Product Alert 27

Product	All versions of StorNext® Storage Manager
Summary	Files stores can back up on a policy class if an fsrminfo command is done on media associated with the policy class.
Date	March 2009

Overview

If an fsrminfo command is run and either the manual fsclean -r command or the scheduled clninfo command is not run, the policy class associated with the media on which the fsrminfo command was run can have store candidates that are not stored.

For more information, contact the Quantum Technical Assistance Center and reference CR 26279.

Symptoms

Policy classes will not be able to completely store all files. A certain number will always exist to be stored.

In the TSM tac logs, a database error 903 will be reported for an insert. For example:

        sntsm fs_fmover[22862]: E1202(9)<1902078875>:dbapi_main2087:
rdb1filecomp.c:427 execute: (%s=1) [INSERT INTO
FILECOMP%s(MLDBN,MCDBN,SLEN,FILE_KEY,MEDIANDX,VERSION,MODTIME,ADD
DATE,ENDTIME,MFSN,MPART,MATA,CLSTR,SEG,CPYID,TOTSEG,MEDTYPE,STAT,ME
DGEN,CKSUM) VALUES(?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?)] FILECOMP(MLDBN=0
MCDBN=535135 SLEN=9614544 FILE_KEY=44069253 MEDIANDX=4852 VERSION=2
MODTIME=1194565990 ADDDATE=1232479288 ENDTIME=2147483647 MFSN=897
MPART=0 MATA=0 CLSTR=897 SEG=1 CPYID=2 TOTSEG=1 MEDTYPE='^R' STAT=' '
MEDGEN=1 CKSUM={CC5D27954A8BC53B697FF2C763B8BC1A})

        sntsm fs_fmover[22862]: E1200(7)<1902078875>:rdb1filecomp429: DATABASE
ERROR: Unable to add entry to filecomp1 table. status = 903

Cause

Running the fsrminfo command only blanks the media logically so it can be reused again. This command does not clean out the entries from the database that are associated with the media. If a file that was saved on the media ends up back on a policy class's store candidates list, Storage Manager will store the file again.

Then, when Storage Manger tries to insert an entry into the database, it will see the old entry and fail the insert. This will cause storage for that file and any other files group with it to fail.

The scheduled clinfo command or a manual fsclean -r command are responsible for cleaning out the database entries associated with the files stored on the media on which the fsrminfo command is run. As long as this cleaning out procedure is not done, groups of files for that policy class will fail to store.

Solution

Update to StorNext 3.1.3 or 3.5 (or newer), and then run the fsclean -r command if you observe the symptoms described previously.

> **Note:** In StorNext version 3.1.3 (and prior), executing the fsclean -r command can take an extended amount of time (possibly more than an hour) to complete. Plan to perform this operation during an appropriate time.

If running the scheduled clninfo command or the manual fsclean -r command cannot be done because of impact to the system, there is a manual process which can possibly alleviate the problem. This manual process requires assistance from the Quantum Technical Assistance Center. Contact them and reference CR# 26628.