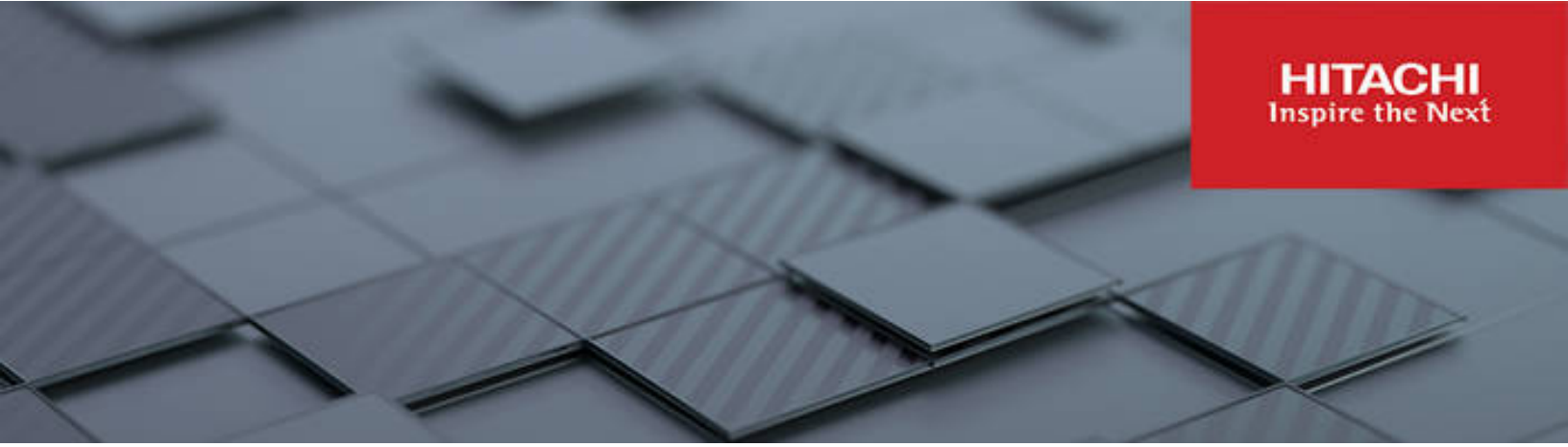

Hitachi Virtual Storage Platform One Block

SVOS 10.5.4

Maintenance Utility Messages

This document lists the error codes and error messages displayed by Hitachi Virtual Storage Platform One Block, and provides recommended actions to take.

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Preface

This document lists the error codes and error messages for the maintenance utility for the Hitachi Virtual Storage Platform One Block, and provides the recommended action for the error conditions.

Please read this document carefully to understand how to use this product, and maintain a copy for reference purposes.

- ☐ Product version
- ☐ Release notes
- ☐ Accessing product documentation
- ☐ Getting help
- ☐ Comments

Product version

This document revision applies to VSP One Block 20 series firmware version A3-05-42-*xx* and later.

Release notes

The VSP One Block Release Notes are available on Hitachi Vantara Support Connect: https://support.hitachivantara.com/en_us/contact-us.html. Read the release notes before installing and using this product. They may contain requirements or restrictions that are not fully described in this document or updates or corrections to this document.

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Thank you!

1

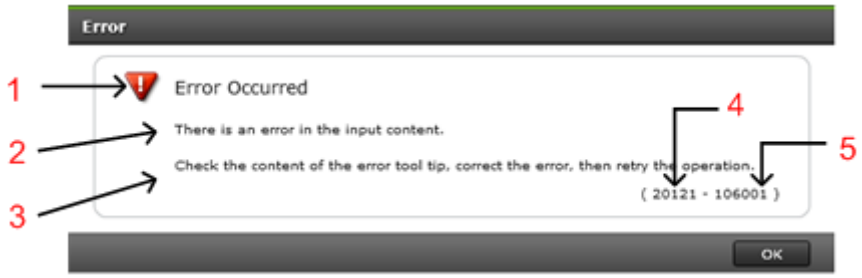
VSP One Block messages and error codes

This chapter covers the various messages and error codes released by the Hitachi Virtual Storage Platform One Block.

- ☐ Message window and display items
- ☐ Error message in this manual

Message window and display items

Examples of message windows and descriptions of display items are given below.



No.	Item	Description
1	Message level	There are four message levels as shown below. • Information • Warning • Fatal error • The server is unable to accept the request from the management client. One possible cause is that another process is in progress at the server. This message does not indicate an error.
2	Message text	Descriptive text that appears in the message window.
3	Recommended action	Recommended actions corresponding to the message text are provided. Take actions based on instructions given in the message window or in the recommended action part in this manual. In some cases, a message window is displayed without any recommended actions. In these circumstances, refer to the part code and the error code shown in the message window and see applicable recommended actions provided in this manual.
4	Part code	The part code identifies the application that issued the message. In some cases, the number of digits in a message window may not match the number of digits provided in this manual, so if a four-digit part code is displayed in the message window, add a zero "0" to the beginning of the part code so as to make it a five-digit code, and then refer to this manual. For example, when a four-digit part code, 7005, is displayed in a message window, refer to a five-digit part code, 07005, in this manual.

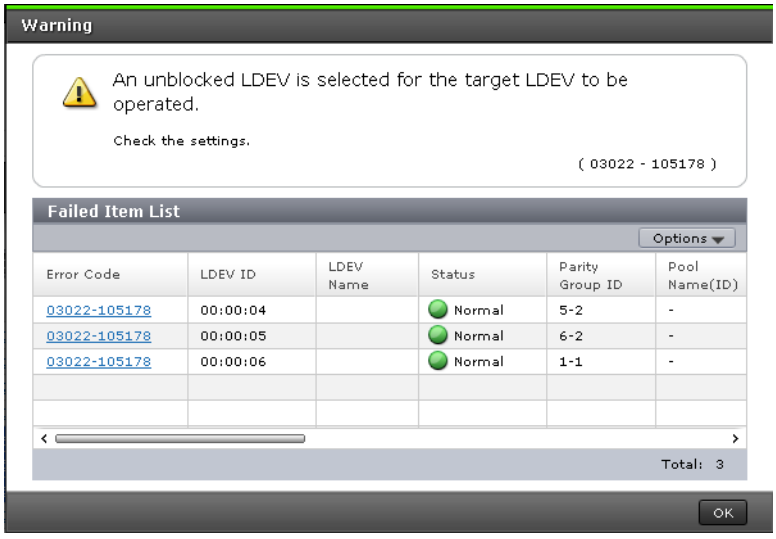
No.	Item	Description
5	Error code	The error code is a message ID. In some cases, the number of digits in a message window may not match the number of digits provided in this manual, so if a part code having five or less digits is displayed in the message window, add some zeros to the beginning of the part code so as to make it a six-digit code, and then refer to this manual. For example, when a four-digit error code, 6023, is displayed in a message window, refer to a six-digit error code, 006023, in this manual.

Note: If Maintenance Utility starts and displays the following message, refer to the error code and number the (YYYY ZZZZZ) represent. A check box may be indicated in the message window. If you check the box the message will not appear until you log in again.

```
A network error occurred, the server is not ready, or an error
occurred in the server. (YYYY ZZZZZ)
```

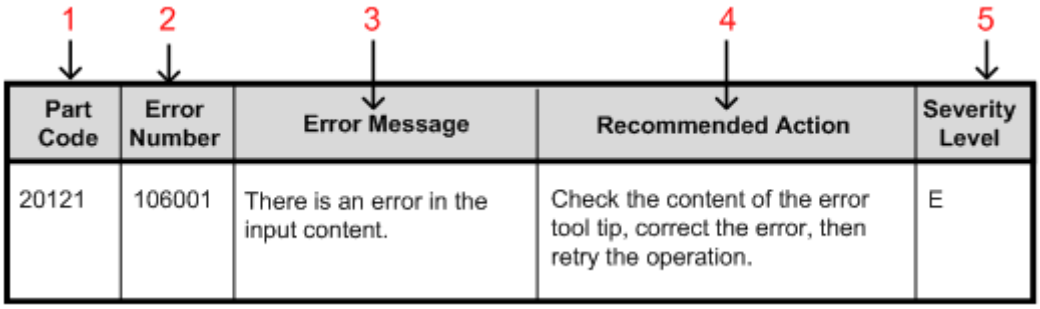
Note: A check box may be indicated in the message window. If you check the box the message will not appear until you log in again.

For the operation in which multiple items are specified, a table containing details of the error is displayed under the message window in some cases. For example, LDEVs on which the error occurred are listed in the table below.



Error message in this manual

Example of an error message provided in this manual



Part Code	Error Number	Error Message	Recommended Action	Severity Level
20121	106001	There is an error in the input content.	Check the content of the error tool tip, correct the error, then retry the operation.	E

No.	Description
1 2 5	The part code, the error code, and the severity level for the error condition. A message with a part code starting with 3 is the one that is displayed while operating Maintenance Utility.
3 4	The error message and the recommended action. In this manual, *xxx* in descriptive texts represents a string/variable that is determined by the content of the processing, and it is replaced by the actual sting/variable determined by the content of the processing on a message window. However, no string/variable might appear for *xxx* in some cases.

2

Message (part code group 30nnn)

This chapter includes the error messages with the part code 30062 to 30863.

- Part code 30062
- Part code 30162
- Part code 30262
- Part code 30462
- Part code 30662
- Part code 30761
- Part code 30762
- Part code 30863

Part code 30062

Table 2-1 Error codes (part code 30062)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30062	203201	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	203202	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	203203	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	203204	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	203205	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	203207	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	203401	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30062	204206	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W

Part code 30162

Table 2-2 Error codes (part code 30162)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30162	203101	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203102	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203103	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203301	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203302	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203401	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203402	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30162	203403	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203404	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203405	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	203601	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	204501	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30162	205030	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 30262

Table 2-3 Error codes (part code 30262)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30262	200001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200007	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200008	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200009	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30262	200010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 30462

Table 2-4 Error codes (part code 30462)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	211001	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	211002	Failed to read the definition file (when using the individual definition file uploaded separately in addition to the media), or an internal error occurred.	If you use an individual definition file, make sure the content is correct. Then, retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	211003	The operation cannot be performed because an operation by a different user is in progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for a while, and then retry the operation.	W
30462	211004	The processing cannot continue due to an internal logical contradiction.	If you use an individual definition file, make sure the content is correct. Then, retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	211005	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	211006	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	211007	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	211008	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	211009	Failed to read the definition file (when using the individual definition file uploaded separately in addition to the media), or an internal error occurred.	If you use an individual definition file, make sure the content is correct. Then, retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	211010	Failed to read the definition file (when using the individual definition file uploaded separately in addition to the media), or an internal error occurred.	If you use an individual definition file, make sure the content is correct. Then, retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	211011	The ESM cluster role of the controller board being operated is not active.	Perform the operation from a controller board whose ESM cluster role is active.	E
30462	212001	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	212002	The user session is not valid.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	W
30462	212003	The operation cannot be performed because an operation by a different user is in progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for a while, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	212004	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	212005	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	212006	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	212007	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	212008	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	212009	Permission is required for this operation.	Ask the administrator to grant you the role required for this operation.	E
30462	213001	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	213005	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	213009	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	213013	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	213017	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214001	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214002	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	214003	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214004	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214102	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214103	An error occurred on the storage system.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214104	The firmware update process has timed out.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214122	Failover of ESM failed.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	214123	Failback of ESM failed.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214124	Failed to determine if ESM is in active mode.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214125	Failed to move ESM to maintenance mode.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214126	Failed to release maintenance mode for ESM.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	214401	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
30462	214406	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	214407	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
30462	214411	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
30462	214412	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
30462	215001	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215005	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215009	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215013	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215017	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215021	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215025	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215029	The operation cannot be performed because an operation by a different user is in progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for a while, and then retry the operation.	W
30462	215030	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215031	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215035	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215039	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215043	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215047	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215051	The storage system status is not Ready or the user session is not valid.	Verify that the storage system status is Ready, and then retry the operation. Otherwise, log back in to Maintenance Utility, and then retry the operation.	W
30462	215055	The DKC lock cannot be acquired.	The storage system is in an internal process, or a different user is performing an operation. Wait for a while, and then retry the operation. If this problem occurs again, the internal processing or the operation is not complete. In this case, perform Force Release System Lock, and then retry the operation. If this problem still persists, contact customer support as described in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215059	Failed to release DKC lock.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215067	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215071	The user session is not valid.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	W
30462	215075	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215079	An error occurred on the storage system.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215083	The firmware update process has timed out.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215087	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215091	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215095	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215099	The processing cannot continue because the digital signature in the media does not match.	Please confirm that the media used for firmware update is correct and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	215100	Failed to acquire the public key to verify the digital signature of the media as already revoked.	Please confirm that the media used for firmware update is correct and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	215101	Failed to acquire the public key to verify the digital signature of the media as because of temporary failure.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215102	Failed to acquire the public key to verify the digital signature of the media as because of temporary failure.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215103	The processing cannot continue because the digital signature in the media does not match.	Please confirm that the media used for firmware update is correct and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	215104	Failed to verify the digital signature of the media.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215105	Failed to verify the digital signature of the media.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215107	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215111	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215115	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215119	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	215123	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215125	The firmware update process has timed out.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215127	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215131	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215135	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215137	The firmware update process has timed out.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215139	Failed to start ESM.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215143	Failed to get timezone.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215147	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215151	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215155	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215159	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215163	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215167	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215171	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215175	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215179	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215183	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215187	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215191	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215195	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215199	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215203	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215207	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215211	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215213	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215215	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	215219	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	215227	The firmware cannot be updated because the version will be downgraded.	Please call the Technical Support Division.	W
30462	217001	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	217005	The ESM cluster role of the controller board being operated is not active.	Perform the operation from a controller board whose ESM cluster role is active.	E
30462	217007	The operation cannot be used from this controller board.	Operate again from another controller board.	E
30462	217009	Firmware media does not exist or is corrupt.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	217013	The operation cannot be performed because an operation by a different user is in progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for a while, and then retry the operation.	W
30462	217037	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	217041	The operation cannot be performed, because the specified media is not correct	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	217045	An error occurred while unpacking the media for firmware update.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	217049	The operation cannot be performed, because the combination of the ESM and ESMOS firmware versions is not correct.	Select the ESM and ESMOS firmware, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	217053	An internal processing error occurred on the storage system. The information about the installed firmware managed on the storage system cannot be verified.	Select the ESM and ESMOS firmware, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
30462	217057	Failed to verify firmware version.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E
30462	217061	Firmware media is corrupt.	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30462	218001	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
30462	218002	The operation cannot be performed because an operation by a different user is in progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for a while, and then retry the operation.	W
30462	218003	Some entries are not valid.	Verify the entry, and then retry the operation.	W
30462	218004	The user session is not valid.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	W
30462	218005	Some entries are not valid.	Verify the entry, and then retry the operation.	W
30462	218006	There is an error in the entry. Alternatively, you do not have permission required for the operation.	Verify the entered value, and then retry the operation. If this problem occurs again, ask the administrator to grant you the role required for this operation.	E

Part code 30662

Table 2-5 Error codes (part code 30662)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30662	000002	User authentication cannot be performed.	Verify the setting, and then log in again.	E
30662	200091	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30662	200094	The selected user does not exist.	Click the refresh button to have the latest information displayed on the window, and then retry the operation.	E
30662	200155	The entered password cannot be set.	Specify a password that does not contain a user name.	E
30662	200156	The entered password cannot be set.	Specify a password that differs from any of *xxx* previous passwords that cannot be reused.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30662	200157	The number of days set as the password change prohibition period has not yet elapsed since the last password change.	Change the password after the password change prohibition period.	E
30662	200158	The email address contains an invalid character.	Enter alphanumeric characters and symbols (! # $ % & ` + - * / ' ^ { } _ . = ? @ | ~).	E
30662	200160	The specified settings are not valid.	Set the minimum number of characters (total number of numeric characters, uppercase characters, lowercase characters, and symbols) to less than the specified total number.	E
30662	200161	The specified settings are not valid.	Set Password Change Prohibition Period (days) to shorter than Password Validity Period (days).	E
30662	200170	The password must be changed on the first login or the re-login after the password reset.	Change the password.	i
30662	201020	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
30662	203010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30662	203050	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30662	204046	No more users can be created because the number of users that can be created has reached the maximum.	Delete unnecessary users, and then retry the operation.	E
30662	204071	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
30662	204080	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
30662	204086	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
30662	205044	There is an error in the entry.	Enter the correct password.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30662	205055	An internal error occurred on the storage system.	Perform the following procedure to fix the problem: • Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. • If an error or blockage occurred in a CFM, restore the CFM. • Connect to Maintenance Utility on the other controller board, and then retry the operation. • If this problem persists, contact customer support provided in the manual.	E
30662	205056	Maintenance Utility cannot be started.	Close the web browser window, and then restart Maintenance Utility.	E
30662	205057	The session is disconnected.	Log in again, and then retry the operation.	W
30662	205058	The user cannot be added with the local authentication.	Select External for Authentication, and then retry the operation.	W
30662	205065	The selected user does not exist.	Click the refresh button to have the latest information displayed on the window, and then retry the operation.	E
30662	205066	The selected user name is already added.	Verify the user name.	E
30662	205067	The following operations cannot be performed on built-in users. • Deleting built-in users • Changing authentication methods • Changing user groups	To delete a user, select one other than built-in users, and then retry the operation. To change the password of a built-in user, retry the operation without changing the settings for the authentication method and user group.	E
30662	205068	The specified user cannot be disabled, externally authenticated, or deleted.	Verify that other users with Authentication set to Local than the specified one exist in the dministrator User Group, and then retry the operation.	E
30662	205069	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30662	205073	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
30662	205077	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30662	205078	The current password is not valid.	Enter the correct password. This function is unavailable for a VSP 360 user account. To use this function, log in with a user account other than a VSP 360 user account.	E
30662	205099	There is an error in the entry.	Enter the correct password.	E
30662	205120	The password cannot be changed due to one of the following reasons. • The selected user does not exist in local accounts. • The user who logged in is registered in the external authentication server.	• If the specified user is a local user, verify the registration status of the user. • If you use the external authentication server to log in, change the password on the external authentication server.	W

Part code 30761

Table 2-6 Error codes (part code 30761)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30761	200019	The password is not valid.	Enter the correct password.	E
30761	200020	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30761	203019	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30761	207003	The uploaded file is not valid.	Specify a correct file, and then retry the operation. If this message is displayed even when the correct file is specified, contact customer support.	E

Part code 30762

Table 2-7 Error codes (part code 30762)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	000001	User authentication cannot be performed.	Verify the setting, and then log in again.	E
30762	000004	User authentication cannot be performed.	Verify the setting, and then log in again.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202015	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	202019	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	202031	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	202350	The current firmware version of the DKCMAIN does not support this function.	Contact customer support.	E
30762	202369	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202375	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202376	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202378	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202382	The operation cannot be performed because the unified hypervisor startup is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202383	The operation cannot be performed because the unified hypervisor startup is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202385	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202386	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202387	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202394	The operation cannot be performed because the NAS unified firmware startup process is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202395	The operation cannot be performed because the unified hypervisor startup is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202398	The operation cannot be performed because the unified hypervisor cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202399	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202400	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202401	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202402	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202403	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202404	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202408	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202411	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202414	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202415	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202416	The operation cannot be performed because the unified hypervisor cannot be stopped.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	202418	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202419	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202420	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202421	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202424	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	202425	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	202427	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202430	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	202431	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	202435	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202436	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202437	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202438	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202439	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202440	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202442	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202443	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202448	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202452	The channel board (NAS module) cannot be detected.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202453	The recovery processing cannot be performed because the type of the installed part does not match the specified one.	Verify that the correct part is installed. If the part is incorrect, install a correct one, and then retry the operation. If the part is correct, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a different part, restore the part first, and then retry the operation.	E
30762	202457	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202458	The operation cannot be performed due to a failure on the channel board (NAS module).	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202459	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202461	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202462	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202463	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202464	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202468	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202469	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202470	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202471	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202473	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202475	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202477	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202479	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202480	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202482	The combination of the selected DKCMAIN and unified hypervisor firmware versions is not valid.	Install the DKCMAIN and unified hypervisor firmware from the provided media.	E
30762	202483	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202484	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202485	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202487	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202488	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202489	An error occurred in the internal processing for the unified hypervisor.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E
30762	202490	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202492	An error occurred in the internal processing for the unified hypervisor.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202493	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202495	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202498	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202499	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202501	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202502	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202504	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202507	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202508	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202510	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202511	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202513	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202519	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202520	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202522	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202525	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202526	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202528	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202529	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202531	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202534	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202535	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202537	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202538	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202540	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202543	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202544	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202545	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202546	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202547	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202548	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202549	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202550	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202551	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	202564	The operation cannot be performed because the NAS unified firmware on the controller board in the maintenance process does not work.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E
30762	202566	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	202567	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	202581	The operation cannot be performed because the hypervisor network module is being reset.	Wait until the hypervisor network module is in the active status, and then retry the operation. If this problem persists, contact customer support.	E
30762	202582	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202583	The operation cannot be performed because the unified hypervisor on the controller board in the maintenance process is not in the valid status.	Install NAS unified firmware specific deal	E
30762	202590	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	202591	For NAS unified firmware is closed, you can not operate.	Install NAS unified firmware specific deal	E
30762	202592	The storage system is busy.	Install NAS unified firmware specific deal	E
30762	202593	Because you are collecting the failure information of unified hypervisor, it can not be operated.	Install NAS unified firmware specific deal	E
30762	202594	The operation cannot be performed because the hypervisor network module is being reset.	Install NAS unified firmware specific deal	E
30762	202595	Because in NAS unified firmware installation, can not be operated.	Install NAS unified firmware specific deal	E
30762	202604	The operation cannot be performed because the hypervisor network module is being reset.	Wait until the hypervisor network module status becomes Active, and then retry the operation.	E
30762	202605	The operation cannot be performed because the network settings are being changed.	Wait for a while, and then retry the operation.	E
30762	202615	The operation cannot be performed because the NAS unified firmware on the controller board in the maintenance process does not work.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202617	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	202618	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	202634	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202635	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	202636	The operation cannot be performed because the hypervisor network module is being reset.	Wait until the hypervisor network module status becomes Active, and then retry the operation.	E
30762	202647	The operation cannot be performed because the unified hypervisor on the controller board in the maintenance process is not in the valid status.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	202648	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202654	The operation cannot be performed because the hypervisor network module is being reset.	Wait until the hypervisor network module status becomes Active, and then retry the operation.	E
30762	202655	The operation cannot be performed because Edit unified hypervisor maintenance mode is in process.	Retry the operation. If this problem persists, contact customer support.	E
30762	202656	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	202674	The current firmware version of the DKCMAIN does not support this function. The storage system firmware might not have been updated.	Verify the firmware version of the DKCMAIN, and then update the storage system firmware using the latest version.	E
30762	202710	The restore operation cannot be performed, because the inserted controller board cannot be detected.	Verify that the controller board is fully inserted, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202711	The restore operation cannot be performed, because the CHB type differs between the specified part in the window and the inserted part.	Retry the operation using the part with the correct type that is displayed in the window. If this problem occurs again, contact customer support.	E
30762	202712	The restore operation cannot be performed.	Verify that the CHB is fully inserted, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202713	The restore operation cannot be performed, because the DKB type differs between the specified part in the window and the inserted part.	Retry the operation using the part with the correct type that is displayed in the window. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202714	The restore operation cannot be performed.	Verify that the DKB is fully inserted, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202715	The restore operation cannot be performed, because the number of installed DIMMs is excessive.	Install the DIMMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202716	The restore operation cannot be performed, because the capacity type of an installed DIMM is not correct.	Install the DIMMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202717	The restore operation cannot be performed, because there are not enough DIMMs installed.	Install the DIMMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202718	The restore operation cannot be performed, because the capacity type of an installed CFM is not correct.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202719	The restore operation cannot be performed, because there are not enough CFMs installed.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202720	The restore operation cannot be performed, because the number of installed CFMs is excessive.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202721	The restore operation cannot be performed, because the number of installed DIMMs is excessive.	Install the DIMMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202722	The restore operation cannot be performed, because the capacity type of an installed DIMM is not correct.	Install the DIMMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202723	The restore operation cannot be performed, because there are not enough DIMMs installed.	Install the DIMMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202724	The restore operation cannot be performed, because the capacity type of an installed CFM is not correct.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202725	The restore operation cannot be performed, because there are not enough CFMs installed.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202726	The restore operation cannot be performed, because the number of installed CFMs is excessive.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202727	The restore operation cannot be performed, because the capacity type of an installed CFM is not correct.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202728	The restore operation cannot be performed, because there are not enough CFMs installed.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202729	The restore operation cannot be performed, because the number of installed CFMs is excessive.	Install the CFMs as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202730	The restore operation cannot be performed, because an inserted CFM cannot be detected.	Verify that all CFMs are fully inserted, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202731	The restore operation cannot be performed, because an error occurred in a CFM.	Install the CFM as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202732	The restore operation cannot be performed, because an error occurred in a DIMM.	Install the DIMM as displayed in the window, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202733	A controller board cannot start.	Replace the controller board, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	202734	The operation cannot be performed, because the combination of the DKCMAIN and DKBN2 firmware versions is not correct.	Update the DKCMAIN and DKBN2 firmware, and then retry the operation.	E
30762	202735	The operation cannot be performed, because the combination of the DKCMAIN and NSW2 firmware versions is not correct.	Update the DKCMAIN and NSW2 firmware, and then retry the operation.	E
30762	202736	An error was detected in the ACLB.	Replace the controller board that cannot start, and then retry the maintenance operation. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	202737	The operation cannot be performed, because the combination of the DKCMAIN and CHB(FC64G) firmware versions is not correct.	Update the CHB(FC64G) and DKCMAIN firmware, and then retry the operation.	E
30762	202738	The restore operation cannot be performed, because the type of the inserted controller board is not correct.	Retry the operation using a controller board with ACLB.	E
30762	202739	The restore operation cannot be performed, because the type of the inserted controller board is not correct.	Retry the operation using a controller board without ACLB.	E
30762	202996	The operation cannot be performed, because the combination of the DKCMAIN and CHB (iSCSI25G, NVMe/ TCP100G) firmware versions is not correct.	Update the CHB (iSCSI25G, NVMe/ TCP100G) and DKCMAIN firmware, and then retry the operation.	E
30762	203001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203007	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203008	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203009	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203076	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203078	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203126	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203151	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	203153	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203155	The firmware of the ESM is being updated.	Wait for a while, and then retry the operation.	E
30762	203352	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	203353	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	203658	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	203659	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	203660	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	203675	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	203676	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	203678	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	204002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204011	The audit logs cannot be obtained.	Verify that the ESM cluster role of either CTL01 or CTL02 is active, and then retry the operation.	E
30762	204028	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204030	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204092	The user session is not valid.	Log in again and then retry the operation.	E
30762	204093	The user session is not valid.	Log in again and then retry the operation.	E
30762	204099	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204102	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204114	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204115	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204116	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204117	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204118	An error occurred during communication with the mail server. The alert notification settings might not be valid, or a communication error might occur.	Verify the settings on the Set Up Alert Notifications window, and then retry the operation. If this problem persists, contact customer support.	W
30762	204119	Invalid characters are entered into Mail Address or Mail Server.	Verify the settings, and then retry the operation.	W
30762	204120	Mail Address or Mail Server exceeds 255 characters.	Enter the setting using from 1 to 255 characters.	W
30762	204121	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204122	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204123	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204124	The same e-mail address already exists.	Remove the same e-mail address setting, and then retry the operation.	W
30762	204125	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204148	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204151	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204152	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204310	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204313	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204314	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204315	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204358	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204359	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	204720	The operation cannot be performed, because a dump file is being downloaded or an audit log stored on the storage system is being exported.	Wait until the ongoing processing is complete, and then retry the operation.	E
30762	204721	The operation cannot be performed because the system dump is being downloaded or audit logs stored in the DKC are being exported.	Wait until the ongoing processing is complete, and then retry the operation.	E
30762	204748	Audit logs cannot be exported because an internal error occurred on the storage system. The exported audit log file is not complete.	Retry the operation. If this problem persists, contact customer support.	E
30762	204749	Audit logs cannot be exported because an internal error occurred on the storage system. The exported audit log file is not complete.	Retry the operation. If this problem persists, contact customer support.	E
30762	204757	Exporting audit logs is canceled.	-	E
30762	204758	Audit logs are generated in the DKC too often to be exported.	Wait until the operations from a host or the maintenance operations are complete, and then retry the operation.	E
30762	204760	An internal error occurred on the storage system.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a CFM, replace the CFM. If this problem persists, contact customer support.	E
30762	204768	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204769	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204770	An error occurred during communication with the mail server. The alert notification settings might not be valid, or a communication error might occur.	Verify the settings on the Set Up Alert Notifications window, and then retry the operation. If this problem persists, contact customer support.	W
30762	204771	One or more of the ASSIST settings are not valid on the Email tab.	Verify the settings, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204772	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204773	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204774	An internal error occurred on the storage system.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a CFM, replace the CFM. If this problem persists, contact customer support.	E
30762	204775	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204776	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204816	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204817	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204818	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204819	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204820	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204821	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204822	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204823	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204824	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204825	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204826	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	204827	The cache memory cannot be removed, because the cache memory capacity of CLPR0 will be less than 4,096 MB.	Verify the cache memory capacity of CLPR0, remove the shared memory, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204828	The cache memory operation cannot be performed, because the specified cache memory size differs from the value previously specified for the operation that is currently being processed.	Specify the same cache memory size as the value presuously specified for the already ongoing cache memory operation, and then retry the operation.	W
30762	204830	An internal error occurred on the storage system.	Contact customer support.	E
30762	204831	An internal error occurred on the storage system.	Contact customer support.	E
30762	204832	The type specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204833	The host name of the primary server specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204834	The port number of the primary server specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204835	The host name of the secondary server specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204836	The port number of the secondary server specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204837	The domain name specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204838	The authentication protocol specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204839	The base DN specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204840	The search user's DN specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204841	The password specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204842	The user name attribute specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204843	The timeout value specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204844	The number of retries specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204845	The retry interval specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204846	The certificate file is not valid.	Specify a valid certificate file, and then retry the operation. If this message appears even though a valid certificate file is specified, contact customer support.	E
30762	204847	An internal error occurred on the storage system.	Take the following actions: • Verify that the storage system is turned on. • Click the refresh button, and then verify the status and alerts on the Maintenance Utility main window. • If a failure or blockage occurred in a CFM, recover the CFM. • Retry the settings. If this problem persists, contact customer support.	E
30762	204851	The type specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204852	The user name specified for the connection test is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204853	The user password specified for the connection test is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204854	Step 1: Get the information from the DNS server. [Error] Step 2: Check the connection to the authentication server. [Not done] Step 3: Authenticate the search user. [Not done] Step 4: Authenticate the test user. [Not done] Step 5: Get the information from the authentication server. [Not done]	Verify the following, and then retry the operation: • The DNS server is set on Maintenance Utility. • The specified domain name is correct. • The network connection between the storage system and the DNS server is in normal state. • The DNS server is working normally, and it can resolve the host name. • The authentication server information is registered in the SRV record of the DNS server. If this problem persists, contact customer support.	E
30762	204855	Step 1: Get the information from the DNS server. [Error] Step 2: Check the connection to the authentication server. [Not done] Step 3: Authenticate the search user. [Not done] Step 4: Authenticate the test user. [Not done] Step 5: Get the information from the authentication server. [Not done]	Verify that the authentication server information is included in an SRV record on the DNS server, and then retry the operation. If this problem persists, contact customer support.	E
30762	204856	Step 1: Get the information from the DNS server. [Normal] Step 2: Check the connection to the authentication server. [Error] Step 3: Authenticate the search user. [Not done] Step 4: Authenticate the test user. [Not done] Step 5: Get the information from the authentication server. [Not done]	Verify the following, and then retry the operation: • The authentication server information is registered in the SRV record of the DNS server. • The specified timeout value is appropriate. • The authentication server supports the specified protocol. • The network connection between the storage system and the DNS server is in normal state. • The authentication server is working normally. • The root and server certificate are correct. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204857	Step 1: Get the information from the DNS server. [Normal] Step 2: Check the connection to the authentication server. [Error] Step 3: Authenticate the search user. [Not done] Step 4: Authenticate the test user. [Not done] Step 5: Get the information from the authentication server. [Not done]	Verify that the settings for the authentication server are as follows, and then retry the operation: • The authentication server is working normally. • The root and server certificate are correct. If this problem persists, contact customer support.	E
30762	204858	Step 1: Get the information from the DNS server. [Normal] Step 2: Check the connection to the authentication server. [Normal] Step 3: Authenticate the search user. [Error] Step 4: Authenticate the test user. [Not done] Step 5: Get the information from the authentication server. [Not done]	Verify the specified search user's DN and password, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204859	Step 1: Check the connection to the authentication server. [Error] Step 2: Authenticate the search user. [Not done] Step 3: Authenticate the test user. [Not done] Step 4: Get the information from the authentication server. [Not done]	Verify the following, and then retry the operation: • The DNS server is set on Maintenance Utility. • The specified host name and port number are correct. • The network connection between the storage system and the DNS server is in normal state. • The DNS server is working normally and it can resolve the host name. • The specified timeout value is appropriate. • The authentication server supports the specified protocol. • The network connection between the storage system and the authentication server is in normal state. • The authentication server is working normally. • The root and server certificate are correct. If this problem persists, contact customer support.	E
30762	204860	Step 1: Get the information from the DNS server. [Normal] Step 2: Check the connection to the authentication server. [Normal] Step 3: Authenticate the search user. [Normal] Step 4: Authenticate the test user. [Error] Step 5: Get the information from the authentication server. [Not done]	Verify the following, and then retry the operation: • The specified base DN is correct. • The specified user name attribute is correct. • The specified user name is correct. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204861	Step 1: Get the information from the DNS server. [Normal] Step 2: Check the connection to the authentication server. [Normal] Step 3: Authenticate the search user. [Normal] Step 4: Authenticate the test user. [Error] Step 5: Get the information from the authentication server. [Not done]	Verify the user name and password, and then retry the operation. If this problem persists, contact customer support.	E
30762	204862	Step 1: Get the information from the DNS server. [Normal] Step 2: Check the connection to the authentication server. [Normal] Step 3: Authenticate the search user. [Normal] Step 4: Authenticate the test user. [Normal] Step 5: Get the information from the authentication server. [Error]	Verify the test user registration information on the authentication server, and then retry the operation. If this problem persists, contact customer support.	E
30762	204863	Step 1: Check the connection to the authentication server. [Normal] Step 2: Authenticate the search user. [Error] Step 3: Authenticate the test user. [Not done] Step 4: Get the information from the authentication server. [Not done]	Verify the specified search user's DN and password, and then retry the operation. If this problem persists, contact customer support.	E
30762	204864	Step 1: Check the connection to the authentication server. [Normal] Step 2: Authenticate the search user. [Normal] Step 3: Authenticate the test user. [Error] Step 4: Get the information from the authentication server. [Not done]	Verify the following, and then retry the operation: • The specified base DN is correct. • The specified user name attribute is correct. • The specified user name is correct. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204865	Step 1: Check the connection to the authentication server. [Normal] Step 2: Authenticate the search user. [Normal] Step 3: Authenticate the test user. [Error] Step 4: Get the information from the authentication server. [Not done]	Verify the user name and password, and then retry the operation. If this problem persists, contact customer support.	E
30762	204866	Step 1: Check the connection to the authentication server. [Normal] Step 2: Authenticate the search user. [Normal] Step 3: Authenticate the test user. [Normal] Step 4: Get the information from the authentication server. [Error]	Verify the test user registration information on the authentication server, and then retry the operation. If this problem persists, contact customer support.	E
30762	204867	Audit logs cannot be exported, because an internal error occurred on the storage system. The exported audit log file is not complete.	Retry the operation. When a security warning message appears, click Continue to this website (not recommended) within 30 seconds. If this problem persists, contact customer support.	E
30762	204868	A connection to the proxy server cannot be established.	Verify the proxy server settings, and then retry the operation. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204869	The communication test with the external authentication server (VSP360) cannot be performed.	Verify the following settings for the external authentication server (VSP360), and then retry the operation. • The entered host name and port number are correct. • The entered timeout value is appropriate. • The network connection between the storage system and the authentication server is working properly. • The authentication server is operating normally. • The root and server certificates are correct. • The server uses a protocol version, a cipher suite, and a key length for key exchange that are supported by the storage system. If this problem occurs again, contact customer support.	E
30762	204870	A connection to the proxy server cannot be established.	Verify the proxy server authentication information, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	204960	The host name specified for the proxy server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204961	The port number specified for the proxy server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204962	The user name specified for the proxy server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204965	The password specified for the proxy server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204966	The certificate file is not valid.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204967	The host name specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204968	The timeout value specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	204969	The retry interval specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204970	The number of retries specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204971	The client identifier specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204972	The client secret specified for the authentication server is not correct.	Verify the setting, and then retry the operation. If this problem persists, contact customer support.	E
30762	204992	The operation cannot be performed, because a different user is performing an operation.	Wait for a while, and then retry the operation. Alternatively, perform Force Release System Lock, and then retry the operation. If this problem occurs again, contact customer support.	E
30762	204993	The manual failover processing cannot be run.	Log back in, recover from a failure if the failure occurred on the controller board, and then retry the manual failover. If this problem occurs again, contact customer support.	E
30762	204994	The system lock cannot be released.	Log back in, perform Force Release System Lock. If this problem occurs again, contact customer support.	E
30762	204995	This operation cannot be performed from the currently connected CTL.	Log in to Maintenance Utility on the other CTL, and then retry the operation.	E
30762	204999	The controller you are operating is not active.	Please operate from the active controller.	E
30762	205000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	205007	The specified web server certificate file or password is not correct.	Select the correct web server certificate file, or if entering a password, enter the correct password. If the valid web server certificate file and password are specified, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	205725	The entered password cannot be set.	Specify a password that meets the following numbers of characters: • Numeric Characters (0-9): *xxx* character or more • Uppercase Characters (A-Z): *xxx* character or more • Lowercase Characters (a-z): *xxx* characters or more • Symbols: *xxx* characters or more • Total Characters: *xxx* through 256 characters	E
30762	205795	A password for the SMTP authentication is not entered.	Enter a password for the SMTP authentication.	E
30762	206010	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	207002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207008	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207009	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207011	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207012	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207013	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207014	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207016	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207017	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	207018	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207020	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207021	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207022	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207023	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207024	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207025	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207026	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207027	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207032	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207077	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207079	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207080	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207081	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207082	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207083	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207084	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207085	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207086	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207087	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207088	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	207089	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207090	The specified file is not valid.	Verify whether a license key file is selected. If one file is selected, contact customer support.	E
30762	207091	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207100	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207101	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207103	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207104	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207105	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207106	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207107	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207108	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207109	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207110	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207111	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207112	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207113	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207127	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207128	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207129	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207130	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	207131	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207132	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207133	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207134	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207135	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207136	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207137	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207138	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207139	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207140	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207141	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207142	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207149	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207150	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207162	The entered IPv4 address is not valid.	Enter a correct IPv4 address.	E
30762	207163	The entered IPv6 address is not valid.	Enter a correct IPv6 address.	E
30762	207354	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	207848	LDAP over SSL/TLS cannot be selected for the protocol, because the DNS lookup is enabled for the authentication server.	To select LDAP over SSL/TLS for the protocol, disable the DNS lookup.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	207849	The search user's DN is not specified. This parameter is required when either of the following conditions is met: • sAMAccountName is specified for the user name attribute of the authentication server. • The external user group mapping is enabled.	Verify the settings, and then retry the operation. If this problem persists, contact customer support.	E
30762	207850	The search user's password is not specified. This parameter is required when either of the following conditions is met: • sAMAccountName is specified for the user name attribute of the authentication server. • The external user group mapping is enabled.	Verify the settings, and then retry the operation. If this problem persists, contact customer support.	E
30762	207991	The password is not valid.	Enter the correct password.	E
30762	207992	The community name contains an invalid character.	Enter half-width alphanumeric characters and symbols (except the backslash character and , / ; : * ? " < > | & % ^ ') up to 180 characters.	W
30762	208001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208029	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208033	The storage system status is not valid.	If this problem persists, contact customer support.	E
30762	208034	The supported program product does not exist.	If this problem persists, contact customer support.	E
30762	208035	The license key cannot be installed because the history of the use of the temporary key remains.	Purchase the official license to use this software.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208036	To install/enable or remove/ disable this program product, the prerequisite program product must be installed/ enabled or removed/disabled. Program Product >>>>> Prerequisite Program Product ---------- Universal Replicator >>>>> TrueCopy >>>>> Remote Replication Extended >>>>> Universal Replicator Dynamic Tiering >>>>> Dynamic Provisioning Thin Image >>>>> Dynamic Provisioning active flash >>>>> Dynamic Tiering dedupe and compression >>>>> Dynamic Provisioning	Install/enable or remove/disable the prerequisite program product first.	W
30762	208037	The program product cannot be installed because it is a pre-install program product.	If this problem persists, contact customer support.	E
30762	208038	The program product is already installed.	Verify the settings.	E
30762	208039	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208040	The specified program product ID is not valid.	If this problem persists, contact customer support.	E
30762	208041	The license key code is not valid because of the following: • Invalid license key code characters • Invalid number of license key code characters • Invalid license key code issue order	Contact customer support to reissue the license key code.	E
30762	208042	The serial number is not valid.	Verify and correct the storage system serial number.	E
30762	208043	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208044	The current firmware version of the DKCMAIN does not support this program product.	Take notes of the DKCMAIN firmware version, and then contact customer support.	E
30762	208045	A later hardware version is required for this program product.	Contact customer support.	E
30762	208046	To use this program product, it is required to allocate additional shared memory and then enable the program product.	Allocate additional shared memory, and then enable the program product. Add cache memory if necessary.	E
30762	208047	To remove this program product, it is required to change the configuration.	If this problem persists, contact customer support.	E
30762	208048	This program product cannot be removed or disabled because it is in use.	Stop using this program product.	E
30762	208049	To remove or disable this program product, it is required to remove or disable a different program product first.	Remove or disable the related program product first.	E
30762	208050	To remove or disable this program product, it is required to remove or disable a different program product first.	Remove or disable the related program product first.	E
30762	208051	A different DKC type is required for this program product.	If this problem persists, contact customer support.	E
30762	208052	The operation for the program product cannot be performed.	If this problem persists, contact customer support.	E
30762	208054	Data Retention Utility cannot be removed because the S-VOL Disable setting or the reserved volume setting remains.	Release the S-VOL Disable setting or the reserved volume setting.	E
30762	208055	The specified program product is not supported.	If this problem persists, contact customer support.	E
30762	208056	The model ID of the license key code is not valid.	Contact customer support to reissue the license key code.	E
30762	208057	The shorter extended days than the trial days are specified.	Verify the installation status of the program product.	E
30762	208058	The program product cannot be enabled because there is not enough licensed capacity.	Increase the licensed capacity.	E
30762	208060	Not enough licensed capacity. The program product is installed but it will be disabled unless the licensed capacity is increased during the valid period.	Increase the licensed capacity.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208061	The program product has been removed because the term license is expired.	Purchase the license key of the program product to continue to use.	E
30762	208062	The status of the specified license is already changed.	Verify the license status, and then retry the operation.	E
30762	208065	The specified program product is already removed.	Verify the license status, and then retry the operation.	E
30762	208066	The specified operation cannot be performed because the license key type is not valid.	Verify the license key type.	E
30762	208067	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208068	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208069	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208070	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208071	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208072	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208073	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208074	The configuration information cannot be obtained.	If this problem persists, contact customer support.	E
30762	208075	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208094	The user session is not valid.	Log in again.	E
30762	208095	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208096	The operation cannot be performed, because a different user is performing an operation.	If you close the window without logging out from Maintenance Utility, the system lock might not be released. In this case, perform Force Release System Lock on Maintenance Utility. If this message is displayed while maintenance personnel are performing operations, verify the following, and then retry the operation: • All setting windows of Web Console are closed. • Maintenance personnel are not performing operations on the storage system. In other cases, stop the service for the storage system on the Storage Device List, restart the service, and then retry the operation on Web Console. If the problem persists, perform Force Release System Lock on Maintenance Utility.	E
30762	208097	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208098	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208156	The operation cannot be performed because the installation of drives or LDEVs is not complete.	Contact customer support.	E
30762	208157	The cache memory configuration differs between CTL01 and CTL02.	Set the same cache memory size for CTL01 and CTL02.	W
30762	208158	LDEV formatting or shredding is running.	Wait until the LDEV formatting or shredding is complete, and then retry the operation.	W
30762	208159	There is a drive that is being copied.	Wait until the copying is complete, and then retry the operation.	W
30762	208160	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208161	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208162	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208163	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208164	The operation cannot be performed because the parity consistency check on LDEVs is in process.	Wait until the parity consistency check is complete, and then retry the operation.	W
30762	208168	If the selected drive is blocked, the data in the LDEVs will be destroyed.	To continue the operation, contact customer support.	W
30762	208169	Performing this operation might cause system down or data loss.	To continue the operation, contact customer support.	W
30762	208170	Performing this operation might cause system down or data loss.	To continue the operation, contact customer support.	W
30762	208171	Performing this operation might cause system down or data loss.	To continue the operation, contact customer support.	W
30762	208172	Performing this operation might cause system down or data loss.	To continue the operation, contact customer support.	W
30762	208174	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208175	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208176	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208177	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208178	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208179	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208180	There is a failed or blocked part, or a drive in the correction access status.	Verify the status of each part and the alert information on the Maintenance Utility main window, restore the failed or blocked part, or the correction access drive, and then retry the operation.	W
30762	208181	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208182	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208184	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208185	A key encryption key has not been acquired.	Acquire a key encryption key, and then retry the operation.	E
30762	208186	The specified operation cannot be performed, because there are not enough free encryption keys.	Create as many encryption keys as possible, and then retry the operation.	E
30762	208189	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208190	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208191	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208192	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208193	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208194	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208195	The operation cannot be performed due to one of the following reasons: • The specified drive is not a free drive. • The specified drive box contains drives that are not free drives.	Verify that one of the following conditions is met, and then retry the operation: • The drive to be removed is a free drive. • The drive box to be removed contains only free drives.	W
30762	208196	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208204	The one and only remote path between MCU and RCU of a TrueCopy, TrueCopy for Mainframe, or global-active device pair might be connected to the selected controller or channel board.	Verify the settings of the remote path between the MCU and RCU: • If an alternate path exists, select the forcibly run option, and then continue the operation. • To perform a replacement operation while no alternate paths exist, if a TrueCopy, TrueCopy for Mainframe, or global-active device pair that uses the target remote connection path exists, suspend the pair, select the forcibly run option, and then retry the operation. • To perform a removal operation while no alternate paths exist, add an alternate path to the port on a controller board or a channel board that is not the removal target. If the alternate path cannot be added, remove all TrueCopy, TrueCopy for Mainframe, or global-active device pairs that use the target remote connection path, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208205	The one and only remote path between MCU and RCU of a Universal Replicator, Universal Replicator for Mainframe, or global-active device pair might be connected to the selected controller or channel board.	Verify the settings of the remote path between the MCU and RCU: • If an alternate path exists, select the forcibly run option, and then continue the operation. • To perform a replacement operation while no alternate paths exist, if a Universal Replicator, Universal Replicator for Mainframe, or global-active device pair that uses the target remote connection path exists, suspend the pair, select the forcibly run option, and then retry the operation. • To perform a removal operation while no alternate paths exist, add an alternate path to the port on a controller board or a channel board that is not the removal target. If the alternate path cannot be added, remove all Universal Replicator, Universal Replicator for Mainframe, or global-active device pairs that use the target remote connection path, and then retry the operation.	W
30762	208206	Remote replication is running.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	W
30762	208207	The one and only normal remote path of TrueCopy or Universal Replicator is set on the port of the selected channel board.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	W
30762	208208	The one and only normal remote path used by a TrueCopy or Universal Replicator pair is set on the port of the selected channel board or a channel board in the selected controller board.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	W
30762	208209	The one and only normal remote path used by a TrueCopy or Universal Replicator pair is set on the port of the selected channel board or a channel board in the selected controller board.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	W
30762	208213	Remote replication is running.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208219	TrueCopy, Universal Replicator, or global-active device is using the shared memory to be removed.	Delete all TrueCopy, Universal Replicator, or global-active device pairs, and then delete all journals.	W
30762	208226	Remote paths are set for ports on the specified CHB.	To remove the CHB, delete all remote paths that are set for ports on the CHB, and then retry the operation. To replace the CHB (type change), delete the remote paths that are set for ports that will no longer exist after the replacement, and then retry the operation.	E
30762	208229	Universal Replicator is used on the storage system.	Delete all journal groups.	W
30762	208232	The selected drive contains an LDEV of a ShadowImage pair or a Thin Image pair.	Delete the pair. When Quick Split is in progress, suspend the pair, and then delete it.	W
30762	208234	The selected drive contains an LDEV of a ShadowImage pair.	Delete the pair. When Quick Split is in progress, suspend the pair, and then delete it.	W
30762	208247	The selected drive contains an LDEV of a Volume Migration pair.	Delete the pair.	W
30762	208249	The selected drive contains an LDEV of a Volume Migration pair.	Delete the pair.	W
30762	208250	The specified shared memory function is being used by ShadowImage, Volume Migration, or Thin Image.	Delete all of the pairs of ShadowImage, Volume Migration, or Thin Image and all of the Thin Image pools.	W
30762	208259	There is an external volume that is connected by using the specified part.	Delete the external volume, and then retry the operation.	W
30762	208260	The last path of the external volume is set on the port of the selected channel board.	Add an alternate path to the external volume, or restore a blocked path.	W
30762	208266	The operation cannot be performed because powering off the storage system is in process.	After the power-off process is complete, power on the storage system, and then retry the operation. If the power-off process takes much time to complete, verify the error logs on the Information window on the maintenance PC to solve the problem.	W
30762	208271	The shared memory that is being used cannot be removed.	Delete all of the pairs, the DP-VOLs, and the pools. If System Option Mode 937 is ON, set it to OFF.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208283	The specified shared memory function cannot be removed because it is being used.	Delete all pools. If System Option Mode 937 is ON, change it to OFF.	W
30762	208288	The specified shared memory function cannot be removed because it is being used.	Contact customer support.	W
30762	208290	The internal configuration is changing.	Wait for a while, and then retry the operation.	W
30762	208294	There is too much write pending data in the cache memory, and this might have an impact on the I/O operation.	Lower the load of the cache memory, and then retry the operation. To perform the operation when the load cannot be lowered, contact customer support.	W
30762	208298	The operation cannot be performed because the cache processing is in process.	Wait for a while, and then retry the operation.	W
30762	208299	The operation cannot be performed because the cache processing is in process.	Wait for a while, and then retry the operation.	W
30762	208300	The operation cannot be performed because the cache processing is in process.	Wait for a while, and then retry the operation.	W
30762	208301	The operation cannot be performed because a different maintenance operation is in process.	Wait for a while, and then retry the operation.	W
30762	208302	The operation cannot be performed because a different maintenance operation is in process.	Wait for a while, and then retry the operation.	W
30762	208303	The operation cannot be performed because a different maintenance operation is in process.	Wait for a while, and then retry the operation.	W
30762	208305	A LU path is set to the selected channel board.	Release the LU path setting, and then retry the operation.	E
30762	208306	The minimum cache size cannot be reserved with the shared memory function to be added.	See the manual to verify the minimum cache size.	E
30762	208307	Before blocking the selected drive, it is required to restore the LDEVs.	Restore the LDEVs.	E
30762	208308	The operation cannot be performed, because PDEV Erase or Media Sanitization is in process.	Wait until PDEV Erase or Media Sanitization is complete, or stop it, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208309	The operation cannot be performed for the selected drive.	Select a drive that applies to one of the following, or click the update button and then verify the drive status. • The target drive in Correction copy • The source drive in Dynamic sparing • The source drive in Copy back	E
30762	208311	Some drives cannot be installed.	Verify and take notes of the status and the alert on the Maintenance Utility main window, and then contact customer support.	W
30762	208312	Pinned slots exist.	Restore the pinned slots, and then retry the operation.	E
30762	208316	There is not enough charge capacity of the battery.	Retry the operation after the battery charge of CTL different from a chosen backup module will be more than 50%.	W
30762	208317	The specified part cannot be installed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If no error or blockage occurs, there is a possibility that combination of the firmware versions of DKCMAIN and the disk board (DKB) is not valid. In this case, update the firmware of DKCMAIN and DKB. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208318	The specified part cannot be installed, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify that the type and the location of the inserted part are the same as specified on Maintenance Utility. If they are correct, verify the status of each part and the alert information on Maintenance Utility. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then verify that the inserted part is displayed in the window. • If the inserted part or a different part is displayed in the window, remove the displayed part, and then retry the operation with the inserted part. • If not, retry the operation with the inserted part. If this problem occurs again, contact customer support. If the type or the location of the inserted part is not correct, remove it, and then retry the operation (If the inserted part is not displayed in the window, the removal operation is not required before the retry).	E
30762	208320	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208321	Restoring the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208322	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208323	The specified part cannot be restored, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify the type of the inserted part. When the correct part is inserted, retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208324	The specified part cannot be installed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If no error or blockage occurs, there is a possibility that the combination of the firmware versions of DKCMAIN and channel boards is not valid. On the Firmware window of Maintenance Utility, check if the firmware version that supports the type of channel boards to be added is installed, and then perform one of the following actions. • If the firmware for the channel boards is not installed, install the firmware by using the same media of the firmware for DKCMAIN, and then retry the operation. • If the firmware for the channel boards is installed, update the firmware by using the same media of the firmware for DKCMAIN, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208325	The specified part cannot be installed, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify that the type and the location of the inserted part are the same as specified on Maintenance Utility. If they are correct, verify the status of each part and the alert information on Maintenance Utility. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then verify that the inserted part is displayed in the window. • If the inserted part or a different part is displayed in the window, remove the displayed part, and then retry the operation with the inserted part. • If not, retry the operation with the inserted part. If this problem occurs again, contact customer support. If the type or the location of the inserted part is not correct, remove it, and then retry the operation (If the inserted part is not displayed in the window, the removal operation is not required before the retry).	E
30762	208326	Removing the specified part cannot be performed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then verify that the removed part does not exist on the window. If it exists, retry the removal with the same part.	E
30762	208327	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208328	Restoring the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208329	Remote paths are set to this storage system.	Delete all remote paths, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208330	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208331	The specified part cannot be restored, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify the type of the inserted part. If the type of the inserted part is correct, verify the alert information and the status of each part. If an error or a failure has occurred on a part not for maintenance, restore the part first, and then retry the operation.	E
30762	208332	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208333	The specified part cannot be restored, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify the type of the inserted part. If the type of the inserted part is correct, verify the alert information and the status of each part. If an error or a failure has occurred on a part not for maintenance, restore the part first, and then retry the operation.	E
30762	208334	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208335	The specified part cannot be restored, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify the type of the inserted part. If the type of the inserted part is correct, verify the alert information and the status of each part. If an error or a failure has occurred on a part not for maintenance, restore the part first, and then retry the operation.	E
30762	208336	Installing the specified part cannot be performed.	Verify the type of the inserted part. When the correct part is inserted, verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation with the same part.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208337	Removing the specified part cannot be performed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then verify that the removed part does not exist on the window. If it exists, retry the removal with the same part.	E
30762	208338	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208339	Restoring the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208340	Installing the drive box cannot be performed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the installation. If installing multiple drive boxes, do one at a time. If this problem persists after operations above, replace the two ENCs of the drive box that cannot be installed.	E
30762	208341	Removing the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208342	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208343	Restoring the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208344	Blocking the specified part cannot be performed.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208345	Blocking the specified part cannot be performed.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208346	Stopping the copy operation cannot be performed.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208347	A new drive cannot detected.	Verify that the drive is inserted correctly, and then retry the operation. If this problem persists, contact customer support.	E
30762	208348	Installing the specified part cannot be performed.	Verify the type of the inserted part. When the correct part is inserted, verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation with the same part.	E
30762	208349	Removing the specified part cannot be performed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then verify that the removed part does not exist on the window. If it exists, retry the removal with the same part.	E
30762	208354	The operation cannot be performed because the MP unit is being restored or powering off the storage system is in process.	Wait for a while, and then retry the operation. If the maintenance is in process, wait until the processing is complete and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208361	An iSCSI target is set on the port of the selected channel board.	Remove the iSCSI target set on the port of the selected channel board, and then retry the operation.	E
30762	208362	Quorum disks exist.	Remove all quorum disks, and then retry the operation.	E
30762	208363	Remote replication of a global-active device pair is running.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	E
30762	208364	The one and only normal remote path used by a global-active device pair is set on the port of the selected channel board or a channel board in the selected controller board.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	E
30762	208365	The one and only normal remote path used by a global-active device pair is set on the port of the selected channel board or a channel board in the selected controller board.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	E
30762	208366	Remote replication of a global-active device pair is running.	Forcibly block the specified parts by referring to the REPLACEMENT section in the Maintenance Manual, and then retry the operation.	E
30762	208367	Global-active device pairs exist.	Delete all global-active device pairs, and then retry the operation.	E
30762	208370	The processing cannot be performed due to a failure on the controller board in the maintenance operation.	Reset the unified hypervisor on the controller board, and then retry the operation. If this problem persists, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation.	E
30762	208371	The operation cannot be performed due to a failure of the unified hypervisor on the controller board in the maintenance operation.	Reset the unified hypervisor on the controller board, and then retry the operation. If this problem persists, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208372	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208373	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208374	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208377	The operation cannot be performed because the channel board (NAS module) is blocked.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208379	The operation cannot be performed due to a failure on the channel board (NAS module).	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208384	The operation cannot be performed because the unified hypervisor startup is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	208388	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board again.	E
30762	208389	The operation cannot be performed because starting of the unified hypervisor on the controller board in the maintenance operation is not complete.	Reset the unified hypervisor on the controller board, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208390	The operation cannot be performed because the NAS unified firmware startup process is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	208391	The operation cannot be performed because the NAS unified firmware startup process is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	208392	The operation cannot be performed because the NAS unified firmware startup process is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
30762	208393	The operation cannot be performed because the NAS unified firmware startup process is not complete.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208396	For NAS unified firmware is not installed correctly, it failed operation.	Install NAS unified firmware specific deal	E
30762	208397	The operation cannot be performed because starting of the unified hypervisor is not complete.	Retry the operation. If this problem persists, contact customer support.	E
30762	208405	The operation cannot be performed because the NAS unified firmware cannot be stopped.	Retry the operation. If this problem persists, contact customer support.	E
30762	208406	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208407	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208409	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208410	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208412	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208413	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208417	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208422	NAS unified firmware it failed to ready to begin the installation.	Install NAS unified firmware specific deal	E
30762	208423	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208426	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208428	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208429	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208432	NAS unified firmware it failed to install.	Install NAS unified firmware specific deal	E
30762	208433	NAS unified firmware it failed to install.	Install NAS unified firmware specific deal	E
30762	208434	NAS unified firmware it failed to install.	Install NAS unified firmware specific deal	E
30762	208441	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208444	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208445	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208446	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208447	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208449	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208450	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208451	An internal logic contradiction occurred.	Contact customer support.	E
30762	208454	The channel board (NAS module) is not replaced.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208455	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208456	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208460	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208465	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208466	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208467	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208472	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208474	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208476	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208478	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208481	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208486	An internal error occurred on the storage system.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E
30762	208491	An error occurred in the internal processing for the unified hypervisor.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208494	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208496	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208497	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208500	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208503	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208505	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208506	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208509	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208512	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208514	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208515	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208516	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208517	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208518	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208521	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208523	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208524	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208527	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208530	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208532	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208533	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208536	An internal error occurred on the storage system.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208539	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208541	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208542	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208552	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208553	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208554	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E
30762	208555	The configuration information cannot be updated.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208556	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208557	The operation cannot be performed because the unified hypervisor on the controller board in the maintenance process is not in the valid status.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E
30762	208558	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208559	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208560	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208561	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208562	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208563	The operation cannot be performed because the NAS unified firmware on the controller board in the maintenance process is not in the valid status.	Reset the unified hypervisor on the controller board, and then retry the operation. If this problem persists, contact customer support.	E
30762	208568	The operation cannot be performed because the hypervisor network module is being reset.	Wait until the hypervisor network module status becomes Active, and then retry the operation.	E
30762	208569	The operation cannot be performed because the NAS unified firmware status is not valid.	Retry the operation. If this problem persists, contact customer support.	E
30762	208570	The NAS unified firmware is busy.	Wait for a while, and then retry the operation.	E
30762	208571	An internal error occurred in the NAS unified firmware.	Retry the operation. If this problem persists, contact customer support.	E
30762	208572	An internal error occurred in the NAS unified firmware.	Retry the operation. If this problem persists, contact customer support.	E
30762	208573	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208574	The operation cannot be performed because the unified hypervisor status is not valid.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208575	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208576	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208577	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208578	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208579	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208580	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208584	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208585	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208586	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208587	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208588	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208589	An internal error occurred on the storage system.	Install NAS unified firmware specific deal	E
30762	208596	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208597	The operation cannot be performed because the unified hypervisor status is not valid.	Perform Reset Unified Hypervisor on the setting target controller board, and then retry the operation.	E
30762	208598	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208599	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208600	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208602	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208603	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208606	The network settings cannot be changed.	Retry the operation. If this problem persists, contact customer support.	E
30762	208607	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208608	The operation cannot be performed because the unified hypervisor on the controller board in the maintenance process is not in the valid status.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208609	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208610	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208611	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208612	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208613	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208614	The operation cannot be performed because the NAS unified firmware on the controller board in the maintenance process is not in the valid status.	Perform Reset NAS Unified Firmware on the controller board, and then retry the operation.	E
30762	208619	The operation cannot be performed because the hypervisor network module is being reset.	Wait until the hypervisor network module status becomes Active, and then retry the operation.	E
30762	208620	The operation cannot be performed because the network settings are being changed.	Wait for a while, and then retry the operation.	E
30762	208621	The operation cannot be performed because the NAS unified firmware status is not valid.	Retry the operation. If this problem persists, contact customer support.	E
30762	208622	The NAS unified firmware is busy.	Wait for a while, and then retry the operation.	E
30762	208623	An internal error occurred in the NAS unified firmware.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208624	An internal error occurred in the NAS unified firmware.	Retry the operation. If this problem persists, contact customer support.	E
30762	208625	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208626	The operation cannot be performed because the unified hypervisor on the controller board in the maintenance process is not in the valid status.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208627	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208628	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208629	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208630	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208631	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208632	The operation cannot be performed because the NAS unified firmware on the controller board in the maintenance process does not work.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208637	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208638	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208639	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208640	The operation cannot be performed because the unified hypervisor on the controller board in the maintenance process is not in the valid status.	Perform Reset Unified Hypervisor on the controller board, and then retry the operation.	E
30762	208641	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208642	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208643	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208644	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208645	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208646	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208649	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208650	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208651	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208652	The storage system is busy.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208653	The operation cannot be performed because the unified hypervisor failure information is being collected.	Wait for a few minutes, and then retry the operation. If this problem persists, contact customer support.	E
30762	208657	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208662	The specified operation cannot be performed.	If this problem persists, contact customer support.	E
30762	208663	The processing cannot be performed due to an error or a blockage on the unified hypervisor.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, verify the status and alert information of the unified hypervisor, and then restore it to the normal status.	E
30762	208664	The specified operation cannot be performed because the size of the installed cache memory is not large enough.	Verify the installed cache size.	E
30762	208665	The specified operation cannot be performed because a channel board (NAS module) is not installed.	Install the channel board (NAS module), and then retry the operation.	E
30762	208668	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208669	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208671	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208679	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208680	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208681	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208682	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208683	The operation cannot be performed due to a failure on PCIe channel board (*xxx*) or any part connected to PCIe channel board (*xxx*).	A failure might occur on any of the following items. 1 PCIe channel board (*xxx*) and PCIe cables connected to the PCIe channel board 2 Switch package 3 PCIe-cable connecting package 4 Controller board Replace one item at a time in numerical order above, and then retry the operation. If the operation cannot be performed again, replace the next item and then retry the operation. If the problem persists after all items are replaced, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208684	The operation cannot be performed due to a failure on the channel board box.	A failure might occur on any of the following items. 1 Switch package 2 PCIe-cable connecting package 3 PCIe channel boards and PCIe cables connected to the PCIe channel boards 4 Controller board Replace one item at a time in numerical order above, and then retry the operation. If the operation cannot be performed again, replace the next item and then retry the operation. If the problem persists after all items are replaced, contact customer support.	E
30762	208685	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that PCIe channel board (*xxx*) is connected to the PCIe-cable connecting package in the correct location number, and then retry the operation.	E
30762	208686	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel boards and PCIe-cable connecting packages are connected by PCIe cables, and then retry the operation.	E
30762	208687	The operation cannot be performed, because PCIe cables are not properly connected to the channel board box.	Verify that the PCIe channel boards and the PCIe-cable connecting packages are properly connected by PCIe cables, and then retry the operation. To add a channel board box, remove the inserted channel board box, and then retry the operation.	E
30762	208688	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel boards and PCIe-cable connecting packages are connected by PCIe cables, and then retry the operation.	E
30762	208689	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel boards and PCIe-cable connecting packages are connected by PCIe cables, and then retry the operation.	E
30762	208690	The operation cannot be performed because PCIe channel boards are not replaced.	Replace the PCIe channel boards, and then retry the operation.	E
30762	208691	The operation cannot be performed because the PCIe-cable connecting package is not replaced.	Replace the PCIe-cable connecting package, and then retry the operation.	E
30762	208692	The operation cannot be performed because the switch package is not replaced.	Replace the switch package, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208693	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208694	The specified operation cannot be performed because no PCIe channel boards are installed.	Install PCIe channel boards, and then retry the operation.	E
30762	208695	The specified operation cannot be performed because no PCIe channel boards are installed.	Install PCIe channel boards, and then retry the operation.	E
30762	208696	The operation cannot be performed because the channel board box is not connected.	Verify that the target PCIe channel boards and PCIe-cable connecting packages are connected by PCIe cables, and then retry the operation.	E
30762	208697	No channel board box is detected.	Verify the following with respect to the channel board box: • The power is on. • Switch packages are installed. • PCIe-cable connecting packages are installed. • The PCIe channel boards and the PCIe-cable connecting packages are properly connected by PCIe cables. Resolve any problems, and then retry the operation. To add a channel board box, remove the inserted channel board box, and then retry the operation. If this problem persists, contact customer support.	E
30762	208698	The operation cannot be performed due to a failure on switch package (*xxx*).	Replace switch package (*xxx*), and then retry the operation.	E
30762	208699	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208700	The operation cannot be performed due to a failure on the channel board box.	A failure might occur on any of the following items. 1 PCIe channel board and PCIe cables connected to the PCIe channel board 2 Switch package 3 PCIe-cable connecting package 4 Controller board Replace one item at a time in numerical order above, and then retry the operation. If the operation cannot be performed again, replace the next item and then retry the operation. If the problem persists after all items are replaced, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208701	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel board and PCIe-cable connecting package are connected by the PCIe cable, and then retry the operation.	E
30762	208702	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel board and PCIe-cable connecting package are connected by the PCIe cable, and then retry the operation.	E
30762	208703	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel board and PCIe-cable connecting package are connected by the PCIe cable, and then retry the operation.	E
30762	208704	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel board and PCIe-cable connecting package are connected by the PCIe cable, and then retry the operation.	E
30762	208705	The operation cannot be performed because PCIe cables are not properly connected to the channel board box.	Verify that the target PCIe channel board and PCIe-cable connecting package are connected by the PCIe cable, and then retry the operation.	E
30762	208706	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208707	The specified operation cannot be performed because no PCIe channel boards are installed.	Install a PCIe channel board, and then retry the operation.	E
30762	208708	The specified operation cannot be performed because no PCIe channel boards are installed.	Install a PCIe channel board, and then retry the operation.	E
30762	208709	The operation cannot be performed because the PCIe channel board is not replaced.	Replace the PCIe channel board, and then retry the operation.	E
30762	208715	Some failed parts or blocked parts exist.	The switch package connected to the part for maintenance is blocked. Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208716	Some failed parts or blocked parts exist.	The PCIe channel board connected to the part for maintenance is blocked. Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208718	The maintenance operation is stopped because powering off the storage system is started.	Wait until the storage system is powered on, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208719	The maintenance operation is stopped because powering off the storage system is started.	Wait until the storage system is powered on, and then retry the operation. If this problem persists, contact customer support.	E
30762	208727	The operation cannot be performed because the unified hypervisor is stopped or in the stopping process.	If Reset Unified Hypervisor has been performed, retry the operation. If it is not the case, reset the unified hypervisor that is stopped or in the stopping process, and then retry the operation. If this problem persists, contact customer support.	E
30762	208728	The operation cannot be performed because the unified hypervisor is stopped or in the stopping process.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
30762	208729	The operation cannot be performed because the unified hypervisor is stopped or in the stopping process.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
30762	208730	The operation cannot be performed because the unified hypervisor is stopped or in the stopping process.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
30762	208731	The operation cannot be performed because the unified hypervisor is stopped or in the stopping process.	Reset the unified hypervisor. If this problem persists, contact customer support.	E
30762	208732	The operation cannot be performed because the unified hypervisor is stopped or in the stopping process.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
30762	208733	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208734	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208735	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208736	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208737	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208738	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208739	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208740	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208741	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208742	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
30762	208750	Errors are detected.	Click the error codes in the error list to verify the details, and then take the necessary actions.	E
30762	208751	The NAS unified firmware cannot be installed because the license keys of the required program products are not installed or the licenses have expired.	Take one of the following actions to fix the problem, and then retry the operation: • Install the license keys for Open Volume Management and Resource Partition Manager, and then enable the licenses. • Extend the expiration dates of the license keys for Open Volume Management and Resource Partition Manager, and then enable the licenses. If this problem persists, contact customer support.	W
30762	208752	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208753	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208754	A resource group for the NAS unified firmware is set.	Delete the set resource group of the NAS unified firmware, and then retry the operation.	W
30762	208755	LUs are already set on the NAS platform (system LU) ports.	Delete the path definitions set on the NAS platform (system LU) ports, and then retry the operation.	W
30762	208759	The operation cannot be performed due to a failure on the controller board in the maintenance process.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208761	No channel board box can be detected.	Verify that the PCIe-cable connecting packages of the channel board box and the PCIe channel boards are properly connected by PCIe cables, and then retry the operation. If this problem persists, contact customer support.	E
30762	208762	The NAS unified firmware cannot be installed, because LDEVs for the system LU cannot be created.	During the NAS unified firmware installation, two LDEVs are automatically added for the system LU. Delete some LDEVs whose LDEV IDs are in the range from <maximum-number-of-volumes - 1024> to <maximum-number-of-volumes> so that two or more new LDEVs can be created, and then retry the operation. If this problem persists, contact customer support.	E
30762	208763	NAS_Platform_firmware_RSG is already defined as a resource group name.	Delete the resource group named NAS_Platform_System_RSG, and then retry the operation. If this problem persists, contact customer support.	E
30762	208764	Paths to LDEVs are set on the ports of NAS platforms (user LUs).	Release all paths to LDEVs set on the ports of NAS platforms (user LUs), and then retry the operation. If this problem persists, contact customer support.	E
30762	208765	NAS platforms (system LUs) are blocked.	Restore the blocked NAS platforms (system LUs), and then retry the operation. If this problem persists, contact customer support.	E
30762	208766	The NAS unified firmware cannot be installed because the DKCMAIN firmware update is not complete.	Replace the DKCMAIN firmware using the media whose version is that of before the firmware change, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208767	Restoring the specified part cannot be performed.	Verify the status of parts and alert information. If no error or blockage occurred in any parts of the operation target CTL, log in to the CTL and reboot the ESM by referring to the manual, and then verify the status of parts. Reconnect Maintenance Utility and the CTL. If no error or blockage occurs in any parts of the CTL, the maintenance operation is complete. If an error or blockage occurred in a part that is not subject to maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208777	Blocking the specified part cannot be performed.	Verify the status of parts and alert information. When an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If no error or blockage occurs, there is a possibility that the combination of the firmware versions of DKCMAIN and channel boards is not valid. On the Firmware window of Maintenance Utility, check if the firmware version that supports the type of channel boards to be replaced is installed, and then perform one of the following actions. • If the firmware for the channel boards is not installed, install the firmware by using the same media of the firmware for DKCMAIN, and then retry the operation. • If the firmware for the channel boards is installed, update the firmware by using the same media of the firmware for DKCMAIN, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208778	The specified part cannot be restored, because the type of the inserted part differs from the type of the new part displayed on the window, or because some other errors occurred.	Verify the type of the inserted part. When the correct part is inserted, verify the status of parts and alert information. When errors or blockages occurred in parts not for maintenance, restore the parts first, and then perform replacement with the same part. When the type is different, replace it using a part with the correct type. If this problem persists, contact customer support.	E
30762	208780	The new CHB to be used after replacement does not support the SFP data transfer rate of the currently installed CHB.	In the Small Form-factor Pluggable window, verify the SFP data transfer rate of the selected CHB.Change the SFP data transfer rate of the currently installed CHB first. Replace all SFP modules whose data transfer rate is 32 Gbps with SFP modules of 16 Gbps, and then retry the operation.	E
30762	208781	The T10 PI mode set on the ports of the selected CHB is not the same.	Set the same T10 PI mode for all ports on the selected CHB, and then retry the operation.	E
30762	208782	LU paths are set for the selected CHB.	Clear the LU paths setting, and then retry the operation.	E
30762	208783	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208784	The LUs that were added to the specified ports are reserved.	Cancel the reservation, and then retry the operation.	E
30762	208785	An I/O processing is running on the LUs that were added to the specified ports.	Stop the I/O processing, and then retry the operation.	E
30762	208786	An external storage system is connected by using the specified part.	On the Delete External Volumes window, delete the mapped external volume that is connected by using the specified part, and then retry the operation.	E
30762	208787	Remote paths are connected by using the specified part.	Delete remote paths that are connected by using the specified part, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208788	The specified shared memory cannot be removed, because the shared memory is being used by capacity saving functions.	Perform the following actions on WebConsole, and then retry the operation: • Change the capacity saving setting to Disabled for all virtual volumes, and then verify that the capacity saving status of each virtual volume is Disabled. • Release deduplication system data volumes for all pools.	W
30762	208789	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208790	Restoring the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208791	An internal time-out error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30762	208792	The NAS unified firmware cannot be installed because the combination of the DKCMAIN and unified hypervisor firmware versions is not valid.	Update all firmware on the storage system to the latest, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
30762	208794	The operation cannot be performed, because the storage system is being started in the auto define configuration mode.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
30762	208801	Blocking the specified part cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208802	The specified part cannot be restored, because the type of the inserted part differs from the type of the part selected on the window, or because some other error occurred.	Verify the type of the inserted part. If the type of the inserted part is correct, verify the alert information and the status of each part. If an error or a failure has occurred on a part not for maintenance, restore the part first, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208808	The operation cannot be performed, because the amount of battery charge is not sufficient.	Wait until the battery charge becomes 50% or higher, and then retry the operation.	W
30762	208809	One or more LDEVs are blocked.	Restore the blocked LDEVs.	W
30762	208810	The drive firmware cannot be updated, because the DDP expansion is in process.	Wait until the DDP expansion is complete, or suspend it, and then retry the operation.	E
30762	208853	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208910	The maintenance operation cannot be performed, because a pool volume in a pool containing virtual volumes with capacity saving enabled is blocked.	Restore the pool volume by following the ACC of the SIM reported when the pool volume is blocked, and then retry the operation.	E
30762	208911	Blocking the specified part cannot be performed, because the combination of the DKCMAIN firmware version and the DKBN firmware version is not correct.	Update the DKCMAIN firmware and the DKBN firmware, and then retry the operation.	E
30762	208912	Blocking the specified part cannot be performed, because the combination of the DKCMAIN firmware version and the EDKBN firmware version is not correct.	Update the DKCMAIN firmware and the EDKBN firmware, and then retry the operation.	E
30762	208913	Blocking the specified part cannot be performed, because the combination of the DKCMAIN firmware version and the CTL_NSW firmware version is not correct.	Update the DKCMAIN firmware and the CTL_NSW firmware, and then retry the operation.	E
30762	208914	Blocking the specified part cannot be performed, because the combination of the DKCMAIN firmware version and the CTL_eDKBN firmware version is not correct.	Update the DKCMAIN firmware and the CTL_eDKBN firmware, and then retry the operation.	E
30762	208915	Restoring the specified part cannot be performed, because any of the BKM, the battery, the DKCPS, or the AC cable is not installed.	Verify the status of each part on the Maintenance Utility main window. If a blockage occurred in a part other than the BKM, the battery, and the DKCPS, restore the blocked part first. After that, install all of the BKM, the battery, the DKCPS, and the AC cable, and then retry the operation. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208916	Restoring the specified part cannot be performed, because an error occurred in any of the BKM, the battery, or the DKCPS.	Verify the status of each part on the Maintenance Utility main window. If a blockage occurred in a part other than the BKM, the battery, and the DKCPS, restore the blocked part first, and then perform the replacement procedure to replace the blocked part of the BKM, the battery, and the DKCPS. If this problem occurs again, contact customer support.	E
30762	208917	Controller replacement (type change) cannot be performed.	Click the refresh button to display the latest information on the Maintenance Utility window. Replace the CTL with the one that is the same type as the CTL type displayed on the window, and then retry the operation.	E
30762	208930	An error was detected during the verification before blocking the BKMF or the ACLF.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208931	Blocking the ACLF cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208932	Restoring the ACLF cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208933	Blocking the BKMF cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208934	Restoring the ACLF cannot be performed.	Verify the type of the inserted part. If the type of the inserted part is correct, verify the alert information and the status of each part. If an error or a failure has occurred on a part not for maintenance, restore the part first, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208935	Blocking the ACLF cannot be performed.	Verify the alert information and the status of each part. If an error or a blockage occurred in a part not for maintenance, restore the part first, and then retry the operation. If this problem persists, contact customer support.	E
30762	208936	Restoring the BKMF cannot be performed.	Verify the type of the inserted part. If the type of the inserted part is correct, verify the alert information and the status of each part. If an error or a failure has occurred on a part not for maintenance, restore the part first, and then retry the operation.	E
30762	208937	Blocking the ACLF cannot be performed.	Verify the status of the other ACLF installed on the CTL on Maintenance Utility, and the SIM in the Information window of the maintenance PC.	E
30762	208938	The type of the inserted part is not correct.	Retry the operation with the part whose type is correct.	E
30762	208939	An error was detected in the inserted part.	Replace the inserted ACLF. If this problem occurs again, contact customer support.	E
30762	208940	An error was detected in the FAN on the ACLF.	Replace the inserted ACLF. If this problem occurs again, contact customer support.	E
30762	208941	The inserted part cannot be detected.	Remove and then insert the BKMF again. If this problem persists after the insertion, contact customer support.	E
30762	208942	An error was detected in the BKMF.	Replace the inserted BKMF. If this problem persists after the replacement, contact customer support.	E
30762	208943	An error was detected in the ACLF.	Replace the ACLF, and then retry the maintenance operation. If this problem occurs again, contact customer support.	E
30762	208944	An error was detected in the inserted part.	Replace the inserted ACLF. If this problem occurs again, contact customer support.	E
30762	208945	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208946	The specified operation cannot be performed, because an LDEV to which Compression Acceleration applies exists.	Perform one of the following operations: • Ask the user to disable the Compression Acceleration setting for all LDEVs from Command Control Interface. • Disable the capacity saving setting for all LDEVs for which the Compression Acceleration setting is enabled. • Delete all LDEVs for which the Compression Acceleration setting is enabled. After that, verify that the Compression Acceleration status for all LDEVs is Disabled or - (hyphen), and then retry the operation.	E
30762	208947	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208948	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208949	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208950	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208951	Some failed parts or blocked parts exist.	Verify the status and the alert on the Maintenance Utility main window, and then restore the failed parts or blocked parts.	W
30762	208952	A CHB dump file cannot be downloaded.	If this problem persists, contact customer support.	E
30762	208953	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30762	208954	Collecting a different dump file is in process.	Wait for a while, and then retry the operation.	E
30762	208955	A dump file of the blocked CHB cannot be collected.	Verify the status and the alert information, and then restore the blocked CHB.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30762	208988	The operation cannot be performed, because an NVM subsystem port is set on the selected channel board or on the channel board in the selected controller board.	The NVM subsystem port setting must be disabled. Ask the user to disable the setting from Command Control Interface.	E
30762	208989	The specified software cannot be removed or disabled.	Verify the specified software.	W
30762	208990	The operation cannot be performed, because the BKM firmware update processing is running.	Wait for 15 minutes, and then retry the operation.	W
30762	208991	An internal error occurred.	Retry the operation. If this problem persists, contact customer support.	E
30762	208997	Installing the maintenance target part in an unsupported location is attempted. Alternatively, the maintenance target part cannot be used together with a different part.	Take actions by following the TROUBLESHOOTING section in the Maintenance Manual to solve the problem.	E
30762	208998	Installing the maintenance target part in an unsupported location is attempted. Alternatively, the maintenance target part cannot be used together with a different part.	Take actions by following the TROUBLESHOOTING section in the Maintenance Manual to solve the problem.	E

Part code 30863

Table 2-8 Error codes (part code 30863)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30863	200001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30863	200007	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200008	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
30863	200009	The current firmware version of the DKCMAIN does not support this function.	Contact customer support.	E
30863	200010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200011	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200012	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200013	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200014	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200015	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200016	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200017	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200018	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200019	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200020	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200021	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200022	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200023	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30863	200024	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200025	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200026	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200027	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200028	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200029	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200030	A time-out error occurred during the processing in the storage system.	If this problem persists, contact customer support.	E
30863	200031	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200032	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200040	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200045	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200046	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200047	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200048	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30863	200049	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200050	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200051	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200052	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200053	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200054	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200055	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200056	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200057	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200058	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200059	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200060	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200061	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200062	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
30863	200063	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
30863	200064	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200065	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	200066	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
30863	204798	The system lock cannot be released when the maintenance work is complete.	Perform Force Release System Lock to release the system lock so that the maintenance work can be completed. If this problem persists, contact customer support.	E

3

Message (part code group 31nnn)

This chapter includes the error messages with the part code 31162 to 31962.

- Part code 31162
- Part code 31262
- Part code 31462
- Part code 31662
- Part code 31862
- Part code 31962

Part code 31162

Table 3-1 Error codes (part code 31162)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31162	000002	User authentication cannot be performed.	Verify the setting, and then log in again.	E
31162	200001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31162	200005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31162	200010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 31262

Table 3-2 Error codes (part code 31262)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31262	000210	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000211	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000212	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000213	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000214	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000215	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000216	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000310	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000311	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000312	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000313	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31262	000314	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000315	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000316	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000317	The specified MPC connection certificate file or the password is not valid.	Select the correct MPC connection certificate file or enter the correct password. If the valid certificate file and password are specified, contact customer support.	E
31262	000318	The specified MPC connection certificate file or the password is not valid.	Select the correct MPC connection certificate file or enter the correct password. If the valid certificate file and password are specified, contact customer support.	E
31262	000502	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31262	000503	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 31462

Table 3-3 Error codes (part code 31462)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31462	203021	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203022	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203023	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203201	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203202	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203204	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203205	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31462	203206	An internal error occurred on the storage system.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a CFM, replace the CFM. If this problem persists, contact customer support.	E
31462	203207	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	203208	An internal error occurred on the storage system.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a CFM, replace the CFM. If this problem persists, contact customer support.	E
31462	203209	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	204010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	204011	A test SNMP trap cannot be sent.	Take the following actions, and then retry the operation: • Install SNMP Agent. • If the license of SNMP Agent is disabled, enable the license. • Select Enable for SNMP Agent on the Set Up Alert Notifications window.	E
31462	204012	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31462	204203	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 31662

Table 3-4 Error codes (part code 31662)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31662	200020	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31662	200021	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31662	200022	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31662	200023	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31662	200024	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31662	200025	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31662	200026	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 31862

Table 3-5 Error codes (part code 31862)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31862	200001	The network address of the specified IPv4 address is the same as that of the maintenance port or the internal network.	Verify the network addresses of the specified IPv4 address, the maintenance port, and the internal network.	E
31862	200002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200007	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200008	An internal communication error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200011	An error occurred in network settings for the controller board to which Maintenance Utility is connected.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31862	200012	An error occurred in network settings for the controller board to which Maintenance Utility is not connected.	If this problem persists, contact customer support.	E
31862	200013	An error occurred in network settings for the controller board to which Maintenance Utility is connected.	If this problem persists, contact customer support.	E
31862	200014	An error occurred in network settings for the controller board to which Maintenance Utility is not connected.	If this problem persists, contact customer support.	E
31862	200015	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200017	The specified service IP address and the CTL IP address are the same.	Verify the service IP address and the CTL IP address.	E
31862	200018	The network address of the specified service IP address is not the same as that of the specified CTL IP address.	Verify the service IP address and the CTL IP address.	E
31862	200020	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200021	An error occurred during setup of the system date & time of the controller board to which Maintenance Utility is connected.	Retry the operation. To use an NTP server, first verify that the communication with the NTP server is available (such as the NTP server status, the IP address, and an open communication port). If this problem persists, contact customer support.	E
31862	200022	An error occurred during setup of the system date & time of the controller board to which Maintenance Utility is not connected.	Retry the operation. To use an NTP server, first verify that the communication with the NTP server is available (such as the NTP server status, the IP address, and an open communication port). If this problem persists, contact customer support.	E
31862	200023	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200024	An error occurred during setup of the system date & time.	Verify alerts on the Maintenance Utility main window, and then contact customer support.	E
31862	200025	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31862	200026	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31862	200027	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
31862	200028	The specified time is not valid because it does not exist due to daylight saving time adjustment.	Verify the setting.	E
31862	200030	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
31862	200040	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
31862	200052	An error occurred in Select Login Window on the controller board to which Maintenance Utility is connected.	Retry the operation. If this problem persists, contact customer support.	E
31862	200053	An error occurred in Select Login Window on the controller board to which Maintenance Utility is not connected.	Retry the operation. If this problem persists, contact customer support.	E
31862	200060	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
31862	200062	An error occurred in Edit Login Message on the controller board to which Maintenance Utility is connected.	Retry the operation. If this problem persists, contact customer support.	E
31862	200063	An error occurred in Edit Login Message for the controller board to which Maintenance Utility is not connected.	Retry the operation. If this problem persists, contact customer support.	E
31862	200070	The total number of specified DNS servers exceeds three.	Specify DNS servers so that the total number of IPv4 and IPv6 DNS servers is three or less.	E
31862	200071	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv4 CTL01 IP address	E
31862	200072	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv4 CTL02 IP address	E
31862	200073	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv4 service IP address	E
31862	200074	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv4 subnet mask	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31862	200075	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv6 CTL01 IP address	E
31862	200076	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv6 CTL02 IP address	E
31862	200077	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv6 service IP address	E
31862	200078	The operation cannot be performed, because the specified parameter is not correct.	Verify the following setting, and then retry the operation: IPv6 subnet mask	E

Part code 31962

Table 3-6 Error codes (part code 31962)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31962	200001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31962	200002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31962	200004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31962	200007	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31962	200008	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
31962	200010	An internal error occurred on the storage system.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a CFM, replace the CFM. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
31962	200012	An internal error occurred on the storage system.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a CFM, replace the CFM. If this problem persists, contact customer support.	E
31962	200013	ESM on the controller board to which Maintenance Utility is connected cannot be rebooted.	If this problem persists, contact customer support.	E
31962	200014	ESM on the controller board to which Maintenance Utility is not connected cannot be rebooted.	If this problem persists, contact customer support.	E
31962	200015	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

4

Message (part code group 32nnn)

This chapter includes the error messages with the part code 32061 to 32961.

- Part code 32061
- Part code 32161
- Part code 32261
- Part code 32361
- Part code 32461
- Part code 32561
- Part code 32661
- Part code 32761
- Part code 32861
- Part code 32961

Part code 32061

Table 4-1 Error codes (part code 32061)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32061	203003	An internal logic contradiction occurred.	Contact customer support.	E
32061	203004	An internal logic contradiction occurred.	Contact customer support.	E
32061	203007	The user information cannot be collected.	If this problem persists, contact customer support.	E
32061	203008	The system information cannot be collected.	If this problem persists, contact customer support.	E
32061	203009	The hardware information cannot be collected.	If this problem persists, contact customer support.	E
32061	203012	An internal logic contradiction occurred.	Contact customer support.	E
32061	203013	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
32061	203015	The login message cannot be collected.	If this problem persists, contact customer support.	E
32061	203021	An internal logic contradiction occurred.	Contact customer support.	E
32061	203036	The cipher suite cannot be obtained.	Contact customer support.	E
32061	203037	The system parameters cannot be obtained.	Contact customer support.	E
32061	203039	An internal logic contradiction occurred.	Contact customer support.	E
32061	203067	An internal logic contradiction occurred.	Contact customer support.	E
32061	203999	An internal error occurred on the storage system.	Contact customer support.	E
32061	204001	A time-out error occurred during communication with the web server.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32061	204002	The web server is in the abnormal HTTP status.	Verify that the network is operating normally. If there is no problem with the network, log back in to Maintenance Utility. • After logging in, if a message indicating that processing is running is displayed, follow the message. • After logging in, if the message indicating that processing is running is not displayed, retry the previous operation.	E
32061	205005	The session is disconnected.	Log in again.	W
32061	205006	Some entries are not valid.	Enter the correct user name or password.	W
32061	205014	The login message is too long.	Enter the login message within 2048 characters.	E
32061	205016	No system parameters for editing are selected.	Select one or more system parameters.	E
32061	205022	Cipher Suite is not selected.	Select Cipher Suite, and then retry the operation.	E
32061	205023	Check box is not selected.	Select check box, and then retry the operation.	E
32061	205024	Some entries are not valid.	Check the contents, and retry.	W
32061	205025	Some entries are not valid.	Check the contents, and retry.	W
32061	205040	Some entries are not valid.	Verify the entries, and then retry the operation.	W
32061	205041	The password entered is incorrect.	Enter the correct password. This function is unavailable for a VSP 360 user account. To use this function, log in with a user account other than a VSP 360 user account.	E
32061	205064	No window cannot be displayed because permission to display any window is not assigned to you.	Ask the administrator to provide permission.	E
32061	205065	You do not have permission to display the specified window.	Ask the administrator to provide permission.	E
32061	205068	The system dump will be downloaded.	To continue, click [OK].	W
32061	207011	An internal logic contradiction occurred.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32061	207017	The current UPS mode cannot be collected.	If this problem persists, contact customer support.	E
32061	207018	An internal logic contradiction occurred.	Contact customer support.	E
32061	207019	An internal logic contradiction occurred.	Contact customer support.	E
32061	207020	The NAS unified firmware removal is canceled due to an internal error.	Contact customer support.	E
32061	207999	An unexpected error occurred on the client side.	If this problem persists, contact customer support.	E
32061	208063	Only viewing the storage system status and the setting information is available because *xxx* is in process. Maintenance operations and storage system settings cannot be performed until the ongoing operation is complete.	Wait for a while, click the refresh button, verify that [System Locked] has changed to [System Unlocked], and then perform the maintenance operations or storage system settings.	i
32061	208064	Only viewing the storage system status and the setting information is available because *xxx* is in process. Maintenance operations and storage system settings cannot be performed until the ongoing operation is complete.	Click Close, open the Update Firmware window, and then verify the progress of the firmware update.	i
32061	208066	The hardware information cannot be collected.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then retry the operation. If this problem persists, contact customer support.	E
32061	208999	An internal error occurred on the storage system.	Contact customer support.	E
32061	209010	You are logged out.	Close the web browser.	i
32061	209020	By performing this operation, ESM will be restarted. Do you want to continue the operation?	To continue, click [OK].	W
32061	209026	Edit Login Message was completed.	Click [Close].	i
32061	209027	Editing the system parameters is complete.	Click [Close].	i
32061	209028	Edit UPS Mode was completed.	Click [Close].	i
32061	209029	Force Release System Lock was completed.	Click [Close].	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32061	209030	Powering on the storage system is started. Wait for a while, and then log in again.	Click [Close].	i
32061	209031	Powering off the storage system is started. Wait for a while, and then log in again.	Click [Close].	i
32061	209032	Rebooting the ESM is started. Wait for a while, and then log in again.	Click [Close].	i
32061	209033	Select Cipher Suite was completed.	Click [Close].	i
32061	209034	To enable the updated certificate files, ESM needs to be restarted.	To restart ESM, click OK. Wait until the ESM restart is complete, and then log in again.	i
32061	209035	The initial settings are complete.	Click [Close].	i
32061	209038	Forcibly releasing the system lock might have a significant impact on the operation of the storage system. Before releasing the system lock, contact the administrator of the storage system to verify that there is no problem to do it. Are you sure you want to forcibly release the system lock?	To release the system lock, click [OK].	W
32061	209042	When starting a storage system in safe mode, make sure to follow the procedure described in the manual. Performing this operation might cause a serious failure such as system down or data loss.	To start the storage system in safe mode, click [OK].	W
32061	209043	The storage system was started in safe mode.	Click [Close].	i
32061	209044	Update Certificate Files were completed.	Click [Close].	i
32061	209050	The manual failover processing is complete. Wait for a while, and then log back in.	Click Close.	i
32061	209051	Performing this operation causes a manual failover processing to run. If the check box of Forcibly stop Active ESM is selected, Active ESM is forced to stop. Are you sure you want to continue the operation?	To continue, click OK.	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32061	209052	The common criteria authentication setting is complete. ESM will restart.	Click OK.	i
32061	209053	Rebooting the ESM is started. Wait for a while, and then log in again.	Click [Close].	i
32061	209054	Editing the session time-out period is complete.	Click [Close].	i
32061	209062	The initial settings are complete and ESM will restart. Wait for a while, and then log in again.	Click [Close].	i
32061	209063	Removing the NAS unified firmware might have a significant impact on the operation of the storage system. Before removing the firmware, contact the administrator of the storage system to verify that there is no problem to do it. The following two conditions are required for removal: • The NAS unified firmware of CTL01/CTL02 is stopped. • The paths of the NAS platform (User LU) port are released. Do you want to remove the NAS unified firmware?	Click [OK] to remove the firmware.	W
32061	209064	The NAS unified firmware has been removed.	Perform Reboot ESM.	i
32061	209126	The small system dump will be downloaded.	To continue, click [OK].	W

Part code 32161

Table 4-2 Error codes (part code 32161)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32161	206000	The passwords are not the same.	Enter the same password for the new one and the re-entered one.	E
32161	209000	The password expiration date (*xxx* days left) is approaching.	Change the password.	W

Part code 32261

Table 4-3 Error codes (part code 32261)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	201000	An error occurred during communication with the web server.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, click Refresh, and then verify the system lock status. If the status has changed to System Unlocked, verify that the hardware status is normal and all settings have been applied.	E
32261	202000	The unified hypervisor maintenance mode cannot be set.	Verify the details of the error from the following error code list.	E
32261	202001	The unified hypervisor maintenance mode information cannot be collected.	Contact customer support.	E
32261	205001	Cache Flash Memory is not selected.	Select Cache Flash Memory, and then retry the operation.	E
32261	205004	Channel Board is not selected.	Select Channel Board, and then retry the operation.	E
32261	205005	Channel Board type is not selected.	Select Channel Board type, and then retry the operation.	E
32261	205012	Disk Board is not selected.	Select Disk Board, and then retry the operation.	E
32261	205013	Disk Board type is not selected.	Select Disk Board type, and then retry the operation.	E
32261	205016	Disk Board type is not selected.	Select Disk Board type, and then retry the operation.	E
32261	205018	LAN Board is not selected.	Select LAN Board, and then retry the operation.	E
32261	205034	No more cache memory can be added because the maximum amount of cache memory is already installed.	Verify the configuration.	W
32261	205035	Replacing cache memory (type change) cannot be performed in the current configuration.	See the manual to verify the configuration that is valid for this operation.	W
32261	205039	No shared memory functions are added.	Select shared memory functions to be added.	E
32261	205040	It is required to install cache memory on the CTL01 first.	Connect with the CTL02, and then install cache memory on the CTL01.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	205041	No parts are selected.	Select parts, and then retry the operation.	E
32261	205044	Shared memory function to remove is not deselected.	Deselect 1 or more Shared Memory Function.	E
32261	205045	No PCIe channel board is selected.	Select a PCIe channel board, and then retry the operation.	E
32261	205046	No switch package is selected.	Select a switch package, and then retry the operation.	E
32261	205047	No PCIe-cable connecting package is selected.	Select a PCIe-cable connecting package, and then retry the operation.	E
32261	205048	The specified channel board box cannot be removed because a channel board exists in the channel board box.	Remove all existing channel boards, and then retry the operation.	E
32261	205049	No PCIe channel board for connection is selected.	Select a PCIe channel board, and then retry the operation. If the PCIe channel board is not displayed, slots to install PCIe channel boards are not enough for the selected expansion mode. Change the expansion mode value or empty slots to install PCIe channel boards, and then retry the operation.	E
32261	205050	No converged storage connection module is selected.	Select a converged storage connection module, and then retry the operation.	E
32261	205051	No host path is selected.	Select a host path, and then retry the operation.	E
32261	205052	The selected converged storage connection module cannot be replaced because no channel board is installed in it.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, verify that the channel board is installed, and then retry the operation.	E
32261	205053	The selected converged storage connection module cannot be restored because the status is Normal.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, verify that the status of the converged storage connection module is not Normal, and then retry the operation. If the status is Normal, block the converged storage connection module, and then retry the operation.	E
32261	205054	The selected host path cannot be restored because the status is Normal.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, verify that the status of the host path is not Normal, and then retry the operation. If the status is Normal, block the host path, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	205055	No PCIe channel board for connection is selected.	Select a PCIe channel board, and then retry the operation. If the PCIe channel board is not displayed, slots to install PCIe channel boards are not enough for the selected expansion mode. Change the expansion mode value or empty slots to install PCIe channel boards, and then retry the operation.	E
32261	205056	The type of the specified part on the location cannot be changed to Accelerator Module.	To change the type to Accelerator Module, select the part on BKMF-x0 or BKMF-x2, and then retry the operation.	E
32261	205057	Block BKM cannot be performed for the BKMF whose type is Accelerator Module.	Verify that the selected part or the operation is correct, and then retry the operation.	E
32261	205058	Replace ACLF cannot be performed for the BKMF whose type is Backup Module.	Verify that the selected part or the operation is correct, and then retry the operation.	E
32261	205059	New BKMF Type is not selected.	Select New BKMF Type, and then retry the operation.	E
32261	205060	A CHB that does not support dump file download is selected.	See the manual to verify CHBs that support dump file download.	E
32261	205063	The disk boards cannot be installed because the types of installed disk boards are not the same.	Replace disk boards by changing types so that all disk board types can be the same, and then install the disk boards again.	E
32261	205064	Replace Controller Board (Type Change) cannot be performed because the encryption environment setting is not in the initial state.	Initialize the encryption environmental settings, and then retry the operation.	E
32261	205070	Replace Disk Board (Type Change) cannot be performed in the current configuration.	To replace the disk board with the one that supports encryption, replace the controller board with the encryption supported one first.\nTo replace the disk board with the one that does not support encryption, replace the controller board with the non-encryption supported one first.	E
32261	205071	The disk board cannot be installed, because the type (encryption or non-encryption) differs between the controller boards.	Perform Replace Controller Board (Type Change) so that the type is the same between the controller boards, and then retry the operation.	E
32261	205109	The selected CHB does not support this operation.	See the manual to verify the CHB that can be replaced (type change).	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	205110	The CHB cannot be replaced (type change), because the new CHB to be used after replacement does not support the current SFP data transfer rate.	In the Small Form-factor Pluggable window, verify the SFP data transfer rate of the selected CHB.Change the SFP data transfer rate of the currently installed CHB first. Replace all SFP modules whose data transfer rate is 32 Gbps with SFP modules of 16 Gbps, and then retry the operation.	E
32261	205111	The cache memory cannot be removed, because the specified cache memory size is less than the minimum cache memory size.	Verify the configuration.	E
32261	205112	To remove the cache memory, first remove the cache memory of CTL01.	Connect the maintenance PC to CTL02, and then remove the cache memory of CTL01.	E
32261	205114	Replace Disk Board (Type Change) cannot be performed, because the encryption environmental settings are not in the initial state.	Initialize the encryption environmental settings, and then retry the operation.	E
32261	205408	The unified hypervisor maintenance mode is not selected.	Select a unified hypervisor maintenance mode value.	E
32261	205409	No more shared memory functions can be installed, because all shared memory functions are already installed.	Click [Close].	E
32261	205410	There are no shared memory functions that can be removed. Only the installed shared memory functions can be removed.	Click [Close].	E
32261	207002	An internal logic contradiction occurred.	Contact customer support.	E
32261	207003	An internal logic contradiction occurred.	Contact customer support.	E
32261	207006	An internal logic contradiction occurred.	Contact customer support.	E
32261	207007	An internal logic contradiction occurred.	Contact customer support.	E
32261	207009	An internal logic contradiction occurred.	Contact customer support.	E
32261	207010	An internal logic contradiction occurred.	Contact customer support.	E
32261	207011	An internal logic contradiction occurred.	Contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	207014	An internal logic contradiction occurred.	Contact customer support.	E
32261	207015	An internal logic contradiction occurred.	Contact customer support.	E
32261	207017	An internal logic contradiction occurred.	Contact customer support.	E
32261	207019	An internal logic contradiction occurred.	Contact customer support.	E
32261	207020	An internal logic contradiction occurred.	Contact customer support.	E
32261	207021	An internal logic contradiction occurred.	Contact customer support.	E
32261	207022	An internal logic contradiction occurred.	Contact customer support.	E
32261	207023	An internal logic contradiction occurred.	Contact customer support.	E
32261	209008	A channel board is blocked forcibly. Do you want to continue?	Enter a password, when you continue processing.	W
32261	209020	Replace Cache Flash Memory was completed.	Click [Close].	i
32261	209021	Change SFP Type was completed.	Click [Close].	i
32261	209022	Install Channel Board was completed.	Click [Close].	i
32261	209023	The channel board is ready to be removed.	Follow the procedure provided in the manual to remove *xxx*. After the removal is complete, click [Close].	i
32261	209024	Replace Channel Board was completed.	Click [Close].	i
32261	209025	Install Cache Memories were completed.	Click [Close].	i
32261	209026	Install Shared Memories were completed.	Click [Close].	i
32261	209027	Remove Shared Memories were completed.	Click [Close].	i
32261	209028	Replace Controller Board was completed.	Click [Close].	i
32261	209029	Install Disk Board was completed.	Click [Close].	i
32261	209030	The disk board is ready to be removed.	Follow the procedure provided in the manual to remove *xxx*. After the removal is complete, click [Close].	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209031	Replace Disk Board was completed.	Click [Close].	i
32261	209032	Replace LAN Board was completed.	Click [Close].	i
32261	209033	Reset HUB was completed.	Click [Close].	i
32261	209036	Replacing the cache memory is complete.	Click [Close].	i
32261	209037	Replacing the fan is complete.	Click [Close].	i
32261	209038	Replacing the cache memory (type change) is complete.	Click [Close].	i
32261	209039	Blocking the backup module is complete.	Click [Close].	i
32261	209040	Blocking the backup module is complete.	Click [Close].	i
32261	209043	CTL Status of the selected controller board is Normal. Blocking the controller board may have a significant impact on the operation of the storage system. Are you sure you want to continue this operation?	To continue, click [OK].	i
32261	209045	Disk board types are not the same.	Replace disk boards by changing types so that all disk board types can be the same.	W
32261	209046	Replacing the DKB (type change) of *xxx* is complete.	Click [Close].	i
32261	209047	Replacing the DKB (type change) of *xxx* is complete.	Click [OK].	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209048	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209049	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209050	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209051	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209052	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209053	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209054	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209055	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209056	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209057	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209058	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209059	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209060	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209061	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209062	The unified hypervisor of *xxx* will be reset. This operation might cause a serious failure such as system down or data loss. Make sure to follow the procedure described in the manual.	To reset, click [Reset].	W
32261	209063	The hypervisor network module of *xxx* will be reset. This operation might cause a serious failure such as system down or data loss. Make sure to follow the procedure described in the manual.	To reset, click [Reset].	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209064	The firmware information must be manually restored because CFM redundancy is lost due to blocked CFMs in the storage system.	Replace all blocked CFMs, and then update the firmware online.	W
32261	209065	The unified hypervisor of *xxx* has been reset.	Click [Close].	i
32261	209066	The hypervisor network module of *xxx* has been reset.	Click [Close].	i
32261	209067	The NAS unified firmware of *xxx* has been reset.	Click [Close].	i
32261	209068	The unified hypervisor maintenance mode has been set.	Click [Close].	i
32261	209069	The channel board is ready to be removed.	Remove *xxx* by following the procedure described in the manual, remove the battery for the NAS module, BAT-F10/ F20, and then click [Close].	i
32261	209070	The channel board box has been installed.	Click [Close].	i
32261	209071	The channel board box is ready to be removed.	Remove the *xxx* and then the channel board box by following the procedure described in the manual. When the removal is complete, click [Close].	i
32261	209072	The PCIe channel board has been replaced.	Click [Close].	i
32261	209073	The switch package has been replaced.	Click [Close].	i
32261	209074	The PCIe-cable connecting package has been replaced.	Click [Close].	i
32261	209075	The NAS unified firmware of *xxx* will be reset. This operation might cause a serious failure such as system down or data loss. Make sure to follow the procedure described in the manual.	To reset, click [Reset].	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209076	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209077	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209078	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209079	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209080	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209081	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209082	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209083	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209084	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209085	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209086	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209096	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209097	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209098	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209099	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209100	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209101	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209102	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209103	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209104	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209105	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209106	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209107	Controller board types are not the same.	Replace controller boards by changing types so that all controller board types can be the same.	W
32261	209108	The encryption environment setting is applied.	Wait until the maintenance operation is complete, and then back up the encryption keys to a location outside the storage system.	W
32261	209111	Replacing *xxx* (type change) is complete.	Click [Close].	i
32261	209112	Replacing *xxx* (type change) is complete.	Click [OK].	i
32261	209113	Types of CHBs installed on *xxx* are different.	Perform Replace Channel Board (Type Change) to have the CHB type match each other.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209114	Change SFP Type is complete.	Click [Close].	i
32261	209115	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209116	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209117	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209118	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209119	BKMFs whose types are Accelerator Module and Backup Module coexist.	Repeat Replace (Type Change) until the type becomes the same among BKMF-x0 and BKMF-x2.	W
32261	209120	Removal of the cache memory is complete.	Click [Close].	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209121	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209122	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209123	Replacing the CFM is complete.	Click [Close].	i
32261	209124	Replacing the Battery is complete.	Click [Close].	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32261	209125	A communication time-out error occurred during processing, but the processing still continues.	Log in to Maintenance Utility again, and then verify the system lock status. If the status is System Locked, the processing still continues. If the status is System Unlocked, the processing has finished. In the first case, wait for a while, and then click Refresh to verify the system lock status. If the status has changed to System Unlocked, perform one of the following operations: • If the error occurred during a blocking operation, retry the operation. • If the error occurred during a restoring, installing, or removing operation, verify that the hardware status is normal and that all settings have been applied.	W
32261	209126	The Backup Module replacement is complete.	Click [Close].	i
32261	209127	The DKCPS replacement is complete.	Click [Close].	i
32261	209128	There is a dump file collected when *xxx* was blocked. If you continue the operation, the dump file will be overwritten. Are you sure you want to continue the operation?	To continue, click OK. To download the retained dump file, click Cancel, select System Management from the menu, select Download System Dump, and then download the dump file.	W
32261	209133	Replace Backup Module (Type Change) is complete.	Click [Close].	i
32261	209134	Replace Accelerator Module is complete.	Click [Close].	i

Part code 32361

Table 4-4 Error codes (part code 32361)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32361	203012	An internal logic contradiction occurred.	Contact customer support.	E
32361	205002	Drive is not selected.	Select Drive, and then retry the operation.	E
32361	205003	Two or more Drives are selected.	Select one Drive, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32361	205005	ENC is not selected.	Select ENC, and then retry the operation.	E
32361	205014	The selected drive is not being copied.	Click [Close].	E
32361	207004	An internal logic contradiction occurred.	Contact customer support.	E
32361	207006	An internal logic contradiction occurred.	Contact customer support.	E
32361	209001	Do you execute sparing from a drive to a reserve disk?	Click [yes], when you perform sparing.	W
32361	209007	Block Drives were completed.	Click [Close].	i
32361	209008	Install Drives were completed.	Click [Close].	i
32361	209009	The copy process has been stopped.	Click [Close].	i
32361	209010	Remove Drives were completed.	Click [Close].	i
32361	209011	Replace ENC was completed.	Click [Close].	i
32361	209012	Any of the selected drives has not been removed.	Remove the selected drives, and then click [OK]. To forcibly turn off the LEDs of the selected drives, click [Cancel]. If this message is displayed again after removing all of the selected drives, contact customer support.	W
32361	209013	LEDs of the selected drives will be turned off forcibly.	Verify that all of the selected drives are removed, and then click [OK].	W

Part code 32461

Table 4-5 Error codes (part code 32461)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32461	205002	Some entries are not valid.	Check the contents, and retry.	W
32461	205003	User is not selected.	Select User, and then retry the operation.	E
32461	205004	The built-in user cannot be deleted.	Select other than an Built-in user, and then retry the operation.	E
32461	205009	The External user cannot be edited.	Select other than an External user, and then retry the operation.	E
32461	205010	Some entries are not valid.	Check the contents, and retry.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32461	205011	User is not selected.	Select User, and then retry the operation.	E
32461	205012	Two or more Users are selected.	Select one User, and then retry the operation.	E
32461	205019	The number of selected user groups is not valid.	Select 1 to 8 user groups.	E
32461	205020	A login user cannot remove his or her own user account.	Select a different user account, and then retry the operation.	E
32461	207001	An internal logic contradiction occurred.	If this problem persists, contact customer support.	E
32461	207005	An internal logic contradiction occurred.	Retry the operation. If this problem persists, contact customer support.	E
32461	207006	An internal logic contradiction occurred.	Retry the operation. If this problem persists, contact customer support.	E
32461	207007	An internal logic contradiction occurred.	Retry the operation. If this problem persists, contact customer support.	E
32461	207008	An internal logic contradiction occurred.	Retry the operation. If this problem persists, contact customer support.	E
32461	207018	An internal logic contradiction occurred.	Contact customer support.	E
32461	209013	Create User was completed.	Click [Close].	i
32461	209014	Delete Users were completed.	Click [Close].	i
32461	209015	Edit User was completed.	Click [Close].	i
32461	209016	Backup of the user account information is complete.	Click [Close].	i
32461	209017	Restoration of the user account information is complete.	Click [Close].	i
32461	209021	This user account is used by your service engineer for maintenance. If the password is changed, the service engineer must be informed of the new password. Do you want to continue this operation?	To continue, click [OK].	W
32461	209022	This user account is used by your service engineer for maintenance. If the user information is edited, the service engineer must be informed of the new information. Do you want to continue this operation?	To continue, click [OK].	W

Part code 32561

Table 4-6 Error codes (part code 32561)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32561	203101	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E
32561	203201	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E
32561	203202	The client certificate file of the primary server cannot be uploaded on the [Syslog] tab.	If this problem persists, contact customer support.	E
32561	203203	The root certificate file of the primary server cannot be uploaded on the [Syslog] tab.	If this problem persists, contact customer support.	E
32561	203204	The client certificate file of the secondary server cannot be uploaded on the [Syslog] tab.	If this problem persists, contact customer support.	E
32561	203205	The root certificate file of the secondary server cannot be uploaded on the [Syslog] tab.	If this problem persists, contact customer support.	E
32561	205001	Some entries are not valid.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
32561	205002	No table rows are selected.	Select one or more table rows.	W
32561	205003	The radio button for Notification Alert is not selected.	Select the radio button, and then retry the operation.	W
32561	205004	No table row, or two or more table rows are selected.	Select one table row.	W
32561	205005	Are you sure you want to remove the selected rows?	To remove the rows, click [OK].	W
32561	205101	Some entries are not valid on the [Email] tab.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
32561	205102	No more e-mail addresses can be registered because the number of registered e-mail addresses has reached the maximum.	Reduce the number of registered e-mail addresses, and then retry the operation.	W
32561	205103	The radio button for Email Notice (Enable/Disable) is not selected on the [Email] tab.	Select the radio button, and then retry the operation.	W
32561	205104	No e-mail addresses are registered to Mail Address (To) on the [Email] tab.	Register e-mail addresses so that at least one e-mail address appears on the [Registered Addresses] table.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32561	205105	The radio button for SMTP Authentication (Enable/Disable) is not selected on the [Email] tab.	Select the radio button, and then retry the operation.	W
32561	205106	The radio button for Mail Server is not selected on the [Email] tab.	Select the radio button, and then retry the operation.	E
32561	205107	The information for the service engineer is set, and any changes in the following items must be notified to the service engineer. Do you want to continue this operation? • Email Address (From) • Mail Server Settings • SMTP Authentication	To continue, click [OK].	W
32561	205108	The radio button for ASSIST Settings (Enable/Disable) is not selected on the Email tab.	Select the radio button, and then retry the operation.	W
32561	205109	The radio button for ALIVE Notice (Enable/Disable) is not selected on the Email tab.	Select the radio button, and then retry the operation.	W
32561	205201	Some entries are not valid on the [Syslog] tab.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
32561	205202	The radio button for Transfer Protocol is not selected on the [Syslog] tab.	Select the radio button, and then retry the operation.	W
32561	205203	The radio button for Primary Server (Enable/Disable) is not selected on the [Syslog] tab.	Select the radio button, and then retry the operation.	W
32561	205204	The radio button for Syslog Server of Primary Server is not selected on the [Syslog] tab.	Select the radio button, and then retry the operation.	W
32561	205205	The radio button for Secondary Server (Enable/Disable) is not selected on the [Syslog] tab.	Select the radio button, and then retry the operation.	W
32561	205206	The radio button for Syslog Server of Secondary Server is not selected on the [Syslog] tab.	Select the radio button, and then retry the operation.	W
32561	205207	The same IP address or host name is specified for the primary server and the secondary server on the Syslog tab.	Enter the correct IP address or host name.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32561	205208	The radio button for Retry (Enable/Disable) is not selected on the [Syslog] tab.	Select the radio button, and then retry the operation.	W
32561	205209	The client certificate of the primary server is not set on the [Syslog] tab.	Verify the setting.	E
32561	205210	The root certificate of the primary server is not set on the [Syslog] tab.	Verify the setting.	E
32561	205211	The client certificate of the secondary server is not set on the [Syslog] tab.	Verify the setting.	E
32561	205212	The root certificate of the secondary server is not set on the [Syslog] tab.	Verify the setting.	E
32561	205301	Some entries are not valid on the [SNMP] tab.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
32561	205303	The radio button for SNMP Agent (Enable/Disable) is not selected on the [SNMP] tab.	Select the radio button, and then retry the operation.	W
32561	205304	No more trap destinations can be added because the number of trap destinations that are added has reached the maximum.	Change the added trap destination. Alternatively, delete unnecessary trap destinations, and then retry the operation.	W
32561	205305	No more user names can be added because the number of user names that are added has reached the maximum.	Change the added user name. Alternatively, delete unnecessary user names, and then retry the operation.	W
32561	205401	The entered e-mail address is already used.	Enter a different e-mail address.	W
32561	205402	The entered community is already used.	Enter a different community.	W
32561	205403	The entered IP address is already used.	Enter a different IP address.	W
32561	205404	No more communities can be added because the number of communities that are added has reached the maximum.	Change the added community. Alternatively, delete unnecessary communities, and then retry the operation.	W
32561	205406	The entered user name is already added in the request authentication settings.	Enter a user name that is not used.	W
32561	205407	The specified IP address is the same as the one that is already added or is ready to be added.	Verify the setting.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32561	207001	An error occurred.	Verify the details of the error from the following error code list.	E
32561	207002	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E
32561	207114	An unexpected error occurred on the client side.	Wait for a while, log in again, and then retry the operation. If this problem persists, contact customer support.	E
32561	207115	An unexpected error occurred on the client side.	Click [Cancel]. Wait for a while, log in again, and then retry the operation. If this problem persists, contact customer support.	E
32561	209000	The Alert Notifications setting is complete.	Click [OK].	i
32561	209001	A test e-mail has been sent.	Verify that the test e-mail was delivered to the specified destination.	i
32561	209002	A test e-mail has been sent.	Verify that the test e-mail was delivered to the specified destination.	i
32561	209101	A test message has been sent.	Verify that the test message was delivered to the specified destination.	i
32561	209201	A test trap has been sent.	Verify that the test trap was delivered to the specified destination.	i

Part code 32661

Table 4-7 Error codes (part code 32661)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32661	205000	No program products are selected.	Select one or more program products.	E
32661	205001	The specified program product is not installed.	Verify the license status.	E
32661	205002	The specified program product cannot be enabled because the status is not Installed (Disabled).	Verify the license status.	E
32661	205003	The specified program product cannot be disabled because the license key type is not Term.	Verify the license key type.	E
32661	205004	The specified program product cannot be disabled because the status is not Installed.	Verify the license status.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32661	205005	No key code.	Enter the key code.	E
32661	205006	The license key file is not selected.	Select a license key file.	E
32661	205007	The number of characters for the key code is not valid.	Enter the key code with 75 characters.	E
32661	205008	Invalid characters are used in the key code.	Enter alphanumeric characters only.	E
32661	205009	The license key file name exceeds 200 characters.	Move the license key file to an upper hierarchy so as to have the file name be within 200 characters, and then retry the operation.	E
32661	205010	The license key file cannot be uploaded.	If this problem persists, contact customer support.	E
32661	206000	The license information cannot be obtained.	If this problem persists, contact customer support.	E
32661	206001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
32661	206002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
32661	206003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
32661	206004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
32661	207001	An error occurred.	Verify the details of the error from the following error code list.	E
32661	209000	The installation is complete.	Click [OK].	i
32661	209001	The license removal is complete.	Click [OK].	i
32661	209002	The license is enabled.	Click [OK].	i
32661	209003	The license is disabled.	Click [OK].	i

Part code 32761

Table 4-8 Error codes (part code 32761)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32761	205001	Some entries are not valid.	Verify the entered values, and then retry the operation.	W
32761	205002	Invalid characters are used in the domain name or IP address of at least one NTP server.	Verify the settings, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32761	209002	Set up Date & Time was completed.	Click [Close].	i

Part code 32861

Table 4-9 Error codes (part code 32861)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32861	200000	The login window setting has been changed.	Click [Close].	i
32861	204000	The window displayed by default cannot be set.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
32861	204001	The same network address is set for the maintenance port and the internal network.	Set different network addresses for the maintenance port and the internal network address, and then retry the operation.	W
32861	205002	Some entries are not valid.	Verify the entries, and then retry the operation.	W
32861	205003	Some entries are not valid.	Check the contents, and retry.	W
32861	206000	The window displayed by default is not selected.	Verify the setting.	E
32861	207001	An internal logic contradiction occurred.	Contact customer support.	E
32861	209004	Setting up the network permission is complete and ESM will restart. Wait for a while, and then log in again.	Click [Close].	i
32861	209005	To enable the new network settings, ESM needs to be restarted.	To restart ESM, click OK. Wait until the ESM restart is complete, and then log in again.	i
32861	209006	The network settings are complete.	Click [Close].	i
32861	209007	An error occurred during setup of the network permission .	Verify the details of the error from the following error code list.	E
32861	209008	Rebooting the ESM is started. Wait for a while, and then log in again.	Click [Close].	i
32861	209123	The change of network settings is being reflected. Click [OK] to log out, and log in again a few minutes later.	Click [OK].	i

Part code 32961

Table 4-10 Error codes (part code 32961)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32961	203014	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
32961	205001	The number of new Drive Boxes are not selected.	Select the number of new Drive Boxes, and then retry the operation.	E
32961	205002	Drive Box type is not selected.	Select Drive Box type, and then retry the operation.	E
32961	205003	Drive Box is not selected.	Select Drive Box, and then retry the operation.	E
32961	205008	There is no drive box that can be removed.	Click [Close].	W
32961	205010	Some entries are not valid.	Verify the entries, and then retry the operation.	W
32961	205011	No more drive boxes can be added because the number of drive boxes exceeds the maximum that can be installed.	Verify the settings, and then retry the operation.	E
32961	205079	Locations where DFB2 cannot be installed are specified.	Verify the types of drive boxes that can be installed in each of the locations referring to the manual, and then retry the operation.	W
32961	208016	Installing the drive box cannot be performed due to one of the following reasons. • *xxx* is not properly connected. • The type of *xxx* does not match the one selected on the window.	Verify the following, and then retry the operation. • *xxx* is correctly connected to *xxx*. • The type of *xxx* is the same as the one selected on the window. If this problem persists, contact customer support.	E
32961	208017	*xxx* cannot be detected.	Verify the following items: • *xxx* is correctly connected to *xxx*. • No error or blockage occurs in *xxx*. If there is no problem, replace the following parts, and then retry the operation. • *xxx* • *xxx* • The cable connected *xxx* and *xxx* If this problem persists, contact customer support.	E
32961	209004	Install Drive Boxes were completed.	Click [Close].	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
32961	209005	Remove Drive Boxes were completed.	Click [Close].	i
32961	209006	Turn on Locate LEDs were completed.	Click [Close].	i
32961	209007	Turn off Locate LEDs were completed.	Click [Close].	i
32961	209009	The system information settings are complete.	Click [Close].	i
32961	209012	Do you reset the duration of use for the air filter? Replacing an air filter is notified when machine uptime reaches one year from resetting the duration.	To reset the duration, click [OK].	W
32961	209013	Resetting the duration of use for the air filter is complete.	Click [Close].	i
32961	209015	Editing of the setting for the air filter replacement notice is complete.	Click [Close].	i

5

Message (part code group 33nnn)

This chapter includes the error messages with the part code 33061 to 33462.

- Part code 33061
- Part code 33161
- Part code 33261
- Part code 33361
- Part code 33462

Part code 33061

Table 5-1 Error codes (part code 33061)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33061	203101	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E
33061	203102	The audit log file cannot be exported.	If this problem persists, contact customer support.	E
33061	203201	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E
33061	203202	The client certificate file of the primary server cannot be uploaded.	If this problem persists, contact customer support.	E
33061	203203	The root certificate file of the primary server cannot be uploaded.	If this problem persists, contact customer support.	E
33061	203204	The client certificate file of the secondary server cannot be uploaded.	If this problem persists, contact customer support.	E
33061	203205	The root certificate file of the secondary server cannot be uploaded.	If this problem persists, contact customer support.	E
33061	205202	The radio button for Transfer Protocol is not selected.	Select the radio button, and then retry the operation.	E
33061	205203	The radio button for Primary Server (Enable/Disable) is not selected.	Select the radio button, and then retry the operation.	E
33061	205204	The radio button for Syslog Server of Primary Server is not selected.	Select the radio button, and then retry the operation.	E
33061	205205	The radio button for Secondary Server (Enable/Disable) is not selected.	Select the radio button, and then retry the operation.	E
33061	205206	The radio button for Syslog Server of Secondary Server is not selected.	Select the radio button, and then retry the operation.	E
33061	205207	The same IP address or host name is specified for the primary server and the secondary server.	Enter the correct IP address or host name.	E
33061	205208	The radio button for Retry (Enable/Disable) is not selected.	Select the radio button, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33061	205209	The radio button for Output Detailed Information (Enable/ Disable) is not selected.	Select the radio button, and then retry the operation.	E
33061	205210	The client certificate of the primary server is not set.	Verify the setting.	E
33061	205211	The root certificate of the primary server is not set.	Verify the setting.	E
33061	205212	The client certificate of the secondary server is not set.	Verify the setting.	E
33061	205213	The root certificate of the secondary server is not set.	Verify the setting.	E
33061	209101	A test message has been sent.	Verify that the syslog server received the test message.	i
33061	209201	The setting of the audit log syslog server is complete.	Click [OK].	i
33061	209202	Audit logs of ESM will be exported from the CTL connected to Maintenance Utility.	To continue, click OK. The audit logs of ESM are stored on *xxx* and *xxx*. Export the audit logs from one CTL and then the other.	i
33061	209203	Audit logs of DKC will be exported.	To continue, click OK.	i

Part code 33161

Table 5-2 Error codes (part code 33161)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33161	200002	The alert information cannot be obtained.	Verify the configuration of the storage system.	i
33161	200003	The alert information from the ESM cannot be obtained.	Verify the configuration of the storage system.	i
33161	203001	There is no data to be displayed.	Click [Close].	i
33161	203002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33161	203003	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
33161	203101	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33161	207002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33161	207101	The processing cannot continue due to an internal logic contradiction.	If this problem persists, contact customer support.	E

Part code 33261

Table 5-3 Error codes (part code 33261)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33261	209000	The firmware update was completed successfully.	Check the version of firmware was updated correctly.	i
33261	209002	Firmware File is not selected.	Check Firmware File is selected, and then retry the operation.	E
33261	209003	Firmware File name exceeds the maximum charactors.	Shorten the file name, and then retry the operation.	E
33261	209004	An internal error occurred in communication with the web server.	Contact Support Center.	E
33261	209005	Custom Definition File is not selected.	Check Custom Definition File is selected, and then retry the operation.	E
33261	209006	Custom Definition File exceeds the maximum charactors.	Shorten the file name, and then retry the operation.	E
33261	209007	A time-out error occurred during communication with the web server.	Wait for a while, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
33261	209008	An internal error occurred in Maintenance Utility.	Contact Support Center.	E
33261	209009	FcWizard is running.	Wait until FcWizard is complete, and then retry the operation.	W
33261	209010	Firmware update is running.	Wait until the firmware update is complete, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33261	209011	If the ESM firmware or the ESM OS firmware is updated, communication with the target ESM is not available due to the ESM restart. To verify the progress of the firmware update, log back in to the ESM after it restarts. While the firmware is updated between the specific versions or the ESM OS firmware is downgraded, communication via the service IP address is not available for about 40 minutes. Refer to the details described in the FIRMWARE section of the Maintenance Manual.	To continue, click OK.	i
33261	209012	If the ESM firmware or the ESM OS firmware is updated while FcWizard is running, communication with the target ESM is not available due to the ESM restart. To verify the progress of the firmware update, log back in to the ESM after it restarts. While the firmware is updated between the specific versions or the ESM OS firmware is downgraded, communication via the service IP address is not available for about 40 minutes. Refer to the details described in the FIRMWARE section of the Maintenance Manual.	To continue, click OK.	i
33261	209013	Due to the firmware update, the ESM is restarted and the connection to Maintenance Utility is lost.	Click OK to log out, and then clear the cache of the web browser. After logging out, wait for five minutes until the connection to Maintenance Utility is available, and then log back in to Maintenance Utility.	i

Part code 33361

Table 5-4 Error codes (part code 33361)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	003400	The firmware renewal carried out last time succeeded.	Please click [OK]. When doing a firmware renewal newly, please put a firmware renewal into effect.	i
33361	004301	The ESM firmware version cannot be obtained.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004302	The ESM firmware cannot be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004306	An error occurred on the ESM parallel firmware update.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	004307	The firmware cannot be installed on the ESM.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	004308	The update progress of the ESM firmware cannot be obtained.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004309	The ESM cannot be verified.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004310	The progress of verifying the ESM cannot be obtained.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004312	The ESM cannot be rebooted.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004313	The ESM firmware cannot be completely updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004400	The firmware renewal carried out last time succeeded.	Please click [OK]. When doing a firmware renewal newly, please put a firmware renewal into effect.	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	004401	The firmware could not be updated last time.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004402	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	004403	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004405	The firmware could not be updated last time because the firmware could not be transferred to the ESM.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004406	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	004407	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004408	The firmware could not be updated last time because the update progress of the ESM firmware could not be obtained.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004409	The firmware could not be updated last time because the ESM could not be verified.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004410	The firmware could not be updated last time because the verification progress of the ESM could not be performed.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004411	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	004412	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	004413	The firmware could not be updated last time because the ESM firmware could not be updated.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	005011	The processing cannot continue because a logic contradiction occurred during firmware information collection.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005021	A communication error occurred while uploading NASFWCF.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005022	An error occurred while uploading NASFWCF.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005023	The processing cannot continue because a logic contradiction occurred while uploading NASFWCF.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	005024	A communication error occurred during the NASFWCF upload. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	005025	An error occurred during the NASFWCF upload. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	005031	A communication error occurred while checking for the NASFWCF version.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005032	The NASFWCF version check cannot be performed.	Click [OK], and then click the close button on the Update Firmware window. After that, fix the error described in the NAS error message, and then retry the operation. For information on how to fix the error, contact customer support provided in the manual. *xxx*	W
33361	005033	NASFWCF cannot be updated with the combination of the specified firmware versions.	Click [OK], and then click the close button on the Update Firmware window. Verify that the firmware version to install on the storage system supports NAS, and then retry the operation. If this problem persists, contact customer support provided in the manual.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	005034	A communication error occurred while the NASFW version is verified. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	005035	The NASFW version cannot be verified. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	005036	The NASFW cannot be updated with the specified firmware combination.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	005037	The NASFWCF version check cannot be performed.	Click [OK]. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005041	A communication error occurred while uploading NASFWCF.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005042	An error occurred while uploading NASFW.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	005051	A communication error occurred while updating NASFW.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005052	An error occurred while updating NASFW.	Click [OK], and then click the close button on the Update Firmware window. After that, fix the error described in the NAS error message, and then retry the operation. For information on how to fix the error, contact customer support provided in the manual. *xxx*	W
33361	005053	An error occurred while updating NASFW.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005061	A communication error occurred while checking for NASFW update progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005062	An error occurred while checking for NASFW update progress.	Click [OK], and then click the close button on the Update Firmware window. After that, fix the error described in the NAS error message, and then retry the operation. For information on how to fix the error, contact customer support provided in the manual. *xxx*	W
33361	005063	An error occurred while checking for NASFW update progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	005071	A communication error occurred while processing the NASFW update.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	005072	An error occurred while applying the NASFW update.	Click [OK], and then click the close button on the Update Firmware window. After that, fix the error described in the NAS error message, and then retry the operation. For information on how to fix the error, contact customer support provided in the manual. *xxx*	W
33361	005073	An error occurred while applying the NASFW update.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	W
33361	009802	The firmware update is available only for ESM because the DKC status is not Ready.	To update firmware other than the ESM firmware, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part. After that, verify that the DKC status is Ready, and then retry the operation.	W
33361	009803	The firmware update is available only for ESM because communication with DKC is not available.	To update firmware other than the ESM firmware, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. There is no error or blockage in any part, verify the firmware update setting, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	009804	The firmware update related operations are not available, because the ESM has just started up or the storage system status is not Ready.	If the ESM has just started up, wait for a while, and then retry the operation. If not, log back in, and then verify the status of each part and the alert information. If an error or a blockage occurred in a part, restore the part. After that, verify that the storage system status is Ready, and then retry the operation.	W
33361	009805	The firmware update is complete.	Click [OK], and then click the close button on the Update Firmware window.	i
33361	009806	The firmware update cannot be completed.	Click [OK]. Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. If the problem persists, contact customer support provided in the manual.	E
33361	009807	The online help window cannot be opened.	Fix the problem with the browser, verify that the browser starts up, and then retry the operation.	E
33361	200101	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200102	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200120	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	200197	A time-out error occurred.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	E
33361	200201	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200202	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200203	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200220	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200398	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200399	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	200401	The media file is in the invalid format.	Select files.	E
33361	200402	The media file is in the invalid format.	Select files.	E
33361	200403	The media file is in the invalid format.	Select files.	E
33361	200404	The media file is in the invalid format.	Select files.	E
33361	200405	The media file is in the invalid format.	Select files.	E
33361	200406	No files are selected.	Select files.	W
33361	200499	The media file is in the invalid format.	Select files.	E
33361	200501	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200502	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200503	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	200520	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201001	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201002	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201003	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201020	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201101	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201102	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201103	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201120	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201201	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201202	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201203	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201206	The operation cannot be performed, because the specified media is not correct	Verify the following conditions, and then retry the operation: • The media is used for the firmware update. • The media has been uploaded. • The media type is correct. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201220	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201301	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201302	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201303	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201304	The firmware cannot be updated, because the version will be downgraded.	Click OK. Verify the function ID and the function ID for ESM shown on the window, solve the problem, and then retry the operation.	W
33361	201305	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201306	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201307	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201308	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201309	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201320	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201400	The firmware update is complete.	Click [OK], and then click the close button on the Update Firmware window. To enable the update, close the Firmware window.	i
33361	201401	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201402	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201403	The firmware upload is complete, but an error occurred during the firmware update.	Click OK, click the close button on the Update Firmware window, and then perform the following procedure. Check the network configuration of the maintenance PC, MPC, and storage system. If a relay server, such as a proxy server, is connected to the network, temporarily use a different network not through the relay server, and then retry the operation. If it is not the case, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts. When a part is blocked, restore the part, and then retry the operation. When no part is blocked, select DKCMAIN, CHB, and DKB, and then update the firmware. If the updated firmware version is the same as the current one, the upload processing is skipped. If this problem occurs again, contact customer support.	E
33361	201404	The firmware cannot be updated because the processor usage rate exceeds the upper limit.	Click [OK], and then click the close button on the Update Firmware window. Reduce I/O to lower the processor usage rate, and then retry the operation. If the problem persists, contact customer support provided in the manual.	W
33361	201420	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201421	The selected firmware cannot be updated.	Verify that the firmware media used for the firmware update is correct, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201501	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201502	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201503	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201504	ESM is rebooted. The online firmware update continues.	Click [OK]. Wait for about five minutes, connect to ESM, select [Firmware] under Administration. On the Firmware window, verify the firmware update settings. If it is not possible to connect to the ESM, verify the network and the storage system because an error might occur in the network or the storage system.	i
33361	201505	ESM is rebooted. The online firmware update continues.	Click [OK].	i
33361	201506	The firmware update is complete, and ESM is rebooted.	Click [OK]. Wait for about five minutes until the update status on the Environmental Settings window changes to Completed.	i
33361	201507	An error occurred during communication with the web server. The online firmware update continues.	Click [OK]. Connect to ESM. If it is not possible to connect to the ESM, verify the network and the storage system because an error might occur in the network or the storage system.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201520	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201601	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201602	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201603	The firmware upload is complete, but an error occurred during the firmware update.	Click OK, click the close button on the Update Firmware window, and then perform the following procedure. Check the network configuration of the maintenance PC, MPC, and storage system. If a relay server, such as a proxy server, is connected to the network, temporarily use a different network not through the relay server, and then retry the operation. If it is not the case, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts. When a part is blocked, restore the part, and then retry the operation. When no part is blocked, select DKCMAIN, CHB, and DKB, and then update the firmware. If the updated firmware version is the same as the current one, the upload processing is skipped. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201604	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201620	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201701	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201702	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201703	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201704	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201720	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201801	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201802	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201803	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201804	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201820	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201900	The firmware update is complete.	Click [OK], and then click the close button on the Update Firmware window. To enable the update, close the Firmware window.	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	201901	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201902	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201903	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201904	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201905	An error occurred while updating the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	201920	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202001	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202002	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202003	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202004	To implement the firmware update, it is necessary to reboot the ESM forcibly.	Click [OK], and then click the close button on the Update Firmware window. Click [System Management] under Menu, and then click [Reboot ESM] to reboot the ESM.	W
33361	202020	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202101	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202102	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202103	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202110	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E
33361	202120	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E
33361	202201	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202202	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202203	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202210	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E
33361	202220	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E
33361	202301	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202302	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202303	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202310	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202320	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E
33361	202401	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202402	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202403	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202410	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E
33361	202420	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202501	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202502	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202503	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202510	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E
33361	202520	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E
33361	202601	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202602	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202603	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202605	A time-out error occurred on the ESM.	Click [OK], and then click the close button on the Update Firmware window. Click [System Management] under Menu, and then click [Reboot ESM] to reboot the ESM.	E
33361	202606	A time-out error occurred on the ESM.	Click [OK], and then click the close button on the Update Firmware window. Click [System Management] under Menu, and then click [Reboot ESM] to reboot the ESM.	E
33361	202607	A time-out error occurred on the ESM.	Click [OK], and then click the close button on the Update Firmware window. Click [System Management] under Menu, and then click [Reboot ESM] to reboot the ESM.	E
33361	202610	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202620	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E
33361	202701	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202702	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202703	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202710	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202720	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E
33361	202801	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202802	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202803	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202810	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202820	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E
33361	202901	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202902	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202903	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	202910	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	202920	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for about 30 minutes, connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again. If an error occurs at rebooting the ESM, contact customer support.	E
33361	203000	Firmware renewal was completed and reboot.	Click [OK]. Wait for about five minutes, connect to ESM, select [Firmware] under Administration. On the Firmware window, verify the firmware update settings. If it is not possible to connect to the ESM, verify the network and the storage system because an error might occur in the network or the storage system.	i
33361	203001	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203002	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203003	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203010	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again.	E
33361	203020	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Connect to the ESM on the controller board *xxx*, select [System Management] under Menu and then [ESM Reboot] to reboot the ESM. Then, update the firmware again.	E
33361	203101	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203102	The firmware cannot be updated because communication with DKC is not available.	Click [OK], and then click the close button on the Update Firmware window. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. If there is no error or blockage in any part, verify the firmware update setting, and then retry the operation.	W
33361	203103	The firmware update cannot be completed.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	E
33361	203104	The user session is not valid.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203105	An error occurred on the server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203106	An error occurred on the storage system.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203107	An error occurred on the server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203108	The user session is not valid.	Click [OK], and then click the close button on the Update Firmware window. Log in to Maintenance Utility again, and then retry the operation.	W
33361	203109	An error occurred on the storage system.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203110	The operation cannot be performed because an operation by a different user is in progress.	Click [OK], and then click the close button on the Update Firmware window. Wait for a while, and then retry the operation.	W
33361	203111	An error occurred on the storage system.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203112	An error occurred on the storage system.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203113	An error occurred on the server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203114	An error occurred on the server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203115	An error occurred on the server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203116	The firmware is being updated.	Wait until the firmware update is complete, and then retry the operation.	W
33361	203120	The firmware cannot be updated because communication with DKC is not available.	Click [OK], and then click the close button on the Update Firmware window. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then retry the operation. If there is no error or blockage in any part, verify the firmware update setting, and then retry the operation.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203201	The system lock cannot be released.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	203202	The system lock cannot be released.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	203203	The system lock cannot be released.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	203220	The system lock cannot be released.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	203501	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203502	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203503	The firmware update files cannot be verified.	Click [OK], and then click the close button on the Update Firmware window. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts. When a part is blocked, restore the blocked part, and then retry the operation.	E
33361	203601	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203602	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203603	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203604	The processing cannot continue due to an internal logical contradiction.	Please call the Technical Support Division.	E
33361	203701	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203702	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203703	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203801	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203802	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203803	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	203901	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	203902	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	203903	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204000	ESM parallel firmware update cannot continue due to an error.	Click [OK]. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	204100	ESM firmware update was completed and reboot, but an error occurred on the storage system.	Click [OK]. Wait for five minutes or longer, and then perform the troubleshooting of the storage system.	W
33361	204200	ESM firmware update was completed, but an error occurred on the storage system.	Click [OK]. Perform the troubleshooting of the storage system.	W
33361	204500	The firmware update is complete, and ESM is rebooted.	Click [OK], and then click the close button on the Update Firmware window. Wait for about five minutes, connect to ESM. If it is not possible to connect to the ESM, verify the network and the storage system because an error might occur in the network or the storage system.	i

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	204601	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204602	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204603	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204605	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204606	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	204607	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204608	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204609	An error occurred while uploading the firmware.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204620	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	204800	An error occurred between ESM and DKC.	Click [OK]. connect to ESM, select [Firmware] under Administration. On the Firmware window, verify the firmware update settings before Performing the troubleshooting of the storage system. If it is being updated, a progress screen will be displayed. If it is not being updated, Perform the troubleshooting of the storage system.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	205101	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	205102	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	205103	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	205201	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	205202	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E
33361	205203	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Wait for five minutes or longer, and then update the firmware again. If this problem persists, contact customer support provided in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	205301	A time-out error occurred during communication with the web server. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	205302	An HTTP error occurred on the web server. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	205303	The processing cannot continue due to an error. The NASFW cannot be updated.	Click [OK]. To update firmware other than NASFW, continue the update operation. To update firmware including NASFW, cancel the update operation, wait for five minutes or longer, and then retry the operation. If this problem persists, contact customer support.	W
33361	205601	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	205602	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	205603	The processing cannot continue due to an internal logical contradiction.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	205701	A time-out error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	205702	An error occurred during communication with the web server.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	E
33361	205703	The processing cannot continue because an error occurred on ESM Parallel firmware update.	Click [OK], and then click the close button on the Update Firmware window. Perform the following procedure. • Connect to ESM on controller board 1 and that on controller board 2 respectively, and then perform Reboot ESM. • Perform Force Release System Lock to unlock the system.	W
33361	208000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	208001	The firmware cannot be changed to the version that does not support the accelerated compression because the storage system contains parity groups with the accelerated compression enabled.	Perform one of the following: • Specify a firmware version that supports the accelerated compression, and then make the update. • Disable the accelerated compression on all parity groups, and then change the firmware to a version that does not support the accelerated compression.	E
33361	208002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33361	208003	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
33361	208004	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
33361	208005	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
33361	208006	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
33361	208007	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
33361	208008	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
33361	209120	The combination of the selected DKCMAIN and DKB firmware versions is not valid.	Select the DKCMAIN and DKB firmware, and then retry the operation.	E
33361	209121	The combination of the selected DKCMAIN and CHB(FC16G) firmware versions is not valid.	Select the DKCMAIN and CHB(FC16G) firmware, and then retry the operation.	E
33361	209122	The combination of the selected DKCMAIN and CHB(iSCSI) firmware versions is not valid.	Select the DKCMAIN and CHB(iSCSI) firmware, and then retry the operation.	E
33361	209123	The combination of the selected DKCMAIN and CHB(FC32G) firmware versions is not valid.	Select the DKCMAIN and CHB(FC32G) firmware, and then retry the operation.	E
33361	209124	The combination of the selected DKCMAIN and DKBN firmware versions is not valid.	Select the DKCMAIN and DKBN firmware, and then retry the operation.	E
33361	209125	The combination of the selected DKCMAIN and NSW firmware versions is not valid.	Select the DKCMAIN and NSW firmware, and then retry the operation.	E
33361	209126	The combination of the selected DKCMAIN and DKBN firmware versions is not valid.	Select the DKCMAIN and DKBN firmware, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33361	209127	The combination of the selected DKCMAIN and NSW firmware versions is not valid.	Select the DKCMAIN and NSW firmware, and then retry the operation.	E
33361	209128	The combination of the selected DKCMAIN and EDKBN micro-program versions is not valid.	Retry the micro-program exchange in a right combination of DKCMAIN and EDKBN micro-program versions.	E
33361	209129	The combination of the selected DKCMAIN firmware version and the CTL_NSW firmware version is not correct.	Retry the firmware update of the DKCMAIN firmware and the CTL_NSW firmware by following Trouble Recovery Procedure in Firmware Update in the maintenance manual.	E
33361	209130	The combination of the selected DKCMAIN firmware version and the CTL_eDKBN firmware version is not correct.	Retry the firmware update of the DKCMAIN firmware and the CTL_NSW firmware by following Trouble Recovery Procedure in Firmware Update in the maintenance manual	E
33361	209131	The combination of the selected DKCMAIN and CTL_NSW2 firmware versions is not valid.	Select the DKCMAIN and CTL_NSW2 firmware, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
33361	209132	The combination of the selected DKCMAIN and DKBN2 firmware versions is not valid.	Select the DKCMAIN and DKBN2 firmware, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
33361	209133	The combination of the selected DKCMAIN and NSW2 firmware versions is not valid.	Select the DKCMAIN and NSW2 firmware, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
33361	209134	The combination of the selected DKCMAIN and CHB(FC64G) firmware versions is not valid.	Select the DKCMAIN and CHB(FC64G) firmware, and then retry the operation. If this problem persists, contact customer support provided in the manual.	E
33361	209135	The CHB (iSCSI25G, NVMe/ TCP100G) firmware cannot be downgraded to a version that does not support the function.	Take the recovery actions described in Recovery Procedure in Online Menu Was Selected in the FIRMWARE section of the Maintenance Manual, and then retry the firmware update. If this problem persists, contact customer support.	E
33361	209999	The processing cannot continue due to an internal logical contradiction.	Please call the Technical Support Division.	E

Part code 33462

Table 5-5 Error codes (part code 33462)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
33462	200001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33462	200003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33462	200005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33462	200006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33462	200065	The firmware upload is complete, but an error occurred during the firmware update.	Click [OK], click the close button on the Update Firmware window, and then perform the following procedure. Check the network configuration of the maintenance PC, MPC, and storage system. If a relay server, such as a proxy server, is connected to the network , temporarily use a different network not through the relay server, and then retry the operation. If it is not the case, click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts. When a part is blocked, restore the part, and then retry the operation. When no part is blocked, select DKCMAIN, CHB, and DKB, and then update the firmware. If the update firmware version is the same as the current one, the upload processing is skipped.	E
33462	200201	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33462	200202	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
33462	200203	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

6

Message (part code group 34nnn)

This chapter includes the error messages with the part code 34062.

- Part code 34062

Part code 34062

Table 6-1 Error codes (part code 34062)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
34062	203101	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203102	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
34062	203103	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203104	The client certificate file of the primary server or the password is not valid.	Specify the correct client certificate file, or if entering a password, enter the correct password. If the valid client certificate file and password are specified, contact customer support.	E
34062	203105	The root certificate file of the primary server is not valid.	Select the correct root certificate file. If the valid root certificate file is selected, contact customer support.	E
34062	203106	The client certificate and the root certificate of the primary server have been set. However, the client certificate and the root certificate of the secondary server cannot be set, because the client certificate file or the password of the secondary server is not valid.	Specify a valid client certificate file, or if entering a password, enter the correct password for the secondary server, and then retry the operation. Re-enter the settings also for the primary server before retrying the operation. If the client certificate file and the password are valid, contact customer support.	E
34062	203107	The client certificate and the root certificate of the primary server have been set. However, the client certificate and the root certificate of the secondary server cannot be set, because the root certificate of the secondary server is not valid.	Specify a valid root certificate file for the secondary server, and then retry the operation. Re-enter the settings also for the primary server before retrying the operation. If the root certificate file is valid, contact customer support.	E
34062	203201	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203202	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
34062	203203	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203301	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203302	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
34062	203303	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203310	Failed to send a test message to the primary server.	Verify the following, and then retry the operation: • The specified host name and port number are correct. • The specified timeout value is appropriate. • The client, root and server certificate is correct. If this problem persists, contact customer support.	E
34062	203311	Failed to send a test message to the secondary server.	Verify the following, and then retry the operation: • The specified host name and port number are correct. • The specified timeout value is appropriate. • The client, root and server certificate is correct. If this problem persists, contact customer support.	E
34062	203401	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203402	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
34062	203403	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203501	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203502	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
34062	203503	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203504	The client certificate file or the password of the primary server on the [Syslog] tab is not valid.	Specify the correct client certificate file or password. If the valid client certificate file and password are specified, contact customer support.	E
34062	203505	The root certificate file of the primary server on the [Syslog] tab is not valid.	Select the correct root certificate file. If the valid root certificate file is selected, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
34062	203506	The client certificate and the root certificate of the primary server on the Syslog tab have been set. However, the client certificate and the root certificate of the secondary server cannot be set, because the client certificate file or the password of the secondary server on the Syslog tab is not valid.	Specify a valid client certificate file or password for the secondary server, and then retry the operation. Re-enter the settings also for the primary server before retrying the operation. If the client certificate file and the password are valid, contact customer support.	E
34062	203507	The client certificate and the root certificate of the primary server on the Syslog tab have been set. However, the client certificate and the root certificate of the secondary server cannot be set, because the root certificate of the secondary server on the Syslog tab is not valid.	Specify a valid root certificate file for the secondary server, and then retry the operation. Re-enter the settings also for the primary server before retrying the operation. If the root certificate file is valid, contact customer support.	E
34062	203601	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203602	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
34062	203603	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203701	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203702	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
34062	203703	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
34062	203710	Failed to send a test message to the primary server.	Verify the following, and then retry the operation: • The specified host name and port number are correct. • The specified timeout value is appropriate. • The client, root and server certificate is correct. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
34062	203711	Failed to send a test message to the secondary server.	Verify the following, and then retry the operation: • The specified host name and port number are correct. • The specified timeout value is appropriate. • The client, root and server certificate is correct. If this problem persists, contact customer support.	E

7

Message (part code group 35nnn)

This chapter includes the error messages with the part code 35162 to 35961.

- Part code 35162
- Part code 35261
- Part code 35362
- Part code 35462
- Part code 35562
- Part code 35661
- Part code 35961

Part code 35162

Table 7-1 Error codes (part code 35162)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35162	200001	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35162	200002	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35162	200003	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35162	200004	An error occurred in Edit UPnP Setting on the controller board to which Maintenance Utility is connected.	Retry the operation. If this problem persists, contact customer support.	E
35162	200005	An error occurred in Edit UPnP Setting on the controller board to which Maintenance Utility is not connected.	Retry the operation. If this problem persists, contact customer support.	E

Part code 35261

Table 7-2 Error codes (part code 35261)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	201000	A time-out error occurred during communication with the web server.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	201001	An HTTP error occurred on the web server.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	202000	An error occurred while preparing the installation of the NAS unified firmware.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	202001	An error occurred while preparing the installation of the NAS unified firmware.	Wait for a while, and then log in again.	E
35261	202002	A session time-out error occurred.	Log in again, and then retry the operation.	E
35261	202003	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	202004	The NAS unified firmware cannot be configured.	Perform the procedure "Non volatilization power-off and restarting" in the manual to power off and on the storage system, and then turn on the main switch.	E
35261	202005	The NAS unified firmware cannot be configured.	Perform the procedure "Non volatilization power-off and restarting" in the manual to power off and on the storage system, and then turn on the main switch.	E
35261	202006	The NAS unified firmware cannot be installed.	Perform the procedure "Non volatilization power-off and restarting" in the manual to power off and on the storage system, and then turn on the main switch. After that, delete all LDEVs in the parity group specified for installation, remove the NAS unified firmware, and then install the firmware again. If this problem persists, contact customer support.	E
35261	202007	A time-out error occurred during installation of the NAS unified firmware.	Verify corrective actions for the error code in the maintenance manual. If this problem persists, contact customer support.	E
35261	202008	A time-out error occurred during installation of the NAS unified firmware.	Follow the procedure in the manual to delete all LDEVs in the parity group specified for installation, and then remove the NAS unified firmware. After the removal, install the firmware again. If this problem persists, contact customer support.	E
35261	202009	A time-out error occurred during installation of the NAS unified firmware.	Perform the procedure "Non volatilization power-off and restarting" in the manual to power off and on the storage system, turn on the main switch, and then install the firmware again. If this problem persists, contact customer support.	E
35261	202010	A time-out error occurred during installation of the NAS unified firmware.	Perform the procedure "Non volatilization power-off and restarting" in the manual to power off and on the storage system, turn on the main switch, and then install the firmware again. If this problem persists, contact customer support.	E
35261	202011	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	202012	An internal error occurred on the storage system.	Contact customer support.	E
35261	202013	The NAS unified firmware cannot be installed because the combination of the DKCMAIN and unified hypervisor firmware versions is not valid.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, update all firmware on the storage system to the latest, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202014	The NAS unified firmware cannot be installed because the NAS platform (system LU) is blocked.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202015	The NAS unified firmware cannot be installed because the NAS module has an failure or is blocked.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202016	The NAS unified firmware cannot be installed because an error occurred while reading data from the CFM.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. When an error or a blockage occurred in a part, restore the part, and then install the NAS unified firmware again. With no error or blockage in any part, update all firmware on the storage system to the latest version, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	202017	An internal error occurred on the storage system. The unified hypervisor cannot be initialized.	Contact customer support.	E
35261	202018	An internal error occurred on the storage system. The unified hypervisor status is not valid.	Contact customer support.	E
35261	202019	The NAS unified firmware cannot be installed because a timeout error occurred during the unified hypervisor startup.	Contact customer support.	E
35261	202020	An internal error occurred on the storage system. The NAS platform status is not valid.	Contact customer support.	E
35261	202021	An internal error occurred on the storage system. More specifically, a timeout error occurred during the NAS platform startup.	Contact customer support.	E
35261	202022	The NAS unified firmware cannot be installed because the unified hypervisor is in the abnormal state.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202023	The NAS unified firmware cannot be installed because a timeout error occurred while reading NASFWINST.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202024	The NAS unified firmware cannot be installed because NASFWINST ended abnormally or a timeout error occurred.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202025	The NAS unified firmware cannot be installed because a timeout error occurred during the internal processing.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202026	The NAS unified firmware cannot be installed because the dump data of the unified hypervisor is being collected.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	202027	The NAS unified firmware cannot be installed because the hypervisor network module is being reset.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202028	The NAS unified firmware cannot be installed because NASFWINST is being started.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202029	The NAS unified firmware cannot be installed because the unified hypervisor is not started.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
35261	202030	The NAS unified firmware cannot be installed because the unified hypervisor is in the abnormal state.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
35261	202031	The NAS unified firmware cannot be installed because a timeout error occurred while reading NASFWINST.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
35261	202032	The NAS unified firmware cannot be installed because NASFWINST ended abnormally or a timeout error occurred.	Reset the unified hypervisor, and then retry the operation. If this problem persists, contact customer support.	E
35261	202034	The NAS unified firmware cannot be installed because the combination of the DKCMAIN and unified hypervisor firmware versions is not valid.	Update all firmware on the storage system to the latest, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202035	The NAS unified firmware cannot be installed because a timeout error occurred during the internal processing.	Retry the operation. If this problem persists, contact customer support.	E
35261	202036	The NAS unified firmware cannot be installed because the unified hypervisor is in the abnormal state.	Retry the operation. If this problem persists, contact customer support.	E
35261	202037	The NAS unified firmware cannot be installed because the unified hypervisor is in the abnormal state.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	202038	The NAS unified firmware cannot be installed because the dump data of the unified hypervisor is being collected.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	202039	The NAS unified firmware cannot be installed because the hypervisor network module is being reset.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	202040	The NAS unified firmware cannot be installed because NASFWINST is being started.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	202041	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202042	The NAS unified firmware cannot be installed because an error occurred while reading data from the CFM.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual. Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202043	The NAS unified firmware cannot be installed because NASFWINST cannot be started.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202044	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202045	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202046	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	202047	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202048	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202049	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	202050	The NAS unified firmware has been installed, but an error occurred during the startup process.	Click the refresh button to have the latest information displayed on the Maintenance Utility main window, and then verify the status of parts and alert information. If an error or a blockage occurred in a part, restore the part. Because high cache write pending may affect the startup processing, reducing the load on the cache is recommended. If this problem persists, contact customer support.	E
35261	202051	The NAS unified firmware cannot be installed.	Perform the recovery procedure for when the NAS unified firmware cannot be installed in the manual, and then install the NAS unified firmware again. If this problem persists, contact customer support.	E
35261	204000	A global IP address is currently set for the internal network. To install the NAS unified firmware, a private IP address needs to be set to the internal network.	Set a private IP address for the internal network on the Set Up Network Settings window of Maintenance Utility, and then retry the operation.	W
35261	204001	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35261	204360	Maintenance for the PC is not connected.	Verify the connection between the maintenance PC and the storage system and the IP address setting on the LAN port for maintenance.	E
35261	205000	The format of the selected NAS unified firmware file is not valid.	Verify that the selected file is the NAS unified firmware file.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	205001	No NAS unified firmware file is selected.	Select an NAS unified firmware file.	W
35261	206000	The selected NAS unified firmware file cannot be copied.	Verify the setting of the IIS-FTP server on the maintenance PC.	E
35261	206001	The selected NAS unified firmware file cannot be copied.	Reserve *xxx* or more space on C Drive, and then retry the operation.	E
35261	206002	A time-out error occurred while the NAS unified firmware file is being copied.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	206003	Do not stop Java because the NAS unified firmware is being installed.	Wait until the installation is complete.	i
35261	206004	The NAS unified firmware cannot be installed.	Connect the maintenance PC to the maintenance LAN port on CTL01, and then retry the operation.	E
35261	206005	A session time-out error occurred.	Perform Reboot ESM.	E
35261	206006	The online help window cannot be opened.	Fix the problem with the browser, verify that the browser starts up, and then retry the operation.	E
35261	206007	The NAS unified firmware cannot be installed because the licenses of the required program products are not enabled.	Enable the licenses for Open Volume Management and Resource Partition Manager, and then retry the operation. If this problem persists, contact customer support.	E
35261	206008	The NAS unified firmware cannot be installed, because the available parity groups or pools do not exist.	Create parity groups or pools with 500 GB or greater space, and then retry the operation. For requirements of available parity groups and pools, see the manual. If this problem persists, contact customer support provided in the manual.	E
35261	206009	The NAS unified firmware cannot be installed because the required firmware is not installed.	Install the firmware of Unified Hypervisor and NASFWINST from the media, and then retry the operation. If this problem persists, contact customer support.	E
35261	206010	The selected firmware version does not match the firmware version installed on *xxx* .	Select the same firmware version as the installed one, and then retry the operation. If this problem persists, contact customer support.	W
35261	206011	The operation cannot be performed because the firmware version installed on *xxx* is unknown.	Contact customer support.	W

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35261	207000	An unexpected error occurred on the client side.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35261	208000	The operation cannot be performed because a different user operation is in progress.	Wait for a while, and then retry the operation.	E
35261	208001	The NAS unified firmware cannot be installed.	Contact the administrator of the storage system to verify that performing Force Release System Lock does not cause any problems, perform Force Release System Lock, and then retry the operation.	E
35261	209000	The NAS unified firmware has been installed. ESM is restarting.	Wait for a while, and then log in.	i
35261	209001	The NAS unified firmware will be installed on CTL*xxx* again.	To continue, click [OK].	i
35261	209002	The NAS unified firmware has been installed.	Wait for a while, and then log in.	i
35261	209003	Re-installing the NAS unified firmware needs target nodes to be removed from the NAS cluster.	To verify the configuration of the NAS cluster and nodes, click [Cancel] and use NAS Manager. To continue, click [OK].	W
35261	209004	If the NAS unified firmware is installed on the selected pool, the used pool capacity will exceed the warning threshold.	To change the installation destination, click [Cancel], and then select a pool again. To continue, click [OK].	W
35261	209005	If the NAS unified firmware is installed on the selected pool, the used pool capacity will exceed the depletion threshold.	To change the installation destination, click [Cancel], and then select a pool again. To continue, click [OK].	W
35261	209006	The current DKCMAIN firmware version does not support the firmware installation on a pool. Only the installation on a parity group can be performed.	To install the firmware on a pool, update the DKCMAIN firmware, and then retry the operation.	W

Part code 35362

Table 7-3 Error codes (part code 35362)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35362	201000	An error occurred during the attempt to access the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35362	201001	An error occurred on the storage system. (details = *xxx*)	SSB1 and SSB2 are output in the error code of the response. See the *Command Control Interface User and Reference Guide*, and then perform the procedures corresponding to the output SSB codes. If this problem persists, contact customer support.	E
35362	201002	An error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35362	202000	An error occurred during the attempt to access the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35362	202001	An error occurred during the attempt to access the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35362	202002	An internal error might have occurred on ESM.	Retry the operation. If this problem persists, contact customer support.	E
35362	202003	A timeout error occurred during the attempt to access the storage system.	Retry the operation. If this problem persists, contact customer support.	E
35362	204000	An internal error might have occurred on ESM.	Retry the operation. If this problem persists, contact customer support.	E

Part code 35462

Table 7-4 Error codes (part code 35462)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35462	201000	User authentication cannot be performed.	The authorization header is incorrect. Specify the correct user ID and password, and then retry the operation.	E
35462	201001	User authentication cannot be performed.	The authorization header is incorrect. Specify the correct user ID and password in the authorization header, and then retry the operation. If this problem persists, the number of sessions per the entire system might have reached the maximum. Close any unused sessions, and then retry the operation. If this problem still persists, contact customer support.	E
35462	201002	The specified session is not valid or does not exist.	Specify the user ID and password, and then log in again.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35462	201003	Login cannot be performed, because the number of sessions has reached the maximum.	After closing the unused session, specify the user ID and password, and then log in again.	E
35462	201004	The operation cannot be performed, because the storage system has stopped.	Power on the storage system, and then retry the operation.	E
35462	202000	The specified HTTP method is not allowed.	Verify the HTTP method, and then retry the operation. If this problem persists, contact customer support.	E
35462	202001	No resource exists at the specified URI.	Verify the URI, and then retry the operation. If this problem persists, contact customer support.	E
35462	202002	The specified storage system cannot be found.	Specify a different storage system, and then retry the operation. If this problem persists, contact customer support.	E
35462	202003	The request was rejected by ESM, because the length of the request exceeded the maximum length that can be processed by ESM.	Revise the Content-Length header and body parameters, and then retry the operation.	E
35462	202004	The body parameter cannot be read.	Retry the operation. If this problem persists, contact customer support.	E
35462	203000	An unexpected error occurred in ESM.	Retry the operation. If this problem persists, contact customer support.	E
35462	204000	An internal error might have occurred in ESM.	Retry the operation. If this problem persists, contact customer support.	E

Part code 35562

Table 7-5 Error codes (part code 35562)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35562	201000	The configuration backup data cannot be downloaded.	If an error has occurred in the storage system, resolve it by following the procedure described in the manual, and then retry the operation. If this problem persists even though the storage system is operating normally, contact customer support.	E
35562	204000	The configuration backup data cannot be downloaded, because an internal error occurred in the storage system.	Retry the operation. If this problem persists, perform ESM Reboot, and then retry the operation. If this problem still persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35562	204021	The configuration backup data cannot be downloaded, because an internal error occurred in the storage system.	Retry the operation. If this problem persists, perform ESM Reboot, and then retry the operation. If this problem still persists, contact customer support.	E
35562	204100	The configuration backup data cannot be downloaded, because the configuration was changed on the storage system.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35562	204101	The configuration backup data cannot be downloaded, because the configuration was changed on the storage system.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35562	204102	The configuration backup data cannot be downloaded, because the configuration was changed on the storage system.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
35562	206000	The configuration backup data cannot be downloaded, because an internal error occurred in the storage system.	Retry the operation. If this problem persists, perform ESM Reboot, and then retry the operation. If this problem still persists, contact customer support.	E
35562	206001	The configuration backup data cannot be downloaded, because a different user is currently downloading the data.	Wait for a while, and then retry the operation. If this problem persists, perform ESM Reboot, and then retry the operation. If this problem still persists, contact customer support.	E
35562	208000	The configuration backup data cannot be downloaded.	If an error has occurred in the storage system, resolve it by following the procedure described in the manual, and then retry the operation. If this problem persists even though the storage system is operating normally, contact customer support.	E
35562	208001	The configuration backup data cannot be downloaded.	If an error has occurred in the storage system, resolve it by following the procedure described in the manual, and then retry the operation. If this problem persists even though the storage system is operating normally, contact customer support.	E

Part code 35661

Table 7-6 Error codes (part code 35661)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35661	209124	There is no configuration backup data that can be downloaded.	Click [Close].	i
35661	209125	The configuration backup data will now be downloaded. Do not click [Close] before the download is complete.	Wait until the download of the configuration backup data is complete. If you click [Close] before the download is complete, the correct backup data cannot be obtained.	W

Part code 35961

Table 7-7 Error codes (part code 35961)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35961	205000	The certificate file is not selected.	Select the certificate file.	E
35961	205001	The certificate file cannot be uploaded.	Verify the certificate file, and then retry the operation. If this problem persists, contact customer support.	E
35961	205002	The host name specified for the primary server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205003	The port number specified for the primary server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205004	The specified domain name is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205005	The specified user name attribute is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205006	The specified timeout value is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205007	The specified retry interval is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205008	The specified number of retries is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35961	205009	The specified base DN is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205010	The specified search user's DN is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205011	The specified password is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205012	The host name specified for the secondary server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205013	The port number specified for the secondary server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205014	The specified test user name is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205015	The specified password of the test user is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205016	The host name specified for the proxy server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205017	The port number specified for the proxy server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205018	The specified user name is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205019	The host name specified for the VSP360 server is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205020	The specified client identifier is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	205021	The specified client secret is not correct.	Verify the tooltip, correct the specified value as needed, and then retry the operation.	E
35961	207000	The processing cannot continue due to an internal logic contradiction.	Contact customer support.	E
35961	207001	The processing cannot continue due to an internal logic contradiction.	Contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
35961	207002	The processing cannot continue due to an internal logic contradiction.	Contact customer support.	E
35961	209000	The settings of the external authentication server are complete.	Click Close.	i
35961	209001	The server configuration test was successfully completed.	Click OK.	i

8

Message (part code group 36nnn)

This chapter includes the error messages with the part code 36062 to 36962.

- Part code 36062
- Part code 36162
- Part code 36562
- Part code 36662
- Part code 36761
- Part code 36861
- Part code 36962

Part code 36062

Table 8-1 Error codes (part code 36062)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36062	203000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36062	205000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36062	205100	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 36162

Table 8-2 Error codes (part code 36162)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	200001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200003	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200004	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200005	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200006	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200007	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200008	The storage system is busy.	Wait for a while, and then retry the operation. If this problem persists, contact customer support.	W
36162	200009	The current firmware version of the DKCMAIN does not support this function.	Contact customer support.	E
36162	200010	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200011	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	200012	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200013	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200014	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200015	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200016	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200017	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200018	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200019	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200020	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200021	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200022	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200023	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200024	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200025	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	200026	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200027	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200028	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200029	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200030	A time-out error occurred during the processing in the storage system.	If this problem persists, contact customer support.	E
36162	200031	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200032	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200033	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200034	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200035	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200036	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200037	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200038	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200039	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200040	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200041	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	200042	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200043	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200044	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200045	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200046	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200047	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200048	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200049	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200050	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200051	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200052	The communication in the storage system cannot be performed.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200053	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200054	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200055	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	200056	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200057	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200058	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200059	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200060	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200061	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200062	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200063	An internal communication error occurred on the storage system.	Verify the status of the storage system. When the status is normal, wait for a while, and then retry the operation. If this problem persists, contact customer support.	E
36162	200064	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200065	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200066	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200067	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200068	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200069	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200070	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200071	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200072	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200073	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	200074	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200075	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200076	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200077	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	200078	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36162	204100	Invalid parameter.	Verify the entries, and then retry the operation.	E
36162	204101	The specified operation cannot be performed, because the current DKCMAIN firmware version does not support encryption for configurations without an MPC.	Verify the DKCMAIN firmware version, and then contact customer support.	E
36162	204102	The operation cannot be performed because the encryption environmental settings are not in the initial state.	Initialize the encryption environmental settings, and then retry the operation. If this problem occurs again, contact customer support as described in the manual.	E
36162	204103	The requested encryption environmental settings are not supported.	Verify the encryption environmental settings, and then retry the operation.	E
36162	204104	The settings cannot be changed, because the requested settings are the same as the existing settings.	Verify the settings, and then retry the operation.	E
36162	204105	An internal error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204106	The specified operation cannot be performed, because encryption environmental settings are not applied.	Apply encryption environmental settings, and then retry the operation.	E
36162	204107	An internal error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204108	An internal error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204109	An internal error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204110	The entered number of the generated or deleted keys is not correct.	Verify the entry, and then retry the operation.	E
36162	204111	An internal time-out error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204112	An error occurred during the encryption operation.	Verify the status and the alert information on the Maintenance Utility main window, and then restore the failed or blocked part. If there is no problem, retry the operation. If this problem occurs again, contact customer support.	E
36162	204113	The specified operation cannot be performed, because the encryption environmental settings are being configured.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204114	The specified operation cannot be performed, because the specified encryption environmental settings are not supported.	Verify the encryption environmental settings, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204115	The specified operation cannot be performed, because the encryption environment prohibits the requested change.	To change the encryption environmental setting that prohibits the change, contact customer support.	E
36162	204116	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
36162	204117	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
36162	204118	An internal processing error occurred on the storage system.	If this problem occurs again, contact customer support.	E
36162	204119	The entered number of key management servers is not correct.	Verify the parameter to be set for the encryption environmental setting, and then retry the operation.	E
36162	204120	The entered ID of the key management server is not correct.	Verify the parameter to be set for the encryption environmental setting, and then retry the operation.	E
36162	204121	An internal processing error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204122	The entered cluster setting of the key management server is not correct.	Verify the parameter to be set for the encryption environmental setting, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204123	The encryption key cannot be backed up during the internal processing on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204124	An internal processing error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204125	The specified operation cannot be performed, because the key management server is disabled in the encryption environment setting.	Change the encryption environmental setting, and then retry the operation.	E
36162	204126	The specified operation cannot be performed, because the key management server is enabled in the encryption environment setting.	Change the encryption environmental setting, and then retry the operation.	E
36162	204127	The specified operation cannot be performed, because the key management server is enabled in the encryption environment setting.	Change the encryption environmental setting, and then retry the operation.	E
36162	204128	The specified operation cannot be performed, because the encryption environment is not set.	Set the encryption environment, and then retry the operation.	E
36162	204129	The key management server cannot be set, because the registered number of key management servers exceeds the upper limit.	Verify the parameter to be set for the encryption environmental setting, and then retry the operation.	E
36162	204130	The entered number of key management servers is not correct.	Verify the parameter to be set for the encryption environmental setting, and then retry the operation.	E
36162	204131	The specified operation cannot be performed, because the key management server is not registered.	Change the encryption environmental setting, and then retry the operation.	E
36162	204132	The total time-out value exceeds 152 minutes.	Verify the parameter to be set for the encryption environmental setting, and then retry the operation.	E
36162	204200	An internal processing error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204201	An internal processing error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204202	An internal processing error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204203	An internal processing error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204204	The upper limit of encryption key backups is 256.	Delete unnecessary encryption keys, and then retry the operation.	E
36162	204205	A correct client certificate is not set.	Verify that a correct client certificate file is set.	E
36162	204206	A correct root certificate is not set.	Verify that a correct root certificate file is set.	E
36162	204207	A message is returned from the key management server.	An error message is returned from the key management server. Take actions by following the Troubleshooting section in the *Encryption License Key User Guide* to solve the problem. If this problem persists, contact your key management server administrator or see the manual for your key management server. If this problem occurs again, contact customer support as described in the manual.	E
36162	204208	A communication with the key management server cannot be established.	Verify the following conditions: • The key management server is running • The ESM can communicate with the key management server. • The host name and the port of the key management server are correct. • The client certificate and the password are correct. • The client certificate meets the requirements. • The root certificate is correct.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204209	A communication with the key management server cannot be established.	Verify the following conditions: • The key management server is running • The ESM can communicate with the key management server. • The host name and the port of the key management server are correct. • The client certificate and the password are correct. • The client certificate meets the requirements. • The root certificate is correct.	E
36162	204210	The specified encryption key information is corrupted.	The specified encryption key cannot be used. Specify a different encryption key that is backed up.	E
36162	204211	The protection key information for the specified encryption key is corrupted.	The specified encryption key cannot be used. Specify a different encryption key that is backed up.	E
36162	204212	The specified encryption key does not exist on the key management server.	Verify the specified settings.	E
36162	204213	The specified encryption key cannot be deleted from the key management server.	An error message is returned from the key management server. Take actions by following the Troubleshooting section in the *Encryption License Key User Guide* to solve the problem. If this problem persists, contact your key management server administrator or see the manual for your key management server. If this problem occurs again, contact customer support as described in the manual.	E
36162	204214	Deleting the encryption key is suspended, because the specified protection key for the encryption key cannot be deleted from the key management server.	An error message is returned from the key management server. Take actions by following the Troubleshooting section in the *Encryption License Key User Guide* to solve the problem. If this problem persists, contact your key management server administrator or see the manual for your key management server. If this problem occurs again, contact customer support as described in the manual.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204215	The specified encryption key cannot be deleted from the key management server.	An error message is returned from the key management server. Take actions by following the Troubleshooting section in the *Encryption License Key User Guide* to solve the problem. If this problem persists, contact your key management server administrator or see the manual for your key management server. If this problem occurs again, contact customer support as described in the manual.	E
36162	204216	The specified protection key for the encryption key cannot be deleted from the key management server.	An error message is returned from the key management server. Take actions by following the Troubleshooting section in the *Encryption License Key User Guide* to solve the problem. If this problem persists, contact your key management server administrator or see the manual for your key management server. If this problem occurs again, contact customer support as described in the manual.	E
36162	204217	Deleting the specified encryption key from the key management server is suspended, because the processing result cannot be obtained.	Verify the list of keys that are backed up on the key management server.	E
36162	204218	Deleting the specified protection key for the encryption key from the key management server is suspended, because the processing result cannot be obtained.	Verify the list of keys that are backed up on the key management server.	E
36162	204219	The key management server is not set.	Set the key management server.	E
36162	204220	The key management server is not set.	Set the key management server.	E
36162	204221	The key management server is not set.	Set the key management server.	E
36162	204222	The key management server is not set.	Set the key management server.	E
36162	204223	The key management server setting is disabled.	Enable the key management server.	E
36162	204224	A time-out error occurred during communication with the key management server.	Increase the time-out period, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204225	An required function is not supported on the connected key management server.	Update the firmware of the key management server to the latest version.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204226	The specified certificate name is already registered.	Change the name, and then retry the operation.	E
36162	204227	The upper limit of certificates that can be registered is 8.	Delete unnecessary certificates, and then retry the operation.	E
36162	204228	The specified operation cannot be performed, because the client certificate is associated with the key management server.	Verify the key management server setting, and then retry the operation.	E
36162	204229	The specified operation cannot be performed, because the root certificate is associated with the key management server.	Verify the key management server setting, and then retry the operation.	E
36162	204230	The password of the client certificate is not valid.	Verify that the password is set correctly.	E
36162	204231	The specified certificate cannot be used, because there is an error in the certificate.	Specify a different certificate that is registered.	E
36162	204299	An internal error occurred.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204310	An internal error occurred.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
36162	204400	Invalid parameter.	Verify the entries, and then retry the operation.	E
36162	204880	The specified operation cannot be performed, because the Encryption License Key software license is not installed or is expired.	Install or renew the Encryption License Key software license, and then retry the operation.	E
36162	204881	This function cannot be used, because the required hardware is not installed.	Contact customer support.	E
36162	204882	The specified operation cannot be performed, because SAS ports are blocked.	Contact customer support. If this message appears when the encryption environmental settings are initialized, see Troubleshooting in the *Encryption License Key User Guide*.	E
36162	204883	An error occurred on the DKC side. The encryption environmental settings cannot be initialized because there is an encrypted parity group.	Disable the encryption settings for the parity group, and then retry the operation.	E
36162	204884	The operation cannot be performed because the encryption environment setting is not applied.	Apply encryption environmental settings, and then retry the operation.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204885	The number of created keys exceeds the maximum.	Check the settings.	E
36162	204886	The specified operation cannot be performed, because some volumes in an encryption enabled parity group are not blocked.	Block all volumes in the parity group, and then retry the operation.	E
36162	204888	The specified operation cannot be performed, because the cache flash memory (CFM) is blocked.	Confirm the status and the alert, restore the CFM, and then retry the operation.	E
36162	204889	The specified operation cannot be performed, because an encryption key has not been generated.	Generate the encryption key, and then retry the operation.	E
36162	204890	The specified operation cannot be performed, because an encryption key cannot be obtained.	Obtain the encryption key, and then retry the operation.	E
36162	204891	The operation to obtain the protection key for the encryption key is not required any more.	The operation to obtain the key is not required any more, because the protection key for the encryption key has been successfully obtained.	E
36162	204900	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204901	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204902	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204903	The number of characters for the password is not valid.	Enter the password using from 6 to 255 characters.	E
36162	204904	The restore operation cannot be performed due to one of the following reasons: ? The password is different from the one that was entered at the time of backup. ? The backup file might be broken.	Check the password and the backup file.	E
36162	204905	An internal logic contradiction occurred on the DKC side.	Contact customer support.	E
36162	204906	An internal logic contradiction occurred on the DKC side.	Contact customer support.	E
36162	204907	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204908	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204909	The serial number of the encryption key does not match the serial number of this storage system because the key is restored by using the backup file created by a different storage system.	Use the correct encryption key.	E
36162	204910	The encryption key cannot be restored, because the selected backup file is not the latest backup data.	Check the backup file.	E
36162	204911	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204912	The number of created keys exceeds the maximum.	Check the settings.	E
36162	204913	A parameter error occurred on the storage system.	If this problem persists, please contact customer support.	E
36162	204914	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204915	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204916	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204917	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204918	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204919	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204920	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204921	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	204922	Some blocked parts exist because an error occurred on the DKC side.	Contact the HSSC to have the blockage restored.	E
36162	204923	There are not enough free keys.	Create free keys.	E
36162	204924	Some blocked parts exist because an error occurred on the DKC side.	Contact the HSSC to have the blockage restored.	E
36162	204925	A parameter error occurred on the storage system.	If this problem persists, please contact customer support.	E
36162	204926	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36162	204927	An error occurred on the DKC side.	If this problem persists, please contact customer support.	E
36162	208298	The operation cannot be performed because the cache processing is in process.	Wait for a while, and then retry the operation.	W
36162	208299	The operation cannot be performed because the cache processing is in process.	Wait for a while, and then retry the operation.	W
36162	208300	The operation cannot be performed because the cache processing is in process.	Wait for a while, and then retry the operation.	W
36162	208301	The operation cannot be performed because a different maintenance operation is in process.	Wait for a while, and then retry the operation.	W
36162	208302	The operation cannot be performed because a different maintenance operation is in process.	Wait for a while, and then retry the operation.	W
36162	208303	The operation cannot be performed because a different maintenance operation is in process.	Wait for a while, and then retry the operation.	W

Part code 36562

Table 8-3 Error codes (part code 36562)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36562	204001	A temporary issue has occurred.	Wait for 10 minutes or longer, and then retry the operation. If this problem persists, contact customer support.	E
36562	205002	The input value format is not valid.	Enter a valid value and try again.	E
36562	205003	The format of Country Name is not valid.	Enter a valid value and try again.	E
36562	205004	The format of State or Province Name is not valid.	Enter a valid value and try again.	E
36562	205005	The format of Locality Name is not valid.	Enter a valid value and try again.	E
36562	205006	The format of Organization Name is not valid.	Enter a valid value and try again.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36562	205007	The format of Organization Unit Name is not valid.	Enter a valid value and try again.	E
36562	205008	The format of Common Name is not valid.	Enter a valid value and try again.	E
36562	205009	The format of Optional company name is not valid.	Enter a valid value and try again.	E
36562	205010	The format of Subject Alternative Names is not valid.	Enter a valid value and try again.	E
36562	205011	There is a duplicate setting value.	Enter a valid value and try again.	E
36562	205012	The format of Password is not valid.	Enter a valid value and try again.	E
36562	205013	The format of the Profile (*.cfg file) contents is not valid.	Correct the profile contents and try again.	E

Part code 36662

Table 8-4 Error codes (part code 36662)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36662	200011	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	202100	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	203000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	203100	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	204000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	204001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	204100	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	204200	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	205000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36662	205100	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36662	205200	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E

Part code 36761

Table 8-5 Error codes (part code 36761)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36761	205115	Some entries are not valid.	Verify the entered values, and then retry the operation.	E
36761	205116	The host name or the IP address of the proxy server contains an invalid character.	Verify the settings, and then retry the operation.	E
36761	207151	An internal logic contradiction occurred.	Contact customer support.	E
36761	209128	The cloud connection settings are complete.	Click [Close].	i
36761	209129	Deleting the cloud connection settings is complete.	Click [Close].	i

Part code 36861

Table 8-6 Error codes (part code 36861)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36861	203000	An error occurred.	Verify the descriptions of the error in the following error code list.	E
36861	205000	There is an error in the entry.	Verify the contents of the tooltip, correct the error, and then retry the operation.	E
36861	209000	The message occurs when the password policy setting is complete.	Click OK.	i
36861	209001	The test email was sent.	Verify that the test email has arrived at the specified destination.	i

Part code 36962

Table 8-7 Error codes (part code 36962)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
36962	203000	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36962	203001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
36962	204000	The specified operation cannot be performed, because the storage system status is not Ready.	Verify that the storage system status is Ready, and then retry the operation.	E
36962	209000	The operation is complete normally. The current processor utilization is within the available range in which the firmware can be updated.	Click [Close].	i
36962	209001	The operation is complete normally. The firmware cannot be updated at the current processor utilization.	Click [Close].	W

9

Message (part code group 37nnn)

This chapter includes the error messages with the part code 37062 to 37262.

- Part code 37062
- Part code 37262

Part code 37062

Table 9-1 Error codes (part code 37062)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
37062	204130	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204131	The email setting is disabled.	Enable the email setting.	E
37062	204132	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204133	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204134	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204135	The file cannot be encrypted.	Retry the operation. If this problem persists, contact customer support.	E
37062	204136	The file cannot be decrypted.	Retry the operation. If this problem persists, contact customer support.	E
37062	204137	An error occurred during the communication with the SMTP server.	Verify the settings, and then retry the operation. If this problem persists, contact customer support.	E
37062	204138	The SMTP authentication cannot be performed.	Verify the account and the password. If this problem occurs again, contact customer support.	E
37062	204139	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204140	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204141	An internal processing error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37062	204142	The email address contains an invalid character or exceeds the specified number of characters.	Enter alphanumeric characters and symbols ("(), : ; < > [\\ ]) except space up to 255 characters.	E
37062	204143	The email address contains an invalid character or exceeds the specified number of characters.	Enter alphanumeric characters and symbols ("(), : ; < > [\\ ]) except space up to 255 characters.	E

Part code 37262

Table 9-2 Error codes (part code 37262)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
37262	204030	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204100	Invalid parameter.	Verify the entries, and then retry the operation.	E
37262	204105	The specified certificate name is already registered.	Change the name, and then retry the operation.	E
37262	204106	The upper limit of the number of certificates that can be registered is 150.	Delete unnecessary certificates, and then retry the operation.	E
37262	204107	The specified certificate cannot be used, because there is an error in the certificate.	Specify a certificate that meets the certificate requirements.	E
37262	204108	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204109	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204110	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204111	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204112	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204113	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204114	A correct root certificate is not set.	Verify that a correct root certificate file is set.	E
37262	204115	A correct root certificate is not set.	Verify that a correct root certificate file is set.	E
37262	204116	A correct root certificate is not set.	Verify that a correct root certificate file is set.	E
37262	204117	The operation cannot be performed, because the specified parameter is not correct.	Retry the operation. If this problem persists, contact customer support.	E
37262	204118	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204119	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204120	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

Part Code	Error Number	Error Message	Recommended Action	Severity Level
37262	204121	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204122	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204123	An internal error occurred on the storage system.	Delete unnecessary certificates, and then retry the operation.	E
37262	204124	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204125	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204126	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204127	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204128	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E
37262	204129	The operation cannot be performed because a different user operation is in progress.	Wait for a while, and then retry the operation.	E
37262	204130	An internal error occurred on the storage system.	Perform Reboot ESM, and then retry the operation.	E
37262	204131	An internal error occurred on the storage system.	Wait for a while, and then retry the operation. If this problem occurs again, contact customer support.	E
37262	207014	An internal error occurred on the storage system.	Retry the operation. If this problem persists, contact customer support.	E

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Message (part code group 38nnn)

This chapter includes the error messages with the part code 38348.

- Part code 38348

Part code 38348

Table 10-1 Error codes (part code 38348)

Part Code	Error Number	Error Message	Recommended Action	Severity Level
38348	000001	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
38348	000002	An internal error occurred on the storage system.	If this problem persists, contact customer support.	E
38348	000003	The processing cannot continue due to an internal logical contradiction.	If an error occurred in a part, restore the part.	E
38348	000004	An inconsistency was detected in the configuration information.	A conflict with the setting change might cause a temporary error. Take the action described in the manual.	E
38348	000005	The processing is suspended, because the ESM cluster role of the controller board being operated is not active.	Take the action described in the manual.	E
38348	000006	The number of the snapshot generations has reached the upper limit.	Take the action described in the manual.	E
38348	000007	A snapshot cannot be taken, because the number of the snapshot generations has reached the upper limit and no snapshots can be deleted.	Take the action described in the manual.	E
38348	000008	An invalid volume group exists.	Re-create the volume policy.	E
38348	000009	The snapshot group name automatically assigned by the snapshot scheduler is already in use.	Take the action described in the manual.	E
38348	000010	An internal processing is suspended.	If an error occurred in a part, restore the part.	E
38348	000011	The current task was skipped, because the previous task was still in progress beyond the next scheduled time.	Take the action described in the manual.	E
38348	000012	The snapshot cannot be deleted because there is a snapshot with an active retention period.	Wait until the retention period ends, and then manually delete the snapshot.	E
38348	000013	Previous task execution may be skipped.	Take the action described in the manual.	E
38348	000014	Storing snapshot data was delayed by five minutes or more from the scheduled time.	Take the action described in the manual.	E

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