Troubleshooter: Slotting

The purpose of this troubleshooter is to diagnose why volumes in TapeTrack are not being slotted.

The symptom of slotting not working is that when volumes are moved to a repository that has slotting enabled, the volume does not automatically get a slot assigned.

Yes, slotting was previously setup
If slotting was previously setup and has stopped working then something has changed.

Slotting was previously run manually

Slotting can be performed manually using several methods:

- By manually editing each volume and setting the slot.
- By selecting the repository and pasting volumes into free slots under the Repository Usage Map Tab.
- By running the slotting program manually from a command prompt or batch file.



If slotting is no longer working, the most probably cause is that it is not being manually run.

If slotting is run by manually calling the slotting program, you should check the output from the slotting program for the following conditions:

- That the program is connecting to the server successfully and that it is the right server.
- That the User-ID and Password are correct and that the program has been able to login.
- That there are sufficient slots available to slot all volumes that require a slot (i.e. if there are 10 volumes to slot, and only 8 free spaces, the slotting program will not slot any of the volumes).

Slotting was previously run automatically
Did your scheduler run the slotting script?

Yes
When the slotting script runs it produces two output files (slotting_error.txt and slotting_report.txt) written to the reports folder within your TapeTrack installation. Default installation location within the TapeTrack directory is TapeTrack\TapeTrack Framework Server\var\reports. The directory location is set by the variable %TMSS10SCRIPTS% whose location can be found by running the command SET in a command line window.

The file slotting_error.txt will contain any errors encountered when running the slotting script.

Error text:

Logon failed: User-ID is undefined

User undefined error is presented when the User ID used in the script for access to TapeTrack does not exist. This may be due to a typo in the user ID or that the user has been deleted from TapeTrack.

Check that the user ID in the slotting script is correct and still present via TapeTrack TapeMaster

User ID correct and present

User ID not correct or present

Add User to Match Slotting Script

Open Slotting.bat (in TapeTrack install directory TapeTrack\TapeTrack Framework Server\scripts) by right clicking on the file and selecting **Edit** to open in a text editor (such as Notepad or Vi).

Obtain user ID and password from the script command line attribute:

-S userID:-password@serverAddress → user ID and password as displayed. -S userID:passwordFile@serverAddress → user ID as displayed, password in file at that location.

Add new user to TapeMaster to match the above credentials.

Edit Slotting Script to Match Existing User ID

Obtain user ID and password of a known user (best practice is a separate user dedicated for running scripts) with the correct access credentials.

Open Slotting.bat (in TapeTrack install directory TapeTrack\TapeTrack Framework Server\scripts) by right clicking on the file and selecting **Edit** to open in a text editor (such as Notepad or Vi).

Edit the login credentials (-S userID:-password@serverAddress) to match the new user ID and password and save the file, making sure to save as a .bat file.

Logon failed: Authorization failure

Logon failed: Logon failed as access has been revoked

Customer List successful: Customers(0) Excluded( )

Resolution of hostname failed: No such host is known

Different error or Unable to identify error

No

No, slotting was not previously setup

Slotting is not setup to run by default, to enable slotting a number of setup tasks must be performed:

1. Slotting must be enabled in the options for the repository requiring slotting.
2. Zones must be assigned to the repository.
3. There must be a sufficient number of free slots available to accommodate every volume that currently requires a slot.
4. The slotting program must be called, either manually or via a scheduler such as Windows Scheduler or crond.
5. The slotting program must be called with the right arguments, including the right server name and valid credentials.

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