

Tape Redirector and Backup Exec issue: tape goes offline

2025

StarWind Documents



Trademarks

“StarWind”, “StarWind Software” and the StarWind and the StarWind Software logos are registered trademarks of StarWind Software. “StarWind LSFS” is a trademark of StarWind Software which may be registered in some jurisdictions. All other trademarks are owned by their respective owners.

Changes

The material in this document is for information only and is subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, StarWind Software assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. StarWind Software reserves the right to make changes in the product design without reservation and without notification to its users.

Technical Support and Services

If you have questions about installing or using this software, check this and other documents first - you will find answers to most of your questions on the [Technical Papers](#) webpage or in [StarWind Forum](#). If you need further assistance, please [contact us](#) .

About StarWind

StarWind is a pioneer in virtualization and a company that participated in the development of this technology from its earliest days. Now the company is among the leading vendors of software and hardware hyper-converged solutions. The company's core product is the years-proven StarWind Virtual SAN, which allows SMB and ROBO to benefit from cost-efficient hyperconverged IT infrastructure. Having earned a reputation of reliability, StarWind created a hardware product line and is actively tapping into hyperconverged and storage appliances market. In 2016, Gartner named StarWind “Cool Vendor for Compute Platforms” following the success and popularity of StarWind HyperConverged Appliance. StarWind partners with world-known companies: Microsoft, VMware, Veeam, Intel, Dell, Mellanox, Citrix, Western Digital, etc.

Copyright ©2009-2018 StarWind Software Inc.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of StarWind Software.

Symptoms

The SAS tape exported using [Tape Redirector](#) and configured with Backup Exec may go offline after some manipulations (run the backup job, inventory the tape, etc).

Resolution

Create the PowerShell script file with the following content on the machine that is connected to the exported Tape: *# cmdlet for bringing a tape drive back on-line. Uses BEMCLI (Backup Execs CLI). For use with BUE2012. Import-Module BEMCLI Get-BETapeDriveDevice | Set-BETapeDriveDevice -Paused \$False* As the next step basic task needs to be created. To achieve that please take following steps: *Select the Trigger- Select Event Viewer - (look in even viewer for an Event ID that occurs when the drive goes offline, i.e Application, Source: backup Exec, EventID: 58053 in Actions write in the program: powershell.exe in the additional Parameters: -ExecutionPolicy unrestricted -file "C:\Program Files\Symantec\%PowerShell-file-name%"* Additional Information

See Also

For now it looks like this is Symantec issue. Multiple users, regardless were they using StarWind or not, reported the similar problem to Backup Exec forum:

<http://www.symantec.com/connect/forums/backupexec-2010-dropping-tape-drive-offline>
<http://www.symantec.com/connect/forums/backup-exec-2012-offlining-hp-tape-drive-ran-domly> <http://www.symantec.com/connect/forums/tape-device-goes-offline>
<http://www.symantec.com/connect/forums/tape-drive-dropping-offline-middle-job>
<http://www.symantec.com/connect/forums/tape-drive-going-offline>
<http://www.symantec.com/connect/forums/drives-are-taken-offline-backup-exec>








StarWind forum:

<http://www.starwindsoftware.com/forums/viewtopic.php?p=21837#p21837> And other communities: <http://www.rm.com/Support/TechnicalArticle.asp?cref=TEC3329004>

Request A Product Feature

To request a new product feature or to provide feedback on a StarWind product, please email to our support at support@starwind.com and put "Request a Product Feature" as the subject.

Contacts

US Headquarters	EMEA and APAC
 +1 617 829 44 95	 +44 2037 691 857 (United Kingdom)
 +1 617 507 58 45	 +49 800 100 68 26 (Germany)
 +1 866 790 26 46	 +34 629 03 07 17 (Spain and Portugal)
	 +33 788 60 30 06 (France)

Customer Support Portal: <https://www.starwind.com/support>

Support Forum: <https://www.starwind.com/forums>

Sales: sales@starwind.com

General Information: info@starwind.com



StarWind Software, Inc. 100 Cummings Center Suite 224-C Beverly MA 01915, USA
www.starwind.com ©2025, StarWind Software Inc. All rights reserved.