

Deciphering The TSM Schedule Log

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Deciphering The Log

- What is the schedule log?
- Identifying a message in the log
- Scheduler behavior
- Reading the log
- Need Assistance?

What is the schedule log?

- The TSM Client Scheduler creates a log of its activity
- This can be helpful for:
 - Verifying a backup
 - Troubleshooting an issue
 - An effective pre-slumber read

Messages

- All Error Messages Contain an Identifier
- ANS#####?
 - i.e. ANS4007E Error processing
'\\comp1\c\$\file.exe': access to the object is denied
 - I = Information
 - W = Warning
 - E = Error

When are messages logged?

- The schedule log is updated:
 - Every 20 minutes if unable to connect.
 - Every 12 hours if scheduled backup is more than 12 hours away
 - During a backup

Searching the log

- Use the find utility in your text editor to search for specific strings
 - SCHEDULEREC STATUS BEGIN
 - SCHEDULEREC QUERY BEGIN
 - failed
 - AN
 - (you'll want to match case on this search)

Tips for searching

- Use notepad on windows
 - Scroll to the bottom and search up
- Use grep on Mac and *nix
 - Get the last backup summary
grep -A 18 \
'SCHEDULEREC STATUS BEGIN'\
logname | tail -18

I've never seen this before!

- Option files
 - Windows -> dsm.opt
 - Mac -> TSM System Preferences
 - *nix -> dsm.opt and dsm.sys
- Error log
- Description of problem or error