

Troubleshooting

Troubleshooting Exit Code: -559

Summary

If connectivity with the destination is lost during backup and writing of the image file fails, Exit Code: -559 is output.

* Posted sample log, when destination is NAS.

- Windows Edition

--- log excerpt ---

```
2018/02/23 11:29:47.352 actual threadcount 6
2018/02/23 11:29:47.352 actual packet_queue_size 6
2018/02/23 11:30:09.461 CAipFileBase WriteFile(c64a0000, f000) error(64)
Level=ERROR [64]
2018/02/23 11:30:09.596 image reopen failed Level=WARNING [53]
:
2018/02/23 11:30:11.122 image reopen failed Level=WARNING [53]
2018/02/23 11:30:11.173 Write SafeFileIO Failed after 30 retries, last error is 6,
please check the destination folder Level=ERROR [53]
2018/02/23 11:30:11.173 handling block 18377, offset -1, write file
failed(0xc58a0000, 61440) Level=ERROR [6]
2018/02/23 11:30:11.173 ##### Pipe line encounter ERROR: 11, last error code:6,
18377 Level=ERROR [0]
2018/02/23 11:30:11.173 ##### something wrong during run pipe line
2018/02/23 11:30:11.173 Pipeline end
:
:
2018/02/23 11:30:12.704 ##### canceled or error occurred, deleting all new
created files
:
2018/02/23 11:30:13.036 {IDS_STRING3085}Create a image complete
2018/02/23 11:30:13.037 {IDS_STRING3018}Exit Code: -559
2018/02/23 11:30:13.082 {IDS_STRING3013}Processed 0.09 GB in 00:01:29
ID=1519352923; {IDS_STRING3019}4 Errors; {IDS_STRING3009}There were errors
during the operation.
```

- Linux Edition

--- log excerpt(SMB mount) ---

```
02/23/2018 04:58:23.432 ##### Pipe line encounter ERROR: 11, last error code:0,
20960 Level=ERROR [0]
02/23/2018 04:58:23.432 ##### something wrong during run pipe line
02/23/2018 04:58:23.432 Pipeline end
02/23/2018 04:58:23.432 Leaving BackupVolumeImpl
02/23/2018 04:58:23.432 BackupVolumeImpl failed -559
02/23/2018 04:58:23.432 Delete temp image file
```

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```
//SRV10/share/Cent74LVM/all_centos_cent74lvm_00001.aiv.tmp
02/23/2018 04:58:31.469 szOldPath=//SRV10/share/Cent74LVM/
02/23/2018 04:59:17.600 BackupFinish 0
02/23/2018 04:59:17.600 Try delete snapshot /dev/datto0
02/23/2018 04:59:17.964 Delete snapshot successful
02/23/2018 04:59:17.980 Try delete snapshot /dev/datto1
02/23/2018 04:59:18.236 Delete snapshot successful
02/23/2018 04:59:23.620 {IDS_STRING3167}Complete task 1005, 1, exit code -559
02/23/2018 04:59:23.660 {IDS_STRING3190}Copy engine fails with error: [-559]
Error writing to file Level=ERROR [2]
02/23/2018 04:59:23.833 {IDS_STRING3013}Processed 1.29 GB in 00:01:40
ID=1519361863; {IDS_STRING3019}3 Errors; {IDS_STRING3009}There were errors
during the operation.
```

--- log excerpt(cifs mount) ---

```
02/23/2018 05:03:11.932 actual threadcount 5
02/23/2018 05:03:11.932 actual packet_queue_size 5
02/23/2018 05:05:48.349 handling block 12320, offset 434708480, write file
failed(0xf42f7000, 946176) Level=ERROR [112]
02/23/2018 05:05:48.350 ##### Pipe line encounter ERROR: 11, last error
code:112, 12320 Level=ERROR [0]
02/23/2018 05:05:48.350 ##### something wrong during run pipe line
02/23/2018 05:05:48.350 Pipeline end
02/23/2018 05:05:48.350 Leaving BackupVolumImpl
02/23/2018 05:05:48.350 BackupVolumImpl failed -559
02/23/2018 05:05:48.350 Delete temp image file
/mnt/Cent74LVM/img_20180223_1402_centos_cent74lvm_00001.aiv.tmp
02/23/2018 05:06:08.350 szOldPath=/mnt/Cent74LVM/
02/23/2018 05:08:08.500 BackupFinish 0
02/23/2018 05:08:08.500 Try delete snapshot /dev/datto0
02/23/2018 05:08:08.760 Delete snapshot successful
02/23/2018 05:08:08.936 Try delete snapshot /dev/datto1
02/23/2018 05:08:09.099 Delete snapshot successful
02/23/2018 05:08:39.143 {IDS_STRING3167}Complete task 1006, 1, exit code -559
02/23/2018 05:08:39.183 {IDS_STRING3190}Copy engine fails with error: [-559]
Error writing to file Level=ERROR [112]
02/23/2018 05:08:39.464 {IDS_STRING3013}Processed 0.77 GB in 00:05:46
ID=1519362172; {IDS_STRING3019}3 Errors; {IDS_STRING3009}There were errors
during the operation.
```

Exit Code: -559
Error writing to file

Exit code list

<https://kb.netjapan.com/index.php?action=artikel&cat=1&id=49&artlang=en>

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More information

- Windows Edition

There are two errors when extracting Windows system errors.

```
Level=ERROR [64]
ERROR_NETNAME_DELETED 64
The specified network name is no longer available.
```

```
Level=ERROR [53]
ERROR_BAD_NETPATH 53
The network path was not found.
```

Level=ERROR [xx] is a Windows system error, please refer to Windows system error code.

[https://msdn.microsoft.com/en-us/library/windows/desktop/ms681381\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/ms681381(v=vs.85).aspx)

-Linux Edition

In case of SMB mount, Linux system error will not be returned.
Therefore, it is necessary to guess the cause from Exit Code.

For cifs mount, Linux system error will be returned.

```
Level=ERROR [112]
EHOSTDOWN 112 Host is down
```

Level=ERROR [xx] is a Linux system error, please refer to Linux system error code.

```
# cat /usr/include/asm-generic/errno-base.h
# cat /usr/include/asm-generic/errno.h
```

Causes

If the destination is a shared folder, it is guessed a problem related to network or NAS.

If the destination is a local disk, it is guessed a problem related to hardware or OS.
However, it cannot identify what happened from these errors.
You need to investigate OS, hardware, network, NAS etc yourself.

Unique solution ID: #1187
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