete all the snapshots created in the snapshot tree of the specified volume, and then retry the operation.</p>
KARS16034-E	<p>The volume could not be deleted.</p> <p>[Cause]</p> <p>This operation cannot delete volumes for snapshots.</p> <p>[Solution]</p>

Message ID	Message
	Perform the operation for deleting volumes for snapshots.
KARS16035-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>No more volumes can be created because the number of volumes has reached the maximum.</p> <p>[Solution]</p> <p>If you are a storage system administrator, delete unnecessary snapshots or volumes. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS16036-E	<p>The volume could not be deleted.</p> <p>[Cause]</p> <p>A volume whose type is MigrationDestination cannot be deleted.</p> <p>[Solution]</p> <p>Review the target volume.</p>
KARS16037-E	<p>The volume setting could not be updated.</p> <p>[Cause]</p> <p>The settings for a volume whose type is MigrationDestination cannot be updated.</p> <p>[Solution]</p> <p>Review the target volume.</p>
KARS16038-E	<p>The volume could not be expanded.</p> <p>[Cause]</p> <p>The volume cannot be expanded if the volume status is other than Normal or ExpansionFailed, or volume type is other than Normal.</p> <p>[Solution]</p> <p>Expand a volume whose status is Normal or ExpansionFailed and volume type is Normal.</p>
KARS16039-E	<p>The volume could not be deleted.</p> <p>[Cause]</p> <p>A volume whose volume type is ExternalMigrationOrigin cannot be deleted.</p>
KARS16040-E	<p>The volume could not be updated.</p> <p>[Cause]</p> <p>A volume whose volume type is ExternalMigrationOrigin cannot be updated.</p>

Message ID	Message
	<p>[Solution]</p> <p>Review the target volume.</p>
KARS16041-E	<p>The volume could not be relocated.</p> <p>[Cause]</p> <p>A volume whose volume type is ExternalMigrationOrigin cannot be relocated.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16043-E	<p>The volume could not be expanded.</p> <p>[Cause]</p> <p>A capacity to be added cannot be specified when expanding a volume whose status is ExpansionFailed.</p> <p>[Solution]</p> <p>Retry the operation without specifying a capacity to be added.</p>
KARS16044-E	<p>The volume setting could not be updated.</p> <p>[Cause]</p> <p>The settings for a volume whose status is neither Normal nor UpdateFailed cannot be updated.</p>
KARS16045-E	<p>Volume operation could not be executed.</p> <p>[Cause]</p> <p>Free capacity of the storage controller has become depleted. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, delete unnecessary snapshots or volumes, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS16046-I	<p>Capacity was added to the storage pool but the logical capacity was not expanded. (Storage pool ID = xxx)</p> <p>[Event Name]</p> <p>Logical capacity is not changed</p> <p>[Category]</p> <p>StoragePool</p>
KARS16047-E	<p>The volume could not be expanded.</p>

Message ID	Message
	<p>[Cause]</p> <p>The maximum logical capacity of volumes that can be created on the storage controller has been reached. (Storage controller ID = xxx)</p>
KARS16048-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>There is no storage controller that can create a volume.</p> <p>[Solution]</p> <p>If you are a storage system administrator, verify the configuration and status of the storage controller. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS16049-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The maximum volume that can be created has been reached.</p> <p>[Solution]</p> <p>If you are a storage system administrator, delete unnecessary snapshots or volumes. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS16050-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The maximum number of volumes that can be created has been reached in the specified storage controller.</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes in the specified storage controller, or specify another storage controller.</p>
KARS16051-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The maximum logical capacity of volumes that can be created on the specified storage controller has been reached.</p>
KARS16052-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The specified storage controller does not exist.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16053-E	<p>The volume could not be created.</p>

Message ID	Message
	<p>[Cause]</p> <p>The specified storage controller redundancy is invalid.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS16054-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>Removal of the storage node on which the specified storage controller is operating has not been completed.</p> <p>[Solution]</p> <p>After storage node removal is completed, retry the operation. Or, specify a storage controller running on a storage node that is not being removed.</p>
KARS16055-E	<p>Processing did not succeed.</p> <p>[Cause]</p> <p>The specified xxx cannot be found. (ID = xxx)</p> <p>[Solution]</p> <p>Verify that the specification of the resource is correct.</p>
KARS16056-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Neither Nickname nor Name can be changed with other parameters at the same time.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16057-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified xxx cannot be created because the creation limit has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary resources, and then retry the operation.</p>
KARS16058-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Required parameters are not specified. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>

Message ID	Message
KARS16059-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameter is greater than the maximum allowable value. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16060-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameter is less than the minimum required value. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16061-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameter of characters exceeds the maximum allowable number of characters. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16062-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameter of characters is less than the minimum number of required characters. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16063-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified parameter is invalid. (Parameter name = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16064-E	<p>The specified storage node cannot be removed because some storage pools have not been expanded (storage pool capacity is insufficient). (Job ID = xxx)</p> <p>[Event Name]</p> <p>Storage node removal pre-check (Insufficient storage pool capacity)</p>

Message ID	Message
	[Category] StorageNode
KARS16065-E	Operation did not succeed. [Cause] Operation with Data reduction function cannot be performed in non multiple-fault-domain configuration or in a configuration where the memory capacity to be allocated to VMs of all storage nodes is less than 234 GiB.
KARS16066-E	Operation did not succeed. [Cause] The Data reduction function cannot be set for S-VOLs and P/S-VOLs. [Solution] Check the parameters.
KARS16067-E	Operation did not succeed. [Cause] The savingMode cannot be set for S-VOL and P/S-VOL. [Solution] Check the parameters.
KARS16068-I	Shrinkage of the storage controller capacity is started. (Storage controller ID = xxx) [Event Name] Start of storage controller capacity shrinkage [Category] StoragePool
KARS16069-I	Shrinkage of the storage controller capacity is completed. (Storage controller ID = xxx) [Event Name] Completion of storage controller capacity shrinkage [Category] StoragePool
KARS16070-I	Total progress of shrinkage of capacity in the storage controller. (Progress = xxx %) [Event Name] Progress of storage controller capacity shrinkage

Message ID	Message
	[Category] StoragePool
KARS16071-I	Shrinkage of the storage controller capacity is stopped. (Storage controller ID = xxx) [Event Name] Stop of storage controller capacity shrinkage [Category] StoragePool
KARS16072-E	Volume deletion was stopped. [Cause] Volume deletion was aborted to allow for a high-priority operation. After the high-priority operation is completed, the deletion process will continue in the background.
KARS16073-E	Updating the volume settings was stopped. [Cause] Volume setting was aborted to allow for a high-priority operation. After the high-priority operation is completed, the setting process will continue in the background.
KARS16074-I	Shrinkage of the storage controller capacity is stopped. [Cause] Operations that cannot be executed at the same time are executing. [Solution] See the event logs, confirm that no job is running, and then retry the operation.
KARS16075-E	Expansion of the storage controller capacity did not succeed. [Cause] Shrinkage of the storage controller capacity cannot be stopped in time. [Solution] Retry the operation.
KARS16076-I	Shrinkage of the storage controller capacity is not necessary. [Cause] The free space necessary for drive data rebuilding is sufficient.
KARS16077-I	Shrinkage of the storage controller capacity succeeded. (Storage controller ID = xxx)

Message ID	Message
	<p>[Event Name]</p> <p>Success of storage controller capacity shrinkage</p> <p>[Category]</p> <p>StoragePool</p>
KARS16078-W	<p>Shrinkage of the storage controller capacity did not succeed. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Failure of storage controller capacity shrinkage (warning)</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>See the event logs and confirm that no job is running. If the storage controller described in this event log is not displayed in the event log for successful shrinkage of the pool capacity (KARS16077-I), collect the logs, and then contact customer support.</p>
KARS16079-E	<p>Shrinkage of the storage controller capacity did not succeed. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Failure of storage controller capacity shrinkage (error)</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS16081-I	<p>Capacity allocation processing (full expansion) of the storage controller is complete. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Full expansion of the storage controller complete</p> <p>[Category]</p> <p>StoragePool</p>
KARS16083-E	<p>Volume operation could not be executed.</p> <p>[Cause]</p> <p>Shrinkage of the storage controller capacity is executing.</p> <p>[Solution]</p>

Message ID	Message
	See the event logs, confirm that shrinkage of the storage controller capacity is not running, and then retry the operation.
KARS16084-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Full allocation settings and Data reduction function settings cannot be enabled at the same time.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16085-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>A volume with full allocation settings enabled could not be created because there is insufficient allocatable logical capacity.</p>
KARS16086-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The Data reduction function cannot be set for volumes with the Full Allocation setting enabled.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16087-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The Full Allocation setting cannot be set for volumes with data reduction enabled.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16088-E	<p>The volume could not be expanded.</p> <p>[Cause]</p> <p>The volume with full allocation settings enabled could not be expanded because there is insufficient allocatable logical capacity on the storage controller. (Storage controller ID = xxx)</p>
KARS16092-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>A volume for which the full allocation setting is enabled could not be created because capacity could not be added to the storage controller.</p> <p>[Solution]</p>

Message ID	Message
	<p>Verify the event logs. If a warning event log (KARS16018-W) is displayed, wait for a while, verify that an event log (either KARS16017-I, KARS16020-I, KARS16022-I, or KARS16081-I) is also displayed, and then retry the operation. If a failure event log (KARS16019-E) is displayed, collect the logs, and then contact customer support. If an event log (KARS05001-E) is displayed, verify that an event log (KARS07001-I) is also displayed, and then retry the operation. If other event logs are displayed, correct the failures, and then retry the operation.</p>
KARS16093-E	<p>The volume could not be expanded.</p> <p>[Cause]</p> <p>A volume for which the full allocation setting is enabled could not be expanded because capacity could not be added to the storage controller.</p> <p>[Solution]</p> <p>Verify the event logs. If a warning event log (KARS16018-W) is displayed, wait for a while, verify that an event log (either KARS16017-I, KARS16020-I, KARS16022-I, or KARS16081-I) is also displayed, and then retry the operation. If a failure event log (KARS16019-E) is displayed, collect the logs, and then contact customer support. If an event log (KARS05001-E) is displayed, verify that an event log (KARS07001-I) is also displayed, and then retry the operation. If other event logs are displayed, correct the failures, and then retry the operation.</p>
KARS16094-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>Since the area reserved for the Rebuild must be used, a volume with full allocation settings cannot be created.</p> <p>[Solution]</p> <p>Make settings so that a volume is created using the area reserved for the Rebuild.</p>
KARS16095-E	<p>The volume could not be expanded.</p> <p>[Cause]</p> <p>Since the area reserved for the Rebuild must be used, a volume with full allocation settings cannot be expanded.</p> <p>[Solution]</p> <p>Make settings so that a volume is expanded using the area reserved for the Rebuild.</p>
KARS16096-I	<p>The volume could be recreated. (Volume ID = xxx)</p> <p>[Event Name]</p> <p>Volume recreation successful</p>

Message ID	Message
	[Category] Volume
KARS16097-E	The volume could not be recreated. (Volume ID = xxx) [Event Name] Volume recreation unsuccessful [Category] Volume [Solution] Collect the logs, and then contact customer support.
KARS16099-E	The volume could not be expanded. [Cause] The volume in full allocation setting cannot be expanded because capacity information is being updated. [Solution] Wait for about 5 minutes, and then retry the operation.
KARS16101-E	The volume could not be created. [Cause] If the parameter savingSetting is Disabled, savingMode cannot be set. [Solution] Check the parameters.
KARS16102-E	The volume could not be created. [Cause] If the parameter savingSetting is omitted, savingMode cannot be set. [Solution] Check the parameters.
KARS16103-E	The volume setting could not be updated. [Cause] If savingSetting of volume is Disabled, savingMode cannot be set. [Solution] Check the parameters.
KARS16107-E	Operation did not succeed. [Cause]

Message ID	Message
	<p>The specified Name is already in use.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16108-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Nickname or Name is not specified.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16109-E	<p>Capacity management of the storage controller cannot be performed during Storage node removal. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Stop the Storage node removal.</p>
KARS16110-E	<p>Capacity management of the storage controller cannot be performed during software update. (Storage controller ID = xxx)</p> <p>[Solution]</p> <p>Stop the software update.</p>
KARS16111-E	<p>The volume could not be deleted.</p> <p>[Cause]</p> <p>Volumes with the ExpansionFailed status cannot be deleted.</p>
KARS16112-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>A drive whose status is other than Offline has been specified.</p> <p>[Solution]</p> <p>Verify that the status of the specified drive is Offline.</p>
KARS16113-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Duplicated drive IDs have been specified. (Drive ID = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS16114-W	<p>Volume creation was aborted.</p> <p>[Cause]</p> <p>Volume creation was aborted to allow for a high-priority operation.</p>

Message ID	Message
	<p>[Solution]</p> <p>After the high-priority operation is completed, see the volume list, and then retry creation of the volumes that were not created.</p>
KARS16115-W	<p>Expansion of the storage pool was aborted.</p> <p>[Cause]</p> <p>Expansion of the storage pool was aborted to allow for a high-priority operation.</p> <p>[Solution]</p> <p>After the high-priority operation is completed, see the drive list, and then retry expansion of the storage pool for drives that were not added to the storage pool.</p>
KARS16116-I	<p>Capacity addition of the storage controller was aborted to allow for a high-priority operation. After the high-priority operation is completed, capacity addition of the storage controller will be resumed in the background. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Capacity addition of the storage controller aborted</p> <p>[Category]</p> <p>StoragePool</p>
KARS16117-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>Volumes cannot be relocated because sufficient capacity is not allocated to the specified storage controller.</p>
KARS16118-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>Volumes cannot be relocated because doing so would exceed the capacity available for the Full Allocation setting.</p> <p>[Solution]</p> <p>Delete unnecessary volumes in the relocation destination or expand the storage pool capacity according to the manual to secure the required capacity.</p>
KARS16119-E	<p>Storage controller capacity usage has reached the depletion threshold of the storage controller. (Storage controller ID = xxx)</p> <p>[Event Name]</p>

Message ID	Message
	<p>Storage controller capacity usage reached the depletion threshold of the storage controller</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS16120-W	<p>Capacity allocation processing of the storage controller did not succeed. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Capacity allocation processing of the storage controller failed</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>If an event log indicating another error is output, take action referring to the event log. If the error persists, collect the logs, and then contact customer support.</p>
KARS16121-C	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The status of the storage controller is invalid.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS16122-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>Removal of the storage node on which the storage controller is operating has not been completed.</p> <p>[Solution]</p> <p>After removal of the storage node is completed, retry the operation.</p>
KARS16123-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>Volume relocation is being performed for the specified volume.</p>

Message ID	Message
	<p>[Solution]</p> <p>Wait until volume relocation is completed, and then retry the operation.</p>
KARS16124-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The volume type is not Normal.</p> <p>[Solution]</p> <p>Review the volume to be moved.</p>
KARS16125-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The volume status is not Normal.</p> <p>[Solution]</p> <p>Review the volume to be moved.</p>
KARS16126-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The operation cannot be performed due to software update in progress.</p> <p>[Solution]</p> <p>Wait until the software update is completed, and then retry the operation.</p>
KARS16127-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The operation cannot be performed due to Rebuild operation in progress.</p> <p>[Solution]</p> <p>Wait until the Rebuild operation is completed, and then retry the operation.</p>
KARS16128-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The specified volume does not exist.</p> <p>[Solution]</p> <p>Review the parameters.</p>

Message ID	Message
KARS16129-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The specified storage controller does not exist.</p> <p>[Solution]</p> <p>Review the parameters.</p>
KARS16130-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The volume is already located in the specified storage controller.</p> <p>[Solution]</p> <p>Review the parameters.</p>
KARS16131-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The maximum number of volumes that can be created in the specified storage controller has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary snapshots or volumes in the specified storage controller.</p>
KARS16132-E	<p>The storage controller in which the volume is to be located could not be changed.</p> <p>[Cause]</p> <p>The maximum logical capacity that can be allocated to the specified storage controller has been exceeded.</p> <p>[Solution]</p> <p>Delete unnecessary volumes in the specified storage controller.</p>
KARS16133-E	<p>The volume could not be deleted.</p> <p>[Cause]</p> <p>Volumes with the MetaDataConsistencyError status cannot be deleted.</p>
KARS16134-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The data reduction status is such that volume operation cannot be performed.</p> <p>[Solution]</p>

Message ID	Message
	Collect the logs, and then contact customer support.
KARS16135-E	<p>Capacity allocation processing of the storage controller cannot be performed due to insufficient capacity. (Storage controller ID = xxx)</p> <p>[Event Name]</p> <p>Capacity allocation processing of the storage controller failed</p> <p>[Category]</p> <p>StoragePool</p> <p>[Solution]</p> <p>If the drive is blocked, replace it with one that has a capacity equal to or more than that of the blocked drive. If the phenomenon persists, collect the logs, and then contact customer support.</p>
KARS16136-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>Volumes cannot be created because sufficient capacity is not allocated to the specified storage controller.</p>
KARS16137-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The specified storage controller does not have sufficient free capacity.</p>
KARS16138-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The combination of the specified parameters is invalid.</p> <p>[Solution]</p> <p>Review the parameter combination and re-execute.</p>
KARS16139-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified storage pool cannot be updated because the storage pool redundancy is reduced. (Storage pool ID = xxx)</p>
KARS16140-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified value for NumberOfTolerableDriveFailures is too large. (Maximum value that can be allowed = xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>

Message ID	Message
KARS16141-W	<p>The rebuild capacity policy was changed, but sufficient capacity is not secured. (Storage pool ID = xxx)</p> <p>[Cause]</p> <p>The capacity of the storage pool is insufficient.</p>
KARS16142-I	<p>The number of times Rebuild can be performed for a storage pool was reduced. (Storage pool ID = xxx)</p> <p>[Event Name]</p> <p>The number of times Rebuild can be performed for a storage pool was reduced</p> <p>[Category]</p> <p>StoragePool</p>
KARS16143-W	<p>The number of times Rebuild can be performed for a storage pool has become 0. (Storage pool ID = xxx)</p> <p>[Event Name]</p> <p>Rebuild can no longer be performed for a storage pool</p> <p>[Category]</p> <p>StoragePool</p>
KARS16144-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>A volume with full allocation settings enabled could not be created because there is insufficient allocatable logical capacity in the specified storage controller.</p>
KARS16145-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>The specified storage controller is not in a status in which volumes can be created.</p> <p>[Solution]</p> <p>Review the configuration or status of the specified storage controller. If there is no problem, delete unnecessary snapshots or volumes in the specified storage controller, or expand the capacity of the storage pool. When deleting snapshots, delete all the snapshots created in the snapshot tree.</p>
KARS16146-E	<p>The volume could not be created.</p> <p>[Cause]</p> <p>No more volumes can be created because the number of volumes that can be created in the specified storage controller has reached the maximum.</p>

Message ID	Message
	<p>[Solution]</p> <p>Delete unnecessary snapshots or volumes in the specified storage controller.</p>
KARS16147-W	<p>The rebuild capacity policy was changed, but sufficient capacity is not secured. (Storage pool ID = xxx)</p> <p>[Event Name]</p> <p>Insufficient rebuild capacity</p> <p>[Category]</p> <p>StoragePool</p>
KARS16148-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The maximum number of volumes that can be created on the virtual private storage has been exceeded.</p> <p>[Solution]</p> <p>See the virtual private storage and delete unnecessary snapshots or volumes until you have enough space for the number of volumes you want to create.</p>
KARS16149-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified volume capacity exceeds the maximum single volume capacity that can be created on the virtual private storage.</p> <p>[Solution]</p> <p>See the virtual private storage and change the volume capacity specification so that the specified capacity becomes equal to or less than the maximum single volume capacity.</p>
KARS16150-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The maximum total volume capacity that can be created on the virtual private storage has been exceeded.</p> <p>[Solution]</p> <p>See the virtual private storage and delete unnecessary snapshots or volumes until you have enough space for the capacity of volumes you want to create.</p>
KARS16151-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The range of the QoS setting that can be set for volumes on the virtual private storage has been exceeded.</p> <p>[Solution]</p>

Message ID	Message
	See the virtual private storage to change the QoS setting for volumes so that the setting becomes within the available range.
KARS16152-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>Some parameters exceed the range of values that can be set for the virtual private storage.</p>
KARS16153-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified virtual private storage name is already in use.</p> <p>[Solution]</p> <p>Review the parameters.</p>
KARS16154-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The specified limit is lower than the number of resources and capacity that have been created on the virtual private storage.</p> <p>[Solution]</p> <p>See the virtual private storage or the list of information about volumes in the virtual private storage to verify the created resources that exceed the specified upper limit. Then, delete resources so that the number of resources is below the specified upper limit, and retry the operation.</p>
KARS16155-W	<p>Some of the totals of the resource limit set for the virtual private storage exceed the system limit.</p> <p>[Event Name]</p> <p>Virtual private storage setting value warning</p> <p>[Category]</p> <p>VirtualPrivateStorage</p>
KARS16156-E	<p>Operation did not succeed.</p> <p>[Cause]</p> <p>The virtual private storage to be deleted contains created resources.</p> <p>[Solution]</p> <p>See the virtual private storage to be deleted to verify the created resources. Then, delete all the resources and retry the operation.</p>
KARS16157-E	<p>Operation did not succeed.</p> <p>[Cause]</p>

Message ID	Message
	<p>Values cannot be specified for the parameters when editing settings of the volumes with UpdateFailed status.</p> <p>[Solution]</p> <p>Retry the operation without values specified.</p>

Chapter 14: Messages KARS19000-KARS19999

Message ID	Message
KARS19000-E	<p>Message view error has occurred.</p> <p>[Cause]</p> <p>The message information could not be found. (Message ID = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS19003-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Authentication information (--user or --auth_token) is not specified.</p> <p>[Solution]</p> <p>Specify --user or --auth_token.</p>
KARS19500-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>An error specified in the detailed information has occurred. (Detailed information = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the detailed information and take appropriate action. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS19501-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Required option is not specified. (Option name = xxx)</p> <p>[Solution]</p> <p>Specify the option value correctly.</p>
KARS19502-E	<p>An error has occurred when executing the command.</p>

Message ID	Message
	<p>[Cause]</p> <p>Argument of the command is invalid. (Detailed information = xxx)</p> <p>[Solution]</p> <p>Specify the argument of the command correctly.</p>
KARS19503-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Package required when executing the command is insufficient. (Detailed information = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, reinstall the CLI package and the related package. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS19504-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>A communication error has occurred.</p>
KARS19505-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS19506-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The validity of the REST server certificate cannot be verified.</p> <p>[Solution]</p> <p>If you are a storage system administrator, verify that the REST server certificate is valid. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS19507-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A communication error has occurred.</p> <p>[Solution]</p>

Message ID	Message
	Review the communication environment, and then retry the operation. If the same error occurs, contact the administrator who manages the controller node or the maintenance node in which the CLI was executed.
KARS19004-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>The file does not exist in the specified path. (File path = xxx)</p> <p>[Solution]</p> <p>Specify the file path correctly or create a file.</p>
KARS19005-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>The directory does not exist in the specified path. (Path = xxx)</p> <p>[Solution]</p> <p>Specify the file path correctly or create a directory.</p>
KARS19006-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>A file has already existed. (File path = xxx)</p> <p>[Solution]</p> <p>Delete or rename the existing file and try again.</p>
KARS19007-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Operations with the files did not succeed. (Detailed information = xxx)</p> <p>[Solution]</p> <p>See the detailed information and take appropriate action.</p>
KARS19008-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>An unexpected format was returned.</p> <p>[Solution]</p> <p>Verify the request destination. If the request destination is correct, contact your storage system administrator.</p>
KARS19009-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>--user, --password, --auth_token, and --auth_ticket cannot be specified for a subcommand that does not require authentication.</p>

Message ID	Message
	<p>[Solution]</p> <p>Not specify authentication information and try again.</p>
KARS19010-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>--auth_token and --auth_ticket cannot be specified for a subcommand that only accepts basic authentication.</p> <p>[Solution]</p> <p>Specify --user.</p>
KARS19011-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>--user must be specified for a subcommand that only accepts basic authentication.</p> <p>[Solution]</p> <p>Specify --user.</p>
KARS19012-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>A warning banner could not be obtained.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS19013-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>A warning banner could not be obtained.</p> <p>[Solution]</p> <p>Retry the operation. If the problem persists, contact your storage system administrator.</p>
KARS19014-E	<p>A warning banner could not be obtained.</p> <p>[Cause]</p> <p>An unexpected response was returned from the request destination.</p> <p>[Solution]</p> <p>Verify the request destination. If the request destination is correct, contact your storage system administrator.</p>

Message ID	Message
KARS19016-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>The specified characters contains multi-byte character.</p> <p>[Solution]</p> <p>Verify that multi-byte characters have not been specified.</p>
KARS19017-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>--user and --auth_ticket must be specified for ticket authentication.</p> <p>[Solution]</p> <p>Specify --user and --auth_ticket.</p>
KARS19018-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Authentication information (--user, --auth_token, --auth_ticket) is not specified.</p> <p>[Solution]</p> <p>Specify --user, --auth_token, or --user and --auth_ticket.</p>
KARS19019-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>--auth_ticket cannot be specified for a subcommand that only accepts basic authentication and session authentication.</p> <p>[Solution]</p> <p>Specify --user or --auth_token.</p>
KARS19020-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>--auth_token cannot be specified for a subcommand that only accepts ticket authentication.</p> <p>[Solution]</p> <p>Specify --user and --auth_ticket.</p>
KARS19021-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>When the subcommand is xxx, simple-csv cannot be specified for --format.</p> <p>[Solution]</p> <p>Specify text or json for --format.</p>

Message ID	Message
KARS19022-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Both xxx and xxx cannot be specified concurrently.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS19023-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Either xxx or xxx must be specified.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS19024-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Either option must be specified. (Options = xxx)</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS19025-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>The combination of the specified options is not allowed. (Options = xxx)</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS19026-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>The resource with the specified value for the option was not found. (Option name = xxx)</p> <p>[Solution]</p> <p>Specify the existing value of the resource for the option.</p>
KARS19027-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>Multiple resources that have the value specified for the option exist. (Option name = xxx, ID of the resource that has the specified value = xxx)</p> <p>[Solution]</p> <p>Specify the target resource by the ID.</p>

Message ID	Message
KARS19028-E	<p>An error has occurred when executing the command.</p> <p>[Cause]</p> <p>The REST server returned an error. (HTTP status code = xxx)</p> <p>[Solution]</p> <p>Verify the request destination. If the request destination is correct, contact your storage system administrator.</p>
KARS19029-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The free memory capacity of the maintenance node or the controller node in which the CLI was executed is insufficient or the command cannot be run on the maintenance node.</p>
KARS19030-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>An error occurred in the OS. (Detailed information = xxx)</p> <p>[Solution]</p> <p>Remove the cause indicated in the detailed information. If the CLI input and output is connected with another program or redirected, verify whether an error occurred in the connected program or redirection destination.</p>
KARS19031-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>An input and output error has occurred.</p> <p>[Solution]</p> <p>Review the execution environment for the CLI. If the CLI input and output is connected with another program with a pipe or other means, also review the connected program.</p>
KARS19032-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The operation was stopped by a request from the system on the controller node or the maintenance node in which the CLI was executed.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the same error occurs, contact the administrator who manages the controller node or the maintenance node in which the CLI was executed.</p>
KARS19033-E	<p>An error occurred while running the command.</p> <p>[Cause]</p>

Message ID	Message
	<p>The system operation timed out for the controller node or the maintenance node in which the CLI was executed.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If the same error occurs, contact the administrator who manages the controller node or the maintenance node in which the CLI was executed.</p>
KARS19034-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The maximum number of files that can be opened was reached.</p> <p>[Solution]</p> <p>For a controller node, close unnecessary files. For a maintenance node, close unnecessary files or restart the maintenance node.</p>
KARS19060-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>An error specified in the detailed information has occurred. (Detailed information = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, see the detailed information and take appropriate action. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS19201-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The request destination specified in --host is not a cluster master node (primary).</p> <p>[Solution]</p> <p>Specify the IP address or host name of the control port for the cluster master node (primary) in --host.</p>
KARS19202-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The command cannot be run on the controller node.</p> <p>[Solution]</p> <p>Run the command on the maintenance node.</p>
KARS19203-E	<p>An error occurred while running the command.</p>

Message ID	Message
	<p>[Cause]</p> <p>Programs required for running the subcommand do not exist on the maintenance node.</p> <p>[Solution]</p> <p>Reconfigure the maintenance node.</p>
KARS19204-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>--vcenter_user is not specified.</p> <p>[Solution]</p> <p>Specify --vcenter_user or set the environment variable HSDS_VCENTER_USER, and then retry the operation.</p>
KARS19205-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>--vcenter_password is not specified.</p> <p>[Solution]</p> <p>Specify --vcenter_password or set the environment variable HSDS_VCENTER_PASSWORD, and then retry the operation.</p>
KARS19206-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A configuration backup file could not be obtained from the storage node.</p>
KARS19207-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>Another operation that conflicts with obtaining a configuration backup file is running.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS19208-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A temporary error occurred when obtaining a configuration backup file from the storage node.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS19209-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A configuration backup file could not be obtained from the storage node.</p>
KARS19210-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A configuration backup file could not be obtained from the storage node.</p>
KARS19211-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A configuration backup file could not be obtained from the storage node.</p>
KARS19212-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A configuration backup file could not be obtained from the storage node.</p>
KARS19213-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>A configuration backup file could not be obtained from the storage node.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS19214-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>Free disk space is insufficient in the environment in which the CLI was run.</p> <p>[Solution]</p> <p>Delete unnecessary files to secure 2 GiB or more of free space, and then retry the operation.</p>
KARS19215-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>Temporary files used when creating a configuration backup file were deleted.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the operation. If the same error occurs, contact the administrator who manages the environment in which the CLI was run.</p>
KARS19216-E	<p>An error occurred while running the command.</p> <p>[Cause]</p>

Message ID	Message
	<p>Storage cluster configuration was changed during configuration backup file creation.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation.</p>
KARS19217-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The configuration backup file obtained from the storage node is corrupted.</p> <p>[Solution]</p> <p>Verify the network status, and then retry the operation. If the same error occurs, collect the logs, and then contact customer support.</p>
KARS19218-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The user ID or password is not set correctly. Or, the user is invalid.</p> <p>[Solution]</p> <p>Review the user ID and password. Or, enable the user.</p>
KARS19219-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The transfer destination of this request is not a cluster master node (primary). This message might also be output when a cluster master node was failed over.</p> <p>[Solution]</p> <p>Verify the storage node status, and if blocked storage nodes exist, recover the nodes. Then, create the configuration backup file again.</p>
KARS19220-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The directory in which a configuration backup file is stored might have been deleted.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the operation. If the same error occurs, contact the administrator who manages the environment in which the CLI was run.</p>
KARS19221-E	<p>An error occurred while running the command.</p> <p>[Cause]</p> <p>The user does not have a role required for running the subcommand.</p> <p>[Solution]</p>

Message ID	Message
	Run the subcommand by using a user with a role required for running the subcommand. (Required role = xxx)
KARS19222-E	An error occurred while running the command. [Cause] A configuration backup file could not be obtained from the storage node.
KARS19400-E	The REST server returned an error. [Cause] A temporary error occurred. [Solution] If you are a storage system administrator, verify the argument of the parameter, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.
KARS19600-E	A log storing directory could not be created. [Cause] A file with the same name as that of the log storing directory exists. (Path = xxx) [Solution] Delete the file indicated in the path, and then retry the operation.
KARS19601-E	A log storing directory could not be created. [Cause] An access right required to create a directory has not been assigned. (Path = xxx) [Solution] Verify that an access right required to create a directory indicated in the path is assigned. If not, assign the access right.
KARS19602-E	The log file could not be initialized. [Cause] The number of opened files reached the system upper limit. [Solution] For the controller node, close unnecessary files. For the maintenance node, close unnecessary files or restart the maintenance node.
KARS19603-E	A log storing directory could not be created.

Message ID	Message
	<p>[Cause]</p> <p>The file system does not have sufficient free capacity. (Path = xxx)</p> <p>[Solution]</p> <p>Delete unnecessary files on the disk where a directory indicated in the path exists.</p>
KARS19604-E	<p>A log storing directory could not be created.</p> <p>[Cause]</p> <p>The file system in which the target directory exists is read only. (Path = xxx)</p> <p>[Solution]</p> <p>Contact the administrator who manages the controller node in which the CLI was executed.</p>
KARS19605-E	<p>A log storing directory could not be created.</p> <p>[Cause]</p> <p>The upper limit of the disk quota has been exceeded. (Path = xxx)</p> <p>[Solution]</p> <p>Contact the administrator who manages the controller node in which the CLI was executed.</p>
KARS19606-E	<p>The log file could not be initialized.</p> <p>[Cause]</p> <p>A log storing directory was deleted during the log file initialization. (Path = xxx)</p> <p>[Solution]</p> <p>Retry the CLI operation.</p>
KARS19607-E	<p>The log file could not be initialized.</p> <p>[Cause]</p> <p>A directory with the same name as that of the log file exists. (Path = xxx)</p> <p>[Solution]</p> <p>Delete the directory indicated in the path, and then retry the operation.</p>
KARS19608-E	<p>The log file could not be initialized.</p> <p>[Cause]</p> <p>An access right required to create a file has not been assigned. (Path = xxx)</p> <p>[Solution]</p> <p>Verify that an access right required to create a file indicated in the path is assigned. If not, assign the access right.</p>

Message ID	Message
KARS19609-E	<p>The log file could not be initialized.</p> <p>[Cause]</p> <p>The file system does not have sufficient free capacity. (Path = xxx)</p> <p>[Solution]</p> <p>Delete unnecessary files on the disk where a file indicated in the path exists.</p>
KARS19610-E	<p>The log file could not be initialized.</p> <p>[Cause]</p> <p>The file system in which the target directory exists is read only. (Path = xxx)</p> <p>[Solution]</p> <p>Contact the administrator who manages the controller node in which the CLI was executed.</p>
KARS19611-E	<p>The log file could not be initialized.</p> <p>[Cause]</p> <p>The upper limit of the disk quota has been exceeded. (Path = xxx)</p> <p>[Solution]</p> <p>Contact the administrator who manages the controller node in which the CLI was executed.</p>
KARS19300-E	<p>User authentication with the authentication ticket did not succeed.</p> <p>[Cause]</p> <p>User ID, password, or the authentication ticket is not correct.</p> <p>[Solution]</p> <p>Run this subcommand only when instructed to do so by customer support. In such a case, review the user ID, password, and authentication ticket to be used.</p>
KARS19301-E	<p>User authentication with the authentication ticket did not succeed.</p> <p>[Cause]</p> <p>The authentication ticket has expired.</p> <p>[Solution]</p> <p>Run this subcommand only when instructed to do so by customer support. In such a case, contact customer support again.</p>
KARS19302-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The authentication ticket is invalid.</p>

Message ID	Message
	[Solution] Run this subcommand only when instructed to do so by customer support. In such a case, review the user ID, password, and authentication ticket to be used.

Chapter 15: Messages KARS20000-KARS20999

Message ID	Message
KARS20000-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20001-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, perform maintenance blockade for the cluster master node (primary). Block the cluster master node (primary), and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20002-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, wait a while, and then retry the operation. If the error occurs again, collect the logs, and then contact customer support. If you are a VPS administrator, wait for a while, and then retry the operation. If the same error occurs, report the message contents to the storage system administrator.</p>
KARS20003-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The information specified by the parameter does not exist.</p> <p>[Solution]</p>

Message ID	Message
	Specify the argument of the parameter correctly.
KARS20004-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The number of xxx reached the upper limit.</p> <p>[Solution]</p> <p>Delete unnecessary xxx, and then retry the operation.</p>
KARS20005-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>xxx cannot be specified if xxx is xxx.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20006-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>xxx is already in use.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20007-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Any change that will cause the number of valid users having a Security or Service role privilege to become 0 is not allowed.</p> <p>[Solution]</p> <p>Create a user having the Security or Service role, and then retry the operation.</p>
KARS20008-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The user does not have a role required for the operation.</p> <p>[Solution]</p> <p>Verify the role setting.</p>
KARS20009-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The number of sessions reached the upper limit.</p> <p>[Solution]</p>

Message ID	Message
	Retry the operation after a while. Or retry the operation after deleting unnecessary sessions.
KARS20010-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>xxx failed.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20011-E	<p>User authentication failed.</p> <p>[Cause]</p> <p>A user ID and password, or a token is not set correctly. Or, the user or session is disabled.</p> <p>[Solution]</p> <p>Review the user ID and password, or the token. Or, enable the user and recreate a session.</p>
KARS20012-E	<p>User authentication failed.</p> <p>[Cause]</p> <p>The password has expired.</p>
KARS20013-E	<p>User authentication failed.</p> <p>[Cause]</p> <p>The account is locked.</p> <p>[Solution]</p> <p>Retry the operation after the account is unlocked.</p>
KARS20014-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The password complexity rules were not followed.</p> <p>[Solution]</p> <p>Set a password following the password complexity rules.</p>
KARS20015-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>It is prohibited to change the password again.</p> <p>[Solution]</p> <p>Wait until you can change the password again, and retry the operation.</p>

Message ID	Message
KARS20016-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>This API can be executed only for the cluster master node (primary).</p> <p>[Solution]</p> <p>Execute the API for the cluster master node (primary).</p>
KARS20017-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A conflict occurred in the user management operation processing.</p> <p>[Solution]</p> <p>Retry the operation after a while.</p>
KARS20018-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of user groups to which a user can belong has been reached.</p> <p>[Solution]</p> <p>Delete the user from unnecessary user groups, and then retry the operation.</p>
KARS20019-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A user group to which the user belongs cannot be deleted.</p> <p>[Solution]</p> <p>Delete all users who belong to the user group, and then retry the operation.</p>
KARS20020-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>A user must belong to at least one user group.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20021-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The operation for a built-in user or user group is prohibited.</p> <p>[Solution]</p> <p>Review the operation target.</p>

Message ID	Message
KARS20022-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>This operation is prohibited for an external user group.</p> <p>[Solution]</p> <p>Review the operation target.</p>
KARS20023-E	<p>A failover of the cluster master node occurred during processing.</p> <p>[Cause]</p> <p>An error occurred on the cluster master node (primary).</p> <p>[Solution]</p> <p>Perform the reference operation corresponding to the setting operation and verify whether the setting is reflected. If the setting is not reflected, perform the setting operation again.</p>
KARS20024-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>If the DNS server is not set, True cannot be specified for isStartTlsEnabled and ldaps cannot be specified for primaryLdapServerUrl or secondaryLdapServerUrl.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20025-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>ldap and ldaps cannot both be specified for primaryLdapServerUrl and secondaryLdapServerUrl.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20026-E	<p>User authentication failed.</p> <p>[Cause]</p> <p>Only session authentication can be used for this request.</p> <p>[Solution]</p> <p>Use session authentication for this request.</p>
KARS20050-E	<p>User authentication with the authentication ticket did not succeed.</p> <p>[Cause]</p> <p>User ID, password, or the authentication ticket is not correct.</p>

Message ID	Message
	<p>[Solution]</p> <p>Review the user ID, password, and the authentication ticket.</p>
KARS20051-E	<p>User authentication with the authentication ticket did not succeed.</p> <p>[Cause]</p> <p>The authentication ticket has expired.</p> <p>[Solution]</p> <p>Issue new authentication ticket.</p>
KARS20052-E	<p>An authentication ticket could not be created.</p> <p>[Cause]</p> <p>Basic authentication must be used to create an authentication ticket.</p> <p>[Solution]</p> <p>Create an authentication ticket with Basic authentication.</p>
KARS20053-E	<p>User authentication failed.</p> <p>[Cause]</p> <p>An authentication ticket is required for authentication.</p> <p>[Solution]</p> <p>Create an authentication ticket.</p>
KARS20054-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The operation for the storage cluster conflicts with another one.</p> <p>[Solution]</p> <p>Wait a while, and then retry the operation. If you are performing another update operation, wait until it is complete, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p>
KARS20055-E	<p>The operation cannot be started due to conflict with another operation for the storage cluster. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Conflict with another storage cluster operation</p> <p>[Category]</p> <p>StorageCluster</p> <p>[Solution]</p>

Message ID	Message
	<p>Wait a while, and then retry the operation. If you are performing another update operation, wait until it is complete, and then retry the operation. If the phenomenon does not change, collect the logs, and then contact customer support.</p> <p>Note:</p> <p>This message is published by ticket revocation API. (POST /v1/objects/tickets/actions/revoke-all/invoke, ticket_revoke_all)</p> <p>The message is associated with KARS20054-E provided in the response of ticket revocation REST API or CLI.</p> <p>Take action according to KARS20054-E and then ignore KARS20055-E message.</p>
KARS20056-E	<p>An issued authentication ticket could not be invalidated for the storage node. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Authentication ticket invalidation failed</p> <p>[Category]</p> <p>StorageCluster</p>
KARS20057-E	<p>The part of the request did not end normally.</p> <p>[Cause]</p> <p>An issued authentication ticket could not be invalidated for some storage nodes.</p>
KARS20058-E	<p>Internal processing terminated abnormally.</p> <p>[Cause]</p> <p>An error occurred during the authentication process.</p>
KARS20061-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>If you want to use the specified user in the console interface, authentication must be local.</p> <p>[Solution]</p> <p>If you are a storage system administrator, for the user to be used in the console interface, specify local for authentication. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20062-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>If you want to use the specified user in the console interface, the user must have a Security or Service role privilege.</p> <p>[Solution]</p> <p>If you are a storage system administrator, specify a user group for the user to be used in the console interface so that the user has a Security or Service role privilege. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20063-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The user cannot be disabled because doing so causes the number of users that can be used in the console interface to become 0.</p> <p>[Solution]</p> <p>If you are a storage system administrator and there are other users that are permitted to be used in the console interface but whose password is not changed, change their passwords, and then retry the operation. If there are no other users that are permitted to be used in the console interface, create such a user, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20064-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>When enabling a user that is permitted to be used in the console interface, you also need to specify a password.</p> <p>[Solution]</p> <p>If you are a storage system administrator, specify a password. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20065-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Any operation that will cause the number of users that are permitted to be used in the console interface to become 0 is not allowed. When forced password change is set in the user authentication settings before the initial login, a user whose password has not yet been changed is not allowed to be used in the console interface.</p> <p>[Solution]</p>

Message ID	Message
	<p>If you are a storage system administrator and there are other users that are permitted to be used in the console interface but whose password is not changed, change their passwords, and then retry the operation. If there are no other users that are permitted to be used in the console interface, create such a user, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20066-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The user cannot be deleted because doing so causes the number of users that are permitted to be used in the console interface to become 0.</p> <p>[Solution]</p> <p>If you are a storage system administrator and there are other users that are permitted to be used in the console interface but whose password is not changed, change their passwords, and then retry the operation. If there are no other users that are permitted to be used in the console interface, create such a user, and then retry the operation. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20067-I	<p>User information was reflected to the console interface. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>User information reflection to the console interface</p> <p>[Category]</p> <p>StorageNode</p>
KARS20068-I	<p>User authentication settings were reflected to the console interface. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>User authentication setting reflection to the console interface</p> <p>[Category]</p> <p>StorageNode</p>
KARS20069-I	<p>A login message was reflected to the console interface. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Login message reflection to the console interface</p> <p>[Category]</p> <p>StorageNode</p>
KARS20070-E	<p>Internal processing terminated abnormally.</p>

Message ID	Message
	<p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>If you are a storage system administrator, delete the user, and then create a user again. If the same error occurs, collect the logs, and then contact customer support. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20071-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Only certain characters can be specified for user names to be used in the console interface. (Detailed information = xxx)</p> <p>[Solution]</p> <p>If you are a storage system administrator, specify the parameter correctly. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20072-W	<p>User information, authentication settings, or login messages could not be reflected to the console interface. (Storage node ID = xxx)</p> <p>[Event Name]</p> <p>Failure to reflect to console interface</p> <p>[Category]</p> <p>StorageNode</p> <p>[Solution]</p> <p>If this message is output repeatedly, collect the logs, and then contact customer support. If a message indicating that reflection to the console interface was successful is output after this message, there is no problem.</p>
KARS20073-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified user group contains a user permitted to use the console interface. For this reason, both the Security role and Service role cannot be deleted.</p> <p>[Solution]</p>

Message ID	Message
	<p>If you are a storage system administrator, reedit the user group roles while adding the Security role or Service role to the user group. Alternatively, add the user that is permitted to use the console interface and belongs to the specified user group to a different user group with the Security role or Service role. Then, reedit the roles of the specified user group. If you are a VPS administrator, report the message contents to the storage system administrator.</p>
KARS20080-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>If you specified the parameter of a VPS ID, you must also specify the same VPS ID for the parameter of a scope. If the VPS ID parameter was omitted, the ID of the VPS to which the user who performed this operation belongs must be specified in the parameter of a scope.</p> <p>[Solution]</p> <p>When you specify the parameter of a VPS ID, also specify the same VPS ID for the parameter of a scope. If the VPS ID parameter is omitted, specify the ID of the VPS to which the user who performed this operation belongs in the parameter of a scope.</p>
KARS20081-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The ID of a non-existent VPS was specified for the parameter of a scope.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20082-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>You do not have access right to the VPS specified for the parameter of a VPS ID.</p> <p>[Solution]</p> <p>Verify whether a user who performed this operation has access right to the specified VPS. If the user does not have access right, make the user belong to an appropriate user group, and then retry the operation. Or, specify the ID of the VPS to which the user who performed this operation has access right.</p>
KARS20083-E	<p>The request could not be executed.</p> <p>[Cause]</p>

Message ID	Message
	<p>If you specified the parameter of a VPS ID, you must also specify the same VPS ID for the parameter of a scope for a user group who manages the VPS. If the VPS ID parameter was omitted, the ID of the VPS to which the user who performed this operation belongs must be specified in the parameter of a scope for a user group who manages the VPS.</p> <p>[Solution]</p> <p>When you specify the parameter of a VPS ID, also specify only the same VPS ID for the parameter of a scope. If the VPS ID parameter is omitted, specify only the ID of the VPS to which the user who performed this operation belongs for the parameter of a scope.</p>
KARS20084-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>One or more roles not applicable to a storage system administrator is specified for a user group of a storage system administrator.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20085-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>One or more roles not applicable to a VPS administrator is specified for a user group of a VPS administrator.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>
KARS20086-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The ID of the VPS to which the operation-target user group belongs is not specified for the parameter of a scope for a user group who manages the VPS.</p> <p>[Solution]</p> <p>Specify only one ID of the VPS to which the operation-target user group belongs for the parameter of a scope.</p>
KARS20087-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>You must include the ID of the VPS to which the operation-target user group belongs for the parameter of a scope.</p> <p>[Solution]</p> <p>Specify the parameter correctly.</p>

Message ID	Message
KARS20088-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>All the user groups to be specified must belong to the same VPS.</p> <p>[Solution]</p> <p>Specify user groups belonging to the same VPS.</p>
KARS20089-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>You do not have access right to the specified user group.</p> <p>[Solution]</p> <p>Verify whether a user who performed this operation has access right to the scope that the specified user group has. If the user does not have access right, make the user belong to an appropriate user group, and then retry the operation. Or, specify the user group with scope to which the user who performed this operation has access right.</p>
KARS20090-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>Users to be used on the console interface must be a storage system administrator.</p> <p>[Solution]</p> <p>Specify a user group who manages the entire storage system for userGroupIds. Or, when you do not use the console interface, specify "false" for isEnabledConsole.</p>
KARS20091-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of storage system administrator users has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary storage system administrator users, and then retry the operation.</p>
KARS20092-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of VPS administrator users has been reached for the entire storage system.</p> <p>[Solution]</p>

Message ID	Message
	Delete unnecessary VPS administrator users, and then retry the operation. Or, report the message contents to the storage system administrator and ask them to delete other VPS administrator users.
KARS20093-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of users that can belong to the VPS has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary VPS administrator users, and then retry the operation.</p>
KARS20094-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of user groups who can manage the entire storage system has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary user groups who manage the entire storage system, and then retry the operation.</p>
KARS20095-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of user groups who can manage a VPS has been reached for the entire storage system.</p> <p>[Solution]</p> <p>Delete unnecessary user groups who manage a VPS, and then retry the operation. Or, report the message contents to the storage system administrator and ask them to delete user groups who manage other VPSs.</p>
KARS20096-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of user groups that can be registered for the VPS has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary user groups who manage the VPS, and then retry the operation.</p>
KARS20097-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified limit value is lower than the number of users created in the VPS.</p> <p>[Solution]</p>

Message ID	Message
	Reduce the number of users belonging to the VPS or increase the maximum number of users to equal to or more than the number of users belonging to the target VPS, and then retry the operation.
KARS20098-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified limit value is lower than the number of user groups created in the VPS.</p> <p>[Solution]</p> <p>Reduce the number of user groups belonging to the VPS or increase the maximum number of user groups to equal to or more than the number of user groups belonging to the target VPS, and then retry the operation.</p>
KARS20099-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The specified limit value is lower than the number of sessions created in the VPS.</p> <p>[Solution]</p> <p>Reduce the number of sessions of users belonging to the VPS or increase the maximum number of user sessions to equal to or more than the number of sessions of users belonging to the target VPS, and then retry the operation.</p>
KARS20100-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>More than one user group belongs to the VPS.</p> <p>[Solution]</p> <p>Delete user groups belonging to the VPS, and then retry the operation.</p>
KARS20101-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of sessions of a storage system administrator has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary sessions of a storage system administrator, and then retry the operation.</p>
KARS20102-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of sessions of a VPS administrator has been reached for the entire storage system.</p>

Message ID	Message
	<p>[Solution]</p> <p>Delete unnecessary sessions of a VPS administrator, and then retry the operation. Or, report the message contents to the storage system administrator and ask them to delete sessions of other VPS administrators.</p>
KARS20103-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>The maximum number of sessions of users belonging to the VPS has been reached.</p> <p>[Solution]</p> <p>Delete unnecessary sessions of a VPS administrator, and then retry the operation.</p>
KARS20104-E	<p>The request could not be executed.</p> <p>[Cause]</p> <p>User groups to be specified must belong to the same VPS as that of the operation-target users.</p> <p>[Solution]</p> <p>Specify user groups belonging to the same VPS as that of the operation-target users.</p>

Chapter 16: Messages KARS21000-KARS21999

Message ID	Message
KARS21030-E	External volume capacity is insufficient. (External volume WWID = xxx, External volume capacity = xxx, Minimum capacity required = xxx) [Event Name] Insufficient external volume detected [Category] ExternalVolume [Solution] Make the external volume capacity the minimum capacity or more.
KARS21031-E	Capacity of the external volume is less than the minimum capacity. (External volume serial number = xxx, External volume capacity = xxx, Minimum capacity = xxx) [Event Name] Insufficient external volume detected [Category] ExternalVolume [Solution] Increase the external volume capacity to more than the minimum capacity.
KARS21050-E	An error occurred in internal processing while changing the configuration of external volume. [Event Name] Internal error (Configuration change of external volume) [Category] ExternalVolume [Solution] Collect the logs, and then contact customer support.
KARS21051-W	Adding an external volume is waiting because the storage software is being updated. [Event Name]

Message ID	Message
	<p>Simultaneous execution is not possible (Updating storage software and adding external volume)</p> <p>[Category]</p> <p>ExternalVolume</p> <p>[Solution]</p> <p>After update of the storage software is completed, confirm the result of adding the external volume.</p>
KARS21100-I	<p>Refresh of external volume is completed. (Job ID = xxx)</p> <p>[Event Name]</p> <p>External volume refresh complete</p> <p>[Category]</p> <p>ExternalVolume</p>
KARS21130-E	<p>External volume could not be refreshed because an internal error occurred. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Internal error (Refresh of external volume)</p> <p>[Category]</p> <p>ExternalVolume</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS21131-E	<p>External volume could not be refreshed because an exclusive operation is in progress. (Job ID = xxx)</p> <p>[Event Name]</p> <p>Simultaneous execution is not possible (Refresh of external volume)</p> <p>[Category]</p> <p>ExternalVolume</p> <p>[Solution]</p> <p>Retry after the exclusive operation is completed.</p>
KARS21132-E	<p>External volume could not be refreshed because the specified storage node ID is not the initiator node ID. (Storage node ID = xxx, Job ID = xxx)</p> <p>[Event Name]</p> <p>Refresh of external volume pre-check</p> <p>[Category]</p>

Message ID	Message
	ExternalVolume [Solution] Specify the initiator node ID, and then retry the operation.
KARS21133-E	External volume could not be refreshed. (Job ID = xxx) [Solution] See the event log with the Job ID of this job and follow the solution.
KARS21330-E	External volume status could not be updated because an exclusive operation is in progress. (Job ID = xxx) [Event Name] Simultaneous execution is not possible (Update external volume) [Category] ExternalVolume [Solution] Collect the logs, and then contact customer support.

Chapter 17: Messages KARS22000-KARS22999

Message ID	Message
KARS22001-E	<p>Connection to the storage cluster did not succeed.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none">▪ The IP address or host name is incorrect.▪ A problem exists in the network path.▪ The DNS server setting has a problem.▪ The root certificate has not been imported into the Windows Certificate Store.▪ An access right for the certificate list file is not assigned.▪ The certificate list file is invalid.▪ The file to be transferred is invalid.▪ Response is impossible due to an overload condition. <p>[Solution]</p> <p>Perform the following procedure from step 1.</p> <p>However, if the same error occurs again after you perform step 7, wait for a while, and then retry the operation.</p> <p><Step1></p> <p>Verify that the IP address or host name of the storage cluster is correct. If either is incorrect, abort the procedure, and then correct the IP address or host name.</p> <p><Step2></p> <p>Verify that connection with the storage cluster is possible. If connection is not possible, abort the procedure, and then resolve the network path problem.</p> <p><Step3></p> <p>When connecting with the host name, verify the settings of Windows and the DNS server of the storage cluster. If any settings are incorrect, correct them, and then retry the operation.</p> <p><Step4></p>

Message ID	Message
	<p>After importing the root certificate into the Windows Certificate Store, restart the configuration utility.</p> <p><Step5></p> <p>Verify that the certificate list file (ca.pem) stored in the folder where configuration utility exists can be accessed. If it cannot be accessed, abort the procedure, and then assign an access right to the certificate list file (ca.pem).</p> <p><Step6></p> <p>Restart the configuration utility.</p> <p><Step7></p> <p>Confirm that the file to be transferred is the correct file (file format, file size, etc.), and if it is invalid, replace it with the correct one.</p>
KARS22002-E	<p>Retry was performed (as requested from the storage cluster), but the operation did not complete successfully.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ A problem exists in the network path. ▪ Storage cluster operation could not be completed normally. <p>[Solution]</p> <p>Perform the following procedure from step 1.</p> <p><Step1></p> <p>Check the status of network path to the storage cluster, and if there is a problem, resolve it and retry the operation.</p> <p><Step2></p> <p>If the error occurs again in step 1, wait for a while, and then retry the operation.</p> <p><Step3></p> <p>If the error occurs again in step 2, collect the logs, and then contact customer support.</p>
KARS22004-E	<p>Connection to vCenter did not succeed.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ The IP address or host name is incorrect. ▪ A problem exists in the network path. ▪ The DNS server setting has a problem.

Message ID	Message
	<ul style="list-style-type: none"> ▪ The root certificate has not been imported into the Windows Certificate Store. ▪ An access right for the certificate list file is not assigned. ▪ The certificate list file is invalid. ▪ Response is impossible due to an overload condition. <p>[Solution]</p> <p>Perform the following procedure from step 1.</p> <p>However, if the same error occurs again after you perform step 6, wait for a while, and then retry the operation.</p> <p><Step1></p> <p>Verify that the IP address or host name of vCenter is correct. If either is incorrect, abort the procedure, and then correct the IP address or host name.</p> <p><Step2></p> <p>Verify that connection with vCenter is possible. If connection is not possible, abort the procedure, and then resolve the network path problem.</p> <p><Step3></p> <p>If you want to connect by host name, verify the DNS server settings of the windows and the vCenter. If the DNS server settings is incorrect, correct the DNS server settings.</p> <p><Step4></p> <p>After importing the root certificate into the Windows Certificate Store, restart the configuration utility.</p> <p><Step5></p> <p>Verify that the certificate list file (ca.pem) stored in the folder where configuration utility exists can be accessed. If it cannot be accessed, abort the procedure, and then assign an access right to the certificate list file (ca.pem).</p> <p><Step6></p> <p>Restart the configuration utility.</p>
KARS22005-E	<p>Authentication by vCenter did not succeed.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ The ID or password is incorrect. ▪ The user role required for the operation is not assigned to the ID. ▪ The vCenter status is abnormal. <p>[Solution]</p>

Message ID	Message
	<p>Perform the following procedure from step 1.</p> <p><Step1></p> <p>Verify that the ID or password of vCenter is correct. If the ID or password is incorrect, abort the procedure, and then correct the ID or password.</p> <p><Step2></p> <p>Confirm that the user role assigned to the ID of vCenter is correct. If it is incorrect, abort the procedure, and then assign the correct user role.</p> <p><Step3></p> <p>Verify that the status of the service and others of vCenter is normal. If there is a problem with vCenter, abort the procedure, and then correct it.</p>
KARS22006-E	<p>The operation of vCenter did not succeed.</p> <p>[Cause]</p> <p>An unexpected response was returned when executing REST API for vCenter.</p> <p>[Solution]</p> <p>Run configuration utility again. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS22007-E	<p>Connection to the maintenance node did not succeed.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ The IP address or host name is incorrect. ▪ The ID or password is incorrect. ▪ The user role required for the operation is not assigned to the ID. ▪ A problem exists in the network path. ▪ The DNS server setting has a problem. <p>[Solution]</p> <p>Perform the following procedure from step 1.</p> <p><Step1></p> <p>Verify that the IP address or host name of the maintenance node is correct. If either is incorrect, abort the procedure, and then correct the IP address or host name.</p> <p><Step2></p> <p>Verify that the ID or password of the maintenance node is correct. If the ID or password is incorrect, abort the procedure, and then correct the ID or password.</p> <p><Step3></p>

Message ID	Message
	<p>Confirm that the user role assigned to the ID of maintenance node is correct. If it is incorrect, abort the procedure, and then assign the correct user role.</p> <p><Step4></p> <p>Verify that connection with the maintenance node is possible. If connection is not possible, abort the procedure, and then resolve the network path problem.</p> <p><Step5></p> <p>If you want to connect by host name, verify the DNS server settings of the windows and the maintenance node. If the DNS server settings is incorrect, correct the DNS server settings.</p>
KARS22008-E	<p>Operation could not be performed on the maintenance node.</p> <p>[Cause]</p> <p>The cause is as follows:</p> <ul style="list-style-type: none"> ▪ A problem exists in the network path.
KARS22009-E	<p>File transfer to and from the maintenance node did not succeed.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ A problem exists in the network path. ▪ A problem exists in the file to be transferred. ▪ An access right for the destination folder or the destination file to be overwritten is not assigned. ▪ The capacity of the transfer destination disk is not sufficient.
KARS22010-E	<p>Connection to additional ESXi host did not succeed.</p> <p>IP address of additional ESXi host : xxx</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ The IP address or host name is incorrect. ▪ The ID or password is incorrect. ▪ The user role required for the operation is not assigned to the ID. ▪ A problem exists in the network path. ▪ The DNS server setting has a problem. <p>[Solution]</p> <p>Perform the following procedure from step 1.</p> <p><Step1></p>

Message ID	Message
	<p>Verify that the IP address or host name of additional ESXi host is correct. If either is incorrect, abort the procedure, and then correct the IP address or host name.</p> <p><Step2></p> <p>Verify that the ID or password of additional ESXi host is correct. If the ID or password is incorrect, abort the procedure, and then correct the ID or password.</p> <p><Step3></p> <p>Confirm that the user role assigned to the ID of the additional ESXi host is correct. If it is incorrect, abort the procedure, and then assign the correct user role.</p> <p><Step4></p> <p>Verify that SSH of additional ESXi host is enabled. If the SSH is disabled, abort the procedure, and then enable the SSH.</p> <p><Step5></p> <p>Verify that connection with additional ESXi host is possible. If connection is not possible, abort the procedure, and then resolve the network path problem.</p> <p><Step6></p> <p>If you want to connect by host name, verify the DNS server settings of the windows and the ESXi host. If the DNS server settings is incorrect, correct the DNS server settings.</p>
KARS22011-E	<p>The operation of additional ESXi host did not succeed.</p> <p>IP address of additional ESXi host : xxx</p> <p>[Cause]</p> <p>An unexpected response was returned for the operation of additional ESXi host.</p> <p>[Solution]</p> <p>Run configuration utility again. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS22012-E	<p>The number of retries for the storage cluster operation exceeded the threshold.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ A problem exists in the network path. ▪ The storage cluster is not ready to perform the operation. <p>[Solution]</p>

Message ID	Message
	<p>Perform the following procedure from step 1.</p> <p><Step1></p> <p>Check the status of network path to the storage cluster, and if there is a problem, resolve it and then run configuration utility again.</p> <p><Step2></p> <p>See the event logs, verify that no job is running, and then run configuration utility again.</p> <p><Step3></p> <p>If the error occurs again in step 2, collect the logs, and then contact customer support.</p>
KARS22013-I	Awaiting response from the storage cluster.
KARS22014-I	Awaiting response from the maintenance node.
KARS22015-I	Awaiting response from vCenter.
KARS22016-I	Awaiting response from additional ESXi host.
KARS22017-I	Do you want to exit configuration utility?
KARS22018-E	<p>The system requirements file could not be accessed.</p> <p>[Cause]</p> <p>An access right to the system requirements file has not been assigned.</p> <p>[Solution]</p> <p>Assign an access right to the folder and file containing the system requirements file, and then retry the operation.</p>
KARS22019-E	<p>The system requirements file could not be found.</p> <p>[Cause]</p> <p>The system requirements file does not exist.</p> <p>[Solution]</p> <p>Store the system requirements file in any folder, and then retry the operation.</p>
KARS22020-E	<p>Could not open the system requirements file.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ The system requirements file is invalid. ▪ An unexpected error occurred. <p>[Solution]</p> <p>Perform the following procedure from step 1.</p>

Message ID	Message
	<p>However, if the same error occurs again after you perform step 2, collect the logs, and then contact customer support.</p> <p><Step1></p> <p>Confirm that the system requirements file is the correct file (file format, file size, etc.), and if it is invalid, replace it with the correct one.</p> <p><Step2></p> <p>Run configuration utility again. When the same error occurs, collect the logs, and then contact customer support.</p>
KARS22021-E	<p>The public key or private key file could not be accessed.</p> <p>[Cause]</p> <p>An access right to the public key or private key file has not been assigned.</p> <p>[Solution]</p> <p>Assign an access right to the folder and file containing the public key or private key file, and then retry the operation.</p>
KARS22022-E	<p>The public key or private key file could not be found.</p> <p>[Cause]</p> <p>The public key or private key file does not exist.</p> <p>[Solution]</p> <p>Store the public key file and private key file in any folder, and then retry the operation.</p>
KARS22024-E	<p>The package file for software update could not be accessed.</p> <p>[Cause]</p> <p>An access right to the package file for software update has not been assigned.</p> <p>[Solution]</p> <p>Assign an access right to the package file for software update and the folder that containing it, and then retry the operation.</p>
KARS22025-E	<p>The package file for software update could not be found.</p> <p>[Cause]</p> <p>The package file for software update does not exist.</p> <p>[Solution]</p> <p>Store the package file for software update in any folder, and then retry the operation.</p>
KARS22027-E	<p>The package file for maintenance node update could not be accessed.</p> <p>[Cause]</p>

Message ID	Message
	<p>The file path is too long.</p> <p>[Solution]</p> <p>Try a location that has a shorter path.</p>
KARS22028-E	<p>The system requirements file could not be accessed.</p> <p>[Cause]</p> <p>The file path is too long.</p> <p>[Solution]</p> <p>Try a location that has a shorter path.</p>
KARS22029-E	<p>The public key or private key could not be accessed.</p> <p>[Cause]</p> <p>The file path is too long.</p> <p>[Solution]</p> <p>Try a location that has a shorter path.</p>
KARS22030-E	<p>The package file for software update could not be accessed.</p> <p>[Cause]</p> <p>The file path is too long.</p> <p>[Solution]</p> <p>Try a location that has a shorter path.</p>
KARS22102-E	<p>The import of the server certificate to the storage cluster did not succeed.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22103-E	<p>configuration utility could not be started.</p> <p>[Cause]</p> <p>The causes are as follows:</p> <ul style="list-style-type: none"> ▪ Write permission is not assigned to the folder where configuration utility exists. ▪ Write permission is not assigned to the log folder or log files of configuration utility. ▪ The configuration utility log folder contains a folder with the same name (configuration_utility_xxx.log) as that of a log file.

Message ID	Message
	<ul style="list-style-type: none"> ▪ Free capacity of the storage where configuration utility is installed is insufficient. ▪ Multiple configuration utilities are executed in the same folder. <p>[Solution]</p> <p>Perform the following procedure. Then, run configuration utility again.</p> <ul style="list-style-type: none"> ▪ Verify the access rights for the folder that contains configuration utility and the log folder and log files of configuration utility, and then assign write permission. ▪ Move or delete a folder with the same name (configuration_utility_xxx.log) as that of a log file. ▪ Verify the free capacity of the storage where configuration utility is installed to secure sufficient capacity (200 MiB or more). ▪ If you need to execute multiple configuration utilities at the same time, create multiple folders and store the configuration utilities in each folder.
KARS22104-E	<p>The configuration utility version is incompatible with the storage cluster version.</p> <p>[Cause]</p> <p>The version of the configuration utility is older than the storage cluster version.</p> <p>[Solution]</p> <p>Verify the version of configuration utility and the storage cluster, and do one of the following.</p> <ul style="list-style-type: none"> ▪ Run with the correct version of the configuration utility again. ▪ Make the storage cluster the correct version, and then retry the operation of configuration utility.
KARS22105-E	<p>No executable function is available.</p> <p>[Cause]</p> <p>The user role that are required to processing the function are not assigned to the user ID of the storage cluster or maintenance node.</p> <p>[Solution]</p> <p>Verify that the required role is assigned, and then retry the operation of configuration utility.</p>
KARS22106-I	<p>Enter the representative IP address (IPv4) or host name of the storage cluster, the user ID with a Security role, and the password of the user ID.</p>
KARS22110-I	<p>Select the server certificate file (public key) to be imported into the storage cluster as a newly imported or updated one.</p>

Message ID	Message
KARS22111-I	Select the server certificate file (private key) to be imported into the storage cluster as a newly imported or updated one.
KARS22112-I	The server certificate file could be imported into the storage cluster.
KARS22114-E	<p>The information of the storage cluster could not be obtained.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22115-E	<p>Failed to get information for maintenance node.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22116-E	<p>The information of vCenter could not be obtained.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22120-E	<p>configuration utility could not be started.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22121-E	<p>configuration utility could not be started.</p> <p>[Cause]</p> <p>Write permission is not assigned to the certificate list file.</p> <p>[Solution]</p> <p>Verify the access right for the certificate list file, assign write permission, and then rerun configuration utility.</p>

Message ID	Message
KARS22200-E	<p>Software update could not be started.</p> <p>[Cause]</p> <p>The storage cluster is not ready for software update.</p> <p>[Solution]</p> <p>Verify that the status of the storage cluster is Ready or NondisruptiveUpdating.</p> <p>If the status is other than those, verify the event logs, resolve the failure, make sure that the status is Ready, and then retry the configuration utility operation.</p>
KARS22202-E	<p>Software update ended abnormally.</p> <p>[Cause]</p> <p>An error occurred.</p> <p>[Solution]</p> <p>See the event logs with the job ID of the target job, and then resolve the failure according to the prescribed recovery procedure.</p> <p>Then, retry the operation of configuration utility.</p> <p>Job ID : xxx</p>
KARS22204-I	<p>Software update was stopped.</p> <p>Click the Cancel button to finish configuration utility.</p>
KARS22205-E	<p>Failed to transfer the package file and import the system requirements file.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22207-E	<p>The information of the storage cluster could not be obtained.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22208-E	<p>Information of the maintenance node could not be obtained.</p> <p>[Cause]</p> <p>An unexpected response was returned from the maintenance node.</p> <p>[Solution]</p>

Message ID	Message
	Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.
KARS22209-E	<p>Failed to delete the package file for maintenance node update.</p> <p>[Cause]</p> <p>An unexpected response was returned from the maintenance node.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22210-E	<p>Failed to perform maintenance node update.</p> <p>[Cause]</p> <p>An unexpected response was returned from the maintenance node.</p>
KARS22211-I	<p>The target storage cluster has already been updated.</p> <p>Do you want to start software update?</p> <p>Cluster Name : xxx</p> <p>Current Version : xxx</p> <p>Target Version : xxx</p> <p>If not, you can skip to the post software update operation by clicking No button.</p> <p>Yes : Start software update.</p> <p>No : Skip to the post software update operation.</p> <p>Cancel : Return to the Confirming Storage Cluster Status screen without starting software update.</p>
KARS22213-I	<p>Software update is in process on the target storage cluster.</p> <p>Click OK button to confirm the status of software update.</p> <p>The estimated time displayed might differ from the actual time required because software updating is already in progress.</p>
KARS22221-I	<p>Transfer of the package file for software update and import of the system requirements file are in process.</p> <p>It takes a few minutes to perform this operation.</p>
KARS22222-I	<p>The version of configuration utility is incompatible with that of the storage cluster.</p> <p>Replace with the same or higher version of the configuration utility as the storage cluster version.</p> <p>Click OK button to close the configuration utility.</p>

Message ID	Message
KARS22224-I	<p>Note:</p> <p>It takes approximately 10 to 40 minutes to update the maintenance node.</p> <p>It takes approximately 8 minutes to update the storage configuration file.</p>
KARS22226-E	<p>The configuration file could not be updated.</p> <p>[Cause]</p> <p>An unexpected response was returned from the maintenance node.</p> <p>[Solution]</p> <p>xxx</p>
KARS22227-I	<p>Are you sure you want to execute maintenance node and configuration file update?</p> <p>Update Package File : xxx</p> <p>Template File Name : xxx</p> <p>Clicking the OK button starts the operation and overwrites the configuration file (if any) on the maintenance node.</p> <p>If you do not want the configuration file to be overwritten, click the Cancel button, back up the configuration file on the maintenance node, and then retry the operation.</p> <p>If you enter the wrong template file name and update the configuration file, the adding storage node will fail from now on.</p>
KARS22228-E	<p>The configuration file could not be updated.</p> <p>[Cause]</p> <p>Failed to create a folder for editing the configuration file.</p> <p>[Solution]</p> <p>Assign write permission to the folder containing configuration utility. Verify the disk space to ensure sufficient capacity. Move or delete the folder YYYYMMDDhhmmss in the folder containing configuration utility, if any.</p> <p>Retry the operation of configuration utility.</p>
KARS22229-E	<p>The configuration file could not be updated.</p> <p>[Cause]</p> <p>The SystemConfigurationFile.csv file for updating could not be received.</p> <p>[Solution]</p> <p>Retry the operation of configuration utility.</p>
KARS22230-I	<p>Updating the maintenance node and VSSB configuration file successfully completed.</p>

Message ID	Message
	Perform the following because used files might not have been deleted.
KARS22231-E	Failed to update configuration file. [Cause] An unexpected response was returned from the maintenance node. [Solution] Retry the operation of configuration utility.
KARS22232-E	The update package file on the maintenance node could not be deleted. [Cause] An unexpected response was returned from the maintenance node.
KARS22234-I	Do you want to return to the Selecting Files for Software Update window? The current entry will be lost.
KARS22236-E	Failed to update configuration file. [Cause] SystemConfigurationFile.csv was corrupted. [Solution] SystemConfigurationFile.csv could not be updated because SystemConfigurationFile.csv was corrupted. Retry the operation of configuration utility.
KARS22237-E	Maintenance node update did not succeed. [Cause] An unexpected response was returned from the maintenance node.
KARS22238-E	Connection to the maintenance node did not succeed. [Cause] The causes are as follows: <ul style="list-style-type: none"> ▪ The maintenance node could not be restarted. ▪ The IP address or host name is incorrect. ▪ The ID or password is incorrect. ▪ The user role required for the operation is not assigned to the ID. ▪ A problem exists in the network path. ▪ The DNS server setting has a problem.
KARS22244-I	Target storage cluster is ready for software update. Are you sure you want to execute software update?

Message ID	Message
	Cluster Name : xxx Current Version : xxx Target Version : xxx
KARS22245-I	Software update process was successfully completed. Please click the Next button to confirm the execution result of software update.
KARS22300-E	The information of the storage cluster could not be obtained. [Cause] An unexpected error occurred. [Solution] Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.
KARS22301-E	The configuration file could not be exported. [Cause] An unexpected error occurred. [Solution] Perform the following procedure from step 1. <Step1> A problem with verification of the storage node certificate retained in the maintenance node might exist. Verify that a valid certificate is added in the maintenance node. Then, run configuration utility again. <Step2> If you are performing the following operations on the target storage cluster, abort the procedure, and then retry the operation of the configuration utility after the operation is complete. <ul style="list-style-type: none"> ▪ Adding storage nodes ▪ Replacing storage nodes ▪ Changing and setting Virtual Storage Software Block configuration information ▪ Exporting and importing the configuration file <Step3> Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.
KARS22302-E	The VSSB configuration file could not be downloaded. [Cause]

Message ID	Message
	<p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22303-E	<p>The VM configuration file could not be downloaded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22304-E	<p>The VSSB configuration file could not be edited.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22305-E	<p>The VM configuration file could not be edited.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22306-E	<p>The VSSB configuration file could not be uploaded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22307-E	<p>The VM configuration file could not be uploaded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p>

Message ID	Message
	Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.
KARS22308-E	<p>The storage node could not be added.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p>
KARS22309-E	<p>The storage pool could not be expanded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22310-E	<p>The drive data could not be relocated.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22311-I	<p>Would you like to execute the storage node addition function?</p> <p>Note:</p> <p>Clicking OK button starts the operation and overwrites the configuration file (if any) on the maintenance node.</p> <p>If you do not want the configuration file to be overwritten, click Cancel button, back up the configuration file on the maintenance node, and then retry the operation.</p>
KARS22312-I	<p>The storage node addition function has been completed.</p> <p>See the event logs and verify that no problem has been occurred during the operation.</p>
KARS22313-E	<p>The capacity of the storage controller could not be expanded.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22314-I	There are no available datastores registered on the additional ESXi host.

Message ID	Message
	<p>[Solution]</p> <p>Create a datastore on the ESXi host, and then retry the operation of the configuration utility.</p>
KARS22315-I	<p>There are no available port groups registered on the additional ESXi host.</p> <p>[Solution]</p> <p>Create port groups on the ESXi host, and then retry the operation of the configuration utility.</p>
KARS22316-I	<p>There are no available drives on the additional ESXi host.</p> <p>[Solution]</p> <p>Add a drive to the ESXi host, and then retry the operation of the configuration utility.</p>
KARS22317-I	<p>There are no available storage adapters registered on the additional ESXi host.</p> <p>[Solution]</p> <p>Add a storage adapter to the ESXi host, and then retry the operation of the configuration utility.</p>
KARS22318-I	<p>Processing has not started because other priority tasks are running in the storage cluster.</p>
KARS22319-I	<p>Storage nodes cannot be added because the maximum number of storage nodes that can be configured has been reached.</p>
KARS22320-I	<p>The storage node addition function has been completed.</p> <p>See the event logs and verify that no problem has been occurred during the operation.</p> <p>In addition, perform the following because used files might not have been deleted.</p> <p>[Solution]</p> <p>Delete the used configuration file stored in the folder where configuration utility exists.</p> <p>The used configuration file is as follows.</p>
KARS22321-E	<p>The VSSB configuration file could not be edited.</p> <p>[Cause]</p> <p>Write permission is not assigned to the VSSB configuration file.</p> <p>[Solution]</p> <p>Delete the VSSB configuration file stored in the folder where configuration utility exists, and then rerun configuration utility.</p>

Message ID	Message
KARS22322-E	<p>The VSSB configuration file could not be edited.</p> <p>[Cause]</p> <p>The VSSB configuration file is not stored in the folder where configuration utility exists.</p> <p>[Solution]</p> <p>Retry the operation of configuration utility.</p>
KARS22323-E	<p>The VM configuration file could not be edited.</p> <p>[Cause]</p> <p>Write permission is not assigned to the VM configuration file.</p> <p>[Solution]</p> <p>Delete the VM configuration file stored in the folder where configuration utility exists, and then rerun configuration utility.</p>
KARS22324-E	<p>The VM configuration file could not be edited.</p> <p>[Cause]</p> <p>The VM configuration file is not stored in the folder where configuration utility exists.</p> <p>[Solution]</p> <p>Retry the operation of configuration utility.</p>
KARS22325-I	<p>There are no available ESXi hosts registered on the vCenter.</p> <p>[Solution]</p> <p>Register the additional ESXi host to the vCenter, and then retry the operation of the configuration utility.</p>
KARS22326-I	<p>Since this function only inputs the IP addresses by consecutive numbers, there is a possibility that the input values may contain invalid values such as already assigned IP addresses as a result of automatic input.</p> <p>Before continuing the process, check the automatically input IP addresses and correct them if necessary.</p>
KARS22327-E	<p>The specified value is incorrect.</p> <p>[Cause]</p> <p>The specified value is duplicated.</p> <p>[Solution]</p> <p>Change the duplicated value.</p>
KARS22328-E	<p>Failed to check the drive connection method.</p> <p>[Cause]</p>

Message ID	Message
	<p>The drive connection method does not match between the existing storage node and the storage node to be added.</p> <p>[Solution]</p> <p>Match the drive connection method of the storage node to be added with one of the existing storage node.</p>
KARS22400-E	<p>An exception occurred while importing a system requirements file.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22401-E	<p>An exception occurred while confirming the drive information.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22402-E	<p>An exception occurred while expanding the storage pool.</p> <p>[Cause]</p> <p>An unexpected error occurred.</p> <p>[Solution]</p> <p>Collect the logs of configuration utility and the maintenance node and the dump logs of the storage nodes, and then contact customer support.</p>
KARS22403-I	<p>Do you want to return to Function Selection window?</p> <p>The current entry will be lost.</p>
KARS22404-I	<p>Do you want to import the system requirements file?</p> <p>It will take approximately 1 minute to complete.</p>
KARS22405-I	<p>Do you want to skip importing of the system requirements file?</p>
KARS22406-I	<p>Import of the system requirements file was successfully completed.</p>
KARS22407-I	<p>A drive is not selected.</p> <p>Select drives, and then click Next button.</p>
KARS22408-I	<p>No drive is available.</p> <p>Import the latest system requirements file.</p>

Message ID	Message
	Add drives, and retry the operation of configuration utility.
KARS22409-I	Do you want to add drives? It will take approximately 1 minute to complete.
KARS22410-I	Drive addition has been completed. See the event logs and verify that no problem has been occurred during the operation.
KARS22411-I	Do you want to return to Importing System Requirements File window? The current entry will be lost.
KARS22412-I	Do you want to return to Additional Drive Selection window? The drive information will be updated and all drives will be selected.

Chapter 18: Messages KARS23000-KARS23999



Note: Some messages have "xxx" description. Sometimes, the "xxx" of these messages represents the supplemental information about the error.

Message ID	Message
KARS23000-E	An error occurred while verifying the datastore of ESXi host. xxx [Solution] Verify the datastore capacity, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23002-E	An error occurred while verifying the datastore of ESXi host. xxx [Solution] Delete the inapplicable VMs from the datastore, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23003-E	An error occurred while verifying the datastore of ESXi host. xxx [Solution] Verify the specified datastore name, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23004-E	An error occurred while obtaining a template file from the vCenter server. [Solution]

Message ID	Message
	<p>Verify whether network communication between the maintenance node and vCenter server is possible, troubleshoot any problems, and then retry the operation. Or, if any message is shown in Additional Information, refer to the message to troubleshoot the problem. Or, verify whether the specification for [vCenterServerHostName/TemplateFileName] of the VSSB configuration file is correct, and then correct any errors. Verify that the user name and password of the specified vCenter server are correct. When you set up an option for denying an invalid server certificate of the vCenter server, verify that the server certificate of the vCenter server is valid and the corresponding route certificate is imported in the node. Accept or deny the invalid server certificate of the vCenter server by using the change_certificate_action command, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23005-E	<p>An error occurred while obtaining information from the vCenter server.</p> <p>[Solution]</p> <p>Verify whether network communication between the maintenance node and vCenter server is possible, troubleshoot any problems, and then retry the operation. Or, verify whether network communication between the vCenter server and ESXi host is possible, troubleshoot any problems, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23006-E	<p>The IP address for the control network specified in the VSSB configuration file is already in use by another storage cluster.</p> <p>xxx</p> <p>[Solution]</p> <p>Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23007-E	<p>The IP address for the control network specified in the VSSB configuration file is already in use by another storage cluster.</p> <p>xxx</p> <p>[Solution]</p> <p>Specify an unused IP address in the configuration file, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23008-E	<p>The version of the maintenance node and the version of image file (.ova) for storage node VM are different.</p> <p>[Solution]</p>

Message ID	Message
	<p>Configure a maintenance node by using the same version of image file (.ova) for the maintenance node VM as that of the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23009-E	<p>The import command could not be run.</p> <p>[Solution]</p> <p>Obtains a list of event logs. If an event log (ID: KARS13010-I) including "Operation = CONFIGURATION_FILE_IMPORT" is output, no action is required. Verify that the IP address specified for the --primary_master_ip option is the same as the representative IP address of the storage cluster or control network IP address of the cluster master node (primary). If these values are not correct, specify the correct arguments, and then rerun the import command. Verify that the user and password specified for the --user and --password options respectively are correct. If these values are not correct, specify the correct arguments, and then rerun the import command. Verify that the user is assigned a Service role as a user role. If the user has no Service role, run the import command by using the Service role user. Verify the DNS server settings and connection with the DNS server. If there is any problem, resolve the problem, and then rerun the import command. Verify whether network communication between the maintenance node and cluster master node (primary) is possible. If a network failure occurred, recover the failure, and then rerun the import command. If you specified a representative IP address of the storage cluster for the --primary_master_ip option, rerun the import command with the same arguments specified. If you specified a control network IP address of the cluster master node (primary) for the --primary_master_ip option, verify the control network IP address of the current cluster master node (primary), and then rerun the import command with the IP address specified for the --primary_master_ip option. Note that the cluster master node (primary) might switch to the cluster master node (secondary). If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23010-E	<p>Execution results of the import command could not be obtained.</p> <p>[Solution]</p>

Message ID	Message
	<p>Obtain a list of event logs. If an event log (ID: KARS13010-I) including "Operation = CONFIGURATION_FILE_IMPORT" is output, no action is required. Verify whether network communication between the maintenance node and cluster master node (primary) is possible. If a network failure occurred, recover the failure, and then retry the operation. Or, if you specified a representative IP address of the storage cluster for the --primary_master_ip option, retry the import command with the same arguments specified. Or, if you specified a control network IP address of the cluster master node (primary) for the --primary_master_ip option, verify the control network IP address of the current cluster master node (primary), and then retry the import command with the IP address specified for the --primary_master_ip option. Note that the cluster master node (primary) might switch to the cluster master node (secondary). If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23011-E	<p>The export command could not be run.</p> <p>[Solution]</p> <p>Verify that the IP address specified for the --primary_master_ip option is the same as the representative IP address of the storage cluster or control network IP address of the cluster master node (primary). If these values are not correct, specify the correct arguments, and then rerun the export command. Verify that the user and password specified for the --user and --password options respectively are correct. If these values are not correct, specify the correct arguments, and then rerun the export command. Verify that the user is assigned a Service role as a user role. If the user has no Service role, run the export command by using the Service role user. Verify the DNS server settings and connection with the DNS server. If a network failure occurred, recover the failure, and then rerun the export command. Verify whether network communication between the maintenance node and cluster master node (primary) is possible. If a network failure occurred, recover the failure, and then rerun the export command. If you specified a representative IP address of the storage cluster for the --primary_master_ip option, rerun the export command with the same arguments specified. If you specified a control network IP address of the cluster master node (primary) for the --primary_master_ip option, verify the control network IP address of the current cluster master node (primary), and then rerun the export command with the IP address specified for the --primary_master_ip option. Note that the cluster master node (primary) might switch to the cluster master node (secondary). If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23012-E	<p>An error occurred when obtaining execution results of the export command.</p> <p>[Solution]</p>

Message ID	Message
	<p>Verify whether network communication between the maintenance node and cluster master node (primary) is possible. If a network failure occurred, recover the failure, and then retry the operation. Or, if you specified a representative IP address of the storage cluster for the --primary_master_ip option, retry the export command with the same arguments specified. Or, if you specified a control network IP address of the cluster master node (primary) for the --primary_master_ip option, verify the control network IP address of the current cluster master node (primary), and then retry the export command with the IP address specified for the --primary_master_ip option. Note that the cluster master node (primary) might switch to the cluster master node (secondary). If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23013-E	<p>SSH connection with the cluster master node (primary) was unsuccessful.</p> <p>[Solution]</p> <p>Verify whether the setting value of --primary_master_ip is correct. If the value is incorrect, retry the operation. Or, if the cluster master node (primary) is blocked, recover the node, and then retry the operation. Or, verify whether network communication between the maintenance node and the cluster master node (primary) is possible, resolve any problems, and then retry the operation. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23014-E	<p>The system could not be verified.</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify that the execution environment and operation are correct, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23015-E	<p>The system could not be verified. xxx</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify that the execution environment and operation are correct, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23016-E	<p>The version of the system requirements file is old.</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from the website, and then store the file in the maintenance node. Then, retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS23017-E	<p>The system requirements file could not be read.</p> <p>[Solution]</p> <p>Verify whether the system requirements file is stored in the correct location. If the system requirements file does not exist in the maintenance node, obtain the latest system requirements file from the website, and then store the file in the maintenance node. Then, retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23018-E	<p>The system requirements file might have been changed.</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from the website, and then store the file in the maintenance node. Then, retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23019-E	<p>The storage node could not be added.</p>
KARS23020-E	<p>Connection of the internode network could not be verified.</p> <p>xxx</p> <p>[Solution]</p> <p>Verify whether the internode network settings, including the maximum transmission unit (MTU), are correct, and then correct any problems. Or, verify whether internode network communication is possible, and then resolve any problems. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the maintenance node logs, and then contact customer support.</p>
KARS23021-E	<p>The storage node could not be replaced.</p>
KARS23022-E	<p>The execution results of the storage node replacement could not be obtained.</p>
KARS23023-E	<p>The execution results of the storage node addition could not be obtained.</p>
KARS23024-E	<p>The database could not be accessed.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the import command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23025-E	<p>An error occurred while obtaining information from the template file.</p> <p>xxx</p> <p>[Solution]</p> <p>Match the version of the storage node VM image file (.ova) to that of the storage cluster, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS23026-E	<p>Network could not be set.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem. Or, verify whether network communication between the maintenance node and vCenter server is possible, and then resolve any problems. Or, verify whether network communication between the vCenter server and ESXi host is possible, and then resolve any problems. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23027-E	<p>Network could not be set.</p> <p>[Solution]</p> <p>Verify whether network communication between the maintenance node and storage node is possible, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23028-E	<p>The number of storage nodes that can be added in multiple fault domains must be xxx. (Number of adding nodes = xxx)</p> <p>[Solution]</p> <p>Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23029-E	<p>The hardware does not meet the system requirements.</p> <p>xxx</p> <p>[Solution]</p> <p>Some hardware components are invalid. Replace the invalid components with the valid ones, and then retry the operation. Or, if the profile (SystemRequirementsFile) is old, obtain the latest version of the profile, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23031-E	<p>When only one fault domain exists, multiple storage nodes cannot be added at the same time. In a single-fault-domain configuration, only one storage node can be added at a time.</p> <p>[Solution]</p> <p>Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23032-E	<p>The file could not be transferred to the cluster master node (primary) from the maintenance node.(File name = xxx)</p>

Message ID	Message
	<p>[Solution]</p> <p>Verify whether network communication between the maintenance node and the cluster master node (primary) is possible, and then resolve any problems. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23033-E	<p>Connection from the maintenance node to the storage node could not be verified.</p> <p>xxx</p> <p>[Solution]</p> <p>Verify whether network communication between the maintenance node and storage node is possible, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23034-E	<p>Connection from the maintenance node to the storage node could not be verified.</p> <p>xxx</p> <p>[Solution]</p> <p>Verify whether there are problems with the control network settings of the storage node, and then resolve any problems. Or, verify whether network communication between the maintenance node and storage node is possible, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23036-E	<p>An error occurred while verifying hardware components of the ESXi host specified in the configuration files (VSSB configuration file and VM configuration file).</p> <p>xxx</p> <p>[Solution]</p> <p>Verify hardware components, correct the configuration file error, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23037-E	<p>Configuration files could not be downloaded.</p> <p>[Solution]</p>

Message ID	Message
	<p>Verify whether network communication between the maintenance node and cluster master node (primary) is possible. If a network failure occurred, recover the failure, and then retry the export command. Or, if you specified a representative IP address of the storage cluster for the --primary_master_ip option, retry the export command with the same arguments specified. Or, if you specified a control network IP address of the cluster master node (primary) for the --primary_master_ip option, verify the control network IP address of the current cluster master node (primary), and then retry the export command with the IP address specified for the --primary_master_ip option. Note that the cluster master node (primary) might switch to the cluster master node (secondary). If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23038-E	<p>The configuration file could not be read.</p> <p>xxx</p> <p>[Solution]</p> <p>Verify that you logged in to the correct maintenance node, and that the login user is correct. Store the configuration file in the applicable location, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23040-E	<p>The configuration file could not be read.</p> <p>xxx</p> <p>[Solution]</p> <p>Correct the configuration file according to the message, and then retry the operation.</p>
KARS23041-E	<p>The configuration file could not be read.</p> <p>xxx</p> <p>[Solution]</p> <p>Store the correct configuration file, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23042-E	<p>An error occurred while transferring the configuration file to the storage node.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem. Or, verify whether network communication between the maintenance node and the cluster master node (primary) is possible, resolve any problems, and then retry the operation. Also, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23043-E	<p>The number of storage nodes in configuration files does not match the actual configuration.</p>

Message ID	Message
	<p>[Solution]</p> <p>Run the export command. Change the exported configuration files. Run the import command again. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23044-E	<p>The configuration information could not be referenced from the configured storage cluster.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem. Or, verify whether network communication between the maintenance node and the cluster master node (primary) is possible, resolve any problems, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23045-E	<p>The configuration information could not be referenced from the configured storage cluster.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem. Or, verify whether network communication between the maintenance node and the cluster master node (primary) is possible, resolve any problems, and then retry the operation. Also, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23047-E	<p>Operation was unsuccessful because the storage node was blocked. (Storage node IDs = xxx)</p> <p>[Solution]</p> <p>Recover the blocked storage node, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23048-E	<p>The storage node subject to maintenance could not be configured because configuration information could not be referenced from the configured storage cluster.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem. Then, retry the operation. Verify whether network communication between the maintenance node and the cluster master node (primary) is possible, and resolve any problems. Also, remove the storage node VM subject to maintenance, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23049-E	<p>Whether the specified user has the Security or Service role could not be verified.</p> <p>[Solution]</p>

Message ID	Message
	Create a user having the Security or Service role, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23050-E	Multiple initiator nodes are specified for the node to be added. Only one initiator node can be added at a time. [Solution] Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23051-E	The fault domain name specified for the added storage node does not exist in the storage cluster. Verify the fault domain name of the storage node. (Fault domain names = xxx) [Solution] Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23052-E	In a multiple-fault-domain configuration, a storage node that could not be removed exists in the storage cluster. Remove the storage node that could not be removed. xxx [Solution] Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23053-E	When configuring multiple fault domains, the number of additional storage nodes must be the same for each fault domain. [Solution] Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23054-E	When configuring multiple fault domains, the number of initiator nodes does not match among fault domains. Add initiator nodes so that all fault domains have the same number of initiator nodes. (Fault domain name = xxx) [Solution] Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23055-E	Another operation is running.

Message ID	Message
	<p>[Solution]</p> <p>Wait for a while, and then retry the import command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23056-E	<p>A storage node VM could not be created.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem, and then retry the operation. Or, verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. If a storage node VM is created, remove the VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23057-E	<p>A storage node VM could not be powered on.</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify whether the procedures for configuring the vCenter server and setting the network are correct, and the procedures for configuring and setting the ESXi host and registering the ESXi host in the vCenter server are correct. If any problems occur, resolve them. Or, verify whether network communication between the maintenance node and vCenter server is possible, and network communication between the vCenter server and ESXi host is possible, and then resolve any problems. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23058-E	<p>Part of the physical server information retrieved from the ESXi host is empty.</p> <p>xxx</p> <p>[Solution]</p> <p>Contact the server administrator to troubleshoot the problem, and then retry the operation.</p>
KARS23060-E	<p>The VCenter server could not be accessed.</p> <p>[Solution]</p>

Message ID	Message
	<p>Verify that vCenterServerHostName of the VSSB configuration file output by the export command is correct. If vCenterServerHostName is not correct, import the correct configuration file, and then rerun the export command. Or, verify whether network communication between the maintenance node and vCenter server is possible, resolve any problems, and then rerun the export command. Or, when you set up an option for denying an invalid server certificate of the vCenter server, verify that the server certificate of the vCenter server is valid and the corresponding root certificate is imported into the node. Accept or deny the invalid server certificate of the vCenter server by using the change_certificate_action command, and then rerun the export command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23061-E	<p>The storage node VM does not exist in the ComputeResource registered in the VSSB database.</p>
KARS23062-E	<p>Another operation is running.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the export command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23063-E	<p>An error occurred while accessing the database.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the export command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23064-E	<p>The configuration file could not be read.</p> <p>xxx</p> <p>[Solution]</p> <p>Configure a maintenance node by using the image file (.ova) for the latest maintenance node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23065-E	<p>This configuration (RedundantPolicy = xxx) is not supported.</p> <p>[Solution]</p> <p>Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23066-E	<p>The server certificate could not be verified for xxx.</p>
KARS23067-E	<p>Connection with xxx was unsuccessful.</p> <p>[Solution]</p>

Message ID	Message
	Verify whether network communication between the maintenance node and host is possible, troubleshoot any problems, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23069-E	Whether the name of the storage node VM is duplicated could not be verified. [Solution] If any message is shown in Additional Information, refer to the message to troubleshoot the problem, and then retry the operation. Or, verify that the execution environment and operation are correct, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23070-E	Operation was unsuccessful because the storage node to be replaced does not exist in the configured storage cluster. (Storage node ID = xxx) [Solution] Verify whether the specified value for the storage node ID is correct. If it is not correct, retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23071-E	The VM name of the storage node to be replaced does not exist in the configuration file. (VM name = xxx, Host name = xxx) [Solution] Verify that the VM name of the storage node to be replaced is shown in the configuration file used for storage node replacement. Also, verify that the ID of the specified storage node is the one for the storage node to be replaced, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23072-E	The specified operation could not be performed because another operation might be in progress. (Operation that might be in progress = xxx)
KARS23073-E	The specified operation could not be performed because another operation might be in progress.
KARS23080-E	The operation cannot be performed because the storage cluster status is not "Ready". [Solution] If the storage cluster is in the process of starting, stopping, or maintenance, wait until the operation completes. If the storage cluster has a problem, take action according to the manual or event logs. Verify that the storage cluster status changes to "Ready", and then retry the operation.
KARS23081-E	The operation cannot be continued because the memory capacity of the storage node VM subject to maintenance is less than the minimum memory capacity of the protection domain (xxx MiB).

Message ID	Message
	<p>[Solution]</p> <p>Expand the memory capacity of the storage node VM subject to maintenance to more than the minimum memory capacity of the protection domain, and then retry the operation.</p>
KARS23082-E	<p>An error occurred during syntax checking of the VM configuration file.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to troubleshoot the problem, and then retry the operation. Or, verify that the execution environment and operation are correct, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23100-E	<p>A key pair could not be created.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to verify whether there is a problem with the setting value of the key pair name of the VM configuration file. If there is any problem, resolve it, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23101-E	<p>Storage node stacks could not be created.</p> <p>[Solution]</p> <p>Delete the stacks that could not be created. Also, if any message is shown in Additional Information, refer to the message to verify whether all settings of the VM configuration file are correct. If there is any error, modify the VM configuration file, and then retry the operation. Or, verify that the execution environment is correct, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23102-E	<p>Changes were made other than storage node addition in the VM configuration file.</p> <p>[Solution]</p> <p>If any message is shown in Additional Information, refer to the message to verify whether there is a problem with the changes in the VM configuration file, delete unnecessary changes, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23103-E	<p>Storage node stacks could not be updated.</p> <p>[Solution]</p>

Message ID	Message
	If any message is shown in Additional Information, refer to the message to troubleshoot the problem, and then retry the operation. Or, verify that the execution environment and operation are correct, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23104-E	A file of a key pair does not exist or is incorrect. [Solution] Verify whether a file of a key pair exists and it matches the KeyPair setting of the VM configuration file.
KARS23450-E	An unexpected error occurred in the storage cluster. [Solution] Collect the logs, and then contact customer support.
KARS23451-E	Many requests are being processed in the storage cluster. [Solution] Wait a while, and then retry the operation. If the same error occurs again after retry, collect the logs, and then contact customer support.
KARS23452-E	The request was rejected due to environmental factors in the storage cluster. [Solution] Wait a while, and then retry the operation. If the same error occurs again after retry, collect the logs, and then contact customer support.
KARS23456-E	The request was rejected because the storage cluster was being started or was blocked.
KARS23500-E	CFM File transfer did not succeed. xxx [Solution] Verify whether internode network communication is possible, and then resolve any problems. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23501-E	An error occurred while communicating with the DNS server. (DNS server = xxx) [Solution] Verify whether network communication between the storage node and DNS server is possible, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23502-E	An error occurred during a DNS server connection test.

Message ID	Message
	<p>[Solution]</p> <p>Correct the configuration file according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23503-E	<p>An error occurred while obtaining information about the ESXi hosts.</p> <p>[Solution]</p> <p>Verify that the execution environment and operation are valid. Then, if a storage node VM was created, remove the VM, and retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23504-E	<p>The NTP server could not be set.</p> <p>[Solution]</p> <p>Verify that the execution environment and operation are valid. Then, if a storage node VM was created, remove the VM, and retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23505-E	<p>Time query to the NTP server was unsuccessful. (NTP server = xxx)</p> <p>[Solution]</p> <p>Verify whether network communication between the storage node and NTP server is possible, and then resolve any problems. Or, verify whether the procedure for setting the NTP server is correct, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23506-E	<p>The storage node specified in the --target_node_ip option cannot be accessed. (Expect storage node name = xxx, Target storage node name = xxx)</p> <p>[Solution]</p> <p>Specify the correct command option according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23507-E	<p>The storage node specified in the --target_node_ip option cannot be accessed.</p> <p>[Solution]</p> <p>Specify the correct command option according to the message, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS23508-E	<p>The version of the storage cluster and the version of the OVA file do not match. (Storage cluster version = xxx, OVA file version = xxx)</p> <p>[Solution]</p> <p>Match the version of the OVA file to that of the storage cluster, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23509-E	<p>The storage cluster could not be started.</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify that the execution environment and operation are correct, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23510-E	<p>The storage cluster could not be configured.</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify whether the execution environment and operation are correct. Then, if a storage node VM was created, remove the VM, and retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23511-E	<p>Resource information of the storage node VM could not be obtained.</p> <p>[Solution]</p> <p>Verify whether internode network communication is possible, and then resolve any problems. If a storage node VM is created, remove the VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23512-E	<p>An error occurred during SSH connection with the storage node. (IP address = xxx)</p> <p>[Solution]</p> <p>Verify whether internode network communication is possible, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23513-E	<p>An error occurred while transferring the configuration file to the storage node. (Configuration file = xxx)</p> <p>[Solution]</p>

Message ID	Message
	Verify whether internode network communication is possible, and then resolve any problems. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23514-E	Setup processing was unsuccessful. [Solution] Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify that the execution environment and operation are correct, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23515-E	Setup processing was unsuccessful. [Solution] Verify whether there are problems with the internode network settings, and then resolve any problems. Verify whether internode network communication is possible, and then resolve any problems. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23516-E	Synchronization with the primary NTP server was unsuccessful. (NTP server = xxx) [Solution] Verify the network status with the NTP server, and then resolve the cause of any failures. Remove the storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23517-E	A configuration file could not be created. [Solution] Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify whether the execution environment and operation are correct. Then, if a storage node VM was created, remove the VM, and retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.
KARS23518-E	Configuration file information is invalid. [Solution] Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify whether the execution environment and operation are correct. Then, if a storage node VM was created, remove the VM, and retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.

Message ID	Message
KARS23519-E	<p>An error occurred while verifying a value of the configuration file.</p> <p>[Solution]</p> <p>A value of the configuration file is invalid. Correct the configuration file, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23520-E	<p>Configuration information cannot be registered.</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify whether the execution environment and operation are correct. The system requirements file might be corrupted. Download the latest system requirements file, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23521-E	<p>An invalid Time zone was specified. (Time zone = xxx)</p> <p>[Solution]</p> <p>Correct the configuration file according to the message, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23522-E	<p>Another storage node could not be set up.</p> <p>[Solution]</p> <p>See the error for another storage node, and then troubleshoot the problem. Remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23596-E	<p>Network configuration was unsuccessful due to a duplicate IP address on the network. (xxx)</p> <p>[Solution]</p> <p>Resolve the duplication of the IP address with the component indicated by the displayed MAC address, and then retry the operation.</p>
KARS23597-E	<p>The specified operation cannot be currently performed. (Storage node status in which the operation is possible = xxx)</p> <p>[Solution]</p> <p>When a "configuring a storage cluster" job is in progress, wait until the job completes. If the "configuring a storage cluster" job was not successful, retry the operation from installing the storage software. Also, if processing other than the "configuring a storage cluster" job is in progress, wait until the processing completes.</p>

Message ID	Message
KARS23598-E	<p>A storage cluster could not be configured because the operation-target storage node was not a representative storage node. (Representative storage node name = xxx)</p> <p>[Solution]</p> <p>Identify the representative storage node, and then perform the operation with the representative storage node.</p>
KARS23599-E	<p>Input value is invalid. (xxx)</p> <p>[Solution]</p> <p>Correct the input value according to the message.</p>
KARS23600-E	<p>One or more required fields are not entered or the input value is invalid.</p> <p>[Solution]</p> <p>Correct the field value with an exclamation mark displayed according to the message.</p>
KARS23601-E	<p>An NIC is not installed in a defined slot of the physical server. (PCI address for which information acquisition was unsuccessful = xxx)</p> <p>[Solution]</p> <p>Verify whether the defined NIC is installed in the slot with the displayed PCI address. Install the defined NIC in the slot, and then retry the "setting up each storage node" operation. If the same error occurs after retry, contact customer support.</p>
KARS23602-E	<p>The specified operation cannot be performed with the current status. (Storage node status in which the operation is possible = xxx)</p> <p>[Solution]</p> <p>Wait until the "configuring a storage cluster" job in progress completes. If the "configuring a storage cluster" job was not successful, retry the operation from installing the storage software.</p>
KARS23603-E	<p>The specified operation cannot be performed with the current status. (Storage node status in which the operation is possible = xxx)</p> <p>[Solution]</p> <p>Retry the operation from installing the storage software.</p>
KARS23604-E	<p>The specified operation cannot be performed with the current status. (Storage node status in which the operation is possible = xxx)</p> <p>[Solution]</p> <p>If a "configuring a storage cluster" job is not being performed, perform the operation. This operation is possible when a representative storage node cannot be started and is not available for some reason.</p>

Message ID	Message
KARS23700-E	<p>The Configuration of the storage cluster could not be performed because another operation might be in progress.</p> <p>[Solution]</p> <p>Verify whether other jobs such as "setting up each storage node", "configuring a storage cluster", "adding storage nodes", "replacing storage nodes", or "registering spare node information" are running. When a "setting up each storage node" job is running, wait until the job completes, and then retry the operation. If a "configuring a storage cluster", "adding storage nodes", "replacing storage nodes" or "registering spare node information" job is running, allow it to complete. You do not need to retry the operation. Or, verify the power status of the storage node and the network settings and status, and fix any problems. Then, retry the operation.</p>
KARS23701-E	<p>An error occurred in the procedure for re-performing the operation on a particular storage node. (IP address of the storage node = xxx)</p>
KARS23702-E	<p>Network could not be set because an IP address is duplicated on the network.</p> <p>xxx</p> <p>[Solution]</p> <p>Resolve the duplication of the IP address with the component indicated by the displayed MAC address, and then retry the operation.</p>
KARS23704-E	<p>Connection between storage nodes was unsuccessful. (Network type = xxx, IP address = xxx)</p>
KARS23705-E	<p>System validation was unsuccessful.</p> <p>[Solution]</p> <p>Verify the status of the storage node power and network. If a problem occurs, resolve it. Retry the operation from installing the storage software. If the same error occurs after retry, take a dump on each storage node and contact customer support after logging on the controller node.</p>
KARS23706-E	<p>System validation was unsuccessful.</p> <p>xxx</p> <p>[Solution]</p> <p>Verify the status of the storage node power and network. If a problem occurs, resolve it. Retry the operation from installing the storage software. If the same error occurs after retry, take a dump on each storage node and contact customer support after logging on the controller node.</p>
KARS23707-E	<p>The host name specified in the VSSB configuration file and the host name set in the storage node do not match.</p> <p>xxx</p>

Message ID	Message
	<p>[Solution]</p> <p>Set up each storage node according to the host name of the storage node described in the VSSB configuration file. Retry the operation.</p>
KARS23708-E	<p>The network information of the control network specified in the VSSB configuration file does not match the network information set on the storage node.</p> <p>xxx</p> <p>[Solution]</p> <p>Set up each storage node according to the network information of the control network described in the VSSB configuration file. Retry the operation.</p>
KARS23709-E	<p>The version of a storage node does not match that of the representative storage node.</p> <p>xxx</p> <p>[Solution]</p> <p>Install the same version of the storage software on all storage nodes. Run through the storage software installation again.</p>
KARS23710-E	<p>Network connection from each network to all the storage nodes could not be verified.</p> <p>xxx</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, or switch settings), and then make the network status such that communication is possible. Retry the operation.</p>
KARS23711-E	<p>The system requirements file is invalid.</p> <p>[Solution]</p> <p>Obtain the latest system requirements file from customer support, and then store the file in the storage node. Retry the operation. If the same error occurs after retry, collect the dump files for each storage node and logs of the controller node, and then contact customer support.</p>
KARS23712-E	<p>The target storage node might be in use as a spare node. Therefore, a storage cluster could not be configured. (IP address of the storage node = xxx)</p>
KARS23713-E	<p>The version of the system requirements file is old.</p> <p>[Solution]</p>

Message ID	Message
	Obtain the latest system requirements file from customer support, and then store the file in the storage node. Retry the operation. If the same error occurs after retry, collect the dump files for each storage node and logs of the controller node, and then contact customer support.
KARS23715-E	<p>Failed to build storage cluster.</p> <p>[Solution]</p> <p>Verify the status of the storage node power and network. If a problem occurs, resolve it. Verify whether there is a problem in the BIOS-related environment settings of the storage node by seeing the manual. Also, verify that the TimeZone settings are all correct for each storage node and there is no lag with actual time. Retry the operation from installing the storage software. If the same error occurs after retry, take a dump on each storage node, log the controller node, and contact customer support.</p>
KARS23720-E	<p>The VSSB configuration file could not be found.</p> <p>[Solution]</p> <p>If the VSSB configuration file is not stored in the intended location, upload a VSSB configuration file. If the VSSB configuration file is stored in the intended location, verify the file name. If the file name is incorrect, delete the file, and then upload the file with the correct file name. Retry the operation. If the same error occurs after retry, collect the dump files for each storage node and logs of the controller node, and then contact customer support.</p>
KARS23721-E	<p>Hardware does not meet the system requirements.</p> <p>xxx</p> <p>[Solution]</p> <p>One or more hardware components do not meet hardware requirements. Replace such components with ones that meet the requirements. Also, verify the version of the storage software installer that you are using. Make sure that you use the correct version of storage software installer, and then retry the operation from installing the storage software.</p>
KARS23723-E	<p>The passwords of a representative storage node and setup user do not match for a storage node.</p> <p>xxx</p> <p>[Solution]</p> <p>Set up each storage node one by one so that the password of the setup user is the same across all the storage nodes. Retry the operation.</p>
KARS23724-E	<p>Time query to the NTP server was unsuccessful. (NTP server = xxx)</p> <p>[Solution]</p>

Message ID	Message
	Verify whether network connection between the storage node and NTP server is possible, and then resolve any problems. Or, make sure that the setting procedure for the NTP server is correct. Retry the operation.
KARS23725-E	An invalid timezone was specified. (Time zone = xxx) [Solution] Correct the description of the VSSB configuration file. Retry the operation.
KARS23726-E	An error occurred while communicating with the DNS server. (DNS server = xxx) [Solution] Verify whether network connection between the storage node and DNS server is possible, and then resolve any problems. Or, make sure that the setting procedure for the DNS server is correct. Retry the operation.
KARS23727-E	Files other than the VSSB configuration file (SystemConfigurationFile.csv) and system requirements file (SystemRequirementsFile.yml) are uploaded in the transfer destination directory by SFTP for the representative storage node. [Solution] Delete files other than the VSSB configuration file and system requirements file stored in the transfer destination directory. Retry the operation.
KARS23760-W	Storage cluster configuration was continued although a disconnected path was detected as a result of verifying the connection for each path of a redundant network. xxx [Event Name] Reduced network redundancy detected [Category] ControlPort [Solution] Verify that there is no problem with the network settings (such as wiring, MTU, or switch settings), and then make the network status such that communication is possible. If you need to verify connection again, retry storage software installation.
KARS23761-W	Storage cluster configuration was continued although a disconnected path was detected as a result of verifying the connection for each path of a redundant network. xxx [Event Name] Reduced network redundancy detected [Category]

Message ID	Message
	<p>InternodePort</p> <p>[Solution]</p> <p>Verify that there is no problem with the network settings (such as wiring, MTU, or switch settings), and then make the network status such that communication is possible. If you need to verify connection again, retry storage software installation.</p>
KARS23900-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Verify whether any alert is output in the vCenter server or ESXi host, and resolve any problems. Or, verify that the execution environment and operation are correct, remove the created storage node VM, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23901-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Wait for a while, and then rerun the import command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23902-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Verify that the configuration file is stored in the correct location, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23903-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Verify that the configuration file is correct, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23904-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Verify that the execution environment and operation are correct, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23905-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the operation. If the same error occurs after retry, collect the logs, and then contact customer support.</p>

Message ID	Message
KARS23906-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Wait for a while, and then retry the export command. If the same error occurs after retry, collect the logs, and then contact customer support.</p>
KARS23907-E	<p>An internal error occurred.</p>
KARS23908-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Collect the dump files for each storage node and logs of the controller node, and then contact customer support.</p>
KARS23909-E	<p>An internal error occurred.</p> <p>[Solution]</p> <p>Collect the logs, and then contact customer support.</p>
KARS23910-E	<p>An internal error occurred.</p>

Chapter 19: Messages KARS24000-KARS24999

Message ID	Message
KARS24000-E	<p>A message view error occurred. (Message ID = xxx)</p> <p>[Solution]</p> <p>Take a screenshot of the output message and collect the logs, and then contact customer support.</p>
KARS24001-E	<p>Operations cannot be continued. Log out once, and then retry login.</p> <p>[Cause]</p> <p>The control port setting is unavailable due to another operation or processing.</p> <p>[Solution]</p> <p>Log out once, and then retry login.</p>
KARS24002-E	<p>The format of the entered xxx is incorrect.</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS24003-E	<p>The specified IP address is already in use. (IP address:xxx, MAC address:xxx)</p> <p>[Solution]</p> <p>Check the parameters.</p>
KARS24004-E	<p>An error occurred during network setting processing. Review the setting contents.</p> <p>[Solution]</p> <p>Review the entry.</p>
KARS24005-E	<p>The entered setting contents are incorrect. (When entering a value for "Gateway", "Destination" must be also entered.)</p> <p>[Solution]</p> <p>Review the entry.</p>
KARS24006-E	<p>The entered setting contents are incorrect. (A required item is not entered.)</p> <p>[Solution]</p> <p>Review the entry.</p>

Message ID	Message
KARS24999-E	An unexpected error occurred. [Solution] Take a screenshot of the output message and collect the logs, and then contact customer support.

Glossary

Auto recovery

See *Storage node auto-recovery* in the Glossary.

base license

A license that provides basic functionality.

blocked, blocking, blockage

A state for a storage or resources that comprise a storage where I/O operations cannot be performed.

BMC network

Network that connects the storage node BMC and the controller node. This network is used to operate the BMC from the controller node.

BMC port

The port that is on a storage node and is used for connection to the BMC network.

capacity balancing

Function of moving volumes automatically from high capacity usage storage controllers to low capacity usage storage controllers when capacity usage is not balanced among storage controllers.

cluster master node (primary)

A storage node within the storage cluster that has the role of managing the entire storage cluster.

cluster master node (secondary)

A storage node in the storage cluster that is responsible for managing the entire storage cluster in the event of failure of the cluster master node (primary).

cluster worker node

A storage node in the storage cluster that does not have the role of managing the entire storage cluster.

compute network

A network between a compute node and a storage node. Used for input / output of user data.

compute node

A node that the application of the user operates and instructs input / output of user data to the storage node. A host connected to the compute port.

compute port

(Virtual machine) The virtual port that is on a storage node and connects to the compute network.
(Bare metal) The port that is on a storage node and connects to the compute network.

configuration backup file

Backup file of storage cluster configuration information.

Configuration file

(Virtual machine) Generic term for VSS block configuration file and VM configuration file.

(Bare metal) A synonym for the VSS block configuration file.

Console interface

The interface of a storage node console (such as a virtual console via BMC).

control network

(Virtual machine) The network between the controller node and the storage node or maintenance node. It is used for Virtual Storage Software block management operation and communication with external service such as SNMP and NTP.

(Bare metal) The network between the controller node and the storage node. It is used for Virtual Storage Software block management operation and communication with external service such as SNMP and NTP.

control port

(Virtual machine) The virtual port that is on a storage node and connects to the control network.

(Bare metal) The port that is on a storage node and connects to the control network.

controller node

A management node used to instruct Virtual Storage Software block's management function (volume creation, etc.).

data migration

A functionality to migrate data from an external storage system into Virtual Storage Software block in volume units.

disk controller

Hardware required to use a drive.

drive

A physical device that stores user data and the OS. Common name for SSDs and HDDs.

drive data relocation

Function of balancing data capacity among storage nodes (to optimize capacity efficiency of each storage node) when capacity becomes unbalanced among storage nodes due to storage node addition or removal.

event log

A file that records the operation of the system. In Virtual Storage Software block, it refers to the log for the purpose of fault notification.

Failover

Switching the cluster master (secondary) to the cluster master (primary) in the event of failure of the cluster master (primary).

fault domain

A group of storage nodes sharing power system and network switch. A configuration for making it possible to continue the operation of storage even if the storage nodes in a group collectively become abnormal.

initiator

An endpoint on the compute node side when accessing a volume from a compute node.

internode network

Network between storage nodes. Used for communication of user data and management information between storage nodes.

internode port

(Virtual machine) The virtual port that is on a storage node and connects to the internode network.

(Bare metal) The port that is on a storage node and connects to the internode network.

license key

Key to activate the corresponding license in Virtual Storage Software block.

maintenance blockage

See *Storage node maintenance blocking* in the Glossary.

maintenance node

VM that is configured inside some of the storage nodes, and which is used to configure and manage Virtual Storage Software block.

maintenance recovery

See *Storage node maintenance recovery* in the Glossary.

multi-tenancy function

Function to allow resources of a storage in a large storage system to be distributed to and shared by multiple tenants (companies and divisions). A storage distributed to each tenant is called VPS (Virtual Private Storage).

normal volume

Volume that is neither P-VOL, S-VOL, nor P/S-VOL.

other volume capacity

Total capacity of snapshot volumes (S-VOLs and P/S-VOLs).

OVA

An acronym for the Open Virtualization Appliance/Application. The following files are bundled into one tar ball.

1. OVF file contains the virtual machine attributes etc.
2. Disk image or ISO image created by certain Hypervisor software.
3. Manifest file contains hash value for each file (mf option).
4. Certification file for digital signage for Manifest files (cert option).

OVF

Acronym for Open Virtualization Format. OVF is a standard format designed to allow different virtualization software to exchange virtual machine image files with each other.

P-VOL

Volume of the copy source.

P/S-VOL

Volume having both the P-VOL and S-VOL attributes in a snapshot tree in cascade configuration.

physical node

In an environment where storage is used, a physical server that belongs to that environment.

program product license

A license provided on a per-function basis.

protection domain

Setting for limiting the range of failure if an error occurs in a storage node or the network between storage nodes.

provisioned volume capacity

Total capacity of normal volumes and snapshot volumes (P-VOLs).

rebuild

Function of automatically restoring redundancy of data whose redundancy was reduced due to a drive failure or storage node failure.

Rebuild capacity

Capacity in a storage pool secured for Data rebuild at the time of drive failure.

Representative storage node

A storage node that is used to configure a storage cluster in the setup procedure for the bare metal model. This node is different from a cluster master node (primary).

S-VOL

The copy destination volume.

scale out

A method of increasing the number of CPUs, memory capacity, and the number of drives by adding storage nodes to improve system performance and capacity.

scope

The range of resources that users can operate. A scope is set for a user group. A scope for a user is determined according to the user group to which the user belongs.

snapshot volume

Volume that is either a P-VOL, S-VOL, or P/S-VOL.

spare node

Standby storage node used for the spare node function.

spare node function

Function to allow restoration of redundancy by performing spare node switchover. Spare node switchover from a faulty storage node to a storage node that is registered as a standby storage node in the storage cluster is performed when the faulty storage node cannot be restored by the auto-recovery function.

storage cluster

A virtual storage system built from multiple storage nodes.

storage controller

Part of Virtual Storage Software block processes that manage storage node capacities and volumes.

storage controller relocation

Function of optimizing the number of the storage controllers of each storage node when the number of the storage controllers becomes unbalanced among storage nodes due to storage node addition or removal.

storage node

Physical server to which the CPU, memory, and drives that comprise Virtual Storage Software block are assigned. Alternatively, this term refers to a process group of Virtual Storage Software block software running on storage nodes.

storage node addition

A process of adding a storage node to a storage cluster.

Storage node auto-recovery

Function to execute self-diagnosis and self-recovery by a storage node to recover the storage node from server failures due to software factors (firmware, driver, and so on) or due to temporary network problems between storage nodes.

Storage node maintenance blocking

Process of separating a storage node from a storage cluster temporarily and placing the storage node in a status that allows for part replacement or other maintenance.

Storage node maintenance recovery

Process of returning a storage node to the available status again after it was blocked by manual operation or due to a failure.

storage node removal

A process of removing a storage node from a storage cluster.

storage node replacement

A functionality or process that manually recovers a blocked storage node.

Replace the following to recover the blocked storage node.

(Virtual machine) Storage node VM

(Bare metal) Physical node

storage pool

Logical user data storage area that combines multiple drives.

storage software

The Virtual Storage Software block software that realizes a storage cluster.

system administrator

Administrator who manages the entire system.

target

An endpoint on the storage cluster side when accessing a volume from a compute node.

temporary volume capacity

Total capacity of volumes created temporarily by Data migration and Capacity balance.

thin provisioning

Method of creating a virtual storage in which the minimum required capacity is initially secured, and then expanded as required.

virtual machine (VM)

Virtual machine.

virtual private storage

Virtual storage logically divided from a storage cluster in a multi-tenancy configuration.

volume

A logical device that mounts on a compute node to read or write user data.

volume migration

Moving volumes (existing on a storage node to be removed) to another storage node.

volume path

Connection information between a compute node and a volume. One of the setting information necessary for using a volume from a compute node.

VPS

Acronym for Virtual Private Storage. See *virtual private storage* in the Glossary.

VPS administrator

Administrator who manages a virtual private storage (VPS) in a multi-tenancy configuration.

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