

# Database Disk Image Malformed

## Symptom

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CDP Server returns the following error message:

"Error Server [11] reset(): database disk image is malformed(11)"

## Cause

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This error occurs when there is a hardware or O/S fault causing damage to the Disk Safe file. This error may be permanent, meaning some O/S or hardware fault caused incorrect data to be written to the Disk Safe files. Or the error may be temporary (hardware or O/S fault can be corrected).

## Resolution

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To workaround this issue investigate your hardware and O/S for faults. If the error is not temporary you will need to create a new Disk Safe.

Please make sure your hardware and O/S follow the recommendations in our Disk Safe best practices

<http://wiki.r1soft.com/display/CDP3/Disk+Safe+Best+Practices>

### Corruption of Data Archived in the Disk Safe

The CDP 3 Disk Safe is highly reliable and robust. Even with industrial grade protection, there are still ways for your data to become lost or damaged beyond repair. If any of the following events occur, you may corrupt your Disk Safe. If your Disk Safe becomes corrupted, you may lose all or some of your archived data.

If a CDP 3 Disk Safe is corrupted by any one of the events below, it can not be repaired.

- Delete a file in the Disk Safe Folder.
- Make an incomplete copy of the Disk Safe folder thereby corrupting the copy.
- Making a copy of the Disk Safe files when the Disk Safe is open and being written to by the CDP Server thereby corrupting the copy.
- A hardware or O/S fault causing incorrect data to be written to Disk Safe files.
- A faulty hard disk or storage controller failing to flush volatile cache when requested can break protection from unclean shutdowns and power failures.
- Rogue process writing to the Disk Safe files.
- Soft Linking any files Inside of the Disk Safe Folder. If the block deltas store and its associated

write journal (created at run time) end up on different file systems data loss can occur if there is a crash or power failure.

- Failure to store the Disk Safe on a journaling file system can cause the write journal to be lost or moved to lost+found. If this happens the Disk Safe may likely become damaged beyond repair.

#### Note

Windows NTFS and Linux Ext3, Ext4, XFS, and ReiserFS ARE Journaling File Systems.

- NFS (Linux / Unix Network File System) faults or bugs.

If using NFS on Linux, R1Soft recommends you use the latest available NFS versions and latest stable Linux kernels, and do not export NFS file systems with asynchronous writes (async option).

- It is possible for hardware or O/S faults to cause incorrect data to be read from the Disk Safe at the time of restore even though the data on disk media is correct. In these cases, some or all of the archived data may appear damaged beyond repair until the fault is corrected. Determining if the fault is occurring only on read or if the data is damaged on media may be difficult or impossible. Furthermore, no amount of checking or validating of data in the Disk Safe can prevent or pre-warn these kinds of faults.