Avamar: Troubleshooting Garbage Collection (GC) Failures

Revised June 19, 2015

Start Login to the Avamar server via a PuTTy session and load the admin keys. Refer KB 95614 Collect all of the information listed in KB 182478 Verify that there are GC failed with no capacity issues on the grid. Refer MSG ERR DISKFULL KB 202384 No Go to 3A GC failed with Follow the steps MSG ERR GARBAGECO given in KB 170378 LLECT No GC failed with Follow the steps MSG_ERR_BADTIMESY given in KB 173559 No Go to 2A

KB: 120085

Environment -

EMC Software: Avamar Server 7.x
EMC Software: Avamar Server 6.x
EMC Software: Avamar Server 5.x
EMC Hardware: Avamar Data Store Gen1
EMC Hardware: Avamar Data Store Gen2
EMC Hardware: Avamar Data Store Gen3
EMC Hardware: Avamar Data Store Gen4
Avamar Data Store Gen4s Hardware

Issue -

Garbage Collection can fail with several different error messages in the MCGUI or status.dpn via PuTTy on the utility node:

MSG_ERR_BACKUPSINPROGRESS MSG_ERR_DISKFULL MSG_ERR_TIMEOUT MSG_ERR_NOPARITY MSG_ERR_MISC

Cause -

Garbage Collection can fail for a variety of reasons. There is typically an error message associated with the failure that will indicate why Garbage Collection is failing. This resolution path will walk you through troubleshooting Garbage Collection failures based on which error message you are seeing. These errors are observed in status.dpn and dumpmaintlogs, as well as in the Avamar Administrator Console

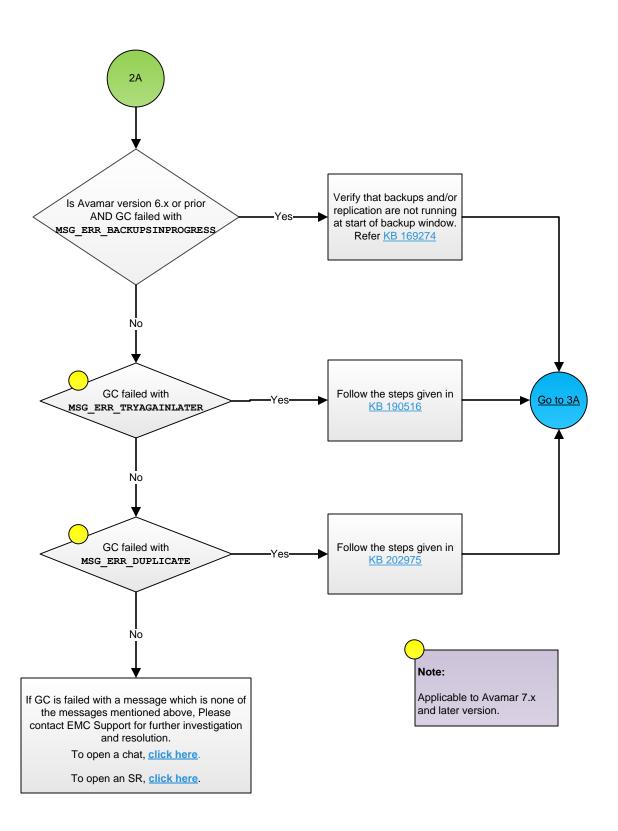
Note:

Applicable to all version of Avamar.



Avamar: Troubleshooting Garbage Collection (GC) Failures

Revised June 19, 2015





Avamar: Troubleshooting Garbage Collection (GC) Failures

Revised June 19, 2015

