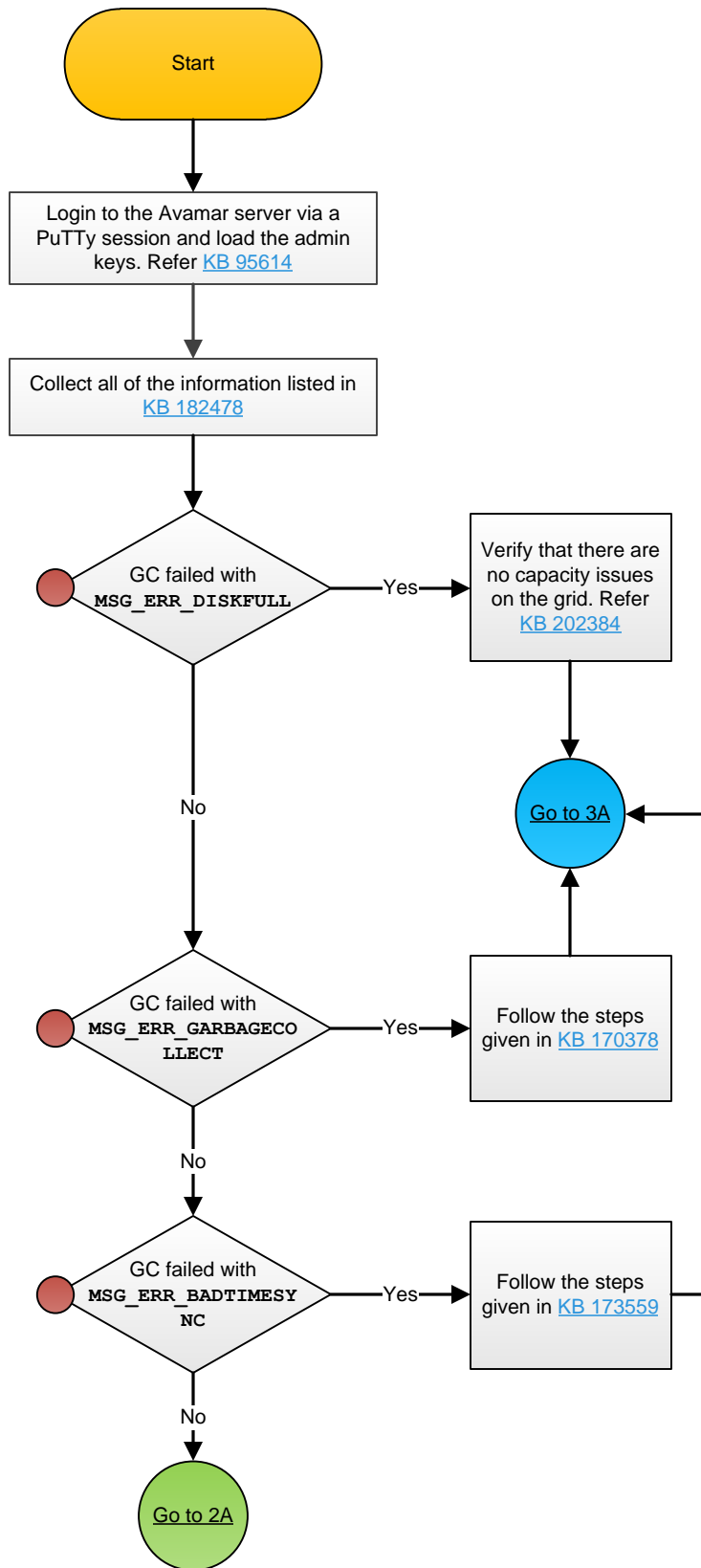


# Avamar: Troubleshooting Garbage Collection (GC) Failures

Revised June 19, 2015

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

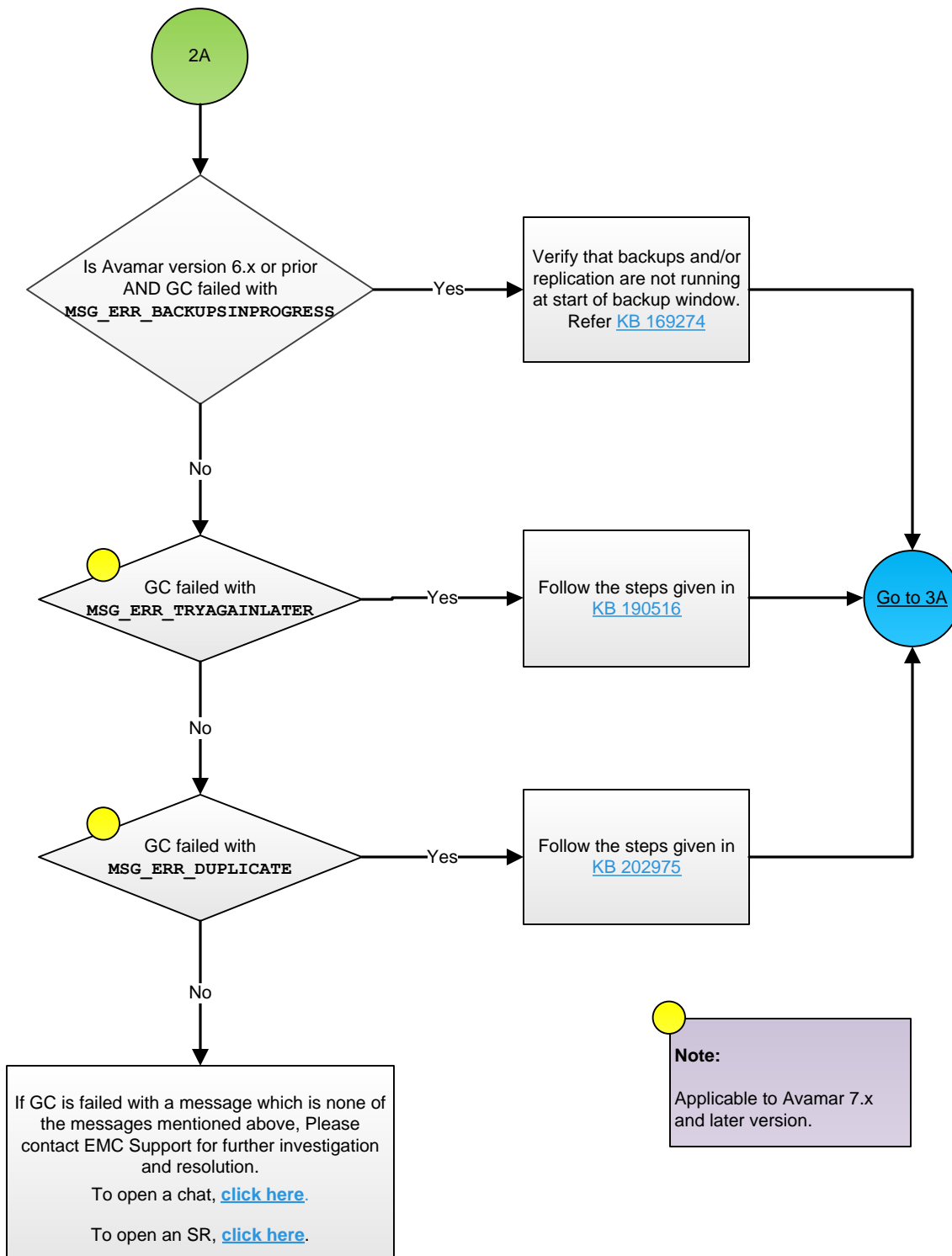
**Note:**

Applicable to all version of Avamar.



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