

# Troubleshooter: Slotting Previously Setup

If slotting was previously setup and has stopped working then something has changed.

## Slotting Run Manually

Slotting can be performed manually using several methods:

- By manually editing each volume and setting the slot.
- By selecting the repository and pasting volumes into free slots under the Repository Usage Map Tab.
- By running the slotting program manually from a command prompt or batch file.



If slotting is no longer working, the most probably cause is that it is not being manually run.

- If slotting is run by manually calling the slotting program, you should check the output from the slotting program for the following conditions:
  - That the program is connecting to the server successfully and that it is the right server.
  - That the User-ID and Password are correct and that the program has been able to login.
  - That there are sufficient slots available to slot all volumes that require a slot (i.e. if there are 10 volumes to slot, and only 8 free spaces, the slotting program will not slot any of the volumes).

## Slotting Run Automatically

Did your scheduler run the slotting script?

### Slotting Script Ran Correctly

When the slotting script runs it produces two output files (slotting\_error.txt and slotting\_report.txt) written to the reports folder within your TapeTrack installation. Default installation location within the TapeTrack directory is TapeTrack\TapeTrack Framework Server\var\reports. The directory location is set by the variable %TMSS10SCRIPTS% whose location can be found by running the command SET in a command line window. The file slotting\_error.txt will contain any errors encountered when running the slotting script.

Error text:

### Logon failed: User-ID is undefined

User undefined error is presented when the User-ID used in the script for access to TapeTrack does

not exist.

```
slotting_error.txt - Notepad
File Edit Format View Help
ZBT000N-10:23:34 Connection to server (127.0.0.1) successful
ZBT000N-10:23:34 Logging on to TapeTrack Server
ZBT000N-10:23:34 Registering Client at MACID(00:8c:fa:8e:02:f5:00:00) Result(Request 0
ZBT000W-10:23:34 Logon failed: User-ID is undefined
ZBT000N-10:23:34 Welcome to Server:
ZBT000N-10:23:34 Closing connection to TapeTrack Server
ZBT000N-10:23:34 Session Statistics:
```

This may be due to a typo in the User-ID or that the user has been deleted from TapeTrack.

Check that the User-ID in the slotting script is correct and still present via TapeTrack TapeMaster.

If the User-ID correct and present and active, contact GazillaByte for Additional Support.

[Contact GazillaByte for software support](#). Include the file slotting\_error.txt and slotting\_report.txt, as well as any further information that you think, may help to diagnose the problem (such as when the problem started, limited to a customer or global, any changes in environment etc) in your correspondence.

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