



CommVault NDMP还原失败、并显示I/O错误

https://kb-cn-stage.netapp.com/on-prem/ontap/dp/NDMP/NDMP-KBs/Commvault_NDMP_restore_fail_...

Updated: Wed, 22 Apr 2026 04:08:10 GMT

适用场景

- ONTAP 9
- NDMP
- Commvault

问题描述

- 对于连接了磁带(云)并由DMA (Commvault)控制的NFS FlexGroup卷、NDMP还原失败。
- 从磁带获取信息时DMA失败。
- 还原将在阶段I (NDMP调试日志)中失败：

```
0000001f.0188e08b 040723bd Mon May 22 2023 17:57:29 05:30
[kern_ndmpd:info:6465] [85997] INFO: DATA notification state 5 (SESS_STATE:
HALTING) event 7 (EVENT: I/O ERROR)
```

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- 备份日志：

```
rst Mon May 22 17:40:13 IST 2023 /DELGEMNASSVM02/DELGEMLOGNAS001/ Start (Level
0, NDMP:85997)
rst Mon May 22 17:40:13 IST 2023 /DELGEMNASSVM02/DELGEMLOGNAS001/ Options (b=0,
d, y, H, TCP recv buffer size = 7293440, TCP send buffer size = 7293440)
rst Mon May 22 17:40:13 IST 2023 /DELGEMNASSVM02/DELGEMLOGNAS001/ Tape_open
(ndmp)
rst Mon May 22 17:40:13 IST 2023 /DELGEMNASSVM02/DELGEMLOGNAS001/ Log_msg
(Number of constituents = 8)
rst Mon May 22 17:57:29 IST 2023 /DELGEMNASSVM02/DELGEMLOGNAS001/ Log_msg
(rcv_ndmp_check_sock_err Socket err 0x36)
rst Mon May 22 17:57:29 IST 2023 /DELGEMNASSVM02/DELGEMLOGNAS001/ Error (Input
Error
```

- DMA日志：

```
1714833 1a2a91 05/22 17:39:40 1688566 FclRestore::initialize2(1661) - Fail for
Seek Failure selected (job option), restore would fail if seek failures happen.
1714833 1a2a9f 05/22 17:39:45 1688566 NasRestore::OnMsgNasSeekArchive() - Have
received [1] source paths.
1714833 1a2a91 05/22 17:57:32 1688566 FclRestore::finalize() - Seek Decision:
Samples = 1, Time = 0.0 Sec(s), Average = 0.0 Sec/Sample
1714858 1a2aaa 05/22 17:39:51 1688566 Restore will seek pipeline using logical
offset
1714858 1a2aaa 05/22 17:39:53 1688566 Set pipeline option
FLUSH_BUFFER_AFTER_SEEK for restore
1714858 1a2ac9 05/22 17:39:58 1688566 Seeking pipeline to offset:[0].
1714858 1a2ac9 05/22 17:56:56 1688566 stat- NRS [Total Pipeline ][0.00
MBytes/Sec][72940 Bytes][95.9% (92.0% Read, 0.0% Seek, 0.0% Misc)][14 Secs (13
Read Secs, 0 Seek Secs, 0 Misc Secs)]
```