



# Product Bulletin 41

<b>Product</b>	All versions of StorNext® 2.7 - 3.0, 3.1.0 - 3.1.3, and 3.5.0 - 3.5.1
<b>Summary</b>	The <code>snrestore</code> script can fail to open the media journal directory
<b>Date</b>	September 2009

## Problem

During Disaster Recovery (DR), if the `snrestore` option `-r` is specified, the process of retrieving StorNext backup files from tape is skipped, and the restore process uses the files present in the backed-up data directory specified. These files are produced by `snbackup` in tar or zip format. The files are:

- StorNext File System metadata
- StorNext File System configurations
- StorNext File System and Storage Manager configurations
- StorNext File System and Storage Manager database

When you specify `snrestore -r`, `snrestore` processing also checks for and accesses the tar/zip-formatted database journal files, which are contained in a `"journals"` subdirectory of the path to the tar/zip-formatted backup data.

However, the processing used in a preceding `snbackup` does not create database journal information because there isn't any database journaling information to be later restored when a full backup is performed, so `snbackup` does not create the `"journals"` subdirectory. Consequently, later during DR, the subsequent `"snrestore -r"` process cannot read the empty `"journals"` subdirectory (because it is not there) to determine that there are no database journal files to restore, and so the command terminates in error.

For more information, contact the Quantum Technical Assistance Center and reference CR 28380.

## Symptoms

Running an `snrestore` fails and outputs the error message, `"ERR: Cannot open media journal directory,"` followed eventually by another error message, `"ERR: Aborting restore due to errors."`

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## Solution

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This issue will be addressed in future StorNext releases. In the meantime, use the workaround for this issue.

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## Workaround

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The workaround for running "snrestore -r" successfully is to create an empty subdirectory called "journals" located in the directory where the rest of the tar/zip backup/restore files are located.

For example, if the path to the tar/zip restore files is "/localadmin/bkupfiles", a directory at "/localadmin/bkupfiles/journals" must be created (if it does not already exist).

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## Contacting Quantum

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More information about StorNext is available on the Quantum Service and Support website at [www.quantum.com/ServiceandSupport](http://www.quantum.com/ServiceandSupport). The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

<b>North America</b>	+1 800-284-5101 Option 5
<b>EMEA</b>	00800 9999 3822
<b>Online Service and Support</b>	<a href="http://www.quantum.com/OSR">www.quantum.com/OSR</a>
<b>World Wide Web</b>	<a href="http://www.quantum.com/ServiceandSupport">www.quantum.com/ServiceandSupport</a>

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)