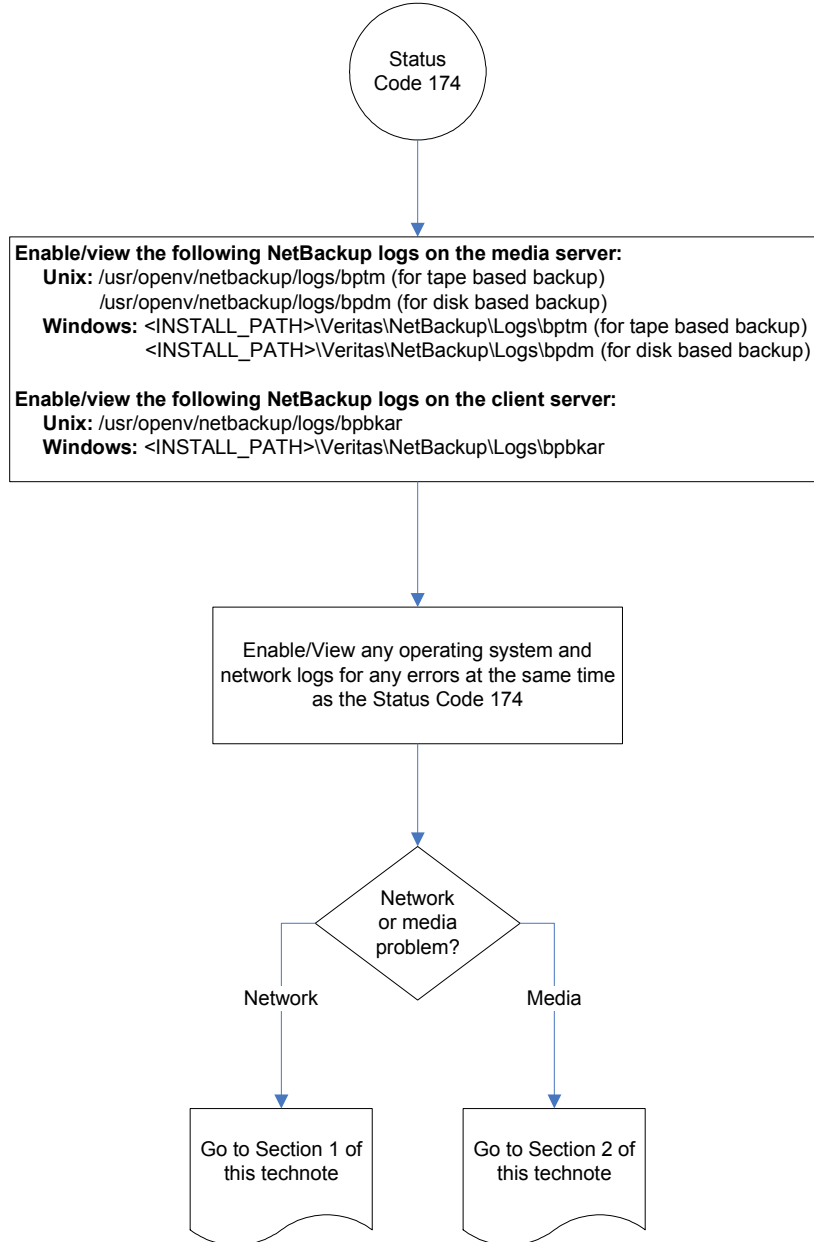


Status Code: 174

Media manager - system error occurred

An abnormal condition occurred causing a tape manager (bptm) or disk manager (bpdm) failure.



Although there are multiple root causes of a Status Code 174, there are two main areas in which Status Code 174's can occur. One deals with the Network side and the other the Tape or SCSI subsystem.

Table of Contents:

1	Network Causes	2
2	Tape/SCSI Causes	2

1 Network Causes

A Status Code 174 with the following error message indicates one or more bytes which were sent across the network did not make it to the Media server.

During backups, NetBackup keeps track of the number of bytes sent to it from the hard drive, and pads all blocks it receives to 512 bytes. After a backup finishes, as an integrity check to confirm all data was received, NetBackup divides the total number of bytes received by 512. If this number divides evenly by 512, it is assumed all data was correctly received. If the number does not divide evenly by 512, then it is assumed that some amount of data was not received. NetBackup only concludes that not all of the data was received. During a data transmission for backup, it is the responsibility of the TCP stack to re-transmit any packets that it recognizes as being dropped. The problem comes when the TCP stack does not recognize that a packet has been dropped and does not re-transmit it properly.

The **bptm** log will show an error similar to this:

```
<32> fill_buffer: attempted to write 8 gigabytes, 1569582536 bytes, it is not a multiple of 512
```

The **bpbkar** log on the client will show how much data was sent:

```
<2> tar_base::backup_finish: TAR - backup: file data: 495841280 bytes 9 gigabytes
```

Two typical causes of a Status Code 174 are Network Interface Card (NIC) drivers, and (on some platforms) a gigabit ethernet card in a 33-mHz PCI slot.

This type of error can be very difficult to troubleshoot given the fact that the TCP stack was unable to detect the loss of data. The system log will rarely show any possible causes of the problem. Network analysis equipment may be necessary to determine where the packets are being dropped.

2 Tape/SCSI Causes

If data is not written to the storage media as requested by NetBackup, a Status Code 174 error can occur. Example:

From the **bptm** log file:

```
write_data: write of 64512 bytes indicated only 0 bytes were written, errno = 0
```

or

```
write_data: write of 65536 bytes indicated only 65528 bytes were written, errno = 0
```

In general, these errors are not NetBackup related and can be tracked to malfunctioning or incorrectly configured hardware. To troubleshoot these issues, start by reviewing the system log files for any hardware or driver errors logged near the time of the failure in the bptm log file. Also, check the NetBackup Media Manager Device Configuration Guide for UNIX and Windows (see the related documents section for more information), as well as any vendor specific device configuration guides, and confirm the hardware is configured properly.

3 Links

[Click here to search for other documents related to Status 174](#)

Also, you may click below to perform a search on the following relevant items:

- [Media manager system error](#)
- [Status Code 174](#)