

Syscopy and Tape Problems

If Syscopy has failed there are two error messages which might identify why:

Error 1 Tape Write Protected or backup too large for tape

Check whether the write protection tab is in the "Write protected" position (i.e. not covering the hole). If it is, move it to the "Write Enabled" position (i.e. covering the hole). If there are multiple copy companies, consideration may have to be given to deleting some to make the backup smaller. Alternatively, the Syscopy routine can be amended by Ibcos to include or exclude the data for specific companies.

Error 2 Tape Fault or No Tape in Drive

Check that the tape is correctly installed in the drive and that the system has been given sufficient time to verify the presence of the tape. It may be necessary to try a different tape in case the original is no longer usable.

General Tips

In either case it is possible that the Tape Drive needs cleaning. It is recommended this be carried out at least once a month. Add it to the month end schedule. If you do not have a cleaning tape please contact us.

Where an error is reported, it is also recommended that the system is shutdown, and a "Power Off" reboot carried out. Leave the server off for at least 30 seconds before rebooting. It is also suggested that a "Power Off" reboot is carried out at least once a month, as it clears "dead" files and can improve the running of Gold.

If Syscopy has failed, the message "Gold is unavailable" may be displayed when users attempt to login to Gold. This is because Syscopy locks Gold for new users when it starts and only unlocks it when it finishes normally. If Gold access is required, it will be necessary to restart Syscopy and select the **Quit** option to allow users to login to Gold.

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Select (M)essage, (C)opy, (S)tatus or (Q)uit : q
GOLD has been unlocked and is available...

The backup routine was cancelled.

xxxxx:tty01 root >                                     Syscopy Data - Quit - UNIX V901
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If the tape will not eject after use, then carry out a "Power Off" reboot, keeping the "tape eject" button on the tape drive depressed during the reboot. The tape should be then be released.

If you require any further assistance please contact the IBCOS Gold Support desk.