Technical Bulletin

Title:	Tivoli Storage Manager, (TSM) with Application Managed Encryption, (AME) enabled and HP LTO4 drives fails on Windows 2008 x64.
Product:	Scalar i2000 and Scalar i500
Originator:	Kenton Meyer

Solution Type	Solutionx

Status	Released

Distribution	Internal/Partner/Public

Category	Backup Software - IBM

Product Line	Scalar i2000 and Scalar i500

Platform	Windows 2008 x64

Fact	Scalar i500 i5 570G.GS004 Tivoli 5.5.1.0 windows medium changer driver, HP LTO4 FC drives H46Z Tivoli 5.5.1.0 windows tape driver, IBM LTO4 FC drives 89B2 IBM 6.1.9.5 windows tape driver, 7404 FCB, Qlogic 5800 switch, Dell PowerEdge 2950, Windows 2008 x64, Brocade 825 8GB HBA Brocade 1.1.0.1 window driver, Tivoli TSM 5.5.1.0

Symptom	Unable to label, backup or restore with Tivoli Storage Manage (TSM) version 5.5.1.0 running on Windows 2008 with HP LTO4 drives in Scalar i500 or Scalar i2000. No encryption enabled in Application (driveencryption=off) or on the library. Tivoli reports drive is incapable of performing any drive encryption operations. TSM error message reads: The drive DRV2 (mt0.3.0.4) in library PRED8 is incapable of performing any drive encryption operations. I/O error reading label for volume 000095 in drive DRV2 (mt0.3.0.4). LTO volume 000095 could not be mounted in drive DRV2 (mt0.3.0.4). Mount request denied for volume 000095 - volume unavailable. Access mode for volume 000095 now set to "unavailable". Read access denied for volume 000095 - volume access mode = "unavailable" TSM AME label, backup and restore work in this environment with IBM LTO4 FC drives.

Cause	IBM Tivoli Storage Manager (TSM) 5.5.1.0 Windows 2008 driver is sending an incorrect Security Protocol In command which the tape drive rejects as invalid. In this case TSM is configured with (driveencryption=off) and the Library is set to Allow Application Managed Encryption. Ref PCR 22818

Action	Current work around is: Update to Tivoli Storage Manager 6.1.2.x

Effectivity	This effects all Scalar i2000 or Scalar i500 models using HP LTO4 drives and Windows 2008 x64 hosts using Tivoli Storage Manager software with Application Managed Encryption.