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, scheduler ran the script
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

Contact GazillaByte for Additional Support

Contact GazillaByte for software support. Include the file slotting_error.txt and slotting_report.txt, as well as any further information that you think may help to diagnose the problem (such as when the problem started, limited to a customer or global, any changes in enviroment etc) in your correspondence.

User ID not correct or present

There are two options to fixing an incorrect User ID:

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

Authorization Failure error is presented when the User password used in the script for access to TapeTrack is incorrect. This may be due to an typo in the user password in the command line script or that someone has changed the password for that User ID in TapeTrack. As passwords cannot be viewed in TapeTrack, as a security measure, the only way to check if the user/password combination in the script is correct is to log into TapeMaster using the credentials in the batch file. In circumstances that the password is in an external file and cannot be viewed you will need to contact your administrator to verify the password is correct.

Password Correct

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Password Incorrect

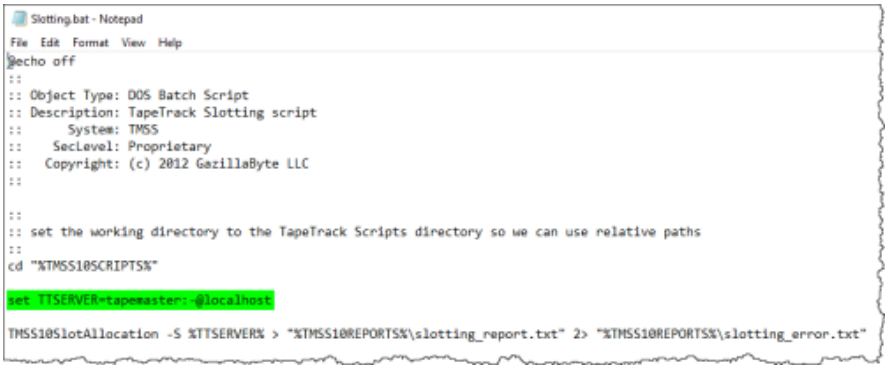
There are two options to fixing an incorrect user password:

Change Password In TapeTrack 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:

set TTSERVER=user:-password@localhost → user ID and password as displayed in file.
set TTSERVER=user:passwordFile@localhost → user ID as displayed in file, password in file at that location.



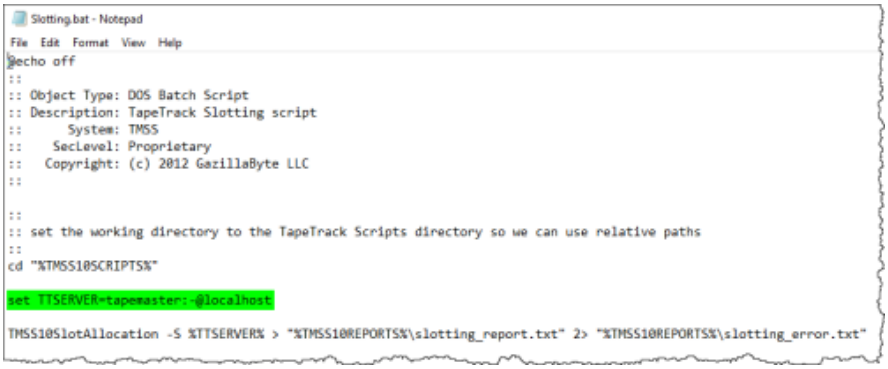
Open TapeMaster to edit password of the user ID used in the slotting script.

Double-lick the slotting.bat file (or right click and run) to check the file runs successfully by checking the output file slotting_error.txt (default installation location within the TapeTrack directory is TapeTrack\TapeTrack Framework Server\var\reports).

Edit Slotting Script to Match Existing User ID and Password

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 (set TTSERVER=user:-password@localhost) to match the new user ID and password and save the file, making sure to save as a .bat file.

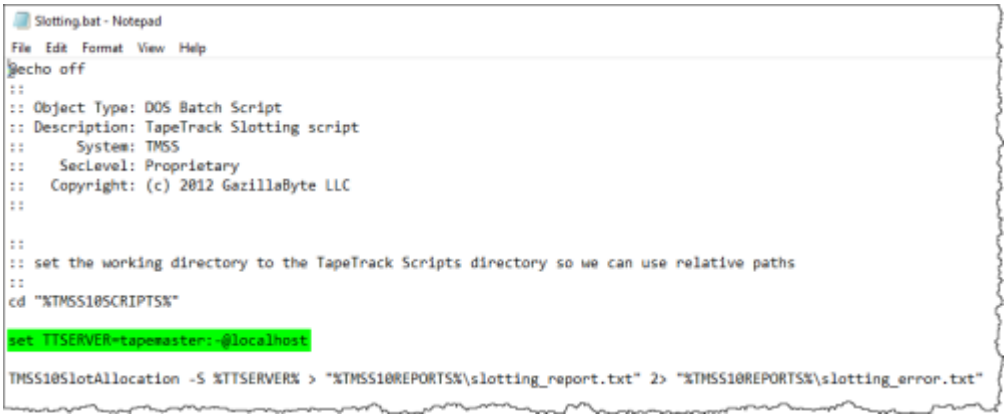
Double click the slotting.bat file (or right click and run) to check the file runs successfully by checking the output file slotting_error.txt (default installation location within the TapeTrack directory is TapeTrack\TapeTrack Framework Server\var\reports).

Logon failed: Logon failed as access has been revoked

User ID's that have been used to login unsuccessfully five times in a row will, for security reasons, have their access to TapeTrack revoked. This will remove the slotting script's access and subsequently stop its ability to slot the volumes.

To reset the User ID's access, reset the password associated with the user account.

Make sure the password assigned to the User ID matches the password used by the slotting script. To obtain the current password used by the 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: set TTSERVER=user:-password@localhost → user ID and password as displayed in file.
set TTSERVER=user:passwordFile@localhost → user ID as displayed in file, password in file at that location.



If resetting the user ID password restores access to TapeTrack temporarily before access is revoked again you probably have another instance of the script, or another script using the same user ID, trying to log on to TapeTrack with an incorrect or outdated password. This can be fixed by rectifying the incorrect scripting or, if it can't be located, a temporary solution is to shift the slotting script to use another ID to ensure it maintains access.

Customer List successful: Customers(0) Excluded( )

An error of **Customer List Successful: Customers(0)….** is caused when the logon is successful but the login ID has no access rights to Customer ID's.

This may be caused by someone editing the access rights to the Slotting user ID or the group that the Slotting user ID is assigned to.

Check the user ID access rights via TapeMaster by either logging in to using

the Slotting ID credentials or using a tapemaster enabled User ID to access the Slotting ID in the Group/User Administration panel.

User ID has correct customer ID access

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User ID has insufficient access

Add correct customer access to User ID or User Group to allow slotting.

Resolution of hostname failed: No such host is known

Different error or Unable to identify error

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No, scheduler did not run the script

Contact your Network Administrator to diagnose why your scheduler is not running the slotting scripting.

Common problems to look for:

- Task no longer enabled.
- Task triggers no longer correct.
- Not installed on same server as TapeTrack framework server.
- Insufficient privileges to run script on network.
- Scheduler not set to run when user not logged in.

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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