Novell
ZENworks® for Servers

3.0.2

TROUBLESHOOTING

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Part V   ZfS Generic

About This Guide

This guide describes how to troubleshoot Novell® ZENworks® for Servers (ZfS) 3.0.2. The guide is intended for network administrators and is divided into the following sections:

Additional Documentation

For documentation on installing and running ZfS 3.0.2, see the ZENworks for Servers 3.0.2 Installation guide (http://www.novell.com/documentation/lg/zfs302/index.html).

For documentation on configuring and managing ZfS 3.0.2, see the ZENworks for Servers 3.0.2 Administration guide (http://www.novell.com/documentation/lg/zfs302/index.html).

Documentation Updates

For the most recent version of the ZfS 3.0.2 guides, see the ZENworks for Servers 3.0.2 documentation Web site (http://www.novell.com/documentation/lg/zfs302/index.html).

Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items within a cross-reference path.

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as UNIX*, should use forward slashes as required by your software.

Management and Monitoring Services

If Novell® ZENworks® for Servers (ZfS) 3.0.2 Management and Monitoring Services displays an error message, you can look it up in the Error Messages section. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

This section contains the following topics:

1 Error Messages

The following sections contain explanations of the error messages you might encounter while using Novell® ZENworks® for Servers (ZfS) 3.0.2 Management and Monitoring Services:

Discovery Error Messages

NetExplorer: Warning: The available disk space on volume volume_name is only 'x' byte(s)

NetExplorer: Warning: The available disk space on volume volume_name is less than 2 blocks

Unable to remove files: datfilename with path. You need to manually remove the files from the directory. Restart discovery

Unable to remove NetExplorer .DAT files in zfs_install_volume:\zfs_install_folder\ZENWORKS\MMS\MWSERVER\NMDISK\DAT

The server does not contain an IP or IPX address. You need to specify an IP or an IPX address. Restart discovery

Unable to load the NXPIP.NLM file. An IP address is not bound to any of the interfaces. Specify an IP address and restart discovery

Waiting for Netxplor.nlm to load

Unable to open IPCache. Please check to see if the following .DDF files exist on the server: ATTRIB.DDF, FIELD.DDF, FILE.DDF, NDEX.DDF

DiscoverNodesInFile :: Input file DiscNodes.txt not found

DiscoverNodesInFile :: To use File-Based Discovery, you can create a new input file

Unable to find the DNS name server information in the RESOLV.CFG file. Ensure the DNS server is configured correctly

Unable to update the NetExplorer configuration file

Insufficient memory. Exit NetExplorer and try later

Changes cannot be activated from here. Reload NetExplorer to activate the changes in the following: changelist

Error starting Naming Service. Naming Service already running on port portnumber

Error starting Naming Service. The address is already in use

NetExplorer: Warning: The available disk space on volume *volume_name* is only 'x' byte(s)

Source:	ZENworks for Servers; Management and Monitoring Services; NETXPLOR.NLM
Severity:	Warning
Explanation:	The volume where the ZfS server is installed does not have sufficient memory.
Action:	Delete unnecessary files to free up memory.

NetExplorer: Warning: The available disk space on volume *volume_name* is less than 2 blocks

Source:	ZENworks for Servers; Management and Monitoring Services; NETXPLOR.NLM
Severity:	Warning
Explanation:	The volume where the ZfS server is installed does not have sufficient memory.
Action:	Delete unnecessary files to free up memory.

Unable to remove files: *datfilename with path*. You need to manually remove the files from the directory. Restart discovery

Source:	ZENworks for Servers; Management and Monitoring Services; NETXPLOR.NLM
Severity:	Critical
Explanation:	The NetExplorer™ server was unable to remove the .DAT files created during the early cycles of discovery.
Possible Cause:	ZfS services were started using the `sloader.ncf` command before starting discovery NLM™ software (NETXPLOR.NCF).
Possible Cause:	Discovery was stopped and started without stopping the ZfS services.
Action:	You need to perform the following tasks:

1 Stop the discovery services.

To stop the discovery services, enter **`stopdis.ncf`** at the Management server prompt.

The Consolidator, SN3 discovery, and Bridge discovery services will stop.

Wait until these services are completely stopped.

2 Start NetExplorer.

3 Start the discovery services.

To start the discovery services, enter **`startdis.ncf`**.

Unable to remove NetExplorer .DAT files in *zfs_install_volume*:*zfs_install_folder*\ZENWORKS\MMS\MWSERVER\NMDISK\DAT

Source:	ZENworks for Servers; Management and Monitoring Services; NETXPLOR.NLM
Severity:	Critical
Explanation:	The NetExplorer™ server was unable to remove the .DAT files created during the early cycles of discovery.
Possible Cause:	ZfS services were started using the `sloader.ncf` command before starting discovery NLM™ software (NETXPLOR.NCF).
Possible Cause:	Discovery was stopped and started without stopping the ZfS services.

Action: You need to perform the following tasks:

1 Stop the discovery services.

To stop the discovery services, enter **`stopdis.ncf`** at the Management server prompt.

The Consolidator, SN3 discovery, and Bridge discovery services will stop.

Wait until these services are completely stopped.

2 Start NetExplorer.

3 Start the discovery services.

To start the discovery services, enter **`startdis.ncf`**.

The server does not contain an IP or IPX address. You need to specify an IP or an IPX address. Restart discovery

Source: ZENworks for Servers; Management and Monitoring Services; NetExplorer

Severity: Critical

Explanation: Discovery was unable to obtain a valid IP/IPX™ binding on the local host.

Possible Cause: The IP/IPX address is not bound to any interfaces of the machine.

Action: Verify that TCP/IP and/or SPX™/IPX stacks are configured correctly. Ensure that the IP and/or IPX address is bound to an interface.

Unable to load the NXPIP.NLM file. An IP address is not bound to any of the interfaces. Specify an IP address and restart discovery

Source: ZENworks for Servers; Management and Monitoring Services; NXPIP.NLM

Severity: Critical

Explanation: The NXPIP.NLM was unable to obtain the IP address of the local host.

Possible Cause: An IP address is not bound on this machine.TCP/IP is not configured on this machine.

Action: Verify that a valid IP address is bound to an interface and TCP/IP is configured correctly.

Waiting for Netxplor.nlm to load

Source: ZENworks for Servers; Management and Monitoring Services; NXPIP.NLM, NXPLANZ.NLM

Severity: Critical

Explanation: NetExplorer server is unable remove the .DAT files created by earlier cycles of discovery.

Possible Cause: Failure to initialize the NetExplorer server.

Action: You need to perform the following tasks:

1 Stop the discovery services.

To stop the services, enter **`stopdis.ncf`** at the Management server prompt.

The Consolidator, SN3 discovery, and Bridge discovery services will stop.

Wait until these services are completely stopped.

2 Start NetExplorer.

3 Start the discovery services.

To start the discovery services, enter **`startdis.ncf`**.

Unable to open IPCache. Please check to see if the following .DDF files exist on the server: ATTRIB.DDF, FIELD.DDF, FILE.DDF, NDEX.DDF

Source:	ZENworks for Servers; Management and Monitoring Services; IPGROPER.NLM, NXPLANZ.NLM
Severity:	Critical
Explanation:	An error occurred while opening IPCACHE. The discovery NLM programs were loaded in the wrong sequence. In NETXPLOR.NCF, the NXPIP.NLM must be loaded before IPGROPER.NLM and NXPLANZ.NLM.
Possible Cause:	NETXPLOR.NCF has been manually edited.
Action:	You need to perform the following tasks:

   1 Copy the NETXPLOR.NCF and NXP.INI files from the *ZENworks for Servers* product CD to the following directory: *installvolume:\installdirectory*\ZENWORKS\MMS\MWSERVER\ NMDISK.

   2 Edit the NXP.INI file with the following: [IPCACHE] PATH = *installvolume:\installdirectory*\ZENWORKS\MMS\MWSERVER\ NMDISK\IPCACHE\

   3 Restart discovery.

Possible Cause:	The NXP.INI file is corrupted and does not have the [IPCACHE]section.
Action:	You need to perform the following tasks:

   1 Copy the NXP.INI file from the ZENworks for Servers product CD into the following directory: *installvolume:\installdirectory*\ZENWORKS\MMS\MWSERVER\ NMDISK.

   2 Edit the NXP.INI file with the following: [IPCACHE] PATH = *installvolume:\installdirectory*\ZENWORKS\MMS\MWSERVER\ NMDISK\IPCACHE\

   3 Restart discovery.

DiscoverNodesInFile :: Input file DiscNodes.txt not found

Source:	ZENworks for Servers; Management and Monitoring Services; IPGROPER.NLM
Severity:	Informational
Explanation:	File-based discovery has been configured to run without specifying an input file.
Possible Cause:	The input file has not been configured.
Action:	If you want to discover hosts using file-based discovery, create the DISCNODES.TXT input file and place it in the ZFS-INSTALL-DIR/MWSERVER/NMDISK directory. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

DiscoverNodesInFile :: To use File-Based Discovery, you can create a new input file

Source:	ZENworks for Servers; Management and Monitoring Services; IPGROPER.NLM
Severity:	Informational
Explanation:	File-based discovery has been configured to run without specifying an input file.
Possible Cause:	The input file has not been configured.

Action: If you want to discover hosts using file-based discovery, create the DISCNODES.TXT input file and place it in the ZFS-INSTALL-DIR/MWSERVER/NMDISK directory. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Unable to find the DNS name server information in the RESOLV.CFG file. Ensure the DNS server is configured correctly

Source: ZENworks for Servers; Management and Monitoring Services; IPGROPER.NLM

Severity: Important

Explanation: The SYS:\ETC\RESOLVE.CFG file does not contain the information on the DNS server to be queried to retrieve the DNS names.

Possible Cause: The server has not been configured with any DNS server to resolve names.

Action: Configure the NetWare® server to query a DNS server.

Action: You can also manually edit the RESOLVE.CFG file to create an entry for the DNS server. For example: domain *domainname* nameserver *IP address of the DNS server.*

Unable to update the NetExplorer configuration file

Source: ZENworks for Servers; Management and Monitoring Services; NXPCON.NLM

Severity: Critical

Explanation: The configuration that needs to be updated in the NXP.INI configuration file in the *installvolume*:\installdirectory\ZENWORKS\MMS\MWSERVER\NMDISK directory could not be performed.

Possible Cause: The NXP.INI file is corrupted or does not exist.

Action: You need to perform the following tasks:

1 Stop NetExplorer.

To stop NetExplorer, enter **unexp** at the Management server prompt.

2 If sloader is started, stop the Java* discovery processes.

To stop the discovery processes, enter **stopdis**.

Wait for all the Java discovery processes to stop.

3 Copy the NXP.INI file from the *ZENworks for Servers* product CD into the following directory: *installvolume:*\installdirectory\ZENWORKS\MMS\MWSERVER\NMDISK.

4 Edit the NXP.INI file with the following entry: [IPCACHE] PATH = *installvolume:*\installdirectory\ZENWORKS\MMS\MWSERVER\NMDISK\IPCACHE\

5 Start NetExplorer.

To start NetExplorer, enter **netxplor** at the Management server prompt.

6 Start the Java discovery processes.

To start the processes, enter **startdis**.

Use NXPCON to configure NetExplorer.

Insufficient memory. Exit NetExplorer and try later

Source:	ZENworks for Servers; Management and Monitoring Services; NXPCON.NLM
Severity:	Critical
Explanation:	The program was unable to allocate sufficient memory.
Possible Cause:	The server is running low on memory.
Action:	Check and unload unnecessary processes to free up the memory and try again.

Changes cannot be activated from here. Reload NetExplorer to activate the changes in the following: *changelist*

Source:	ZENworks for Servers; Management and Monitoring Services; NXPCON.NLM
Severity:	Informational
Explanation:	You have changed certain configuration parameters like the IP discovery scope, which require the NetExplorer system to be restarted. These changes cannot be updated within the NetExplorer system while the other modules are running.
Possible Cause:	You have made the changes to suboptions other than SNMP using Configuration Options.
Action:	You need to perform the following tasks:

1 Stop NetExplorer.

To stop NetExplorer, enter **unxp** at the Management server prompt.

2 If sloader has been started, stop the Java discovery processes.

To stop the Java discover processes, enter **stopdis**.

Wait for all the Java discovery processes to stop.

3 Start NetExplorer.

To start NetExplorer, enter netxplor.

4 Start the discovery processes.

To start the discovery process, enter startdis.

Error starting Naming Service. Naming Service already running on port *portnumber*

Source:	ZENworks for Servers; Management and Monitoring Services; Naming Server
Severity:	Informational
Explanation:	A prior instance of the Naming Server Java process is already running and an attempt was made to start it again.
Possible Cause:	You have entered **mwserver** twice at the command prompt.
Possible Cause:	You have attempted to restart the services without killing the Naming Server Java process.
Action:	You need to perform the following tasks:

1 Stop the Naming Server Java process.

To stop the Naming Server Java process, enter **mmsNaming -exit**.

2 Restart the Naming Server Java process.

To restart the Naming Server, enter **mwserver**.

Error starting Naming Service. The address is already in use

Source: ZENworks for Servers; Management and Monitoring Services; Naming Server

Severity: Important

Explanation: The NetWare server has not released the port associated with a prior instance of the Naming Server Java process. Therefore, a subsequent attempt to restart the Naming Server on the same port failed.

Possible Cause: An attempt to stop and start the Naming Server Java process was made too quickly.

Action: Wait for a longer time interval (at least a minute) before restarting the Naming Server Java process.

Management and Monitoring Services Database Error Messages

An error occurred while connecting to the database
An error occurred during database backup
An error occurred while updating the database
An error occurred while updating NDS

An error occurred while connecting to the database

Source: ZENworks for Servers; Management and Monitoring Services; Change Database Password Snap-In and Database Backup Snap-In at the Properties page at the site server level

Severity: Critical

Explanation: Connection to the database could not be established.

Possible Cause: The database may be down.

Action: Check whether the database is down. If the database is down, you need to bring up the database.

To bring up the database, enter **mgmtdbs** at the Management server prompt.

An error occurred during database backup

Source: ZENworks for Servers; Management and Monitoring Services; Database Backup Snap-In at the Properties page at the site server level

Severity: Important

Explanation: The database backup operation could not be performed.

Possible Cause: The database may be down.

Action: Check whether the database is down. If the database is down, you must bring up the database.

To bring up the database, enter **mgmtdbs** at the Management server prompt.

An error occurred while updating the database

Source: ZENworks for Servers; Management and Monitoring Services; Change Database Password Snap-In at the Properties page at the site server level

Severity: Important

Explanation: The password for the database could not be changed.

Possible Cause: The database may be down.

Action: Check whether the database is down. If the database is down, you must bring up the database.

To bring up the database, enter **mgmtdbs** at the Management server prompt.

An error occurred while updating NDS

Source: ZENworks for Servers; Management and Monitoring Services; Change Database Password Snap In at the Properties page at the site server level

Severity: Important

Explanation: When you attempted to change the database password, Novell eDirectory™ could not be updated with the new password.

Possible Cause: There is a problem with eDirectory.

Action: Check the eDirectory error code to see what the problem is. If you are unable to resolve the error, copy the exception stack trace and report it to Novell Technical Services℠ (http://support.novell.com).

Atlas Manager Error Messages

An error occurred while retrieving objects from the server. Ensure that Atlas Manager is running at the server, and refresh the ZfS sites to see the view again

Could not connect to Atlas Manager at IP_address

An error occurred while retrieving objects from the server. Ensure that Atlas Manager is running at the server, and refresh the ZfS sites to see the view again

Source: ZENworks for Servers; Management and Monitoring Services; Atlas Manager

Possible Cause: Atlas Manager is not running at the ZfS server.

Action: Check if Atlas Manager is running. To check, you need to perform the following tasks:

1 Check the log files generated in the following directory:
installvolume:\installdirectory\ZENWORKS\MMS\LOGFILES\ SLOADER.

2 Select the SLOADER-*bignumber*.TXT file which contains the latest modified time stamp.

3 Search for the following string:

```
AtlasManager:CmdServerObjThread.java
:com.novell.managewise.AtlasCmdServerObj[XXXXX] is ready.
```

(*XXXXX* will be replaced by some detailed information in the file.)

If this string does not exist, you may need to wait for about 4-5 minutes for the services to start. If they do not start automatically, you need to restart them.

Possible Cause: The ZfS server processes were stopped and restarted when the ConsoleOne® was running.

Action: You need to perform the following tasks:

1 From ConsoleOne, select ZfS Site.

2 Click Refresh.

If the error message persists, close the ConsoleOne session that is currently running. Launch ConsoleOne again.

Possible Cause: The ConsoleOne snap-in and the site server have different ZfS versions.

Action: You need to perform the following tasks:

1 Ensure that the ConsoleOne snap-in and the site server are using the same ZfS version. The ZfS 2 snap-ins do not work with the ZfS 3.0.2 site server, and vice versa.

2 Install the latest ZfS version of the snap-ins on the console and the latest version of the site server on the server and restart the processes.

Could not connect to Atlas Manager at *IP_address*

Source: ZENworks for Servers; Management and Monitoring Services; Atlas Manager

Possible Cause: Atlas Manager is not running at the ZfS server.

Action: Check if Atlas Manager is running. To check, you need to perform the following tasks:

1 Check the log files generated in the following directory:
installvolume:\installdirectory\ZENWORKS\MMS\LOGFILES\ SLOADER.

2 Select the SLOADER-*bignumber*.TXT file, which contains the latest modified time stamp.

3 Search for the following string:

`AtlasManager:`*CmdServerObjThread.java*`:com.novell.managewise.Atlas CmdServerObj[`*XXXXX*`] is ready.`

(*XXXXX* will be replaced by some detailed information in the file).

If this string does not exist, you may need to wait for about 4-5 minutes for the services to start. If they do not start automatically, you need to restart them.

Possible Cause: The ZfS server processes were stopped and restarted when ConsoleOne was running.

Action: You need to perform the following tasks:

1 From ConsoleOne, select the ZfS site.

2 Click Refresh.

If the error message persists to display, close the ConsoleOne session that is currently running. Launch ConsoleOne again.

Possible Cause: The ConsoleOne version and the site server are of different ZfS versions.

Action: You need to perform the following tasks:

1 Ensure that the ConsoleOne snap-in and the site server are of the same ZfS version. The ZfS-2 snap-ins do not work with ZfS-3 site server, and vice versa.

2 Install the latest ZfS version on the console and the server and restart the processes.

Service Manager Error Messages

Unable to obtain Naming Server Instance
Service Manager is already running

Unable to obtain Naming Server Instance

Source:	ZENworks for Servers; Management and Monitoring Services; SLOADER or NetExplorer
Severity:	Critical
Possible Cause:	The service loader was started while the Naming Server was not running.
Action:	Start the Naming Server.

To start the Naming Server, enter **mmsnaming** at the Management server prompt. You need not restart the service loader because it will locate the Naming Server after a short interval.

Service Manager is already running

Source:	ZENworks for Servers; Management and Monitoring Services; SLOADER or NetExplorer
Explanation:	Management and Monitoring Services does not allow you to run multiple instances of the same Service Manager.
Possible Cause:	You may be trying to run the service manager even if an instance of the service manager is not actually running. This happens when the earlier instance of service manager is closed using **java -kill** instead of **stopservice**.
Action:	Restart the Naming Server by closing the Naming Server and starting the Naming Server again.

To restart the Naming Server, enter **mmsNaming**.

MIB Compiler Error Messages

MIBCERR102: Badly constructed INDEX clause. The syntax should be INDEX {object name}
MIBCERR103: Unknown to parse the value for an unknown or aggregate type. Check the spelling and the format.
MIBCERR104: Duplicate number the named number list
MIBCERR105: Incorrect syntax: Expected '(', read
MIBCERR106: Incorrect syntax: Expected ')', read
MIBCERR107: Incorrect syntax: Expected ',' or '}'
MIBCERR108: Incorrect syntax: Expected '{' after DEFVAL
MIBCERR109: Incorrect syntax: Expected '{' after VARIABLES
MIBCERR110: Incorrect syntax: Expected '{', read
MIBCERR111: Incorrect syntax: Expected a non-negative integer
MIBCERR112: Incorrect syntax: Expected a type
MIBCERR113: Incorrect syntax: Expected an integer
MIBCERR114: Incorrect syntax: Expected an octet string
MIBCERR115: Incorrect syntax: Expected a filename after HELP
MIBCERR116: Incorrect syntax: Expected HELPTAG number after #HELPTAG
MIBCERR117: Incorrect syntax: Expected identifier after ACCESS
MIBCERR118: Incorrect syntax: Expected identifier after STATUS
MIBCERR119: Incorrect syntax: Expected identifier

MIBCERR120: Incorrect syntax: Expected index object or index type

MIBCERR121: Incorrect syntax: Expected module reference

MIBCERR122: Incorrect syntax: Expected number

MIBCERR123: Incorrect syntax: Expected a string after DESCRIPTION

MIBCERR124: Incorrect syntax: Expected string after REFERENCE

MIBCERR125: Incorrect trap annotation: Expected string after SUMMARY

MIBCERR126: Incorrect trap annotation: Expected string after TYPE

MIBCERR127: Incorrect trap annotation: Expected time index number after \#TIMEINDEX

MIBCERR128: Incorrect syntax: In INDEX clause: Expected ... , INTEGER OPTIONAL

MIBCERR129: Incorrect syntax: Expected ::=

MIBCERR130: Incorrect syntax: Expected ACCESS

MIBCERR131: Incorrect syntax: Expected BEGIN

MIBCERR132: Incorrect syntax: Expected DEFINITIONS

MIBCERR133: Incorrect syntax: Expected ENTERPRISE

MIBCERR134: Incorrect syntax: Expected HELPTAG item after HELP

MIBCERR135: Incorrect syntax: Expected NULL

MIBCERR136: Incorrect syntax: Expected identifier after STATUS

MIBCERR137: Incorrect syntax: Expected SYNTAX

MIBCERR138: Incorrect syntax: Expected ',' or FROM

MIBCERR139: Incorrect syntax: Import clause: Expected symbol

MIBCERR140: Illegal type in IndexPart

MIBCERR141: Out of memory

MIBCERR142: Premature end of file encountered. HINT: Check for premature truncation of file (%s)

MIBCERR143: A syntax error encountered in the object ID

MIBCERR144: Token too large

MIBCERR147: Incorrect alarm trap annotation: Too many arguments after ARGUMENTS.

MIBCERR148: Undefined identifier

MIBCERR149: Undefined type

MIBCERR150: Undefined IMPORTS:

MIBCERR151: Redefinition of

MIBCERR152: Unexpected term

MIBCERR153: Invalid token

MIBCERR154: Unexpected type after SEQUENCE OF

MIBCERR155: Unrecognized ASN.1 type after SYNTAX

MIBCERR156: Unrecognized value for SEVERITY

MIBCERR157: Print operation cancelled, either due to operator cancel or operation cannot be completed

MIBCERR158: Incorrect syntax: Expected a string after DISPLAY-HINT

MIBCERR201: Incorrect syntax: Expected a string after UNITS

MIBCERR205: Incorrect syntax: Expected OBJECTS

MIBCERR212: Incorrect syntax: Expected LAST-UPDATED

MIBCERR213: Incorrect syntax: Expected a string after LAST-UPDATED

MIBCERR214: Incorrect syntax: Expected ORGANIZATION

MIBCERR215: Incorrect syntax: Expected string after ORGANIZATION

MIBCERR216: Incorrect syntax: Expected a string after CONTACT-INFO

MIBCERR217: Incorrect syntax: Expected a string after REVISION

MIBCERR218: Incorrect syntax: Expected CONTACT-INFO

MIBCERR219: Incorrect syntax: Expected DESCRIPTION

MIBCERR221: Incorrect sequence adopted to define trap annotation. Correct sequence is: TYPE, SUMMARY, ARGUMENTS, SEVERITY, TIMEINDEX, HELP, HELPTAG and STATE

MIBCERR226: Incorrect Syntax: Expected identifier after OBJECTS

MIBCERR227: Incorrect syntax: Expected NOTIFICATIONS

MIBCERR228: Incorrect syntax: Expected identifier after NOTIFICATIONS

MIBCWAR001: Unrecognized ACCESS type

MIBCWAR002: Unrecognized STATUS type

MIBCWAR003: Ignoring named number > 32767

MIBCWAR004: Trap(s) missing supplemental NMS annotation

MIBCERR102: Badly constructed INDEX clause. The syntax should be INDEX {object name}

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Possible Cause: The syntax in the INDEX clause is incorrect.

Action: Check the syntax of the INDEX clause.

The required syntax for the INDEX clause is:

```
INDEX List of ObjectNames
```

The list of object names should be separated by commas.

For example,

```
nwUserVolUsageEntry OBJECT-TYPE
```

```
INDEX nwUserVolUserID, nwUserVolVolID
```

The object names in this example are nwUserVolUserID and nwUserVolVolID.

MIBCERR103: Unknown to parse the value for an unknown or aggregate type. Check the spelling and the format.

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler attempts to understand a value through the type that is referenced. If that type is not known, the MIB Compiler cannot interpret the value.

Possible Cause: The type is unknown and the MIB Compiler cannot interpret the value.

Action: Make sure the spelling and format of the type are correct.

Action: Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR104: Duplicate number the named number list

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The named number lists contain elements consisting of a label and an associated number. The labels provide meaning to the assigned numbers. The numbers must be unique in a named number list.

Possible Cause: The same number has been incorrectly assigned to multiple list entries.

Action: Ensure that the numbers are unique.

MIBCERR105: Incorrect syntax: Expected '(', read

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The enumerated list consists of name strings and the associated integer value. The integers should be enclosed in parentheses.
Possible Cause:	The MIB file has invalid characters or characters between the name string and the opening parenthesis.
Action:	Make sure the name string is a single word and does not contain white space.
Possible Cause:	The name string may be incorrectly made up of spaces, or other white space characters.
Action:	Delete any non-white-space characters (characters other than the white space characters such as tab or space) between the name string and the integer value.
Possible Cause:	The integer value may be missing entirely, or the enclosing parentheses may be missing or replaced by braces.
Action:	Enclose the integer value in parentheses.

MIBCERR106: Incorrect syntax: Expected ')', read

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The integer value should be enclosed in parentheses. The closing right parenthesis was not found.
Possible Cause:	Non-numerical or non-white-space characters (characters other than the white space characters such as tab or space) are present between the integer and the closing parentheses.
Possible Cause:	The closing parenthesis for the integer value is missing.
Possible Cause:	The value has non-numerical invalid characters inserted between digits.
Action:	Ensure that there are no non-white-space characters between the integer value and that the closing parenthesis is present.
Possible Cause:	Using the symbol "|" in the following statement, comprised of a number followed by a range of numbers, is not supported by the MIB Compiler:
	SYNTAX INTEGER(0|3..10)
	However, it does parse a number followed by a number.
Action:	The Results window of the MIB Compiler points out occurrence of the error by extending the MIB file name and the line number. Open the specified MIB in an editor and rectify the error at the mentioned line number.
	For the example above, you would replace the statement in the MIB with the following:
	SYNTAX INTEGER(0..10)
	Remove the symbol "|" from the statement, save the changes, and compile the MIB.

MIBCERR107: Incorrect syntax: Expected ',' or '}'

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The possible lists are either an enumerated list or a variable list. The lists should be made up of list items, enclosed within opening and closing braces, and commas are used to separate the list items. This error is declared when this format is not present.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present between the list items and the separating comma.

Possible Cause: The closing brace is missing.

Action: Delete any non-white-space characters between items in the list or between the last item and the closing braces. Separate list items with commas.

MIBCERR108: Incorrect syntax: Expected '{' after DEFVAL

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: DEFVAL defines a predefined value for a variable. The value to be used should be enclosed within opening and closing braces.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present between the DEFVAL and the opening brace.

Action: Delete any non-white-space characters. Enclose characters within opening and closing braces.

MIBCERR109: Incorrect syntax: Expected '{' after VARIABLES

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The VARIABLES keyword is followed by a list of object names in the MIB. The names should be separated by commas and enclosed within opening and closing braces.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present between the VARIABLES keyword and the opening braces.

Action: Delete any non-white-space characters.

Possible Cause: The opening brace is missing.

Action: Enclose characters within opening and closing braces.

MIBCERR110: Incorrect syntax: Expected '{', read

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The SEQUENCE keyword is followed by a list of items making up a sequence. Each item of the list is made up of an object name and an object value pair. The list items should be separated by commas and enclosed within opening and closing braces.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present between the SEQUENCE keyword and the opening brace.

Action: Delete any invalid characters between the SEQUENCE keyword and the opening brace.

Possible Cause: The opening brace is missing entirely.

Action: Make sure that the opening brace is not missing.

MIBCERR111: Incorrect syntax: Expected a non-negative integer

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The integer can be digits from 0 to 9 only. The format allows for leading zeros.

Possible Cause: The specified integer value is incorrect.

Action: Check that the integer value is expressed in the expected format.

MIBCERR112: Incorrect syntax: Expected a type

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The type can either be a built-in standard SMI type or a user-defined type.
Possible Cause:	The type does not refer to a built-in standard SMI type or a user-defined type.
Action:	Ensure that the type is of the expected format.
Possible Cause:	The type does not refer to a built-in standard SMI type or a user-defined type. Apart from these expected types, the compiler does not parse IMPLIED usage in the following statement.
	INDEX { ifIndex, caqClassifierAclType, IMPLIED caqClassifierAclName }
	The IMPLIED modifier to an object name is an optional usage in SNMPv2 convention for the INDEX clause. The IMPLIED keyword enables a small savings in the instance identifier when one of the index objects is a variable string.
Action:	The Results window of the MIB Compiler points out occurrence of the error by extending the MIB file name and the line number. Open the specified MIB in an editor and rectify the error at the mentioned line number.
	For the example above, you would replace the statement in the MIB with the following:
	INDEX { ifIndex, caqClassifierAclType, caqClassifierAclName }Remove the IMPLIED variable from the statement, save the changes and compile the same MIB. Because it is an optional usage, ignoring it would have no impact on the functionality.

MIBCERR113: Incorrect syntax: Expected an integer

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The integer can be digits from 0 to 9 only. The format allows for leading zeros and a sign (optional). White space can exist between the sign and the digits.
Possible Cause:	The specified integer value is incorrect.
Action:	Ensure that the integer value is expressed in the expected format.

MIBCERR114: Incorrect syntax: Expected an octet string

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The string should be enclosed in quotes. It can be standard text (alphanumerical with punctuation characters), binary string (0s and 1s), or hexadecimal string (all digits, A,B,C,D,E,F, a, b, c, d, e, f).
Possible Cause:	The required string is not present.
Action:	Ensure that the string is provided and is expressed in the expected format.

MIBCERR115: Incorrect syntax: Expected a filename after HELP

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The HELP clause is optional. The HELP keyword should be followed by a filename, which is used for the alarm system on the ZENworks for Servers console.
Possible Cause:	The expected filename is missing after the HELP keyword.
Action:	Check that a filename is provided after the HELP keyword.

MIBCERR116: Incorrect syntax: Expected HELPTAG number after #HELPTAG

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The integer number corresponds to the appropriate offset in the online help file named in the HELP clause.
Possible Cause:	No number was found after the HELPTAG keyword.
Action:	Delete the non-negative integer after the HELPTAG keyword.
Possible Cause:	The number was not in the expected integer format.
Action:	Delete any non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR117: Incorrect syntax: Expected identifier after ACCESS

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The ACCESS clause defines the access levels in terms of identifiers. The identifiers can be:

- Read-only
- Read-write
- Write-only
- Not-accessible

Possible Cause:	The keyword in the ACCESS clause does not belong to the defined set.
Action:	Delete any non-white-space characters (characters other than the white space characters such as tab or space). Specify a valid identifier.

MIBCERR118: Incorrect syntax: Expected identifier after STATUS

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The STATUS clause defines the implementation support required for this object using identifiers. The supported values are:

- MANDATORY, OPTIONAL (support is mandatory or optional)
- DEPRECATED (must be supported, but may be removed from the next version)
- OBSOLETE (the managed nodes no longer need to support this object)

Possible Cause:	The identifier is absent completely.
Action:	Specify a valid identifier.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present between the STATUS and the identifier.
Action:	Delete any non-white-space characters.
Possible Cause:	The keyword in the OBJECT clause may not be a valid identifier.
Action:	Specify a valid identifier.
Action:	Delete any non-white-space characters.

MIBCERR119: Incorrect syntax: Expected identifier

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The TRAP-TYPE macro contains either an enumerated list or a variable list. The list should be made up of items separated with commas and enclosed within opening and closing braces.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present before the name.
Action:	Delete any non-white-space characters between the list items.
Possible Cause:	The name was not found.
Action:	Enclose list items within opening and closing braces, without any invalid non-white-space characters.
Possible Cause:	An identifier after the GROUP clause is not present.
Action:	Specify a valid identifier. Delete non-white-space characters.

MIBCERR120: Incorrect syntax: Expected index object or index type

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The INDEX clause contains a list of object names separated by commas. The list of object names should be enclosed within opening and closing braces.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present.
Action:	Delete any non-white-space characters in the clause.
Possible Cause:	The Index Object type or Index type is not the name of an object in the MIB.
Action:	Express names in the proper format.

MIBCERR121: Incorrect syntax: Expected module reference

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	When the MIB Compiler applies strict ASN.1 syntax, by convention, the module names should begin with an uppercase letter.
Possible Cause:	The name of the module starts with a lowercase letter.
Action:	Ensure that the module name begins with an uppercase letter.
Action:	Delete any non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR122: Incorrect syntax: Expected number

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The integer can be digits from 0 to 9 only. The format allows for leading zeros and a sign (optional). White space can be between the sign and the digits.
Possible Cause:	The integer value is incorrect.
Action:	Ensure that the integer value is expressed in the expected format.

MIBCERR123: Incorrect syntax: Expected a string after DESCRIPTION

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The DESCRIPTION clause has a quoted string, which is the description for that particular object in the MIB.
Possible Cause:	The enclosing quotes for the string are missing.
Action:	Enclose the string within quotes.
Action:	Double quote (" ") any quotes in the string quoted to avoid confusion with the closing quote.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present before the beginning of the string.
Action:	Ensure that non-white-space characters do not precede the string.

MIBCERR124: Incorrect syntax: Expected string after REFERENCE

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The REFERENCE clause has a quoted string, which is the description for that particular object in the MIB.
Possible Cause:	The enclosing quotes for the string are missing.
Action:	Enclose the string within quotes.
Action:	Double quote (" ") any quotes in the string to avoid confusion with the closing quote.
Possible Cause:	Non-white-space characters are present before the beginning of the string.
Action:	Ensure that non-white-space characters do not precede the string.

MIBCERR125: Incorrect trap annotation: Expected string after SUMMARY

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The SUMMARY clause has a quoted string, which is the description for that particular object in the MIB.
Possible Cause:	The enclosing quotes for the string are missing.
Action:	Enclose the string within quotes.
Action:	Double quote (" ") any quotes in the string to avoid confusion with the closing quote.
Possible Cause:	Non-white-space (characters other than the white space characters such as tab or space) may be present before the beginning of the string.
Action:	Ensure that non-white-space characters do not precede the string.

MIBCERR126: Incorrect trap annotation: Expected string after TYPE

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	In the TRAP-TYPE macro, the TRAP TYPE clause has a quoted string, which is the description for that particular trap in the MIB.
Possible Cause:	The enclosing quotes for the string are missing.
Action:	Enclose the string within quotes.
Action:	Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause:	Non-white-space characters may be present before the beginning of the string.
Action:	Ensure that non-white-space characters do not precede the string.

MIBCERR127: Incorrect trap annotation: Expected time index number after \#TIMEINDEX

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The integer can be digits from 0 to 9 only. The format allows for leading zeros and a sign (optional). White space can exist between the sign and the digits.
Possible Cause:	The non-negative integer value is incorrect or is not present.
Action:	Check that the integer value is expressed in the expected format.

MIBCERR128: Incorrect syntax: In INDEX clause: Expected ... , INTEGER OPTIONAL

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The OPTIONAL keyword signifies that the preceding term in the INDEX clause is not mandatory. It must be the last term in the clause and must be preceded by an INTEGER only.
Possible Cause:	The OPTIONAL keyword is not the last term in the INDEX clause.
Action:	Ensure that the keyword is the last term in the clause.
Possible Cause:	The OPTIONAL keyword is preceded by a type other than INTEGER.
Action:	Ensure that the term preceding the OPTIONAL keyword is INTEGER. Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR129: Incorrect syntax: Expected ::=

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The symbol ::= has multiple uses, such as in object definitions, textual conventions, and demarcation of MIB modules.
Possible Cause:	The ::= symbol is missing.
Action:	Ensure that the expression has the correct form. This is important for object definitions when macros are being used.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present between the previous term and the ::= symbol.
Action:	Delete any non-white-space characters in the expression.

MIBCERR130: Incorrect syntax: Expected ACCESS

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	In ASN.1 syntax, the ACCESS keyword forms part of the OBJECT-TYPE macro, which defines the access level of that particular object.
Possible Cause:	The ACCESS keyword is missing.
Action:	Ensure that the ACCESS keyword is present.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present in the place of the ACCESS keyword.
Action:	Delete any non-white-space characters.

MIBCERR131: Incorrect syntax: Expected BEGIN

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The ASN.1 syntax notation allows for objects to be defined within a separate module. A MIB file can contain one or more modules. These modules, by definition, begin with *module_name* DEFINITIONS::=BEGIN.
Possible Cause:	The BEGIN keyword is missing.
Action:	Ensure that the BEGIN keyword is present. Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR132: Incorrect syntax: Expected DEFINITIONS

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The ASN.1 syntax notation allows for objects to be defined within a separate module. A MIB file can contain one or more modules. These modules, by definition, begin with *module_name* DEFINITIONS::=BEGIN.
Possible Cause:	The DEFINITIONS keyword is missing.
Action:	Ensure that the DEFINITIONS keyword is present. Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR133: Incorrect syntax: Expected ENTERPRISE

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The ENTERPRISE keyword forms part of the TRAP-TYPE macro and describes to which ENTERPRISE the trap belongs. The ENTERPRISE is usually the group that defines that particular MIB.
Possible Cause:	The ENTERPRISE keyword is missing.
Action:	Ensure that the ENTERPRISE keyword is present.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present in the place of the ENTERPRISE keyword.
Action:	Delete any non-white-space characters before the ENTERPRISE keyword.

MIBCERR134: Incorrect syntax: Expected HELPTAG item after HELP

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The HELPTAG and HELP items form part of the trap definition. The item HELP defines the Help files to be used for the alarm system on the console. The HELPTAG refers to a particular offset in that file, pertaining to this particular trap.
Possible Cause:	The HELPTAG item is not present.
Possible Cause:	The keyword has been spelled incorrectly or is not present.
Action:	Ensure that the keyword is present and is spelled correctly.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present.
Action:	Delete any non-white-space characters between the two items.

MIBCERR135: Incorrect syntax: Expected NULL

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler understands the following ASN.1 types:

- INTEGER
- OBJECT IDENTIFIER
- OCTET STRING

It also has built-in support for the following standard SMI types:

- Counter
- Gauge
- TimeTicks
- NetAddress
- IPAddress
- Opaque

Possible Cause: Attempting to use an undefined type results in this error.

Action: Ensure that the type is one of those supported by the MIB Compiler and is spelled correctly. Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR136: Incorrect syntax: Expected identifier after STATUS

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The STATUS keyword forms part of the OBJECT-TYPE macro, defining the implementation support required for that particular object, whether it is Mandatory, Optional, Deprecated, or Obsolete.

Possible Cause: The STATUS keyword is missing.

Action: Ensure that the STATUS keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present in the place of the STATUS keyword.

Action: Delete any non-white-space characters.

MIBCERR137: Incorrect syntax: Expected SYNTAX

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: In ASN.1 syntax, the SYNTAX keyword forms part of the OBJECT-TYPE macro, defining the format of the value taken by the object.

In SNMP Version 2 syntax, the SYNTAX keyword forms part of the OBJECT-TYPE and TEXTUAL-CONVENTIONS macro, describing any of these types.

Possible Cause: The SYNTAX keyword is missing.

Action: Ensure that the SYNTAX keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present in the place of the SYNTAX keyword.

Action: Delete any non-white-space characters.

MIBCERR138: Incorrect syntax: Expected ',' or FROM

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The FROM keyword refers to objects defined in other MIB modules.
Possible Cause:	The FROM keyword is missing or is spelled incorrectly.
Action:	Check that the keyword is present and is spelled correctly.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present where the word was expected.
Action:	Delete any non-white-space characters.

MIBCERR139: Incorrect syntax: Import clause: Expected symbol

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	Terms defined in other MIB modules can be referenced with the IMPORT clause. Only identifiers, types, and object identifiers can be used with the IMPORT clause.
Possible Cause:	The term present in the IMPORT clause is neither an identifier nor a type.
Action:	Check that the items with the IMPORT clause are either identifiers or types. Standard SMI macros such as OBJECT-TYPE and TRAP-TYPE can also be imported.

MIBCERR140: Illegal type in IndexPart

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	In an INDEX clause, the following types of objects are supported:

- Integers
- Octet strings
- Object identifiers
- Net addresses
- IP addresses

Possible Cause:	The type may is not one of those supported by the INDEX clause.
Action:	Ensure that the types of the objects named in the INDEX clause are supported by the INDEX clause.

MIBCERR141: Out of memory

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	This error occurs when the operating system is incapable of supplying required memory to this application.
Possible Cause:	There are too many active applications.
Action:	Close some open applications. Retry the operation. You may need to shut down and restart the operating system.

MIBCERR142: Premature end of file encountered. HINT: Check for premature truncation of file (%s)

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The end of the file was reached while the compilation was in an incomplete state. Each MIB source file contains one or more modules. Each module contains related object definitions. If the end of the file was found before the MIB Compiler finished compiling the current module, this error is generated.

The END keyword, which denotes the end of a MIB module, must be found before the end of the file occurs.

Possible Cause: The file may be truncated or is incomplete.

Action: Check that the MIB source file was not truncated or incomplete by checking the original version. If the file was downloaded from the Internet, it may be incomplete. You must download the file again.

MIBCERR143: A syntax error encountered in the object ID

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The object ID may be in the form of the name of the node, by itself, or with references to its parents, in their named form. For example, the following are allowed:

dodiso(1) org (3) dod (6)

Possible Cause: The object ID may be improperly formed or is nonexistent.

Action: Ensure that the object ID is correctly formed. Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR144: Token too large

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler sets a limit on the largest size that it can handle. This limit is based on the review of many existing MIB source files, and is designed to handle most strings.

Possible Cause: The word that the MIB Compiler is currently considering is too large to be handled.

Action: Specify a shorter name.

MIBCERR147: Incorrect alarm trap annotation: Too many arguments after ARGUMENTS.

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: There is a limit on the number of arguments that can be declared.

Possible Cause: There are too many arguments declared after the ARGUMENTS keyword.

Action: Ensure that the number of arguments does not exceed the maximum number of arguments allowed.

MIBCERR148: Undefined identifier

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: Each MIB module is made up of a collection of definitions of objects that make up a portion of the MIB tree. Each definition relates the current definition to some other existing object in the MIB. Either the referred object is defined within the same MIB, or it is referenced from an external module using the IMPORT statement.

Possible Cause: The identifier is not be defined in the current MIB.

Action: Ensure that the referred identifier has been spelled correctly and the referred identifier exists within the module.

Possible Cause: The identifier is not correctly imported from the appropriate MIB, or the spelling may be incorrect.

Action: Ensure that the referred identifier is referenced correctly from an external module using the IMPORT statement, and that the MIB is being compiled.

Action: Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space) where the identifier is expected.

Action: Ensure that the identifier is included in the MIB in which it is accessed, or is included among the imported MIBs.

MIBCERR149: Undefined type

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: Each MIB module is made up of a collection of definitions of objects that make up a portion of the MIB tree. Each definition includes some type information. ASN.1 provides basic types, but user-defined types can be added. These types are either defined within the same MIB, or else they are referenced from an external module using the IMPORT statement.

Possible Cause: The type is not be defined in the current MIB.

Action: Ensure that the referred type exists within the module.

Possible Cause: The type is not correctly imported from the appropriate MIB.

Action: Ensure that the referred type is referenced correctly from an external module using the IMPORT statement, and that the MIB is being compiled.

Possible Cause: The spelling is incorrect.

Action: Ensure that the referred type has been spelled correctly,

Action: Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space) where the identifier is expected.

MIBCERR150: Undefined IMPORTS:

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: Identifiers and types may be referenced from other MIB modules using the IMPORT statement. This error is generated if a module named in the IMPORT statement is missing.

Possible Cause: The MIB source file is not available for compilation.

Action: The MIB source file containing the referenced MIB module is being compiled currently. It should be present in the MIB Server Pool.

Possible Cause: The name of the module is missing or is incorrectly spelled.

Action: Ensure that the name of the module is spelled correctly.

Action: Ensure that invalid non-white-space characters (characters other than the white space characters such as tab or space) are not present in the name.

MIBCERR151: Redefinition of

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: There is a single namespace for the symbols being defined in each MIB module of the MIB tree. This means that there cannot be more than one object of the same name in the same MIB module.

Possible Cause: This name is used for some other identifier or type in the MIB module.

Action: Ensure that there are no other occurrences of the name in the MIB.

MIBCERR152: Unexpected term

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The definition of an object should be terminated with the following:

::= {*reference to parent MIB tree child number*}

The reference to the parent can either be qualified as the name of the parent, or in terms of its parents.

For example, the following would be accepted:

::= {iso org(3) dod (6) 1}

The child number describes the object being described in terms of its parent, as in the first child of parent node dod.

Possible Cause: The child number of the node being defined is not found.

Possible Cause: The reference to the parent token is incorrect.

Action: Ensure that the reference to the parent is correct, and that the child number is unique to the parent.

MIBCERR153: Invalid token

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler allows only the following characters for use in names: alphanumeric and underscore ([a-zA-Z0-9_]). These characters can occur in any order.

Possible Cause: The word contains invalid characters.

Action: Ensure that the word used is made up only of valid characters.

MIBCERR154: Unexpected type after SEQUENCE OF

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The SEQUENCE OF keywords must be followed by a type name, which defines the objects in the SEQUENCE.

Possible Cause: The SEQUENCE OF keywords were not followed by a type name or were followed by an invalid type name.

Action: Ensure that a valid type name occurs after the SEQUENCE OF keywords.

Action: Delete any non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR155: Unrecognized ASN.1 type after SYNTAX

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The name referenced by the SYNTAX clause should define the abstract syntax for the object, either in terms of the universal types or user-supplied types.

Possible Cause: The type referenced after the SYNTAX command was not found.

Action: Ensure that the type referenced in the SYNTAX clause is either a universal type or a user-defined type.

Action: Delete any non-white-space characters after the SYNTAX keyword.

MIBCERR156: Unrecognized value for SEVERITY

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The standard annotations for the TRAP-TYPE macro include a field for SEVERITY. This field can include any of the following four defined values:

- ◆ CRITICAL
- ◆ MAJOR
- ◆ MINOR
- ◆ INFORMATIONAL

Possible Cause: The value listed after the SEVERITY keyword is not one of the four defined values.

Action: Ensure that the value for SEVERITY is one of the four defined values.

MIBCERR157: Print operation cancelled, either due to operator cancel or operation cannot be completed

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: This error is generated when the user interrupts the printing or when the printer is unable to execute the command.

Possible Cause: The printer is not connected.

Possible Cause: The printer is offline.

Possible Cause: The user canceled the command.

Action: Correct the printer problem and issue the command again.

MIBCERR158: Incorrect syntax: Expected a string after DISPLAY-HINT

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The DISPLAY-HINT clause has a quoted string, which is the description for that particular object in the MIB.

Possible Cause: The enclosing quotes for the string are missing.

Action: Enclose the string within quotes. Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR201: Incorrect syntax: Expected a string after UNITS

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The UNITS clause defines the units for the OBJECT-TYPE, such as minutes and seconds.

Possible Cause: The enclosing quotes for the string are missing.

Action: Enclose the string within quotes. Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR205: Incorrect syntax: Expected OBJECTS

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The OBJECTS keyword forms part of the OBJECT-GROUP and NOTIFICATION-TYPE macro, defining the members of the group.

Possible Cause: The OBJECTS keyword is missing.

Action: Delete any non-white-space characters (characters other than the white space characters such as tab or space) before the OBJECTS keyword. Ensure that the OBJECTS keyword is present.

MIBCERR212: Incorrect syntax: Expected LAST-UPDATED

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: In the MODULE-IDENTITY macro, the LAST-UPDATED clause describes the date and time when the module was last updated. The date and time are expressed in universal time format (UTC).

Possible Cause: The LAST-UPDATED keyword is missing.

Action: Ensure that the LAST-UPDATED keyword is present.

Action: Delete any non-white-space characters (characters other than the white space characters such as tab or space) before the LAST-UPDATED keyword.

MIBCERR213: Incorrect syntax: Expected a string after LAST-UPDATED

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The LAST-UPDATED clause has a quoted string, which contains the date and time expressed in universal time format (UTC).

Possible Cause: The enclosing quotes for the string are missing.

Action: Enclose the string within quotes. Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause: Invalid non-white-space characters (characters other than the white space characters such as tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR214: Incorrect syntax: Expected ORGANIZATION

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The ORGANIZATION clause gives the name of the organization that created the module.

Possible Cause: The ORGANIZATION keyword is missing.

Action: Ensure that the ORGANIZATION keyword is present.

Action: Delete any non-white-space characters (characters other than the white space characters such as tab or space) between the quoted string after LAST-UPDATED and ORGANIZATION.

MIBCERR215: Incorrect syntax: Expected string after ORGANIZATION

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The ORGANIZATION clause has a quoted string, which gives the name of the organization that created the module.

Possible Cause: The enclosing quotes for the string are missing.

Action: Enclose the string within quotes.

Action: Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause: Invalid non-white-space characters (characters other than the white space characters such as tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR216: Incorrect syntax: Expected a string after CONTACT-INFO

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The CONTACT-INFO clause has a quoted string, which gives the information about the contact for any queries for this MIB module.

Possible Cause: The enclosing quotes for the string are missing.

Action: Enclose the string within quotes. Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause: Invalid non-white-space characters (characters other than the white space characters such as tab or space) are present between the quoted string after the ORGANIZATION and CONTACT-INFO keywords.

Action: Delete any non-white-space characters between the quoted string after the ORGANIZATION and CONTACT-INFO keywords.

MIBCERR217: Incorrect syntax: Expected a string after REVISION

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The REVISION clause has a quoted string, which is the date and time expressed in universal time format (UTC).

Possible Cause: The enclosing quotes for the string are missing.

Action: Enclose the string within quotes. Double quote (" ") any quotes in the string to avoid confusion with the closing quote.

Possible Cause:	Invalid non-white-space characters (characters other than the white space characters such as tab or space) are present between the quoted string after the CONTACT-INFO keyword and the REVISION keyword.
Action:	Delete any non-white-space characters between the quoted string after the keywords CONTACT-INFO and REVISION.

MIBCERR218: Incorrect syntax: Expected CONTACT-INFO

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The CONTACT-INFO keyword forms part of the MODULE-IDENTITY macro, and gives the information about the contact for any queries for this MIB module.
Possible Cause:	The CONTACT-INFO keyword is missing.
Action:	Ensure that the CONTACT-INFO keyword is present.
Action:	Delete any non-white-space characters (characters other than the white space characters such as tab or space) before the CONTACT-INFO keyword.

MIBCERR219: Incorrect syntax: Expected DESCRIPTION

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	In ASN.1 syntax, the DESCRIPTION keyword forms part of the OBJECT-TYPE macro, defining the implementation support required for that particular object, whether it be Mandatory, Optional, Deprecated, or Obsolete.
	In SNMP Version 2 syntax, the DESCRIPTION keyword forms part of the OBJECT-TYPE, TEXTUAL-CONVENTION, OBJECT-IDENTITY, NOTIFICATION-TYPE, OBJECT-GROUP, and MODULE-IDENTITY macros, describing any of these types.
Possible Cause:	The DESCRIPTION keyword is missing.
Action:	Ensure that the DESCRIPTION keyword is present.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present in the place of the DESCRIPTION keyword.
Action:	Delete any non-white-space characters.

MIBCERR221: Incorrect sequence adopted to define trap annotation. Correct sequence is: TYPE, SUMMARY, ARGUMENTS, SEVERITY, TIMEINDEX, HELP, HELPTAG and STATE

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The sequence you have adopted to write the trap annotations is incorrect. MIB Compiler is unable to compile the Trap annotations and produce the output to the Alarm Management System.
Possible Cause:	The expected sequence of writing the trap annotations is violated.
Action:	You must write the trap annotations in the following order:

1. TYPE

2. SUMMARY

3. ARGUMENTS

4. SEVERITY

5. TIMEINDEX

6. HELP

7. HELPTAG

8. STATE

MIBCERR226: Incorrect Syntax: Expected identifier after OBJECTS

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The OBJECT -GROUP macro is one of the four macros which forms a part of the conformance statement of SNMPv2 specification. The OBJECTS clause lists all the objects contained in the conformance group.

Possible Cause: The identifiers to be declared after the OBJECTS clause are missing.

Action: Specify a valid identifier following the OBJECTS clause.

Action: If you have specified the identifier, check for any existing non-white spaces (for example: tab or blank space) between the OBJECT clause and the identifier and delete them.

MIBCERR227: Incorrect syntax: Expected NOTIFICATIONS

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The NOTIFICATIONS -GROUP macro is a part of the four macros of the conformance statements for SNMPv2 specification. The NOTIFICATIONS clause identifies all the notifications.

Possible Cause: The NOTIFICATIONS keyword is missing.

Action: Specify the NOTIFICATIONS keyword.

Action: If you have specified the NOTIFCATIONS keyword, check for any existing non-white spaces (for example: tab or blank space) before the NOTIFCATIONS keyword and delete them.

MIBCERR228: Incorrect syntax: Expected identifier after NOTIFICATIONS

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The NOTIFICATIONS -GROUP macro is a part of the four macros of the conformance statements for SNMPv2 specification. The NOTIFICATIONS clause identifies lists all the notifications contained in the conformance group.

Possible Cause: The identifiers to be declared after the NOTIFICATIONS clause are missing

Action: Specify a valid identifier following the NOTIFICATIONS clause.

Action: If you have specified the identifier, check for any existing non-white spaces (for example: tab or blank space) between the NOTIFICATIONS clause and the identifier and delete them

MIBCWAR001: Unrecognized ACCESS type

Source: ZENworks for Servers; Management and Monitoring Services; MIB Compiler

Explanation: The ACCESS clause defines the access levels in terms of identifiers. The following identifiers can be included:

- Read-only

- Read-write

- Write-only

◆ Not-accessible

Possible Cause:	The identifier is not found.
Action:	Specify a valid identifier.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) may be present between ACCESS and the identifier.
Action:	Delete any non-white-space characters.

MIBCWAR002: Unrecognized STATUS type

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The STATUS keyword forms part of the OBJECT-TYPE macro, defining the implementation support required for that particular object, whether it be Mandatory, Optional, Deprecated, or Obsolete.
Possible Cause:	The term to define the STATUS is not recognized.
Possible Cause:	The term is spelled incorrectly.
Action:	Ensure that the term is present.
Possible Cause:	Non-white-space characters (characters other than the white space characters such as tab or space) are present where this word was expected.
Action:	Delete any invalid non-white-space characters.

MIBCWAR003: Ignoring named number > 32767

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The MIB Compiler works with the largest integer that can be represented as 32767. If a named number occurs that has a value larger than 32767, the MIB Compiler generates this error.
Possible Cause:	The value of the named number is greater than that which can be represented on this machine.
Action:	Ensure that numbers used in named number lists are correctly listed with values less than 32767.

MIBCWAR004: Trap(s) missing supplemental NMS annotation

Source:	ZENworks for Servers; Management and Monitoring Services; MIB Compiler
Explanation:	The definition of the TRAP-TYPE macro requires supplemental information, in the following form:

–#TYPE "FileSys: Directory write err (no vol)"

–#SUMMARY "Error occurred writing to "–#SUMMARY "extended directory space on server %s."

–#ARGUMENTS {0}

–#SEVERITY CRITICAL

–#TIMEINDEX 1

–#HELP "nwalarm.hlp"

–#HELPTAG 2

–#STATE DEGRADED

These annotations are used by the Alarm Manager System of ZENworks for Servers.

IMPORTANT: These annotations are prefixed with –#, and are ignored by other compilers incapable of understanding them. However, they are relevant to this MIB Compiler and should not be removed or mistaken as comments because these annotations start with a dash (–).

Possible Cause: The standard defined trap annotation is missing.

Action: Ensure that the annotations are present for the TRAP-TYPE definitions and that they have meaningful values.

Traffic Analysis Error Messages

Add protocol operation failed

Unable to reach the agent

Unable to turn to promiscuous mode

Console views display abnormal values for segment bandwidth utilization.\

Constraints in addition of new protocols

Constraints in addition of new protocols

Insufficient rights to modify protocol attributes

Interface driver not loaded

Interface error

Interface not found

Interface is not licensed

Irrecoverable error

Multiple refreshes to some views during early cycles of discovery

ZfS server is not responding

The media is not supported

MIB-2 not found

No SNMP Response

No statistics

Not a promiscuous driver

Not a raw send driver

Pipelined adapter

Remove protocol operation failed

RMON is not present on the switch

RMON2 service is not available on this node

SNMP / Console error displayed by LSM

SNMP Error

The switch is not responding

Table(s) not found

This segment does not have an RMON Agent connected to it

Add protocol operation failed

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: This error is displayed if the addition of a protocol to the Protocol Directory fails.

Possible Cause: The agent may not allow certain protocols to be added.

Action: Add only the protocols that the agent allows you to add.

Possible Cause:	An internal error occurred at the agent.
Action:	If this error occurs multiple times, unload and reload the agent.
Possible Cause:	The ZfS server is not responding.
Action:	Restart the ZfS server.

Unable to reach the agent

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	This message displays if the management server is down or if the connection between the agent and the management server is down.
Action:	Ensure that the management server is up and running and check the connection between the agent and the server.

Unable to turn to promiscuous mode

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	The Traffic Analysis Agent requires promiscuous mode to function appropriately.
Possible Cause:	The Traffic Analysis Agent software failed to turn on the promiscuous mode for the interface.
Possible Cause:	The board or the driver is not functioning.
Possible Cause:	The server where the traffic analysis agent is installed is running out of resources.
Action:	Try unloading the promiscuous mode driver and reloading it. If that does not solve the problem, see the driver's documentation or "Resolving Server Memory Problems" on page 51 for details.

Console views display abnormal values for segment bandwidth utilization.

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	One of the parameters in calculating the bandwidth utilization is the interface speed (ifSpeed in MIB-2 RFC1158). On some NICs, the ifSpeed may not reflect the actual value because of some problem in querying the driver. The following drivers have this problem:
	3Com* EtherLink* PCI (NT server)3Com Fast EtherLink 3C59X (NetWare server)
Action:	Upgrade to the latest drivers.

Constraints in addition of new protocols

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	The agent does not allow the user to add new protocols over certain encapsulations like ETHER2, ETHER2.IP, ETHER2.IPX.NCP. However, new protocols can be added over ETHER2.IP.UDP, ETHER.IP.TCP or ETHER2.IPX.
Action:	None.

Insufficient rights to modify protocol attributes

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	You do not have the rights to perform operations on the Protocol directory.
Action:	Contact your system administrator regarding granting of rights.

Interface driver not loaded

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent requires an interface driver to start monitoring segments, nodes, or devices on your network.

Action: Load the interface driver at the agent.

Interface error

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The appropriate driver is not loaded or the driver is not loaded properly.

Action: Load the appropriate driver or check to make sure that the driver has been loaded successfully.

Interface not found

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The management console is unable to find a particular interface on the server where the monitoring agent is loaded.

Possible Cause: The LAN driver for the adapter related to this interface is not loaded.

Action: If the LAN driver is not loaded, load it. You can use the Remote Console utility in the management console to access the server console session. Refer to the vendor documentation for information about what command to enter to load the driver.

Possible Cause: The network board was removed from the server where the monitoring agent is loaded or exchanged for a new one.

Action: If you removed or changed a network board, wait until NetExplorer completes its next cycle and NetExplorer Manager runs on the management console. NetExplorer will detect that a network board is removed or changed and update the ZfS database accordingly.

Possible Cause: A new server is added to the network on which the monitoring agent is loaded, and it is assigned an IPX or IP address that has been used previously.

Action: If you assigned a previously used IP or IPX address to a new server, reassign an IP or IPX address that was not assigned previously and run NetExplorer and NetExplorer Manager.

Action: Update the relevant Network Interface card information using the Database Object Editor. Edit the existing Network Interface card information and add the Network Interface card information again. Do the following:

1 From ConsoleOne, select the node, which has the Network Interface card problem.

2 Select Tools > Database Object Editor > Edit.

3 Select the Interfaces tab.

4 From the Interface Summary list, select the row which contains the interface information that needs to be modified > Click Edit.

5 Change the information of the Network Interface card

6 Click Add to add the new Network Interface card information.

7 Click OK.

Interface is not licensed

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The installed driver is not licensed.

Action: Load a licensed driver.

Irrecoverable error

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: An unknown error occurred when the management console tried to obtain information from the server where the monitoring agent is loaded.

    This error will not occur under typical conditions.

Action: If other management consoles on the segment are able to communicate with the monitoring agent, this indicates that the agent is functioning. Try to free memory on the management console.

    If no other management console can communicate with the agent, try to free memory on the agent as follows:

      ◆ Refer to "Resolving Server Memory Problems" on page 51 for more information on how to resolve memory problems on a server.

      ◆ Try restarting the management console.

Multiple refreshes to some views during early cycles of discovery

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Possible Cause: During early cycles of discovery, many new nodes are discovered and nodes are moved from one segment to another. Because of this there may be multiple refreshes to some views.

Action: Wait for the discovery to stabilize and then launch the view.

ZfS server is not responding

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The Management server needs sufficient memory to respond to requests from the management console.

Possible Cause: The server is down.

Action: Ensure that the server is up and running.

Possible Cause: The server is out of memory.

Action: Restart the server if it is out of memory. For details, refer to "Resolving Server Memory Problems" on page 51.

Possible Cause: There is a network error in communicating with the Management server.

Action: Check the network connections and try again.

The media is not supported

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The selected medium is not supported by the monitoring agent.

Action: Use an adapter of the supported media type.

MIB-2 not found

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	MIB-2 is the information base within where the RMON agent resides.
Action:	Reload the agent.

No SNMP Response

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	The machine is not on the network.
Action:	Try to ping to some other hosts from Windows* NT*. If they do not respond, contact your system administrator.
Explanation:	SNMP will not respond if the SNMP service for Windows NT is not running.
Action:	Start the SNMP service. At the Management server prompt, enter **net start snmp**.
Explanation:	The SNMP service on Windows NT is not configured.
Action:	Check the community string of SNMP for READ/WRITE access.
Explanation:	The NetWare servers with default settings for SNMP Set operations do not respond to the community string PUBLIC, although the same is not true for SNMP Get operations. As a result, the LSM operations that involve setting SNMP entries, like Stations and Dashboard (top n) and Capture packets will display no SNMP response.
Action:	Set the community string to PUBLIC.

No statistics

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Possible Cause:	The monitoring agent is not running on the segment. The interface cannot be monitored because the driver is not supported.
Possible Cause:	You disabled monitoring on the agent.
Possible Cause:	You deleted the statistics entry on the agent.
Action:	If you are running the Traffic Analysis Agent for NetWare 1.0/1.1/1.2, upgrade to version 1.3, which is available as part of ZfS or on the Novell Support Connection® (http://support.novell.com) Web page.
	Install a promiscuous mode driver for the interface on the server. The driver must also support the raw send feature. Check the web page for information regarding availability of the latest promiscuous mode drivers. You might have to contact your adapter vendor for the appropriate driver.
	If a promiscuous driver already exists, try unloading the driver and reloading it. If that does not solve the problem, refer to "Resolving Server Memory Problems" on page 51 for details.

Not a promiscuous driver

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis
Explanation:	The Traffic Analysis Agent requires promiscuous mode to function properly.
Possible Cause:	The driver is not a promiscuous mode driver.

Action: Install a promiscuous mode driver on the server. Check the Novell Support Connection (http://support.novell.com) web page for information regarding availability of the latest promiscuous mode drivers. You might have to contact your adapter vendor for the appropriate driver.

Not a raw send driver

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent requires an adapter driver that supports the raw send feature.

Possible Cause: The driver does not support the raw send feature.

Action: Install on the server an adapter driver that supports the raw send feature. Check the Novell Support Connection (http://support.novell.com) Web page for information regarding availability of the latest promiscuous mode drivers that support the raw send feature. You might have to contact your adapter vendor for the appropriate driver.

Pipelined adapter

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent supports non-pipelined adapters.

Possible Cause: The adapter is a pipelined adapter.

Action: If the adapter allows you to switch from pipelined mode to non-pipelined mode, do so. If the adapter cannot switch modes, replace the adapter with an adapter of the supported media type for Traffic Analysis Agent operations.

Remove protocol operation failed

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: This error is displayed if deletion of a protocol to the Protocol directory failed.

Possible Cause: The agent does not allow certain protocols to be deleted.

Action: Remove only those protocols that the agent allows you to remove.

Possible Cause: An internal error occurred at the agent.

Action: If this error occurs multiple times, unload and reload the agent.

Possible Cause: The ZfS server is not responding.

Action: Restart the ZfS server.

RMON is not present on the switch

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The RMON groups are not found on the switch.

Possible Cause: The RMON groups are not loaded.

Action: Load the RMON groups.

Possible Cause: The switch does not support RMON.

Action: None.

RMON2 service is not available on this node

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The RMON2 group is not available at the agent.

Possible Cause: Discovery has not yet discovered sufficient information about the agent.

Action: Ensure that the discovery component of ZfS is up and running. Allow it to run for a sufficient time to enable it to discover objects in your network.

Possible Cause: The agent does not implement the RMON2 group.

Action: None.

SNMP / Console error displayed by LSM

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Possible Cause: If the SNMP communication to the primary agent is over NCP™, it requires the user to log into this server. If the authentication is not done, LSM will report an SNMP error.

Action: Select the primary agent and launch the Probe Manageability button to force the user to authenticate to the server. LSM will also work after this authentication.

SNMP Error

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: This message displays if an internal error occurs at the agent.

Action: If this message displays multiple times, unload and reload the agent.

The switch is not responding

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The switch is not responding to the SNMP requests or the switch may not be configured to accept SNMP requests from the selected host.

Action: Enable SNMP on the switch.

Action: Use the community string accepted by the switch.

Table(s) not found

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: You will not be able to view tables for an interface if the agent is not loaded.

Action: Ensure that the agent is loaded. If you are still unable to view the required information, ensure that the table is implemented by the agent that is used for monitoring.

This segment does not have an RMON Agent connected to it

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis

Explanation: The segment is not an Ethernet, token ring, or FDDI ring segment, or an RMON agent is not installed on the segment.

"Segment Not Monitored" has the same meaning as this message.

Action: If you want the Ethernet, token ring, or FDDI ring segment to be monitored, install the Traffic Analysis Agent for NetWare or the Traffic Analysis Agent for Windows NT on a server on the segment.

Resolving Server Memory Problems

To free up server memory temporarily (until you can add more memory to the server), do one or more of the following:

- Use the FILER or the ConsoleOne utility to purge deleted files on the specified directory that cannot be purged automatically. (Deleted files are using up directory table space.).

- Use the REMOVE DOS or the SECURE CONSOLE commands to free the memory in the server that was reserved for DOS.

- Unload NetWare Loadable Module™ (NLM) file programs, such as INSTALL or MONITOR, that are not currently needed.

- Dismount volumes that are not being used.

- Reduce the size or number of volumes that the server supports.

- Delete unused files and directories on the specified volume.

- As a last resort, back up all files in your volume, bring down your server, and use the INSTALL command to reinitialize the volume. Specify a block size of 64 KB and turn the Block Suballocation option to OFF. (This setting uses a lot of disk space but increases the amount of memory available.)

- Change the Minimum File Delete Wait Time SET parameter in the AUTOEXEC.NCF file so that files can be purged immediately rather than being retained in a salvageable state on the volume.

For servers running NetWare Management Agent 2.1:

1 Select View > All > NetWare File Servers.

2 Double-click the specific server.

3 Select Configure > Set NetWare Server Parameters.

4 Select the File System parameter.

5 Change the parameter so that files can be purged immediately by selecting the AUTOEXEC.NCF check box listed in the Set From section of the dialog box.

For servers running NetWare Management Agent 1.5/1.6, use Remote Console (Tools > Remote Console) to change server parameters.

Traffic Analysis Agent for NetWare Error Messages

After the Traffic Analysis Agent for NetWare is installed, the NE2-32.LAN driver cannot be loaded

After the Traffic Analysis Agent for NetWare is installed, the NE3200.LAN driver cannot be loaded

After the Traffic Analysis Agent for NetWare is installed, the SMART386.LAN driver cannot be loaded

LANZCON does not load

The LANalyzer - Adapter [MAC address] is not monitored because it is not a supported media type

The LANalyzer - Adapter [MAC address] is not monitored because the driver's promiscuous mode cannot be turned on

The LANalyzer - Adapter [MAC address] is not monitored because the Traffic Analysis Agent for NetWare cannot allocate memory

The LANalyzer - Ethernet adapter [MAC address] is not monitored because it is a pipelined adapter

The LANalyzer - Ethernet adapter [MAC address] is not monitored because the driver does not support promiscuous mode

The LANalyzer - Token Ring adapter [MAC address] is not monitored because it is a pipelined adapter

The LANalyzer - Token Ring adapter [MAC address] is not monitored because the driver does not support raw send

The LANalyzer - Token Ring/FDDI adapter [MAC address] is not monitored because the driver does not support promiscuous mode

Your server abended when you backed it up after installing the Traffic Analysis Agent for NetWare

After the Traffic Analysis Agent for NetWare is installed, the NE2-32.LAN driver cannot be loaded

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: When you installed the Traffic Analysis Agent for NetWare, the NE2-32.LAN driver was updated with a driver named NE2_32.LAN. Because the driver name was changed, you need to update the files that load drivers.

Action: Modify the files that load the adapter drivers to call the NE2-32.LAN driver, and then load the NE2_32.LAN driver.

After the Traffic Analysis Agent for NetWare is installed, the NE3200.LAN driver cannot be loaded

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: When you installed the Traffic Analysis Agent for NetWare, the NE3200.LAN driver was updated with a driver named NE3200P.LAN. Because the driver name was changed, you need to update the files that load drivers.

Action: Modify the files that load the adapter drivers to load the NE3200P.LAN driver.

After the Traffic Analysis Agent for NetWare is installed, the SMART386.LAN driver cannot be loaded

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: When you installed the Traffic Analysis Agent for NetWare, the SMART386.LAN driver was updated with a driver named MADGEODI.LAN. Because the driver name was changed, you need to update the files that load drivers.

Action: Modify the files that load the adapter drivers to load the MADGEODI.LAN driver.

LANZCON does not load

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: This message is displayed because of a change in the community string parameter of SNMP.

Action: Enter the control community string as a command line parameter at the NetWare console prompt while loading LANZCON.

```
LOAD LANZCON ControlCommunity = control community string
```

If LANZCON is launched without any command line argument, then the default control community string is PUBLIC.

The LANalyzer - Adapter [MAC address] is not monitored because it is not a supported media type

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The Traffic Analysis Agent for NetWare supports Ethernet, token ring, and FDDI, and 100BaseT and 100VG-AnyLAN are considered Ethernet media types. Any other adapter media types are not supported.

Action: Use an Ethernet, token ring, or FDDI adapter for the Traffic Analysis Agent for NetWare operations.

The LANalyzer - Adapter [MAC address] is not monitored because the driver's promiscuous mode cannot be turned on

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The driver is corrupted or the adapter is damaged.

Action: Replace the adapter. If the problem persists, call your Novell Authorized Reseller℠.

The LANalyzer - Adapter [MAC address] is not monitored because the Traffic Analysis Agent for NetWare cannot allocate memory

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The Traffic Analysis Agent for NetWare does not have adequate RAM available for it to build the internal data structures required to monitor the adapter.

Action: Do one or both of the following:

- ◆ Unload any unnecessary NLM files
- ◆ Add additional memory to your server

The LANalyzer - Ethernet adapter [MAC address] is not monitored because it is a pipelined adapter

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A pipelined adapter is one that begins to send received data to the driver before the entire packet has been received. The Traffic Analysis for NetWare cannot support this method of data reception because it must tally all the information in a packet before the information is sent to its destination.

Action: If the adapter lets you switch from pipelined mode to non-pipelined mode, do so. If the adapter cannot switch modes, use a non-pipelined adapter for Traffic Analysis for NetWare transactions. Check the Novell Technical Services Web site (http://support.novell.com) for information regarding availability of the recommended adapters. You might have to contact your adapter vendor for the appropriate adapter.

The LANalyzer - Ethernet adapter [MAC address] is not monitored because the driver does not support promiscuous mode

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A promiscuous mode driver receives all the packets and errors on the network it is attached to. The Traffic Analysis Agent for NetWare requires promiscuous mode to function properly, and does not support non-promiscuous mode Ethernet or token ring adapters.

Action: Install a promiscuous mode driver on the server. Check the Novell Technical Services Web site (http://support.novell.com) for information regarding availability of the latest promiscuous mode drivers. You have to contact your adapter vendor for the appropriate driver.

The LANalyzer - Token Ring adapter [MAC address] is not monitored because it is a pipelined adapter

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A pipelined adapter begins to send received data to the driver before the entire packet has been received. The Traffic Analysis Agent for NetWare cannot support this method of data reception because it must tally all the information in a packet before the information is sent to its destination.

Action: If the adapter lets you switch from pipelined mode to non-pipelined mode, do so. If the adapter cannot switch modes, use a non-pipelined adapter for Traffic Analysis Agent for NetWare transactions. Check the Novell Technical Services Web site (http://support.novell.com) for information regarding availability of the recommended adapters. You might have to contact your adapter vendor for the appropriate adapter.

The LANalyzer - Token Ring adapter [MAC address] is not monitored because the driver does not support raw send

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The Traffic Analysis Agent for NetWare requires an adapter driver that supports the raw send feature. An adapter driver that supports raw send allows applications to build both the header and data components of a frame. The driver then receives the packet and sends it to its destination.

Action: Install an adapter driver on the server that supports raw send. Check the Novell Technical Services Web site (http://support.novell.com) for information regarding availability of the recommended drivers. You might have to contact your adapter vendor for the appropriate driver.

The LANalyzer - Token Ring/FDDI adapter [MAC address] is not monitored because the driver does not support promiscuous mode

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A promiscuous mode driver receives all the packets and errors on the network it is attached to. The Traffic Analysis Agent for NetWare requires promiscuous mode to function properly, and does not support non-promiscuous mode Ethernet, token ring, or FDDI adapters.

Action: Install a promiscuous mode driver on the server. Check the Novell Technical Services Web site (http://support.novell.com) for information regarding availability of the latest promiscuous mode drivers. You might have to contact your adapter vendor for the appropriate driver.

Your server abended when you backed it up after installing the Traffic Analysis Agent for NetWare

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: This problem is not related to the installation process. However, some Traffic Analysis Agent for NetWare files were loaded and probably were open when you backed up the server. Depending on the backup software you use, backing up the LANZ.CFG file when it is open can abend the server.

Action: Do not back up the LANZ.CFG file when you back up the server.

Traffic Analysis Agent for Windows NT Error Messages

Adapter is not monitored because it is not a supported media type
Broadcast and multicast addresses are displayed in the stations and conversations view on the Console
False duplicate IP address alarm generated in a DHCP environment
Installed network adapter not listed in Network Adapters screen
Management Console reports "No Response"
NetExplorer fails to discover the Traffic Analysis Agent for Windows NT
No SNMP response
RMON tables are not listed for the selected adapter
The ordinal 6451 could not be located in the dynamic link library MFC42U.DLL

Adapter is not monitored because it is not a supported media type

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: The Traffic Analysis Agent for Windows NT supports adapters on Ethernet, FDDI ring, and token ring media.

Action: Use the adapter of the supported media type for Traffic Analysis Agent for Windows NT operations.

Broadcast and multicast addresses are displayed in the stations and conversations view on the Console

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: Broadcast and multicast addresses are displayed to count the number of broadcast frames per station.

Action: No action is required.

False duplicate IP address alarm generated in a DHCP environment

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: In a DHCP environment, the DHCP server assigns an IP address to a client when the client requests one. The IP address is released when the client is shut down. During the process of releasing the IP address to the DHCP server, the client sends a DHCPRELEASE packet. If this packet does not reach the DHCP server, false duplicate IP address alarms will be generated.

Action: Use LANZCON to disable generation of duplicate IP address alarms.

Installed network adapter not listed in Network Adapters screen

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: Installed network adapters are not listed on the Network Adapters screen if the adapter is not on a segment of a supported media type or if TCP/IP is not bound to the adapter.

Action: Ensure that TCP/IP is bound to the selected adapter.

Management Console reports "No Response"

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: Adapter monitoring may be disabled.

Action: Use LANZCON to enable adapter monitoring. For more information, see "Enabling or Disabling Network Adapter Monitoring" in "Understanding Traffic Analysis" in the *Administration* guide.

NetExplorer fails to discover the Traffic Analysis Agent for Windows NT

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: NetExplorer uses the Service Location Protocol (SLP) to discover the agent on a network. The Novell Client™ for Windows NT supports SLP. If the Novell Client for Windows NT has not been installed on the agent server or workstation, NetExplorer will not be able to discover the Traffic Analysis Agent for Windows NT on the network.

Action: Ensure that you have installed the latest Novell Client for Windows NT.

No SNMP response

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: The machine is not on the network.

Action: Try to ping to some other hosts from Windows NT. If they do not respond, contact your system administrator.

Explanation: SNMP will not respond if the SNMP service for Windows NT is not running.

Action: Start the SNMP service. At the Management server prompt, enter **net start snmp**.

Explanation: The SNMP service on Windows NT is not configured

Action: Check the community string of SNMP for read/write access.

RMON tables are not listed for the selected adapter

Source: ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: RMON tables for a network adapter are displayed only if adapter monitoring has been enabled. RMON tables are not displayed if they have been deleted.

Action: Enable adapter monitoring using LANZCON. For more information, see "Enabling or Disabling Network Adapter Monitoring" in "Understanding Traffic Analysis" in the *Administration* guide.

The ordinal 6451 could not be located in the dynamic link library MFC42U.DLL

Source:	ZENworks for Servers; Management and Monitoring Services; Traffic Analysis Agent for Windows NT
Possible Cause:	The MFC42U.DLL you are currently using is an older version.
Action:	Proceed with the following steps to install the new version of MFC42U.DLL:

1 Access the Windows* NT Option Pack Web site (http://www.microsoft.com/ntserver/nts/downloads/recommended/NT4OptPk/ntsx86dl.asp)

2 Select the appropriate language > Click Next.

3 Download the SETUP1.CAB file and extract using WINZIP* to a directory on your local disk.

4 Copy the MFC42U.DLL file from the downloaded directory to *%systemroot%\system32* directory. (%systemroot% is typically the C:\WINNT directory). Overwrite the MFC42U.DLL file if it already exists.

5 Start the Traffic Analysis Agent console for Windows NT again.

Management and Monitoring Services Reports Error Messages

ZENworks Reporting requires Microsoft Access Data Component (MDAC) version 2.6 or later. You must install the recommended MDAC version

Unable to connect to the database. Ensure that the database is up and running

ZENworks Reporting requires Microsoft Access Data Component (MDAC) version 2.6 or later. You must install the recommended MDAC version

Source:	ZENworks for Servers; Management and Monitoring Services; Reporting
Severity:	Critical
Possible Cause:	The MDAC version you have installed on you Management server, is not the recommended version. As a minimum requirement, you must install MDAC 2.6 SP1 to run MMS reports on Windows NT.
Action:	Check the MDAC version of the you have installed.

1 From the desktop console, click Start > Settings > Control Panel > ODBC Data Sources.

2 Select the About tab.
The minimum version required is 3.520.7326.0

3 Upgrade the ODBC core components if the version does not match the minimum required version specified. Download the MDAC 2.6 SP1 from the Microsoft Web site (http://microsoft.com/data/download.html).

Unable to connect to the database. Ensure that the database is up and running

Source:	ZENworks for Servers; Management and Monitoring Services; Reporting
Severity:	Warning
Possible Cause:	The MMS database is not up and running.
Action:	Ensure that the MMS database is up and the MMS database is loaded on the database server.
Possible Cause:	The network connection is down.

Action: Ensure that the network connection is up.

Unable to log into the database. Ensure that the ODBC driver is installed properly

Source: ZENworks for Servers; Management and Monitoring Services; Reporting

Severity: Warning

Possible Cause: The driver provided with the ZENworks for Servers 3 Companion CD is not installed.

Action: You must install the ODBC client from the ZENworks for Servers 3 Companion CD on the machine. The ODBC client sybaseodbc.zip is available in the \odbc\sybase directory on the ZENworks for Servers 3 Companion CD. To install the ODBC driver, see <link here to the installing section>

Possible Cause: The driver files are copied at a location other than the default location.

Action: Do the following:

1 Ensure that the following files are present:

c:programfiles\sybase\adaptive server anywhere 7.0\win32\dbcom7.dll
c:programfiles\sybase\adaptive server anywhere 7.0\win32\dblgen7.dll
c:programfiles\sybase\adaptive server anywhere 7.0\win32\dbodbc7.dll
c:programfiles\sybase\adaptive server anywhere 7.0\win32\dbodtr7.dll
c:programfiles\sybase\adaptive server anywhere 7.0\win32\dbport6.dll

2 If you are unable to locate the above files, install the Sybase ODBC driver again. If you are unable to copy the dlls to the c:\programfiles\sybase\adaptive server anywhere 7.0\win32 directory, you must manually change the all the occurrences of the path in the Sybaseodbc.reg file. Double-click Sybaseodbc.reg to install the driver again.

2 Troubleshooting Strategies

The following section provides solution to problems you might encounter when using Novell®
ZENworks® for Servers (ZfS)3 Management and Monitoring Services:

Troubleshooting NetExplorer

My routers are not discovered

Possible Cause: The NXPIP module is not running.

Action: Check the status of NXPIP through NXPCON. If the NXPIP status is not set to run, set the status of NXPIP to run. For information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP community string of the router is not configured in NetExplorer™.

Possible Cause: The router access control prevents the NetExplorer server from retrieving information about using SNMP.

Action: To validate the SNMP configuration issue or the access control issue, you need to perform the following tasks:

1 From ConsoleOne®, launch the MIB Browser.

2 Enter the IP address of the router.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

The results will be displayed if you have configured correctly.

If the results are not displayed you need to configure to discover IP routers. For more information, see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The scope is set in such a way that the router cannot be reached from the Management and Monitoring Services site server.

Action: You need to set the scope. For more information, see "Changing the Discovery Scope" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The Management and Monitoring Services site server is unable to reach the network where the router is present. For example, there might exist might be a VPN connection between the site server and the router.

Action: If the router cannot be reached from the site server directly, you need to perform the following task:

1 Enter the IP addresses of the routers in the additional IP router list using NXPCON. For more information, see "Specifying a Seed Router and Additional IP Routers" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

My router is discovered as an IP workstation

Possible Cause: The NXPIP module is not running.

Action: Check the status of NXPIP through NXPCON. If the NXPIP status is not set to run, set the status of NXPIP to run. For information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP community string of the router is not configured in NetExplorer.

Possible Cause: The router access control prevents the NetExplorer server from retrieving information about using SNMP.

Action: To validate if there is any SNMP configuration issue or access control issue, you need to perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the router.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

The results will be displayed if you have configured correctly.

If the results are not displayed you need to configure to discover IP routers. For more information, see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The scope is set in such a way that the router cannot be reached from the Management and Monitoring Services site server.

Action: You need to set the scope. For more information, see "Changing the Discovery Scope" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The Management and Monitoring Services site server is unable to reach the network where the router is present. For example, there might be a VPN connection between the site server and the router.

Action: If the router cannot be reached from the site server directly, you need to perform the following task:

1 Enter the IP addresses of the routers in the additional IP router list using NXPCON. For more information, see "Specifying a Seed Router and Additional IP Routers" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

My servers are not discovered

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in the NetExplorer IP host discovery. If IPGROPER module is not running, set the module to run. For information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP community string of the server is not configured for discovery.

Action: To validate your SNMP configuration, you need to perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the server.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

The results will be displayed if you have configured correctly.

If the results are not displayed you need to configure to discover IP routers. For more information, see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The scope set for discovery does not contain the address of the server.

Action: You need specify the address of the server in the scope. For more information, see "Changing the Discovery Scope" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: There is a problem with the address information of the server returned by SNMP.

Action: To validate your SNMP configuration, you need to perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the server.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II ipAddrTable in the IP group (iso.org.dod.internet.mgmt.mib-2.ip.ipAddrTable.ipAddrentry.ipAdEntAddr).

5 Click Tree Walk.

Check if the IP address appears in the list. Specify the correct IP address of the server. You need to wait until the next cycle of discovery for this address to be discovered.

Possible Cause: The network in which the server is present is not discovered because the router connecting the network to the site server is not discovered.

Action: If the machines that are in the same network as the server are not discovered, then check if the router which is connected to the network is discovered. For more information, see "My router is discovered as an IP workstation" on page 61.

If the network is very large, NetExplorer will take longer time to discover the information about the server.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the SNMP information is correct, you can use file-based discovery to immediately obtain information about the machine discovered, without having to wait for discovery to reach the network in the normal cycles. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

My server is discovered as an IP workstation

Possible Cause: The IPGROPER module is not running.

Action: Check if the IPGROPER module is running in the NetExplorer IP host discovery. If the IPGROPER module is not running, set the module to run. For information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP community string of the server is not configured for discovery.

Action: To validate your SNMP configuration, you need to perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the server.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

The results will be displayed if you have configured correctly.

If the results are not displayed you need to configure to discover IP routers. For more information, see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The scope set for discovery does not contain the address of the server.

Action: You need to set the scope. For more information, see "Changing the Discovery Scope" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: There is a problem with the address information of the server returned by SNMP.

Action: To validate your SNMP configuration, you need to perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the server.

3 Enter the SNMP READ/GET community string.

4 Then select the MIB-II ipAddrTable in the IP group (iso.org.dod.internet.mgmt.mib-2.ip.ipAddrTable.ipAddrentry.ipAdEntAddr).

5 Click Tree Walk.

Check if the IP address appears in the list. Specify the correct IP address of the server. You need to wait until the next cycle of discovery for this address to be discovered.

Possible Cause: The network where the server is present is not discovered because the router connecting the network to the site server is not discovered.

Action: If the machines that are in the same network as the server are not discovered, then check if the router that is connected to the network is discovered. For more information, see "My router is discovered as an IP workstation" on page 61.

If the network is very large, NetExplorer will take a longer time to discover the information about the server.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the SNMP information is correct, you can use file-based discovery to immediately obtain information about the machine discovered, without waiting for discovery to reach the network in the normal cycles. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

A network segment is not discovered

Possible Cause: The router connecting the network segment is not discovered.

Action: Check if the router connecting the segment is discovered. For more information, see "My router is discovered as an IP workstation" on page 61.

Possible Cause: The scope is set in such a way that the network segment cannot be discovered.

Action:	You need to set the scope. For more information, see "Changing the Discovery Scope" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.
Possible Cause:	Discovery has not run for a sufficient time.
Action:	If the network is very large, NetExplorer takes longer time to discover the information about the segment. You can use file-based discovery to obtain information about the machine discovered. For information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.
Action:	To discover the segment, install the Traffic Analysis Agent on the network segment and configure the agent in NXPCON. For more information, see "Specifying Traffic Analysis Agents to Be Queried by NXPLANZ" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

My segments are displayed under Islands

Possible Cause:	The router connecting to the segments is not discovered.
Action:	Check if the router connecting the segments is discovered. For more information, see "My router is discovered as an IP workstation" on page 61.

The DNS names of my machines are not displayed

Possible Cause:	The IPGROPER module is not running.
Action:	Check if IPGROPER is running in the NetExplorer IP host discovery. If IPGROPER is not running, configure the module to run. For information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.
Possible Cause:	The DNS server information is not configured in the site server.
Action:	If IPGROPER is running, check if the RESOLV.CFG file in the SYS:\ETC\ directory has the information about the DNS server that contains the DNS information. If the file does not have the information, configure DNS on a NetWare® server, which will in turn update this file.
Possible Cause:	The machine was discovered using file-based discovery. File-based discovery does not discover the DNS name of the machines it discovers.
Action:	Rename the machine from ConsoleOne.

My switches are not discovered

Possible Cause:	The IPGROPER module is not running.
Action:	Check if IPGROPER is running in NetExplorer IP host discovery. If IPGROPER is not running, configure the it to run. For more information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.
Possible Cause:	The bridge discovery is not running.
Action:	Check if the bridge discovery is running. To check, you need to perform the following tasks:

    1 Check the log files generated in the following directory:
    installvolume:*installdirectory*\ZENWORKS\MMS\LOGFILES\SLOADER

    2 Select the SLOADER-*bignumber*.TXT file, which contains the latest modified time stamp.

    3 Search for the string *Service Bridge Discovery started successfully*. If this string does not exist, start the services.

Possible Cause: The SNMP community string of the switch is not configured in NetExplorer.

Action: You need to configure the SNMP community string. To configure, perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the switch.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

If the configuration is correct, the results will be displayed. If the results are not displayed, you need to configure SNMP to discover SNMP devices. For more information see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP information about the switch is incorrect or inadequate for ZfS to discover it as a switch.

Action: If you have verified the SNMP configuration, check for the following SNMP information for the switch:

1 From ConsoleOne, launch the MIB Browser.

2 Use the MIB Browser again to select the dot1dBridge FDB table specified by the OID: 1.3.6.1.2.1.17.4.3

3 Click Tree Walk.

If no results are displayed, ZfS will not be able to recognize this as a switch. Check with the vendor of the switch to resolve the issue. Repeat Step 3 with the dot1dBridge STP table specified by the OID: 1.3.6.1.2.1.17.2.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the network is very large, it might take time to NetExplorer to discover the information about the segment. If the router is not discovered due to various reasons or if discovery is taking a longer time to discover the router, use the file-based discovery to obtain information about the machine discovered. For information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

My switch is discovered as an IP workstation

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in NetExplorer IP host discovery. If IPGROPER is not running, configure it to run. For more information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The bridge discovery is not running.

Action: Check if the bridge discovery is running. To check, you need to perform the following tasks:

1 Check the log files generated in the following directory: *installvolume*:*installdirectory*\\ZENWORKS\\MMS\\LOGFILES\\SLOADER.

2 Select the SLOADER-*bignumber*.TXT file which contains the latest modified time stamp.

3 Search for the string *Service Bridge Discovery started successfully*. If this string does not exist, start the services.

Possible Cause: The SNMPcommunity string of the switch is not configured in NetExplorer.

Action: You need to configure the SNMP community string. To configure, perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the switch.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

If the configuration is correct, the results will be displayed. If the results are not displayed, you need to configure SNMP to discover SNMP devices. For more information see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP information about the switch is incorrect or inadequate for ZfS to discover it as a switch.

Action: If you have verified the SNMP configuration, check for the following SNMP information for the switch.

1 From ConsoleOne, launch the MIB Browser.

2 Use the MIB Browser again to select the dot1dBridge FDB table specified by the OID: 1.3.6.1.2.1.17.4.3

3 Click Tree Walk.

If no results are displayed, ZfS will not be able to recognize this as a switch. Check with the vendor of the switch to resolve the issue. Repeat Step 3 with the dot1dBridge STP table specified by the OID: 1.3.6.1.2.1.17.2.

Possible Cause: Discovery has not run for sufficient time.

Action: If the network is very large, it might take time for NetExplorer to discover the information about the segment. If the router is not discovered or if discovery is taking a long time to discover the router, use the file-based discovery to obtain information about the machine discovered. For information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

The map is consolidating and displaying the network segments

Possible Cause: One or more machines in the network are assigned more than one IP address and are bound to the same MAC address. ZfS assumes that the two networks are running on the same segment.

Action: Check the properties of the machines from ConsoleOne to see if machines having more than one IP address are connected to a single MAC address. You need to reconfigure the machines correctly and run discovery again with an empty database.

WARNING: The configuration information about alarms, health reports, etc will be lost If you copy an empty database.

Possible Cause: The data (*.BTV) files in the following directory: *installvolume*:*installdirectory*\ZENWORKS\MMS\NMDISK\IPCACHE are corrupted. The *.BTV files are temporary files, which are corrupted possibly due to a server abend.

Action: You need to perform the following tasks:

1 Stop NetExplorer.

2 Delete all the *.BTV files.

3 Restart NetExplorer.

Possible Cause: NXPIP discovery is not running. Status is displayed as 'Not Loaded' in NXPCON

None of my discovery modules are running, although I did type *netxplor*. The status is displayed as *Waiting* in NXPCON

Possible Cause: NetExplorer was starting using `netexplor` after sloader. The following message is displayed the screen: `Unable to remove files` *dat filename with path*`. You need to manually remove the files from the directory. Restart discovery.`

Action: You need to perform the following tasks:

1 Stop the discovery services.

To stop the discovery services, enter **stopdis.ncf at the Management server prompt.**

The Consolidator, SN3 discovery, and Bridge discovery services will be stopped.

Wait until these services are completely stopped.

2 Start NetExplorer.

To start NetExplorer, enter **netxplor**.

3 Start the discovery services.

To start discovery services, enter **startdis.ncf**.

My server name is displayed as an IP address

Possible Cause: DNS server information has not been configured on the site server.

Possible Cause: SNMP information has not been discovered.

Possible Cause: The System name of the server has not been set.

Action: You need to perform the following tasks:

1 Enter the IP address of the server.

2 Enter the SNMP READ/GET community string.

3 Select the MIB-II variable sysName in the system group (iso.org.dod.internet.mgmt.mib-2.system.sysName).

4 Click Tree Walk.

If the name here is NULL or something incorrect, set the correct name and wait for discovery to refresh the information in its next cycle

For more information see "The DNS names of my machines are not displayed" on page 64 and "My workstations are not discovered" on page 70.

I have reset the scope and restarted discovery. The machines which do not belong to the scope are still displayed in the Atlas

Possible Cause: The services were restarted. However, the database that was populated by prior rounds of discovery was used while restarting the services

The machines that have already discovered during the previous cycles of discovery will not be removed if ZfS services are restarted with a changed scope without resetting.

Action:	Copy the empty database and restart the services with the new scope.
	WARNING: If you copy the empty database, the configuration information about alarms, health reports, etc will be lost.

Discovery is trying to query machines which I do not want to be discovered

Possible Cause:	The machines are reachable from the ZfS site server and therefore discovery can access them.
Action:	If you want to prevent whole networks from being queried, set a discovery scope to avoid discovery finding out these machines. For more information, see "Changing the Discovery Scope" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.
	If you want exclude certain machines from being discovered, use the SNMP No Access feature as described below:

1 Launch NXPCON.

2 Select Configuration Options > SNMP > Edit IP Exclusion List.

3 Specify the IP addresses of machines that you do not want to discover.

4 Save the configuration.

5 Select Activate Changes.

My machines are displayed under the wrong segment

Possible Cause:	Because of over consolidation several segments are combined into a single segment.
Action:	Check the properties of the machines from ConsoleOne to see if machines having more than one IP address are connected to a single MAC address. You need to reconfigure the machines correctly and run discovery again with an empty database.
	WARNING: The configuration information about alarms, health reports, etc will be lost If you copy an empty database.
Possible Cause:	The subnet masks in the network are incorrectly configured.
Action:	Check in your network if there is any machine that has been configured with an incorrect subnet mask and correct that machine. Wait for discovery to refresh the information in the next cycle.
Possible Cause:	Incorrect subnet mask or incorrect default mask was specified for the machines discovered using file-based discovery.
Action:	If the machines were discovered by file-based discovery, use the correct subnet mask and run file-based discovery again.

The IP/IPX/MAC address information for my machine is incorrect

Possible Cause:	The addresses have been changed after discovery has completed and discovery has not discovered these machines.
Action:	If the addresses have changed after the first cycle of discovery is completed, it might take time to discover the changed information again, depending on the size of the network. Use file-based discovery to refresh the information immediately. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.
Possible Cause:	The addresses have been changed after discovery. The old and new addresses are displayed together.

Action: Sometimes, ZfS displays both the old and new addresses of the machine together. Use Database Object Editor to delete the previous address of the machine.

Possible Cause: Outdated information about the machines was received from sources like a Traffic Analysis Agent or a router.

Action: If the machine is not SNMP-configured, it was possibly discovered because of a Traffic Analysis Agent. Try unloading and reloading the agent on the segment where the machine was placed previously. Reloading the agent will delete the old address and enable discovery to retrieve the new address.

Possible Cause: The SNMP information of the machine is displayed incorrectly.

Action: If the machine is SNMP-configured, check the SNMP information of the machine by performing the following tasks:

1 Launch the MIB Browser from the ZfS console.

2 Enter the IP address of the machine.

3 Select the MIB-II ipAddrTable in the IP group (iso.org.dod.internet.mgmt.mib-2.ip.ipAddrTable.ipAddrentry.ipAdEntAddr).

4 Enter the SNMP READ/GET community string.

5 Click Tree Walk.

If you get any results at this stage, check if the IP address of the server appears in the list. If it does not, correct the IP address of the server and wait for the address to be discovered in the next cycle.

NOTE: You can use the Database Object Editor to edit the information. Select the Prevent Deletion by NetExplorer field to retain the information in the database.

My switch has been discovered with empty address information and a name as 'Switch on x.x.x.x'

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in the NetExplorer IP host discovery. If IPGROPER is not running, configure it to run. For more information, see "Choosing Which Discovery Modules to Load" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The bridge discovery is not running.

Action: Check if the bridge discovery is running. To check, you need to perform the following tasks:

1 Check the log files generated in the following directory:
installvolume:*installdirectory*\\ZENWORKS\\MMS\\LOGFILES\\SLOADER

2 Select the SLOADER-*bignumber*.TXT file, which contains the latest modified time stamp.

3 Search for the string `Service Bridge Discovery started successfully`. If this string does not exist, you need to start the services.

Possible Cause: The SNMP community string of the switch is not configured in NetExplorer.

Action: You need to configure the SNMP community string. To configure, perform the following tasks:

1 From ConsoleOne, launch the MIB Browser.

2 Enter the IP address of the switch.

3 Enter the SNMP READ/GET community string.

4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).

5 Click Tree Walk.

If the configuration is correct, the results will be displayed. If the results are not displayed, you need to configure SNMP for discovering SNMP devices. For more information see "Starting Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The SNMP information about the switch is incorrect or inadequate for ZfS to discover it as a switch.

Action: If you have verified the SNMP configuration, check for the following SNMP information for the switch.

1 From ConsoleOne, launch the MIB Browser.

2 Use the MIB Browser again to select the dot1dBridge FDB table specified by the OID: 1.3.6.1.2.1.17.4.3

3 Click Tree Walk.

If no results are displayed, ZfS will not be able to recognize this as a switch. Check with the vendor of the switch to resolve the issue. Repeat Step 3 with the dot1dBridge STP table specified by the OID: 1.3.6.1.2.1.17.2.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the network is very large, it might take time for NetExplorer to discover the information about the segment. If the router is not discovered or if discovery is taking a long time to discover the router, use file-based discovery to obtain information about the machine. For information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

My workstations are not discovered

Possible Cause: There is no Traffic Analysis Agent or router to provide information about the workstations.

Action: Install the Traffic Analysis Agent on the network segment and configure the agent in NXPCON. For more information, see "Specifying Traffic Analysis Agents to Be Queried by NXPLANZ" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: Discovery is not able to reach the segment with the workstations.

Action: For more information, see "A network segment is not discovered" on page 63.

Discovery is running for a long time (many hours). The Atlas contains WAN pages and Islands and both are empty

Possible Cause: The NXP.INI file is corrupted and NetExplorer is unable to discover any components.

Action: Compare the NXP.INI file in the following location: *installvolume*:*install_directory*\ZENWORKS\MMS\MWSERVER\NMDISK with the NXP.INI file in the *ZENworks for Servers* product CD. If the NXP.INI file in the installation location does not contain information that is present in the NXP.INI file in the ZENworks for Servers product CD, then you need to perform the following tasks:

1 Copy the NXP.INI file from the *ZENworks for Servers* product CD to the following directory: *installvolume*:*installdirectory*\ZENWORKS\MMS\MWSERVER\ NMDISK.

2 Edit the NXP.INI file to contain the following section and its corresponding entry: [IPCACHE] PATH = *installvolume*:*installdirectory*\ZENWORKS\MMS\MWSERVER\ NMDISK\IPCACHE\

3 Restart discovery.

Possible Cause: The server running Management and Monitoring Services is configured as an end node and no other routers are configured in the Seed Router/Additional IP Routers.

Action: By default, discovery requires certain routers to be accessible to start discovering the network. Configure the NetWare server running Management and Monitoring Services as a router and not as an end node. Alternatively, you can configure additional routers. For more information, see "Specifying a Seed Router and Additional IP Routers" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Action: Install the Traffic Analysis Agent on the network where you want the segment to be discovered and configure the agent in NXPCON. For more information, see "Specifying Traffic Analysis Agents to Be Queried by NXPLANZ" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Multiple machines with the same name are displayed

Possible Cause: If the DNS names are being duplicated, the DNS server may return the same names for more than one machine.

Action: From ConsoleOne, check if the IP addresses of the machines have the same names. Check if the DNS server is returning the same DNS names for the different IP addresses using NSLOOKUP. Correct the configuration in the DNS server.

Possible Cause: If you have used Imaging to install NetWare servers, the same names will be displayed even if the server names have changed later.

Action: You need to perform the following tasks:

1 Enter the IP address of the server.

2 Enter the SNMP READ/GET community string.

3 Select the MIB-II variable sysName in the system group (iso.org.dod.internet.mgmt.mib-2.system.sysName).

4 Click Tree Walk.

If the same name is displayed for all the servers, set the correct name using the MIB Browser for each server and wait for discovery to refresh the information during the next cycle.

My Traffic Analysis Agent is not discovered

Possible Cause: The agent is not loaded on the servers.

Action: Ensure that the agent is loaded on the servers. For more information, see "Using the Traffic Analysis Agent for NetWare" or "Using the Traffic Analysis Agent for Windows NT/2000" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The agents are in a network other than the network where the Management and Monitoring Services site server is running. The SLP and SAP multicasts and broadcasts are stopped on the routers connecting the networks, so ZfS is unable to discover them.

Action: If your routers are disabled to forward multicasts or broadcasts you need to manually enter the agent in the discovery system. For more information, see "Specifying Traffic Analysis Agents to

Be Queried by NXPLANZ" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The server running the LANZ agent is not discovered.

Action: For information on this scenario, see "My server is discovered as an IP workstation" on page 62.

My Traffic Analysis Agent is discovered as an IP workstation

Possible Cause: The agent is not loaded on the servers.

Action: Ensure that the agent is loaded on the servers. For more information, see "Using the Traffic Analysis Agent for NetWare" or "Using the Traffic Analysis Agent for Windows NT/2000" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The agents are in a network other than the network where the Management and Monitoring Services site server is running. The SLP and SAP multicasts and broadcasts are stopped on the routers connecting the networks, so ZfS is unable to discover them.

Action: If your routers are disabled to forward multicasts or broadcasts you need to manually enter the agent in the discovery system. For more information, see "Specifying Traffic Analysis Agents to Be Queried by NXPLANZ" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

Possible Cause: The server running the LANZ agent is not discovered.

Action: The server running the LANZ agent may not be discovered. For more information, see "My server is discovered as an IP workstation" on page 62.

There are machines deleted from my network, but I still view them in the Atlas

Possible Cause: ZfS does not delete machines that have been removed from the network.

Action: Use the Database Object Editor to manually delete these machines.

NetExplorer does not have access to any of the routers in my network

Possible Cause: If NetExplorer does not have access to all the routers in your network, the servers and workstations will not be automatically discovered.

Action: In order to discover and manage your servers, use file-based discovery to obtain information about all the machines you want to manage. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

The routers in my network are managed by some other company

Possible Cause: If NetExplorer does not have access to all the routers in your network, the servers and workstations will not be automatically discovered.

Action: In order to discover and manage your servers, use file-based discovery to retrieve information about all the machines you want to manage. For more information, see "File-Based Discovery" in "Understanding Network Discovery and Atlas Management" in the *Administration* guide.

NetExplorer is successfully discovering the machines. But the map does not display the discovered machines

Explanation: This occurs on ZfS 3 SP1 or previous versions of ZfS 3 installed on NetWare 6 SP2 and above.

Possible Cause:	The ZfS services were started using the **`sloader.ncf`** command before starting discovery NLM software (NETXPLOR.NCF)
Possible Cause:	Discovery was stopped and started without stopping the ZfS services. On NetWare 6 SP2 or later, it is possible to restart NetExplorer while SLOADER is still running. Although NetExplorer is successfully discovering the machines, the database is not updated with the information of these discovered machines.
Action:	Do the following:

1 Stop the Discovery services.

To stop the discovery services, enter **`stopdis.ncf`** at the Management server prompt.

The Consolidator, SN3 Discovery, and Bridge Discovery services will stop.

 Wait until these services are stopped completely.

2 Start NetExplorer

3 Start the Discovery services.

To start the discovery services, enter **`startdis.ncf`** at the Management server prompt.

Troubleshooting Atlas Manager

I do not see any objects when I click on ZfS sites in ConsoleOne

Possible Cause:	You are not logged on to the tree that contains the ZfS site server.
Action:	Log in to the appropriate tree.
Possible Cause:	You are logged in as a user who does not have the appropriate role and scope assigned.
Action:	Login as a user with the appropriate roles and scope assigned.

I do not see the atlas when I click the site server object

Possible Cause:	The ConsoleOne snap-ins and the site server have different ZfS versions.
Action:	You need to perform the following tasks:

1 Ensure that the ConsoleOne snap-ins and the site server are using the same ZfS version. The ZfS 2 snap-ins do not work with ZfS 3.0.2 site server, and vice versa.

2 Install the latest ZfS version of the snap-ins on the console and the latest version of the site server on the server and restart the processes.

Possible Cause:	The site server processes are not running on the server.
Action:	Restart the ZfS processes on the server. Wait for about 5-6 minutes and launch ConsoleOne again. If the problem persists, contact Novell Technical Services℠ (http://support.novell.com).

Troubleshooting the Alarm Manager

No alarm is displayed in the Alarms view of ConsoleOne even though the alarms are in the database

Possible Cause: The Alarm Manager may not have started properly.

Action: You need to perform the following tasks:

1 Open the SLOADER.LOG file in the *installvolume:\installdirectory*\ZfS\MMS\LOGFILES\SLOADER.TXT directory and search for the following string: `Alarm Manager started successfully`.

If you are unable to find this string, the Alarm Manager has not been started successfully.

2 Start SLOADER again.

To start, enter **sloader** at the Management server prompt.

A particular type of alarm is not displayed in the Alarms view

Possible Cause: The archiving option and the ticker bar option are disabled in the alarm disposition.

Action: Check the disposition settings for the type of alarm and enable the archiving option and the ticker bar option. For more information, see "Archiving Alarm Statistics" or "Displaying a Ticker-Tape Message" in "Understanding Alarm Management" in the *Administration* guide.

Possible Cause: The system may not recognize the alarm type and the IgnoreUnknownTrap flag is set to YES in the following directory: *installvolume*:\installdirectory\ZENWORKS\MMS\MWSERVER\ PROPERTIES\ALARMMANAGER.PROPERTIES.

Action: You need to perform the following tasks:

1 From ZfS site > Properties, open the alarm templates.

Search for the alarm type in the templates. If the alarm type does not exist the Alarm Manager will not recognize the alarm type you have specified.

2 Set IgnoreUnknownTrap = NO in the following directory: *installvolume*:*installdirectory*\ZENWORKS\MMS\MWSERVER\PROPERTIES\ALARM MANAGER.PROPERTIES.

Add and compile the MIB into the MIB Pool, which defines this trap type. For more information, see "Configuring MIBs and Setting Up MIB Tools" in "Understanding Alarm Management" in the *Administration* guide.

Alarms from a particular NetWare machine are not displayed in the Alarms view

Possible Cause: The NMA is not running on the NetWare server or the TRAPTARG.CFG file in the SYS:\ETC\ directory does not contain the IP address of the ZfS site server.

Action: You need to perform the following tasks:

1 Load NMA5.NCF on the server.

2 Open the SYS:\ETC\TRAPTARG.CFG file and ensure that the file contains an entry for the IP address of the ZfS site server.

Incomplete parameter is displayed while an application is being launched

Possible Cause: The arguments are incorrect because they contain spaces.

Action: Open the Launch Application disposition for the template for which the launching application disposition has been set. In the argument field, enclose the arguments within double quotes.

Unable to receive SMTP mail notification

Possible Cause: The disposition of SMTP mail notification is disabled.

Action: Check the disposition settings for the Alarm template for which the SMTP mail notification is required. Verify that the IP address or DNS name of the SMTP mail server is correct and the SMTP service is up and running on the SMTP mail server.

Possible Cause: The SMTP mail server may not be running at the designated server.

Action: Start the SMTP mail service at the server with the designated IP address.

Unable to forward alarms or traps

Possible Cause: The ZfS site server may not be running or the Alarm Manager may not be running at the destination IP address or server name.

Action: Run the Alarm Manager component at the destination ZfS site server.

Possible Cause: The disposition for forwarded alarms or traps is disabled at the destination site server.

Action: Open the Alarm template at the destination site server and set the disposition to Archive for forwarded alarms or traps.

Unable to launch the application

Possible Cause: The application mentioned in the template disposition is not present at the site server or the application may not be present in the correct path.

Action: Verify the application name and the correct path where the application can be found.

I recompiled the MIBs after changing the severity of a trap definition. The new severity status is reflected in the Alarm template but not in the Active Alarms and Alarm History. The incoming alarms still display the previous severity status

Action: Restart the ZfS server.

Troubleshooting the Service Manager

Failed to stop \ "*sloader*" + "/" + *[servicenames separated by comma]* + " \: process does not appear to be running on \ " + *ipaddress* + " \

Explanation: The services you are trying to stop in the Service Manager using `startdis` or `stopdis` may not be running.

Action: Check if the services you are trying to stop are running. Ensure that the Naming Service is running. Start the Naming Service if it is not running.

ZfS 3.0.2 Management and Monitoring Services are not reloaded if you upgrade a ZfS server from NetWare 5.1 to NetWare 6

Explanation: When you upgrade a NetWare 5.1 server on which ZfS 3.0.2 Management and Monitoring Services are running to NetWare 6, the Management and Monitoring Services might not be reloaded.

Possible Cause: The JVM version that is automatically installed along with NetWare 6 requires a different class path to load the Management and Monitoring Services.

Action: Follow these steps:

1 Stop the Management and Monitoring Services, if it is running. For more information on how to stop the services, see "Management and Monitoring Services" in the *Administration* guide.

2 Uncomment the following entries in the *management_and_monitoring_services_installation_path*\mms\mwserver\bin\mwsetenv.ncf file:

```
envset mwxbpath=ZENDATA:\$MMSDIR\lib\corba\vbjcosev.jar

envset mwxbpath=$mwxbpath;ZENDATA:\$MMSDIR\lib\corba\vbjorb.jar

envset mwxbpath=$mwxbpath;ZENDATA:\$MMSDIR\lib\corba\vbjapp.jar
```

3 Restart the Management and Monitoring Services. For more information on how to start the services, see "Management and Monitoring Services" in the *Administration* guide.

Troubleshooting Trace Capture

Unable to capture packets

Possible Cause: The preferred RMON agent is not properly configured for the segment. Packets are captured by the preferred RMON agent on the selected segment. The appropriate RMON agent must be selected on the segment for packet capture.

Action: Go to the segment properties page and make the machine which has access to all required packets the preferred RMON agent.

Possible Cause: The READ/WRITE community strings of the agent machine and management console do not match. To capture packets, the community string on the agent machine and the management console must match.

Action: You need to perform the following tasks:

1 Check and configure the READ/WRITE community string on the agent machine.

2 Go to the properties page for the agent machine on the management console and configure the same READ/WRITE community string as on the agent.

Possible Cause: The agent machine is not accessible from the management console or the ZfS site server. The packets from the management console reach the agent through the ZfS site server.

Action: Check the network connection from the management console to the ZfS site server and from ZfS site server to the agent.

Possible Cause: The RMON agent does not have sufficient memory to capture packets.

Action: Go to the RMON home page on the agent machine in ConsoleOne and delete unnecessary resources to free up memory.

Troubleshooting Server Management Agent

"On a Windows NT/2000 server that does not have a name for primary partition or logical drive, enabling the physical and logical disk trending through using the 'diskperf -yv' command will abnormally terminate the SNMP service" on page 77

On a Windows NT/2000 server that does not have a name for primary partition or logical drive, enabling the physical and logical disk trending through using the 'diskperf -yv' command will abnormally terminate the SNMP service

Explanation: On Windows NT or Windows 2000 server that does not have a name for primary partition or logical drive, if you enable the physical and logical disk trending using the `diskperf -yv` command, and then you restart the server, the SNMP service will abnormally terminate.

Action: Do the following:

On a Windows NT server:

1 From the desktop console, click Start > Programs > Administrative Tools > Disk Administrator.

2 Right-click an unnamed primary partition or an unnamed logical drive > click Assign Drive Letter.

3 Select the Assign drive letter option.

4 Select a drive letter from the drop-down list.

5 Click OK.

6 Repeat Step 2 through Step 5 for all unnamed primary partitions or logical drives.

On Windows 2000 server:

1 From the desktop console, click Start > Settings > Control Panel.

2 Double-click Administrative Tools > Computer Management.

3 Click Storage > Disk Management.

4 Right-click an unnamed primary partition or an unnamed logical drive > click Change Drive Letter and Paths.

5 Add a drive letter.

6 Click OK.

7 Repeat Step 4 through Step 6 for all unnamed primary partitions or logical drives.

Troubleshooting Management and Monitoring Services Reports

I click on the Reporting snap-in in ConsoleOne but nothing happens

Explanation:	ZENworks for Servers and ZENworks for Desktops use common reporting tools to generate reports. The previous versions of ZfS and ZfD use JReport to generating reports. ZfS 3.0 or later and ZfD 4.0 or later use Crystal Reports or JReports depending on the report that is generated. ZfS 3 or later versions require Policy and Distribution snap-ins to be installed to generate reports.
Possible Cause:	You do not have the correct version of Policy and Distribution ConsoleOne snap-ins installed. To verify the correct version, from ConsoleOne, select Help > About Snapins to ensure that the ZENworks for Servers version 3 snap-ins is installed.
Action:	Install the correct Policy and Distribution ConsoleOne snap-ins on your management console.
Action:	Use a new ConsoleOne to manage your ZfS 3 or later versions, with only ZfS 3 or later versions installed.

3 Documentation Updates

This section contains information on documentation content changes that have been made in the *Troubleshooting* guide for Management and Monitoring Services since the initial release of ZENworks® for Servers 3.0.2 (ZfS). The information will help you to keep current on updates to the documentation.

If you have purchased ZfS 3.0.2 and have not used or installed ZfS 3 or ZfS 3 SP1, you do not need to review this section.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Management and Monitoring Services.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

July 29, 2004

Updates were made to the following section. The updates are explained below.

- Troubleshooting Strategies

Troubleshooting Strategies

The following updates were made in this section:

Location	Change
"Troubleshooting the Service Manager" on page 76	Added the following troubleshooting entry: "ZfS 3.0.2 Management and Monitoring Services are not reloaded if you upgrade a ZfS server from NetWare 5.1 to NetWare 6" on page 76

April 15, 2003

Updates were made to the following sections. The updates are explained below.

- Error Messages
- Troubleshooting Strategies

Error Messages

The following updates were made in this section:

Location	Change
"Discovery Error Messages" on page 13	The following error message was added to this section Unable to remove NetExplorer .DAT files in zfs_install_volume:\zfs_install_folder\ZENWORKS\MMS\MWSERVER\NMDISK\DAT.
"Management and Monitoring Services Reports Error Messages" on page 57	Added this section.

Troubleshooting Strategies

The following updates were made in this section:

Location	Change
"Troubleshooting Management and Monitoring Services Reports" on page 78	Added this section.

September 27, 2002

Updates were made to the following sections. The updates are explained below.

- ◆ Error Messages
- ◆ Troubleshooting Strategies

Error Messages

The following updates were made in this section:

Location	Change
"Traffic Analysis Agent for Windows NT Error Messages" on page 55	The following error message was added to this section: "The ordinal 6451 could not be located in the dynamic link library MFC42U.DLL" on page 57
"MIB Compiler Error Messages" on page 22	The following error messages was removed in this section: MIBCERR159, MIBCERR202, MIBCERR203, MIBCERR204, MIBCERR206, MIBCERR207, MIBCERR210, and MIBCERR211.
	The following error messages was added to this section:
	"MIBCERR221: Incorrect sequence adopted to define trap annotation. Correct sequence is: TYPE, SUMMARY, ARGUMENTS, SEVERITY, TIMEINDEX, HELP, HELPTAG and STATE" on page 41
	"MIBCERR226: Incorrect Syntax: Expected identifier after OBJECTS" on page 42
	"MIBCERR227: Incorrect syntax: Expected NOTIFICATIONS" on page 42
	"MIBCERR228: Incorrect syntax: Expected identifier after NOTIFICATIONS" on page 42

Troubleshooting Strategies

The following updates were made in this section:

Location	Change
"Troubleshooting Server Management Agent" on page 77	Added this section.
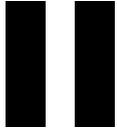
Policy and Distribution Services

If Policy and Distribution Services displays an error message, you can look it up in this *Troubleshooting* guide. Specific instructions for resolving many error messages have been provided. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

- Chapter 4, "Error Messages," on page 85
- Chapter 5, "Troubleshooting Strategies," on page 111
- Chapter 6, "Documentation Updates," on page 119

4 Error Messages

The following sections contain detailed explanations of the error messages you may encounter using the Novell® ZENworks® for Servers (ZfS) Policy and Distribution Services:

- "Installation Errors" on page 85
- "ConsoleOne Snap-In Errors" on page 85
- "Novell iManager Errors" on page 88
- "Tiered Electronic Distribution Errors" on page 89
- "Policy/Package Agent Errors" on page 99
- "Policy/Distribution Database Errors" on page 105
- "ZfS Web Server Errors" on page 106
- "Miscellaneous Errors Related to Policy and Distribution Services" on page 108

Installation Errors

Policy and Distribution Services installation error messages are listed in "Installation Error Messages" in the *Installation* guide:

- "Policy and Distribution Services Installation Errors on NetWare and Windows Servers"
- "Policy and Distribution Services Installation Errors on Linux or Solaris Servers"
- "Policy and Distribution Services Web Component Installation Errors"

ConsoleOne Snap-In Errors

An error occurred while connecting to the remote FTP server
An error occurred while copying security certificates
An error occurred while refreshing the Distributor
An error occurred while setting up the TED Distribution
An error occurred while writing certificates to the selected location; some necessary certificates may not have been written
Some of the Subscribers are not running TED or an error occurred while attempting to contact them
Unable to browse the Distributor's file system

An error occurred while connecting to the remote FTP server

Source:	ZENworks for Servers; Policy and Distribution Services; ConsoleOne® snap-in
Explanation:	When trying to create an FTP type of Distribution, ConsoleOne could not access the files on the specified FTP server.
Possible Cause:	You have provided an incorrect FTP address.
Action:	Double-check the FTP address where the files to distribute are located.
Possible Cause:	You have provided an incorrect user name or password for the FTP site.
Action:	Double-check the user name and password for the FTP site.
Possible Cause:	The FTP site is down.
Action:	Try to create the Distribution at another time.
Action:	Make sure that you can access the FTP site successfully outside of ConsoleOne before attempting to create a Distribution that gathers files from the FTP site.

An error occurred while copying security certificates

Source:	ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
Explanation:	ConsoleOne needs to copy security certificates from Distributors to Subscribers any time you add a Subscriber or Distribution to a channel or you add a channel to a Subscriber or a Distribution. ConsoleOne is unable to copy the certificates.
Possible Cause:	The ConsoleOne workstation does not have a UNC path connection to one or more Subscriber servers.
Action:	Make sure that the ConsoleOne workstation has UNC path connections to all Subscriber servers.
Possible Cause:	For Windows servers, because ConsoleOne on a workstation does the certificate copying, the client software on the workstation running ConsoleOne must have access to the Subscriber servers' file systems. Without these rights, a 1204a error is given.
Action:	Set up the Domain and Workgroup rights on the workstation for proper access to the Windows Subscriber servers to facilitate automatic certificate copying.
Possible Cause:	Some of the Subscribers are running UNIX* and therefore ConsoleOne cannot copy the certificates to them.
Action:	Manually resolve the certificates and copy the files to the UNIX Subscriber servers, following the instructions in "Creating and Copying Encryption Certificates" in "Policy and Distribution Services" in the *Administration* guide.
Action:	If you are using the TED Distribution Wizard and you have manually resolved and copied the certificates, deselect the Resolve Certificates option on the last page of the wizard.

An error occurred while refreshing the Distributor

Source:	ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
Explanation:	Console One communicates with the Distributor server by using the XMLRPC protocol. ConsoleOne was unable to communicate with the Distributor Agent on the Distributor server.
Action:	See "Make sure that ZENworks for Servers is running on the Distributor" on page 87.
Possible Cause:	If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.

Action: Make sure that DNS is set up properly on your system. For assistance, see "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

An error occurred while setting up the TED Distribution

Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in

Explanation: ConsoleOne needs access to Novell® eDirectory™ in order to configure a Distribution. ConsoleOne could not access eDirectory.

Possible Cause: eDirectory is not functioning properly.

Action: In the error dialog box, click Yes to view the results log. The information there should include an eDirectory error code. Look up the eDirectory error code in Novell eDirectory Error Codes (http://www.novell.com/documentation/lg/ndsedir/index.html).

An error occurred while writing certificates to the selected location; some necessary certificates may not have been written

Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in

Explanation: An I/O error occurred when ConsoleOne tried to write security certificates to a Subscriber server.

Possible Cause: There is insufficient disk space on the Subscriber server.

Action: Try resolving the certificates at a later time in case the lack of disk space was temporary.

Action: Check the available disk space on the Subscriber server and solve the problem so that the certificates can be copied successfully.

Make sure that ZENworks for Servers is running on the Distributor

Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in

Explanation: ConsoleOne communicates with Distributor servers by using the XMLRPC protocol. ConsoleOne was unable to communicate with the Distributor Agent on the Distributor server.

Possible Cause: The Distributor server is down.

Action: Restart the Distributor server and make sure that it is functioning properly.

Possible Cause: The Policy and Distribution Services programs are not currently running on the Distributor server.

Action: Start Policy and Distribution Services by following the instructions in "Starting the Policy and Distribution Services Agents" in "Installing Policy and Distribution Services on NetWare and Windows Servers" in the *Installation* guide.

Some of the Subscribers are not running TED or an error occurred while attempting to contact them

Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in

Explanation: ConsoleOne communicates with Distributor servers by using the XMLRPC protocol. ConsoleOne was unable to communicate with the Distributor Agent on one or more Distributor servers.

Possible Cause: The Distributor server is down.

Action: Restart the Distributor server and make sure that it is functioning properly.

Possible Cause: The Policy and Distribution Services programs are not currently running on the Distributor server.

Action:	Start Policy and Distribution Services by following the instructions in "Starting the Policy and Distribution Services Agents" in "Installing Policy and Distribution Services on NetWare and Windows Servers" in the *Installation* guide.

Unable to browse the Distributor's file system

Source:	ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
Explanation:	In order to create a Distribution, ConsoleOne needs access to the Distributor server's file system. The Distributor server's file system is unavailable.
Possible Cause:	The Distributor server is down.
Action:	Restart the Distributor server and make sure that it is functioning properly.
Possible Cause:	The Policy and Distribution Services programs are not currently running on the Distributor server.
Action:	Start Policy and Distribution Services by following the instructions in "Starting the Policy and Distribution Services Agents" in "Installing Policy and Distribution Services on NetWare and Windows Servers" in the *Installation* guide.

Novell iManager Errors

The following error messages may appear in Novell iManager as you manage Policy and Distribution Services using the ZfS Management role:

An error occurred while attempting to make the remote XMLRPC call
An error occurred while attempted to parse the XML results returned from the remote server
An I/O error occurred while attempting to make the remote XMLRPC call
XMLRPC error

An error occurred while attempting to make the remote XMLRPC call

Source:	ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in
Explanation:	The ZfS Remote Web Console in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The Remote Web Console was unable to communicate with the Distributor Agent on the Distributor server.
Action:	See "Make sure that ZENworks for Servers is running on the Distributor" on page 87.
Possible Cause:	If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.
Action:	Make sure that DNS is set up properly on your system. For assistance, see "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

An error occurred while attempted to parse the XML results returned from the remote server

Source:	ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in
Explanation:	The ZfS Remote Web Console in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The XMLRPC call was successful but the remote server did not respond as expected.
Possible Cause:	Unknown.

Action:	Repeat the operation.
Action:	Check the Tomcat screen to see the XML code that was returned by the remote server. This may provide a clue to the problem.
Action:	Contact Novell Technical Services℠ (http://support.novell.com).

An I/O error occurred while attempting to make the remote XMLRPC call

Source:	ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in
Explanation:	The ZfS Remote Web Console in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The Remote Web Console was unable to communicate with the Distributor Agent on the Distributor server.
Action:	See "Make sure that ZENworks for Servers is running on the Distributor" on page 87.
Possible Cause:	If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.
Action:	Make sure that DNS is set up properly on your system. For assistance, see "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

XMLRPC error

Source:	ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in
Explanation:	The ZfS Tiered Distribution View in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The Tiered Distribution View was unable to communicate with the Distributor Agent on the Distributor server.
Action:	See Make sure that ZENworks for Servers is running on the Distributor.
Possible Cause:	If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.
Action:	Make sure that DNS is set up properly on your system. For assistance, see "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

Tiered Electronic Distribution Errors

Bad variable in configuration property file: variable
Can't replace certificate chain for issuer; delete first
Could not kill all active distributions
Distribution has no agent; thus not scheduled for collection
Error attempting to reauthenticate; this refresh event will be ignored
Error during identity verification; attempting to reauthenticate
Error getting max revisions from NDS: eDirectory_error_code
Error getting subscriber object from NDS: eDirectory_error_code
Error processing reply because NDS object(s) have changed
Error reading distribution_name; gather not started: eDirectory_error_code
Error reading node information from NDS: eDirectory_error_code

Error reading SNMP and/or e-mail requests

Error starting distribution: distribution_name

Error while scheduling distributions: eDirectory_error_code

Error while trying to send immediate distribution: eDirectory_error_code

Error while trying to start reply processing: Java_exception

Event ignored because no working directory defined

I/O error loading/reading certificate file \path\file_name

IP_address: Not configured

IP_address: Signature exception

IP_address: Wrong destination

Request for signature object to sign with failed

Services error reading file system attributes for \path

The dependency tracking file could not be found; therefore, a base line was assumed

The file \path\file_name could not be read; therefore, it could not be gathered

Unable to convert external subscriber to DN using DNS name or IP address

Unable to export CSR

Unable to find host using IP_address

Unable to kill all distributions in the channel_name channel

Unable to resolve DNS_host_name for route node backward compatibility

Version 2 compatibility for IP_address is not possible

Workorder server has fatally shut down

Bad variable in configuration property file: *variable*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
Explanation:	The configuration property file is the TEDNODE.PROPERTIES file located in the *install_dir*\ZENWORKS\PDS\TED directory. When the Distributor Agent reads eDirectory during a refresh, it records Distributor object property information in this file, and then reads from this file until the next refresh.
	A variable appears in the property information that is not defined in the TEDNODE.PROPERTIES file.
Possible Cause:	The TEDNODE.PROPERTIES files has been damaged or tampered with.
Action:	Refresh the Distributor to update the TEDNODE.PROPERTIES file with current information from eDirectory. See "Refreshing the Distributor" in "Policy and Distribution Services" in the *Administration* guide.

Can't replace certificate chain for *issuer*; delete first

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
Explanation:	The Subscriber Agent is trying to replace a certificate used for encryption with one that does not support encryption.
Possible Cause:	You have manually provided a certificate that supports encryption and later have tried to resolve certificates again in ConsoleOne, which has resulted in a standard security certificate being sent to the Subscriber server.

| Action: | If you want to provide a new security certificate, use the ZfS Management role in Novell iManager to delete the existing certificate before trying to provide another certificate from the same issuer. See "Managing Security Certificates" in "Policy and Distribution Services" in the *Administration* guide. |

Could not kill all active distributions

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent
Explanation:	The Distributor Agent needs to halt processing on a Distribution if a higher priority Distribution arrives or if the Distributor is refreshed. The Distributor Agent is unable to stop its Distribution processing in order to perform the higher priority task.
Possible Cause:	Unknown.
Action:	Stop Policy and Distribution Services on the server and then restart it again.

Distribution has no agent; thus not scheduled for collection

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	In ZfS 3, the concept of "Distribution agent" became "Distribution type" (File, FTP, HTTP, RPM, Policy Package, Software Package, and Desktop Application), which describes what is being distributed.
Possible Cause:	You have not yet provided the information on the Type property page of the Distribution object in eDirectory.
Action:	Fully configure the Distribution before attempting to build and send it. See "Distributions" in "Policy and Distribution Services" in the *Administration* guide.

Error attempting to reauthenticate; this refresh event will be ignored

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent has lost its connection to eDirectory and its automatic attempt to reauthenticate has failed. Therefore, the Distributor Agent cannot refresh its eDirectory information at the present time.
Possible Cause:	The server from which the Distributor Agent obtains its eDirectory information is currently down.
Action:	Wait for the server to come back up, then manually refresh the Distributor. See "Refreshing the Distributor" in "Policy and Distribution Services" in the *Administration* guide.

Error during identity verification; attempting to reauthenticate

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent has lost its connection to eDirectory and cannot refresh its eDirectory information.
Action:	None, if automatic reauthentication is successful.
Action:	If automatic reauthentication is not successful, the problem may lie with eDirectory. Refer to the Novell eDirectory documentation (http://www.novell.com/documentation/lg/ndsedir86) for troubleshooting assistance.

Error getting max revisions from NDS: *eDirectory_error_code*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent needs to read eDirectory to determine the maximum number of revisions that are allowed for each Distribution it builds.
Possible Cause:	The Distributor Agent does not have rights to access eDirectory.
Possible Cause:	The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.
Action:	The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.
Action:	Look up the eDirectory error code in Novell eDirectory Error Codes (http://www.novell.com/documentation/lg/ndsedir/index.html).

Error getting subscriber object from NDS: *eDirectory_error_code*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent needs to read eDirectory for information about the Subscribers that receive the Distributions it builds.
Possible Cause:	The Subscriber object has been renamed or deleted between the time when the Distributor sent a Distribution to it and when the Subscriber replied back to the Distributor.
Action:	If the Subscriber has been renamed, resend the Distribution. See "Forcing a Single Distribution To Be Sent" in "Policy and Distribution Services" in the *Administration* guide.
Action:	None, if the Subscriber object has been deleted.

Error processing reply because NDS object(s) have changed

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent needs to read eDirectory for information about the Distributions it builds and the channels in which those Distributions are listed. An object that it needs to access is no longer there.
Possible Cause:	An eDirectory object related to the Distribution has been renamed, deleted, or replaced with a different object since the Distribution was originally built.
Action:	Rebuild and resend the Distribution. See "Sending Distributions" in "Policy and Distribution Services" in the *Administration* guide.

Error reading *distribution_name*; gather not started: *eDirectory_error_code*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent needs to read eDirectory for information about the Distribution to build.
Possible Cause:	The Distributor Agent does not have rights to access eDirectory.
Possible Cause:	The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.

Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See "Installation User Rights Requirements" in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.

Action: Look up the eDirectory error code in Novell eDirectory Error Codes (http://www.novell.com/documentation/lg/ndsedir/index.html).

Error reading node information from NDS: *eDirectory_error_code*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory for information about a Subscriber server.

Possible Cause: The Distributor Agent does not have rights to access eDirectory.

Possible Cause: The Distributor Agent can access eDirectory but cannot read the properties of the Subscriber object.

Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See "Installation User Rights Requirements" in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.

Action: Look up the eDirectory error code in Novell eDirectory Error Codes (http://www.novell.com/documentation/lg/ndsedir/index.html).

Error reading SNMP and/or e-mail requests

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: SNMP information is stored in the TEDNODE.PROPERTIES file located in the *install_dir*\ZENWORKS\PDS\TED directory. The Distributor Agent cannot successfully use the information provided in the TEDNODE.PROPERTIES file.

Possible Cause: The TEDNODE.PROPERTIES file has been damaged or tampered with.

Action: Refresh the Distributor to update the TEDNODE.PROPERTIES file with current information from eDirectory. See "Refreshing the Distributor" in "Policy and Distribution Services" in the *Administration* guide.

Error starting distribution: *distribution_name*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent

Explanation: The Distributor Agent or the Subscriber Agent is unable to send a Distribution to a Subscriber.

Possible Cause: Unknown.

Action: Check the status of the Subscriber server. Make sure that it is up and running successfully.

Error while scheduling distributions: *eDirectory_error_code*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution' Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory in order to schedule a Distribution.

Possible Cause:	The Distributor Agent does not have rights to access eDirectory.
Possible Cause:	The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.
Action:	The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See "Installation User Rights Requirements" in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.
Action:	Look up the eDirectory error code in Novell eDirectory Error Codes (http://www.novell.com/documentation/lg/ndsedir/index.html).

Error while trying to send immediate distribution: *eDirectory_error_code*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent needs to read eDirectory in order to send a Distribution.
Possible Cause:	The Distributor Agent does not have rights to access eDirectory.
Possible Cause:	The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.
Action:	The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See "Installation User Rights Requirements" in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.
Action:	Look up the eDirectory error code in Novell eDirectory Error Codes (http://www.novell.com/documentation/lg/ndsedir/index.html).

Error while trying to start reply processing: *Java_exception*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
Explanation:	When a Subscriber receives a Distribution, it sends a reply to the Distributor that sent it. The Subscriber was unable to reply.
Possible Cause:	Unknown.
Action:	Restart the Subscriber, as described in the *Installation* guide:

- ◆ "Starting the Policy and Distribution Services Agents"
- ◆ "Starting the Policy and Distribution Agents on Linux or Solaris"

Event ignored because no working directory defined

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent and Subscriber Agent
Explanation:	The Distributor Agent and Subscriber Agent cannot run successfully without a working directory. An initial working directory is set up during installation.
Possible Cause:	The Distributor or Subscriber object in eDirectory is no longer configured with a working directory.
Action:	Fully configure the Distributor or Subscriber object, as described in "Distributors" and "Subscribers" in "Policy and Distribution Services" in the *Administration* guide.

I/O error loading/reading certificate file *path**file_name*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent

Explanation: This is a general I/O error indicating that the Subscriber Agent cannot read the certificate file for the Distributor that sent the Distribution it is starting to process.

Possible Cause: Unknown.

Action: Make sure you have followed the instructions in "Creating and Copying Encryption Certificates" in "Policy and Distribution Services" in the *Administration* guide.

IP_address: Not configured

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent and Subscriber Agent

Explanation: The Distributor Agent or Subscriber Agent (acting as a parent Subscriber) cannot locate a server with the specified IP address in its eDirectory tree. Therefore, it cannot send a Distribution to that server.

Possible Cause: The end node Subscriber's trusted tree is not the same as the Distributor's tree.

Action: Set the Subscriber up as an external Subscriber. See "Sending Distributions Between Trees" in "Policy and Distribution Services" in the *Administration* guide.

Action: Change the Subscriber's trusted tree.

IP_address: Signature exception

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent

Explanation: A signature exception indicates a security problem.

Possible Cause: The end node Subscriber does not have a valid certificate from the Distributor of the Distribution that it has just received.

Action: Send a certificate from the Distributor to the Subscriber. See "Create and Send New Certificates" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause: The Distribution has been tampered with during the distribution process.

Action: Resend the Distribution. See "Forcing a Single Distribution To Be Sent" in "Policy and Distribution Services" in the *Administration* guide.

IP_address: Wrong destination

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent

Explanation: The host name that resolved to a particular IP address on the Distributor server is not the host name that the IP address resolves to on the Subscriber server.

Possible Cause: DNS is not set up correctly on your system.

Action: Ensure that DNS name resolution is set up properly. See "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

Request for signature object to sign with failed

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent cannot sign an encryption certificate.
Possible Cause:	The .KEYSTORE file has been deleted from the following directory:
	install_dir\ZENWORKS\PDS\TED\SECURITY\PRIVATE
Action:	Contact Novell Technical Services (http://support.novell.com).

Security error while importing certificate from *path**file_name*

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
Explanation:	The Subscriber does not trust a certificate it has received.
Possible Cause:	Unknown.
Action:	Make sure you have followed the instructions in "Creating and Copying Encryption Certificates" in "Policy and Distribution Services" in the *Administration* guide.

Services error reading file system attributes for *path*

Source:	ZENworks for Servers; Tiered Electronic Distribution; Distributor Agent
Explanation:	The Distributor Agent cannot read the attributes on the directory from which it need to gather files for a Distribution.
Possible Cause:	Unknown.
Action:	Check the file system that the Distributor Agent needs to access. See if you can manually check the attributes. If you cannot manually check the attributes, contact the administrator of the location from which the Distributor Agent needs to gather files.
Action:	If the file system attributes look correct but the Distributor Agent still cannot access the location, contact Novell Technical Services (http://support.novell.com).

The dependency tracking file could not be found; therefore, a base line was assumed

Source:	ZENworks for Servers; Tiered Electronic Distribution; Distributor Agent
Explanation:	The dependency tracking file (DEPENDENCYLIST.TED) keeps track of the contents of sequential distributions, where only changes are sent, rather than the entire Distribution. This applies to File and Desktop Application types of Distributions. The file is created and maintained by the Distributor Agent in ZENWORKS\PDS\TED\DIST*distribution_subdirectory*.
Possible Cause:	The dependency tracking file has been accidently deleted.
Action:	None. Because the Distributor Agent cannot determine what files have changed since the last time the Distribution was sent, it will sent the complete Distribution and start a new dependency tracking file.

The file *path**file_name* could not be read; therefore, it could not be gathered

Source:	ZENworks for Servers; Tiered Electronic Distribution; Distributor Agent
Explanation:	This is an I/O error indicating that the Distributor Agent could not read a file that it needs to gather into the Distribution that it is building.

Whether the Distributor Agent continues building the Distribution after this error has occurred depends on how you have configured the Distribution object. If you set Error Handling to Continue on Error, the Distributor Agent will continue to build the Distribution, skipping the file where the error occurred. If you set Error Handling to Fail on Error, the Distributor Agent will halt processing. For more information, see "Error Handling" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause: The file does not exist in the location where the Distributor Agent is attempting to gather it from.

Action: Verify the information you have provided on the Type property page of the Distribution object, as described in "Distributions" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause: The Distributor Agent does not have sufficient rights to read the file.

Possible Cause: The file has been damaged so that the Distributor Agent cannot read it.

Action: Manually check the file to see what rights it has and to verify that it is not damaged.

Unable to convert external subscriber to DN using DNS name or IP address

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory for information about the External Subscribers that receive the Distributions it builds, including an external Subscriber's DNS host name or IP address.

Possible Cause: The External Subscriber object has been renamed or deleted between the time when the Distributor sent a Distribution to it and when the external Subscriber replied back to the Distributor.

Action: If the external Subscriber object has been renamed, resend the Distribution. See "Forcing a Single Distribution To Be Sent" in "Policy and Distribution Services" in the *Administration* guide.

Action: None, if the External Subscriber object has been deleted.

Unable to export CSR

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent is unable to send a signed Certificate Signing Request (CSR) back to the Subscriber that requested it.

Possible Cause: Unknown.

Action: Make sure you have followed the instructions in "Creating and Copying Encryption Certificates" in "Policy and Distribution Services" in the *Administration* guide.

Unable to find host using *IP_address*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor and Subscriber Agents

Explanation: The Distributor Agent or Subscriber Agent cannot locate a server that it needs to send information to.

Possible Cause: The DNS name servers used by the Distributor Agent or Subscriber Agent to not have reverse lookup defined for the IP address.

Action:	Ensure that DNS name resolution is set up properly. See "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

Unable to kill all distributions in the *channel_name* channel

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent
Explanation:	The Distributor Agent needs to halt processing on Distributions if the Distributor is refreshed. The Distributor Agent is unable to stop its Distribution processing for some reason.
Possible Cause:	Unknown.
Action:	Stop Policy and Distribution Services on the server and then restart it again.

Unable to resolve *DNS_host_name* for route node backward compatibility

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent
Explanation:	The Distributor Agent or Subscriber Agent (acting as a parent Subscriber) cannot locate the ZfS 2 Subscriber to which it needs to send a Distribution.
Possible Cause:	The server where the Distributor or Subscriber Agent is running is not using a DNS name server that can convert the DNS host name to its IP address.
Action:	Ensure that DNS name resolution is set up properly. See "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

Version 2 compatibility for *IP_address* is not possible

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent
Explanation:	The Distributor Agent or Subscriber Agent (acting as a parent Subscriber) cannot locate the ZfS 2 Subscriber to which it needs to send a Distribution.
Possible Cause:	The server where the Distributor or Subscriber Agent is running is not using a DNS name server that can convert the IP address to its DNS host name.
Action:	Ensure that DNS name resolution is set up properly. See "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

Workorder server has fatally shut down

Source:	ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
Explanation:	The workorder server is the Subscriber Agent process that listens for incoming Distributions. It is no longer running.
Possible Cause:	Unknown.
Action:	Restart the Subscriber Agent, as described in the *Installation* guide:

   ◆ "Starting the Policy and Distribution Services Agents"

   ◆ "Starting the Policy and Distribution Agents on Linux or Solaris"

Policy/Package Agent Errors

Could not copy file: file_name

process does not have access to process directory: path

Error processing system requirements: error_code

Error starting TED or ZWS

Exception when reading policy schedule; using default: schedule_name

Failed processing software package: package_name

Invalid package file

Invalid software package: package_name

Package package_name component component_name failed...

Platform policy not supported on this platform

Policy policy_name had an exception processing unloads

Policy policy_name is unable to process email notifications

Policy processing failed: policy_name

Policy policy_name unable to unload process_or_service

Policy policy_name unable to send message to target

Rollback directory already exists for package: package_name path

process unable to create directory: path

Unable to create rollback directory: path

Unable to down the server because of error: error_message

Unable to open or read software package: package_name

Unable to record...

Unable to reset, restart, or shut down the operating system

XMLRPC Master not responding

ZfS is unable to communicate with the Database

Could not copy file: *file_name*

Source:
ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; File Copy processor

Explanation:
The Policy/Package Agent is unable to copy a file that is included in a Copy Files policy.

Whether the Policy/Package Agent continues enforcing the policy after this error has occurred depends on how you have configured the policy. If you set Error Processing to Continue on Error, the Policy/Package Agent will continue to enforce the policy, skipping the file where the error occurred. If you set Error Processing to Fail on Error, the Policy/Package Agent will halt processing. For more information, see "Copy Files" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause:
The file does not exist in the location where the Policy/Package Agent is attempting to copy it from.

Action:
Verify the information you have provided for the Copy Files policy, as described in "Copy Files" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause:
The Policy/Package Agent does not have sufficient rights to read the file.

Possible Cause:
The file has been damaged so that the Policy/Package Agent cannot read it.

Action:
Manually check the file to see what rights it has and to verify that it is not damaged.

process does not have access to process directory: *path*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; File Copy processor

Explanation: The Policy/Package agent needs to create a new directory in the specified location. It does not have sufficient rights to do so.

Possible Cause: Unknown.

Action: Manually check the rights on the specified directory path to see if they are set incorrectly and reset them if necessary.

Error processing system requirements: *error_code*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Requirements processor

Explanation: The Policy/Package Agent is trying process a software package and cannot process the system requirement information that accompanies the software package.

Possible Cause: The software package has been damaged.

Action: Re-create and resend the software package. See "Setting Up Server Software Packages" in "Policy and Distribution Services" in the *Administration* guide.

Error starting TED or ZWS

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Facilitator (Windows* only)

Explanation: On initial startup, the Policy/Package Agent needs to start Tiered Electronic Distribution (TED) and the ZfS Web Server (ZWS) as Windows services. It was unable to do so.

Action: Check the C:/ZFSNTSRV.LOG file for startup messages from TED and ZWS for additional information.

Exception when reading policy schedule; using default: *schedule_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; NDS policy manager

Explanation: The Policy/Package Agent could not read the policy-specific schedule information. Therefore, it will use the default schedule for the policy package.

Possible Cause: Unknown.

Action: If the default policy package schedule is not appropriate, make sure the policy-specific schedule is set as desired, then resend the policy package. See "Scheduling Policies" and "Distributing Policies" in "Policy and Distribution Services" in the *Administration* guide.

Failed processing software package: *package_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Requirements processor

Explanation: The Policy/Package Agent is unable to process the software package it has received.

Possible Cause: Unknown.

Action: Recompile and resend the software package. See "Setting Up Server Software Packages" in "Policy and Distribution Services" in the *Administration* guide.

Invalid package file

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor

Explanation: The Policy/Package Agent has received a .SPK file instead of a .CPK file.

Possible Cause: The software package has not yet been compiled.

Action: Compile the software package following the instructions in "Compiling a Software Package" in "Policy and Distribution Services" in the *Administration* guide.

Invalid software package: *package_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Software Package plug-in or Package processor

Explanation: The Policy/Package Agent cannot read the software package.

Possible Cause: The software package has been damaged during distribution.

Action: Recompile and resend the software package. See "Setting Up Server Software Packages" in "Policy and Distribution Services" in the *Administration* guide.

Package *package_name* component *component_name* failed...

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Requirements processor

Explanation: The Policy/Package Agent is unable to install a software package when any requirements specified in the software are not met on a server where the software package is to be installed.

Possible Cause: The software package has not been configured correctly for the servers where it is supposed to be installed.

Action: Reconfigure the software package with the appropriate requirements. See "Setting Up Server Software Packages" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause: The server where the software package arrived is not configured as expected by the software package.

Action: Reconfigure the server as needed so that the software package can be installed.

Platform policy not supported on this platform

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent

Explanation: A platform-specific policy in a server policy package has arrived on a platform where it cannot be enforced.

Possible Cause: The server policy package is not configured correctly.

Action: Review the server policy package and check the platform-specific information. See "Configuring Distributed Server Package Policies" in "Policy and Distribution Services" in the *Administration* guide.

Policy *policy_name* had an exception processing unloads

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler

Explanation:	The Policy/Package Agent was unable to successfully perform all of the actions listed on the Ordered Unload page of the Down Server policy in a Server Package.
Possible Cause:	Unknown.
Action:	Check the configuration of the policy to see what the Policy/Package Agent needs to be able to do. See "Server Down Process" in "Policy and Distribution Services" in the *Administration* guide. Try to perform the action manually and resolve any problems that occur.

Policy *policy_name* is unable to process email notifications

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler
Explanation:	The Policy/Package Agent was unable to process the information configured on the Targeted Messages page of the Server Down policy in a Server Package.
Possible Cause:	The policy has been damaged during distribution.
Action:	Resend the policy package. See "Distributing Policies" in "Policy and Distribution Services" in the *Administration* guide.

Policy processing failed: *policy_name*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler or NDS policy enforcer
Explanation:	The Policy/Package Agent is unable to process a Server Down policy or an NDS policy.
Possible Cause:	The policy has been damaged during distribution.
Action:	Resend the policy package. See "Distributing Policies" in "Policy and Distribution Services" in the *Administration* guide.

Policy *policy_name* unable to unload *process_or_service*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler
Explanation:	The Policy/Package Agent was unable to successfully unload a process or service listed on the Ordered Unload page of the Down Server policy in a Server Package.
Possible Cause:	Unknown.
Action:	Check the configuration of the policy to see what the Policy/Package Agent needs to be able to do. See "Server Down Process" in "Policy and Distribution Services" in the *Administration* guide. Try to perform the action manually and resolve any problems that occur.

Policy *policy_name* unable to send message to *target*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler
Explanation:	The Policy/Package Agent needs to send notification messages as configured on the Targeted Messages page of the Server Down policy in a Server Package. However, the server where it would send such messages is not responding.
Possible Cause:	The Service Location Package where SMTP host information is provided is either not configured or is configured incorrectly.
Action:	Specify an available SMTP host in the Service Location Package.

Rollback directory already exists for package: *package_name path*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Rollback handler
Explanation:	When you install a software package to update existing software, the previous version of the software is stored in a rollback file, in case you want to return to it. This file is stored in the following directory:

ZENWORKS\PDS\TED\SMANAGER\WORKING\ROLLBACK

A rollback file for the software package you are installing already exists.

Possible Cause:	You have installed the identical software package more than once.
Action:	None. You can install the same software package multiple times, but the rollback file is only created during the first installation.

process unable to create directory: *path*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; File Copy processor
Explanation:	The Policy/Package Agent needs to create a new directory in the specified location but it is unable to do so.
Possible Cause:	Unknown.
Action:	Manually try to create a new directory in the specified location. Resolve any problems that arise.

Unable to create rollback directory: *path*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Rollback processor
Explanation:	When you install a software package to update existing software, the previous version of the software is stored in a rollback file, in case you want to return to it. This file is stored in the following directory:

ZENWORKS\PDS\TED\SMANAGER\WORKING\ROLLBACK

The Policy/Package Agent is unable to create the ROLLBACK directory.

Possible Cause:	Unknown.
Action:	Try to create the directory manually. Resolve and problems that arise.

Unable to down the server because of error: *error_message*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler
Explanation:	The Policy/Package Agent was unable to bring down a server. A platform-specific operating system error message accompanies this error.
Action:	Investigate the platform-specific operating system error message in your operating system documentation.
Action:	Bring the server down manually.

Unable to open or read software package: *package_name*

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor
Explanation:	The Policy/Package Agent is unable to process the specified software package.
Possible Cause:	The software package has been damaged during distribution.
Action:	Recompile and resend the software package. See "Setting Up Server Software Packages" in "Policy and Distribution Services" in the *Administration* guide.

Unable to record...

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor
Explanation:	The Policy/Package Agent records various information about package processing in the Policy/Distribution database (ZFSLOG.DB). It was unable to access the database.
Action:	See "ZfS is unable to communicate with the Database" on page 104

Unable to reset, restart, or shut down the operating system

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor
Explanation:	The Policy/Package Agent tried to bring a server down and the server did not respond as expected.
Possible Cause:	Unknown.
Action:	Try to bring the server down manually, resolving any platform-specific issues that arise.

XMLRPC Master not responding

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Facilitator
Explanation:	The XMLRPC Master is the ZfS Web Server (ZWS), which provides communication between the Policy and Distribution Services agents and management programs such as ConsoleOne and Novell iManager. The Policy/Package Agent has started functioning before the ZfS Web Server. The lag time can last up to a minute, depending on the speed of the server where they are running.
Action:	None. This is normal. The Policy/Package Agent will retry until the ZfS Web Server responds.

ZfS is unable to communicate with the Database

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent
Explanation:	The Policy/Distribution database stores log messages detailing the successes and failures of Distribution processing for reporting purposes. The ZfS Database object is created in eDirectory during installation and establishes the physical location of the database. The Database Location policy (called the ZENworks Database policy in ZfS 3) associates the database with its eDirectory object.The Policy/Package Agent does not have the information it needs to communicate with the Sybase* database server that writes the log messages to the database.
Possible Cause:	The ZfS Database object or ZENworks Database policy have not been fully configured.
Action:	See "Installing, Setting Up, and Connecting To the ZENworks Database" in "Policy and Distribution Services" in the *Administration* guide for database setup instructions.
Possible Cause:	The ZENworks Database policy has not yet been distributed to the Subscriber server.

Action: Distribute the ZENworks Database policy (one of the policies in the Service Location package) to the Subscriber server. See "Distributing Policies" and "Forcing a Single Distribution To Be Sent" in "Policy and Distribution Services" in the *Administration* guide.

Policy/Distribution Database Errors

The role of the Policy/Distribution database (ZFSLOG.DB) is to store status and error messages generated by the TED agents. By default, it is located in the *install_dir*\ZENWORKS\PDS\DB directory.

Fa iled to add action CREATE database entry for *d istribution_name*
Fa iled to add action EXTRACT database entry for *d istribution_name*
Fa iled to add action POST PROCESS database entry for *d istribution_name*
Fa iled to add action SEND database entry for *d istribution_name*
Fa iled to add distribution version database entry for *d istribution_ID*
Fa iled to create channel database entry for *c hannel_name*
Fa iled to create channel distribution database entry for *c hannel_ID* and *d istribution_ID*
Fa iled to create distribution database entry for *d istribution_name*
Fa iled to create the TED tables in the database
Fa iled to purge the database of actions and versions
Fa iled to update action *a ction_ID* in the database
Fa iled to update the size of distribution *d istribution_name* version *v ersion_number*
Location policy not found

Failed to...

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Distribution database

Explanation: A variety of database failures can be eliminated by checking for the problems listed below.

Possible Cause: The Sybase database engine is not running on the server where the Policy/Distribution database (ZFSLOG.DB) is located.

Action: Start the Sybase database engine:

- On a NetWare server, load DBSRV7.NLM, located in the *install_dir*\ZENWORKS\DBENGINE subdirectory.
- On a Windows server, start the Novell Database - Sybase Windows service.

Possible Cause: The connection between the Sybase database engine (on the server where the Policy/Distribution database is located) and the Distributor Agent or Subscriber Agent has been lost.

Action: Restart the Sybase database engine:

- On a NetWare server, load DBSRV7.NLM, located in the *install_dir*\ZENWORKS\DBENGINE subdirectory.
- On a Windows server, start the Novell Database - Sybase Windows service.

Action: Restart the Distributor Agent or Subscriber Agent where the information to log is originating from, as described in the *Installation* guide:

- "Starting the Policy and Distribution Services Agents"
- "Starting the Policy and Distribution Agents on Linux or Solaris"

Possible Cause:	The Policy/Distribution database has been damaged, so the Sybase database engine can no longer write to it.
Action:	Delete the existing ZFSLOG.DB file. It will be automatically re-created.
Possible Cause:	The network connection between the server where the Sybase database engine is running and the server where the Distributor Agent or Subscriber Agent is running is no longer functioning.
Action:	Contact the network administrator to resolve the network connectivity problem.

Location policy not found

Source:	ZENworks for Servers; Policy and Distribution Services; Policy/Distribution database
Explanation:	The ZENworks Database policy in the Service Location package associates the Policy/Distribution database (ZFSLOG.DB) with the ZFS Database object in eDirectory. The default server location for the Policy/Distribution database is the *install_dir*\ZENWORKS\PDS\DB directory.
	After installing the Policy/Distribution database, you must configure the ZENworks Database policy in ConsoleOne.
Possible Cause:	You have installed the Policy/Distribution database but have not yet configured the ZENworks Database policy.
Action:	Follow the instructions in "Installing, Setting Up, and Connecting To the ZENworks Database" in "Policy and Distribution Services" in the *Administration* guide.
Possible Cause:	You have not yet set up the Search policy, which enables the Distributor Agent to locate the ZENworks Database policy.
Action:	Set up the Search policy.

ZfS Web Server Errors

The role of the ZfS Web server is to facilitate communication between eDirectory administration programs (ConsoleOne and Novell iManager) and the TED agents (Distributor Agent, Subscriber Agent, and Policy/Package Agent). Its configuration information is stored in the ZWS.PROPERTIES file in the *install_dir*\ZENWORKS\ZWS directory.

Could not find the ZWS.PROPERTIES file; unable to continue

Could not load Zen Web Server configuration properties file; unable to continue

Unable to bind to port port_number; the port is in use by another process

Unable to open any of the ports; shutting down Web server

Unable to start a Web Utility Thread

ZenWebServer - Class not found

Ja va exit code -1

Ja va exit code -2

Ja va exit code -3

Ja va exit code -4

Could not find the ZWS.PROPERTIES file; unable to continue

Source:	ZENworks for Servers; Policy and Distribution Services; ZfS Web server
Possible Cause:	The ZWS.PROPERTIES file does not exist.

Action:	Reinstall Policy and Distribution Services. See "Reinstalling Policy and Distribution Services on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Possible Cause:	On a NetWare server, the ZWSPath setting in the ZENWORKS.PROPERTIES file is missing or incorrect.
Action:	Locate the directory where the ZfS Web server program (ZWS.NCF) is located (*install_dir*\ZENWORKS\ZWS). Edit the ZENWORKS.PROPERTIES file to reflect the program's current location.
Possible Cause:	On a Windows server, the ZWSPath setting in the Windows registry is incorrect.
Action:	Locate the directory where the ZfS Web server program is located (*install_dir*\ZENWORKS\ZWS). Use REGEDIT to set the ZWSPath value data to the correct location.

Could not load Zen Web Server configuration properties file; unable to continue

Source:	ZENworks for Servers; Policy and Distribution Services; ZfS Web server
Possible Cause:	The ZWS.PROPERTIES file is damaged.
Action:	Edit the ZWS.PROPERTIES file and correct any visible problems with the format and content of the file. Restart the TED agents and ZfS Web server as described in the *Installation* guide:

- ◆ "Starting the Policy and Distribution Services Agents"
- ◆ "Starting the Policy and Distribution Agents on Linux or Solaris"

Action:	Reinstall Policy and Distribution Services on the server. See the *Installation* guide:

- ◆ "Installing Policy and Distribution Services on NetWare and Windows Servers"
- ◆ "Installing Policy and Distribution Services on Linux or Solaris Servers"

Unable to bind to port *port_number*; the port is in use by another process

Source:	ZENworks for Servers; Policy and Distribution Services; ZfS Web server
Possible Cause:	A port number provided in the ZWS.PROPERTIES file is already in use by another program.
Action:	Edit the ZWS.PROPERTIES file. The Port 1 line specifies the XMLRPC port number used by the ZfS Web server and defaults to 8089. Additional Port*n* lines will be present if you are using SSL, as described in "Security for Inter-Server Communication Across Non-Secured Connections" in "Policy and Distribution Services" in the *Administration* guide. Change the port number that conflicts with another program. Restart the TED agents and ZfS Web server as described in the *Installation* guide:

- ◆ "Starting the Policy and Distribution Services Agents"
- ◆ "Starting the Policy and Distribution Agents on Linux or Solaris"

Action:	Reconfigure the other program to use a different port number.

Unable to open any of the ports; shutting down Web server

Source:	ZENworks for Servers; Policy and Distribution Services; ZfS Web server
Possible Cause:	A port number provided in the ZWS.PROPERTIES file is already in use by another program.
Action:	Edit the ZWS.PROPERTIES file. The Port 1 line specifies the XMLRPC port number used by the ZfS Web server and defaults to 8089. Additional Port*n* lines will be present if you are using SSL, as described in "Security for Inter-Server Communication Across Non-Secured Connections" in

"Policy and Distribution Services" in the *Administration* guide. Change the port number that conflicts with another program. Restart the TED agents and ZfS Web server as described in the *Installation* guide:

- ◆ "Starting the Policy and Distribution Services Agents"
- ◆ "Starting the Policy and Distribution Agents on Linux or Solaris"

Action: Reconfigure the other program to use a different port number.

Unable to start a Web Utility Thread

Source: ZENworks for Servers; Policy and Distribution Services; ZfS Web server

Possible Cause: Unknown.

Action: Contact Novell Technical Services (http://support.novell.com).

ZenWebServer - Class not found

Source: ZENworks for Servers; Policy and Distribution Services; ZfS Web server

Possible Cause: The servlet information in the ZWS.PROPERTIES file is incorrect.

Action: Edit the ZWS.PROPERTIES file and check the following lines:

```
Servlet.1.url
Servlet.1.path
Sevlet.1.file
```

Check to see that the locations and files exist as specified. If necessary, correct the information in the ZWS.PROPERTIES file. Restart the Policy and Distribution Services as described in the *Installation* guide:

- ◆ "Starting the Policy and Distribution Services Agents"
- ◆ "Starting the Policy and Distribution Agents on Linux or Solaris"

Java Exit Codes

Source: ZENworks for Servers; Policy and Distribution Services; ZfS Web server; Java*

Possible Cause: Unknown.

Action: Contact Novell Technical Services (http://support.novell.com).

Miscellaneous Errors Related to Policy and Distribution Services

The error messages listed in this section are not generated by Policy and Distribution Services programs. However, they may be generated by other programs running with Policy and Distribution Services and can be resolved by performing a task related to the Policy and Distribution programs.

- ◆ A Conn Timeout error occurred
- ◆ "Authenticated Identity is Distributor_DN" on page 109
- ◆ "Error -131" on page 109
- ◆ "Unable to initialize security" on page 109
- ◆ "Unable to perform the remote call" on page 109
- ◆ "Warning: Helma XMLRPC.Exception.javaio.ioexception. Connection refused" on page 110

A Conn Timeout error occurred

Explanation:	A Policy and Distribution Services program was unable to access eDirectory and therefore timed out.
Possible Cause:	The Distributor Agent is running on a server where eDirectory is not installed and has failed to connect to eDirectory.
Action:	Restart Policy and Distribution Services on the Distributor server, as described in "Starting the Policy and Distribution Services Agents" in "Installing Policy and Distribution Services on NetWare and Windows Servers" in the *Installation* guide.
Possible Cause:	Novell iManager and the Policy and Distribution Services plug-in to it are installed on a Windows server where eDirectory is not installed. When logging in to Novell iManager, you provided an incorrect IP address in the Tree field.
Action:	Verify the IP address of the Windows server where Novell iManager is installed.

Authenticated Identity is *Distributor_DN*

Explanation:	Even though the Distributor Agent is authenticated, it fails to start.
Possible Cause:	Unknown.
Action:	Try again to start the Distributor Agent. It should start successfully on the subsequent attempt.

Error -131

Explanation:	The Policy/Distribution database experienced an error.
Possible Cause:	The object name of a Subscriber, Channel, or Policy Package contains a single quote (').
Action:	Do not use single quotes in the object names of Subscribers, Channels, or Policy Packages.

Unable to initialize security

Explanation:	ConsoleOne cannot establish a secure connection with the Distributor Agent.
Possible Cause:	The GroupWise® snap-ins to ConsoleOne were installed after the ZfS snap-ins were installed.
Action:	Reinstall the ZfS snap-ins to ConsoleOne on top of the GroupWise snap-ins. See "Installing Policy and Distribution Services on NetWare and Windows Servers" in the *Installation* guide.

Unable to perform the remote call

Explanation:	The ZfS Remote Web Console in Novell iManager communicates with the Distributor server using the XMLRPC protocol. The Remote Web Console was unable to communicate with the Distributor Agent on the Distributor server.
Possible Cause:	On the Remote Web Console page in Novell iManager, you typed an incorrect IP address or DNS host name.
Action:	Select the Distributor, Subscriber, or server instead of typing the information.
Action:	See Make sure that ZENworks for Servers is running on the Distributor.
Possible Cause:	If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.

Action: Make sure that DNS is set up properly on your system. For assistance, see "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the *Installation* guide.

Warning: Helma XMLRPC.Exception.javaio.ioexception. Connection refused

Explanation: The Subscriber Agent is unable to communicate with the Policy/Package Agent when trying to extract a Distribution.

Possible Cause: The Policy/Package Agent and the ZfS Web Server (ZWS) are not running on the Subscriber server.

Action: Restart Policy and Distribution Services on the server, as described in "Starting the Policy and Distribution Services Agents" in "Installing Policy and Distribution Services on NetWare and Windows Servers" in the Installation.

5 Troubleshooting Strategies

The following section provides solutions to problems you might encounter when using Novell®
ZENworks® for Servers (ZfS) Policy and Distribution Services:

General Troubleshooting Strategies

The general troubleshooting strategies listed below can help with problems that have not been
resolved by more specific troubleshooting strategies:

Getting the Most from Log Files

Policy and Distribution Services programs write log information to the following log files:

File Name	Location	Purpose
_RES*nn*.TXT (where *nn* represents an incrementing number)	C:\TEMP	The Installation Wizard logs installation error messages to this file. Look up error messages found in this file in "Installation Error Messages" in the *Installation* guide.
DEFAULTLOG.TXT	ZENWORKS\PDS\TED	The TED agents log startup messages to this file. Look up error messages found in this file in "Tiered Electronic Distribution Errors" on page 89.
TED.LOG (default name)	ZENWORKS\PDS\TED\DIST and ZENWORKS\PDS\TED\SUB (default locations)	The Distributor Agent and the Subscriber Agent log error and status messages to these files. Look up error messages found in these files in "Tiered Electronic Distribution Errors" on page 89.

File Name	Location	Purpose
ZFSINIT.TXT (default name)	ZENWORKS\PDS\SMANAGER (default location)	The Policy/Package Agent logs startup messages to this file. Look up error messages found in this file in "Policy/Package Agent Errors" on page 99.
ZFSLOG.TXT	ZENWORKS\PDS\SMANAGER	After starting successfully, the Policy/Package Agent logs errors to this file. Look up error messages found in this file in "Policy/Package Agent Errors" on page 99.
ZFSLOG.DG	ZENWORKS\PDS\DB (default location)	The Policy/Distribution database logs Distribution status. You can generate status reports as described in "Reporting" in "Policy and Distribution Services" in the *Administration* guide. You can also gather status information using the Remote Web Console as described in "Monitoring the Distribution Process" and "Monitoring Specific Agents" in "Policy and Distribution Services" in the *Administration* guide.

Getting the Most from the Remote Web Console

The Remote Web Console, available when you install and configure the ZfS Management role in Novell iManager as described in "Installing Web-Based Management for Policy and Distribution Services" in the *Installation* guide, provides some excellent troubleshooting tools that are not available in ConsoleOne®. The table below lists the troubleshooting tasks you can perform and how to use the Tiered Electronic Distribution view of the Remote Web Console to perform each task:

Troubleshooting Task	Remote Web Console Tab and Option
View the Distributor and Subscriber event logs, where critical and warning messages are displayed regardless of the messaging level at which the Distributor Agent and Subscriber Agent write to their log files. For assistance resolving event log error messages, see "Tiered Electronic Distribution Errors" on page 89.	Events > Distributor Event Log or Subscriber Event Log
Check the current status of a Distribution after it has arrived at an end node Subscriber	Distributions > Received Distributions
Check the current status of the various distribution threads started by the TED agents to perform their various functions	Configuration > Threads
Determine the route that a Distribution would take through the routing hierarchy from a Distributor or parent Subscriber to a subordinate Subscriber	Configuration > Route to Subscriber
Check the current status of the various distribution threads started by the TED agents to perform their various functions	Configuration > Threads

Troubleshooting Installation

The Installation Wizard seems to browse very slowly

Problem: When selecting an installation location for the Policy and Distribution Services software on a NetWare 6 server, directories on a volume do not appear immediately.

Possible Cause: The volume is very large.

Action: None. It may take as many as ten sections to display the entire file system contents.

Adding Subscriber functionality to a Distributor server turned it into just a Subscriber server

Problem: You wanted to add Subscriber functionality to a Distributor server, but after installation, the server had become a Subscriber and was no longer a Distributor. The same problem can occur if the server was originally a Subscriber and you tried to add Distributor functionality.

Possible Cause: The server was originally a ZfS 2 Distributor or Subscriber and was upgraded to ZfS 3. As a separate installation task, you ran the Installation Wizard and tried to install additional functionality.

Action: Rerun the Installation Wizard and select both the Distributor and Subscriber options.

Troubleshooting ConsoleOne

Certificates are not being copied to a Subscriber server

Problem: Encryption certificates should be automatically copied from Distributors to Subscribers any time you add a Subscriber or Distribution to a channel or you add a channel to a Subscriber or a Distribution. This process is failing.

Possible Cause: The Subscriber server is running Windows* 2000 and you are not logged in to the Subscriber server with sufficient rights to copy the encryption certificates.

Action: Set up administrator rights for your user account on your Windows workstation.

- ◆ On a Windows NT* workstation, use User Manager for Domains.

- ◆ On a Windows 2000 workstation, use Active Directory Users and Computers or Local Users and Groups.

The Type page of the Distribution object does not display correctly

Problem: The Type property page of a Distribution object displays with some information missing.

Possible Cause: You installed the ZfS 3 snap-ins to ConsoleOne over the ZfS 2 snap-ins.

Action: Delete the following file:

CS1path\SNAPINS\TED\TEDNALAGENT.JAR

Restart ConsoleOne.

Possible Cause:	The Start In field of the properties of the ConsoleOne shortcut on the Windows desktop is empty.
Action:	Set the Start In field to the directory where ConsoleOne is installed.

Troubleshooting Novell iManager

Novell iManager times out immediately when I try to log in

Problem:	When you first log in to Novell iManager, you may return immediately to the Login page, even though you have provided a valid user name, password, and other required login information.
Action:	Log in again. You should be successful on subsequent attempts.

The Remote Web Console displays -1 in some fields

Problem:	Some object property settings display as -1 when that is not a valid value.
Possible Cause:	You have not yet configured some object properties.
Action:	If you want to further configure the object, use ConsoleOne or Novell iManager to provide additional configuration information.

I can't manage some TED objects in Novell iManager

Problem:	Some objects that can be managed successfully in ConsoleOne cannot be accessed in Novell iManager.
Possible Cause:	The object names contain special characters (for example, < > ' & ^ $ * and so on).
Action:	Do not use special characters in TED object names.

Troubleshooting Policies

The SNMP Trap Targets and SNMP Community Strings policies don't work

Problem:	You have set up the SNMP Trap Target and SNMP Community Strings policies but they do not seem to be working as expected.
Possible Cause:	The latest SNMP.NLM file is not installed on the NetWare server.
Action:	Install the SNMP.NLM file from NetWare 6 Support Pack 1 or NetWare 5.1 Support Pack 4.
Possible Cause:	The native SNMP stack has not been loaded on the server.
Action:	Make sure that the native SNMP stack has been loaded on the server before the Policy/Package Agent tries to enforce the SNMP Trap Targets policy.

A "no enforcer" error is given for a policy

Problem:	A "no enforcer" error is given when trying to execute a policy.
Possible Cause:	No registered enforcer for the policy.

Action:	Enter the following at a server's command line prompt:

policy plugins

This will display a list of all policy enforcers that ZfS has registered.

If the necessary enforcer is not listed, you need to make sure that the .JAR file for the policy plug-in exists in the *ZfS_installation_path*\SMANAGER\SMPLUGINS directory.

Explanation:	The **policy plugins** command can be entered on the command line prompt for any platform supported by ZfS. If you cannot access a DOS command line on a Windows server, change the DosBox=OFF variable in the *ZfS_installation_path*\BIN\ZFSSRV.CFG file to DosBox=ON and you will then be able to access a DOS dialog box.

Troubleshooting Distributions

A Distribution cannot be built successfully

Problem:	The Distributor Agent fails to build a particular Distribution.
Possible Cause:	The files in the Distribution include double-byte characters that end with 5C.
Action:	Do not use such characters in the names of files that will be gathered into a Distribution. The problem will be addressed in a future version of the NetWare JVM*.

A Distribution cannot be sent successfully

Problem:	A Distribution has been built successfully but the Distributor Agent cannot send it.
Possible Cause:	The Distribution needs to be sent to a Linux Subscriber and the security certificate for the Distributor has not yet been sent. The copy certificate operation may have appears successful in ConsoleOne or Novell iManager.
Action:	Look for the security certificate file from the Distributor in the following directory:

\usr\ZENworks\PDS\ted\security\private

If the security certificate file from the Distributor is not there, copy it manually from the Distributor to the Subscriber, then resend the Distribution.

A Distribution cannot be extracted successfully

Problem:	The Subscriber Agent and Policy/Package Agent have received a Distribution successfully, but the Policy/Package Agent cannot extract it. No errors appeared in the Subscriber event log in Novell iManager.
Possible Cause:	The Distribution contained a variable that the Subscriber Agent does not have a value for. The error for this condition is reported in the Subscriber log file on disk but does not display in the Subscriber event log in Novell iManager.

Trustees are not maintained on a Distribution

Problem: When distributing files to a NetWare server, you can select the Maintain Trustees option in ConsoleOne and Novell iManager so that the trustee information on the original files is carried over when the files are distributed. Even though you selected the Maintain Trustee option, the trustee information was not maintained.

Possible Cause: A target directory or variable in the Distribution ends with a backslash (\).

Action: Edit the Distribution contents and remove any extraneous backslash characters from the directories and files listed for distribution. See the Distribution Type table in "Distributions" in "Policy and Distribution Services" in the *Administration* guide.

An encrypted Distribution is not successfully received

Problem: You sent an encrypted Distribution to a Subscriber, but the Subscriber cannot process it successfully.

Possible Cause: The encrypted Distribution was the first Distribution that the Subscriber received. The Subscriber must receive and process an unencrypted Distribution first, before it can process an encrypted Distribution.

Action: Send an unencrypted Distribution to the Subscriber, then resend the encrypted Distribution. For more information, see "Sending Distributions" in "Policy and Distribution Services" in the *Administration* guide.

Possible Cause: The Distributor sending the encrypted Distribution is also the Subscriber receiving the Distribution. The server where both are running is a Windows 2000 server. A WIndows 2000 server that functions as both a Distributor and a Subscriber cannot send an encrypted Distribution to itself.

Action: Route the Distribution through a parent Subscriber. See "Sending Distributions Through Parent Subscribers" in "Policy and Distribution Services" in the Administration guide.

Certificates are not copied to the Windows NT/2000 Subscriber servers

Problem: Certificates are not being copied to Windows NT/2000 Subscriber servers when you configure the Subscriber object's properties to receive the Distributions in a particular Channel.

Possible Cause: The administrator using ConsoleOne must have sufficient rights to the Subscriber server in order for a certificate to be copied to that server when the administrator resolves certificates in ConsoleOne. This is because when you use ConsoleOne to configure a Subscriber object to receive the Distributions from a particular Channel, the Distributors owning the Distributions in that Channel must send certificates to the Subscriber's server.

This problem does not exist for NetWare Subscribers, because the ConsoleOne user automatically has sufficient rights by virtue of being able to configure the Subscriber object.

Action: For Windows Subscribers, administrator rights for the ConsoleOne user must be set up in Windows:

 - **Windows NT Subscriber Server:** Select User Manager for Domains.

 - **Windows 2000 Subscriber Server:** Select Active Directory Users and Computers, or select Local Users and Groups.

Troubleshooting Software Packages

A software package cannot be edited

Problem:	You cannot edit the properties of a software package in ConsoleOne.
Possible Cause:	ZfS 2 software packages cannot be edited in ConsoleOne after you have installed the ZfS 3 ConsoleOne snap-ins.
Action:	Obtain the software package conversion utility available in TID 10069358 in the Knowledgebase at Novell Technical Services℠ (http://support.novell.com).

A deleted Server Software Package still displays in ConsoleOne

Explanation:	You added the Server Software Package in ConsoleOne, then deleted the .SPK file from the file system, but the Server Software Package is still listed in ConsoleOne.
Possible Cause:	If you delete the .SPK file manually, the reference to it in ConsoleOne does not get deleted.
Action:	Delete the Server Software Package in ConsoleOne, rather than manually deleting the .SPK file.

Troubleshooting the TED Agents

DNS lookups are not working between Distributor and Subscriber servers

Problem:	The TED agents (Distributor and Subscriber) cannot start or communicate properly because DNS has not provided the information they need.
Possible Cause:	DNS is not set up correctly on your network.
Action:	Follow the instructions in "Ensuring Successful DNS Name Resolution" in "Setting Up Supporting Software To Meet ZfS System Requirements" in the Installation guide.
Possible Cause:	A DNS host name contains an underscore (_) character. The DNS RFC does not support the underscore characters. NetWare permits it but Windows does not.
Action:	If a server name includes an underscore character, rename the server to remove the underscore character.

The Distributor Agent does not start

Problem:	The Distributor Agent does not start when called by the Policy/Package Agent during a normal startup of Policy and Distribution Services.
Possible Cause:	The name of the Organizational Unit object that contains the TED objects includes a slash (/).
Action:	Do not use slashes in container objects where TED objects are located.

The Distributor event log contains error messages

Problem: You want to resolve error messages and warnings that are listed in the Distributor event log.

Action: Look up the messages in "Tiered Electronic Distribution Errors" on page 89.

The Subscriber event log contains error messages

Problem: You want to resolve error messages and warnings that are listed in the Distributor event log.

Action: Look up the messages in "Tiered Electronic Distribution Errors" on page 89.

The Remote Web Console Threads page shows that a TED thread has died

Problem: A component of the TED agents has encountered a problem and is no longer running.

Action: Restart Policy and Distribution Services, as described in the *Installation* guide:

* "Starting the Policy and Distribution Services Agents" in "Installing Policy and Distribution Services on NetWare and Windows Servers"

* "Starting the Policy and Distribution Agents on Linux or Solaris" in "Installing Policy and Distribution Services on Linux or Solaris Servers"

Troubleshooting the Policy/Distribution Database

"The Policy/Distribution database is missing entries for some Distributions" on page 118

The Policy/Distribution database is missing entries for some Distributions

Problem: Entries for a Distribution are missing from the Policy/Distribution database.

Possible Cause: The names of the TED objects related to the Distribution contain extended or double-byte characters

Action: Do not use extended or double-byte characters in the object names of Distributors, Subscribers, Channels, or Distributions.

6 Documentation Updates

This section contains information on documentation content changes that have been made in the *Troubleshooting* guide for Policy and Distribution Services since the initial release of Novell® ZENworks® for Servers (ZfS) 3. The information will help you to keep current on updates to the documentation.

If you have purchased ZfS 3.0.2 and have not used or installed ZfS 3 or ZfS 3 SP1, you do not need to review this section.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Policy and Distribution Services.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- "April 15, 2003" on page 119

April 15, 2003

Updates were made to the following sections. The changes are explained below.

- Troubleshooting Strategies

Troubleshooting Strategies

The following changes were made in this section:

Location	Change
"Certificates are not copied to the Windows NT/2000 Subscriber servers" on page 116	Added this new section concerning certificates not being copied to Windows NT/2000 servers.
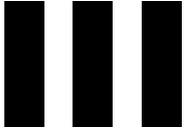
Server Inventory

If Novell® ZENworks® for Servers (ZfS) 3.0.2 Server Inventory displays an error message, you can look it up in the Error Messages chapter. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

This section contains the following topics:

7 Error Messages

The following sections contain detailed explanations of the error messages you may encounter using the Novell® ZENworks® for Servers (ZfS) 3.0.2 Server Inventory components:

Storer Error Messages

101: Invalid username or password
102: Unable to load the database driver file
104: Unable to connect to the database server
105: Database connection failed
107: This scanned file is corrupt. Unable to store in the database
108: The Database is not initialized as it is being upgraded
141: Unable to read mapping file. MAP.SER is missing or corrupted
142: Unable to read association file. ASSOCIATION.SER is missing or corrupted
143: The database directory (DBDIR) does not exist
152: Unable to store the rolled up scan data
154: The Storer has updated the .ZIP_filename file to database
200: The Storer has updated the database

101: Invalid username or password

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Explanation: The username and password for the Inventory database are configured in the database object. The Storer logs in to the database with the specified username and password.

This error occurs if the username and the password do not match the details in the Inventory database.

Action: Ensure that the username and password for the database object match the details in the Inventory database.

102: Unable to load the database driver file

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Possible Cause: The driver files required by the Storer are missing.

Action: Copy the driver file (JDBCDRV.ZIP or CLASSES12.ZIP) from ZfS 3_*Product*_CD\ZENWORKS\PRODUCTS\RMINV\SERVER\INV\ WMINV\LIB to *Inventory_server_installation_directory*\ZENWORKS\INV\SERVER\LIB.

If the problem persists, contact Novell Technical Services℠ (http://support.novell.com).

104: Unable to connect to the database server

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Possible Cause: The network is either down or the IP address is not reachable.

Possible Cause: The Inventory database is down.

Action: Ensure that the database server is reachable with the specified IP address. Ping the server to check the connectivity of the server.

105: Database connection failed

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Possible Cause: The Inventory database is not up and running.

Action: Ensure that the Inventory database is up. Wait until the database connection is successfully re-established.

107: This scanned file is corrupt. Unable to store in the database

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Informational

Explanation: The scan data file (.STR) contains invalid data.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

108: The Database is not initialized as it is being upgraded

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Informational

Explanation: The database is not ready for use, so the Storer waits until the Upgrade Service upgrades the database from ZENworks for Desktops (ZfD) 3.x to ZfS 3.

This message will be displayed at the Inventory server until the database is upgraded.

141: Unable to read mapping file. MAP.SER is missing or corrupted

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Explanation: One of the data files that the Storer requires is missing or corrupted.

Action: Ensure that the ZENINVSERVER.JAR exists in *Inventory_server_installation_directory*\ZENWORKS\INV\SERVER\ WMINV\LIB.

If the file is not present, copy the ZENINVSERVER.JAR file from *ZENworks_for_Servers_3_Product_CD*\ZENWORKS\PRODUCTS\ RMINV\SERVER\INV\ COMMON\WMINV\LIB to the *Inventory_server_installation_directory*\ZENWORKS\INV\SERVER\ WMINV\LIB.

142: Unable to read association file. ASSOCIATION.SER is missing or corrupted

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Explanation: One of the data files that the Storer requires is missing or corrupted.

Action: Ensure that the ZENINVSERVER.JAR exists in *Inventory_server_installation_directory*\ZENWORKS\INV\SERVER\ WMINV\LIB.

If the file is not present, copy the ZENINVSERVER.JAR file from *ZENworks_for_Servers_3_Product_CD*\ZENWORKS\PRODUCTS\ RMINV\SERVER\INV\ COMMON\WMINV\LIB to the *Inventory_server_installation_directory*\ZENWORKS\INV\SERVER\ WMINV\LIB.

143: The database directory (DBDIR) does not exist

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Explanation: The Storer stores the scan data from the .STR files located in the DBDIR directory to the Inventory database. This error occurs if the DBDIR directory does not exist on the Inventory server.

Action: Ensure that the directory path of the SCANDIR directory specified in the Inventory Service object property page exists on the Inventory server. Also, ensure that DBDIR exists in the SCANDIR directory.

152: Unable to store the rolled up scan data

Source: ZENworks for Servers; Server Inventory; Storer

Severity:	Warning
Possible Cause:	The .ZIP file is corrupted.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

154: The Storer has updated the *.ZIP_filename* file to database

Source:	ZENworks for Servers; Server Inventory; Storer
Severity:	Informational
Explanation:	The storer has updated the .ZIP file in the Inventory database.

200: The Storer has updated the database

Source:	ZENworks for Servers; Server Inventory; Storer
Severity:	Informational
Explanation:	The Storer has stored the scan data files in the Inventory database.

Sender and Receiver Error Messages

301: Unable to create the Property file filename

302: Unable to read the Property file filename

303: Unable to unzip the file zip_filename

304: Unable to open the file path_name / filename

306: zip_filename is corrupted, probably during transmission

307: Unable to create the .ZIP file filename

308: Compression failure. filename.STR is not compressed to a .ZIP file

309: Input-output failure. filename.STR is not compressed in to a .ZIP file

310: Input-output failure. Unable to close the file filename

311: Could not extract Cascading attributes as sanity check failed

317: Unable to copy the file filename from the ENTPUSHDIR directory to the DBDIR directory

320: Unable to reach the Receiver receiver_host_address

324: Directory directory_name does not exist

327: Sender establishes connection with Receiver after a previous attempt to connect failed

328: Unable to read Security Directory from SENDER.PROPERTIES

329: The Receiver service on the server server_name is currently down

330: Unable to contact the receiver on the server server_name

332: An internal error occurred while getting the zeninvRollupTime

333: Invalid URL for the CascadeBaseTime service

334: An internal error occurred while starting the CascadeBaseTimeServer

335: Socket Input-Output error occurred while getting the zeninvRollupTime

338: An internal error occurred while transferring the zip file to the Receiver running on the server server_name

339: Invalid URL for the Inventory File Service on the server server_name

340: The Receiver on server server_name is currently busy with other requests

341: Input-Output error occurred at the Receiver running on server server_name while receiving the zip file

342: Socket Input-Output error occurred while transferring the zip file to the Receiver running on server server_name

343: Unable to obtain a lock on the target file

344: An internal error occurred while starting the Inventory File Service

345: The target directory on the server server_name, where the zip file is to be copied is invalid

346: The target directory on the server server_name, where the zip file is to be copied, does not have the required permission

347: Internal error while connecting to the Receiver on server server_name

348: An internal error occurred - Unable to start Receiver Service

349: Unable to change stored status for the file filename

350: File filename in DBDIR is locked

351: Error in Sender on the server server_name. Invalid firewall proxy address

352: Error in Sender on the server server_name. Invalid firewall proxy port

354: Unable to write Inventory Service DN to the property file

355: Unable to write server name to the property file

301: Unable to create the Property file *filename*

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	For each roll-up scheduled by the Sender, the .STR files from the ENTMERGEDIR directory are placed in ENTPUSHDIR directory and compressed to a .ZIP file. The .ZIP file is again compressed with a .PRP file into a .ZIP file. The .PRP file contains information about the .ZIP file.
	This error occurs if the Sender fails to create the .PRP file.
Possible Cause:	The disk is full on the Inventory server
Action:	Ensure that there is free disk space on the Inventory server.
Possible Cause:	The ENTPUSHDIR directory is not found on the Inventory server.
Action:	Ensure that the ENTPUSHDIR directory exists on the Inventory server.
Possible Cause:	There is no write access for the ENTPUSHDIR directory.
Action:	Ensure that the directory has write permission.

302: Unable to read the Property file *filename*

Source:	ZENworks for Servers; Server Inventory; Sender and Receiver
Severity:	Critical
Explanation:	The Property file contains the roll-up information of the .ZIP file. For each roll-up scheduled by the Sender, the .STR files from the ENTMERGEDIR directory are placed in ENTPUSHDIR directory and compressed to a .ZIP file. The .ZIP file is again compressed with a .PRP file into a .ZIP file.
	The Sender and the Receiver read the property file in the .ZIP file to verify if the compressed file is in .ZIP format and if the .ZIP file is an Inventory .ZIP file. The inventory components also read the file to get the roll-up information of the .ZIP file.
	This error occurs if the Sender or the Receiver is unable to read the .PRP file.
Possible Cause:	The ENTPUSHDIR directory is not found on the Inventory server.

Action:	Ensure that the ENTPUSHDIR directory exists on the Inventory server.
Possible Cause:	There is no Read access for the files in the ENTPUSHDIR directory.
Action:	Ensure that the files have Read access.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

303: Unable to unzip the file *zip_filename*

Source:	ZENworks for Servers; Server Inventory; Receiver
Severity:	Critical
Explanation:	The Receiver internally decompresses the .ZIP file. If it fails to do so, it retries. If it does not succeed, the Receiver goes down.
Possible Cause:	The disk is full on the Inventory server.
Action:	Restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

304: Unable to open the file *path_name / filename*

Source:	ZENworks for Servers; Server Inventory; Receiver
Severity:	Critical
Explanation:	This error occurs when the Receiver is processing the .ZIP file. The Receiver internally decompresses the .ZIP file. If it fails to do so, it retries. If it does not succeed, the Receiver goes down.
Possible Cause:	The disk is full on the Inventory server.
Action:	Restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

306: zip_filename is corrupted, probably during transmission

Source:	ZENworks for Servers; Server Inventory; Receiver
Severity:	Critical
Explanation:	The Receiver internally decompresses the .ZIP file. If it fails to do so, it retries. If it does not succeed, the Receiver goes down.
Possible Cause:	The disk is full on the Inventory server.
Action:	Restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

307: Unable to create the .ZIP file *filename*

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The Sender creates a .ZIP file of all .STR files. The .ZIP file is again compressed with a .PRP file into a .ZIP file.
	This error occurs if the Sender fails to create the .ZIP file.
Possible Cause:	The disk is full on the Inventory server.
Action:	Ensure that there is free disk space on the server.
Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the Inventory server.
Possible Cause:	There is no Read and Write access to the files in the directory.
Action:	Ensure the directory has Read and Write access for the files in the directory.

308: Compression failure. *filename.STR* is not compressed to a .ZIP file

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The Sender compresses the .STR files in the ENTPUSHDIR directory of the server as a .ZIP file and also creates a Property file.
Possible Cause:	There is an internal problem with the Java* utility for creating a .ZIP file of the .STR files.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

309: Input-output failure. *filename.STR* is not compressed in to a .ZIP file

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The Sender compresses the .STR files in the ENTPUSHDIR directory of the Inventory server as a .ZIP file and also creates a Property file.
Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the Inventory server.
Possible Cause:	There is no Read and Write access to the files in the directory.
Action:	Ensure that the directory has Read and Write access for the files in the directory.
Possible Cause:	The disk is full on the Inventory server.
Action:	Ensure that there is free disk space on the Inventory server.

310: Input-output failure. Unable to close the file *filename*

Source:	ZENworks for Servers; Server Inventory; Sender and Receiver
Severity:	Warning
Explanation:	This error occurs when the inventory component closes the intermediate files after processing them.

Possible Cause:	The input-output buffers are not closed.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

311: Could not extract Cascading attributes as sanity check failed

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The error occurs if the Sender is unable to write to the roll-up log.
Action:	Contact Novell Technical Services (http://support.novell.com).

317: Unable to copy the file *filename* from the ENTPUSHDIR directory to the DBDIR directory

Source:	ZENworks for Servers; Server Inventory; Receiver
Severity:	Critical
Explanation:	The Receiver on the Inventory server that has the database attached to it copies the files from the ENTPUSHDIR to the DBDIR directory after the .ZIP file is received from the lower-level Inventory server.
Possible Cause:	The disk is full on the Inventory server.
Action:	Ensure that there is free disk space on the Inventory server.
Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the Inventory server.
Possible Cause:	There is no Write access to the files in the directory.
Action:	Ensure that the directory has Write access for the files in the directory.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

320: Unable to reach the Receiver *receiver_host_address*

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	This error occurs when the Sender cannot establish the connection with the Receiver.
Possible Cause:	The Receiver address in the Novell eDirectory™ is not correct.
Action:	Specify a valid address for the Receiver.

Possible Cause:	The Receiver is down.
Action:	Restart the Receiver. If the problem persists, restart the ZfS components.
Possible Cause:	The address is not properly configured in eDirectory.
Action:	Verify the Receiver address in eDirectory with the address of the Receiver that the Sender is establishing the connection with.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and running and the network connections are active.

324: Directory *directory_name* does not exist

Source:	ZENworks for Servers; Server Inventory; Sender and Receiver
Severity:	Critical
Explanation:	The Inventory component accesses the files in the directory for processing the scan information.
Action:	Ensure that the directory exists on the Inventory server.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

327: Sender establishes connection with Receiver after a previous attempt to connect failed

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Informational
Explanation:	When the Sender is unable to connect with the Receiver, it logs an error message with the cause for the failure in the error log. After the Sender successfully establishes a connection with the Receiver, the status is logged in the error log.

328: Unable to read Security Directory from SENDER.PROPERTIES

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The Sender failed to read the SECURITYDIR value from the *Inventory_server_installation_directory*\WMINV\PROPERTIES\ SENDER.PROPERTIES file.
Possible Cause:	The SENDER.PROPERTIES file is corrupt.
Action:	Reinstall Inventory server. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Possible Cause:	The SECURITYDIR entry is missing from SENDER.PROPERTIES
Action:	Add the following entry to SENDER.PROPERTIES:

```
SECURITY_DIRECTORY=SYS:\\PUBLIC\\ZENWORKS\\WMINV\\PROPERTIES
```

If the entry already exists, delete it, save the file, and add it again.

329: The Receiver service on the server *server_name* is currently down

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The Sender cannot roll up the scan information because the Receiver on the next-level Inventory server is down. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.
Action:	On the next-level Inventory server, start Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.
Action:	If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com)

330: Unable to contact the receiver on the server *server_name*

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	The Sender failed to contact the Receiver on the next-level Inventory server. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.
Action:	On the next-level Inventory server, restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.
Action:	If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com).

332: An internal error occurred while getting the zeninvRollupTime

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	An internal error occurred while getting the zeninvRollupTime.
Action:	Contact Novell Technical Services (http://support.novell.com).

333: Invalid URL for the CascadeBaseTime service

Source:	ZENworks for Servers; Server Inventory; Sender
Severity:	Critical
Explanation:	An internal error occurred while getting the CascadeBaseTime.
Action:	Contact Novell Technical Services (http://support.novell.com).

334: An internal error occurred while starting the CascadeBaseTimeServer

Source:	ZENworks for Servers; Server Inventory; Receiver
Severity:	Critical
Explanation:	An internal error occurred while starting the CascadeBaseTimeServer.
Action:	Contact Novell Technical Services (http://support.novell.com).

335: Socket Input-Output error occurred while getting the zeninvRollupTime

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while starting the zeninvRollupTime. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com).

338: An internal error occurred while transferring the zip file to the Receiver running on the server *server_name*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while transferring the .ZIP file to the Receiver running on the next level Inventory server.

Action: Contact Novell Technical Services (http://support.novell.com).

339: Invalid URL for the Inventory File Service on the server *server_name*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while transferring the .ZIP file to the Receiver running on the next-level Inventory server. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com).

340: The Receiver on server *server_name* is currently busy with other requests

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Receiver on the next-level Inventory server is currently busy with other requests. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com).

341: Input-Output error occurred at the Receiver running on server *server_name* while receiving the zip file

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An input-output error occurred at the Receiver running on the next-level Inventory server while receiving the .ZIP file. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com).

342: Socket Input-Output error occurred while transferring the zip file to the Receiver running on server *server_name*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: A socket input-output error occurred at the Receiver running on the next-level Inventory server while receiving the .ZIP file. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: If the Sender fails to connect to the Receiver even after the retries, contact Novell Technical Services (http://support.novell.com).

343: Unable to obtain a lock on the target file

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Action: Contact Novell Technical Services (http://support.novell.com).

344: An internal error occurred while starting the Inventory File Service

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Action: Contact Novell Technical Services (http://support.novell.com).

345: The target directory on the server *server_name*, where the zip file is to be copied is invalid

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

346: The target directory on the server *server_name*, where the zip file is to be copied, does not have the required permission

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Action: Contact Novell Technical Services (http://support.novell.com).

347: Internal error while connecting to the Receiver on server *server_name*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Action: Contact Novell Technical Services (http://support.novell.com).

348: An internal error occurred - Unable to start Receiver Service

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

349: Unable to change stored status for the file *filename*

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver modifies the stored status for the .ZIP file. If there is a failure while doing this, the Receiver retries. If it does not succeed, the Receiver Service goes down.

Possible Cause: The disk is full.

Action: Restart the Receiver from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

350: File *filename* in DBDIR is locked

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver processes the .ZIP file received from the lower-level Inventory servers and copies the file to DBDIR. This error occurs if the Storer has locked the file and the Receiver is not able to access this file even after retrying. The Receiver service exits on getting this error.

Action: Do the following:

1 Stop the Storer from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

2 Restart the Receiver and the Sender from the Service Manager. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

351: Error in Sender on the server *server_name*. Invalid firewall proxy address

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Action: Ensure that the proxy address in the Roll-Up policy is correct. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

352: Error in Sender on the server *server_name*. Invalid firewall proxy port

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Action: Ensure that the proxy port in the Roll-Up policy is correct. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

354: Unable to write Inventory Service DN to the property file

Source:	ZENworks for Servers; Server Inventory; Sender and Receiver
Severity:	Critical
Possible Cause:	The Sender or the Receiver fails to get the Inventory Service object DN.
Action:	Contact Novell Technical Services (http://support.novell.com).

355: Unable to write server name to the property file

Source:	ZENworks for Servers; Server Inventory; Sender and Receiver
Severity:	Critical
Possible Cause:	The Sender or the Receiver fails to get the Inventory server name.
Action:	Contact Novell Technical Services (http://support.novell.com).

Service Manager Error Messages

602: Unable to start the ZENworks Inventory service
603: Unable to read the Inventory Service Object in Novell eDirectory
604: Unable to read the role of the server
605: Unable to identify the NCP server corresponding to the Inventory Service Object in Novell eDirectory
606: Unable to read the NCP Server object corresponding to the Inventory Server
607: Unable to proceed due to an Novell eDirectory error
608: Invalid Scan file path
609: The Roll-Up policy is not configured
610: The Database Location policy is not configured
615: Schedule is not set in the Roll-Up policy
616: Schedule in the Roll-Up policy is corrupted
616: Schedule in the Roll-Up policy is corrupted
622: Unable to get information from the database
626: ZENworks Inventory installation did not complete. Run the installation program
629: An error occurred while reading the configuration file. Reinstall the Inventory server component

602: Unable to start the ZENworks Inventory service

Source:	ZENworks for Server; Server Inventory; Inventory Service Manager
Severity:	Critical
Possible Cause:	The Inventory Service is unable to bind to the port specified in the CONFIG.PROPERTIES file. This file is located in the *Inventory_server_installation_directory*\WMINV\PROPERTIES directory.
Possible Cause:	Another application is binding to the same port number.
Action:	Modify the port number in the CONFIG.PROPERTIES file. For more information, see Property Files in "Understanding the Inventory Service Manager" in the *Administration* guide. Restart the Inventory services.
Possible Cause:	The Inventory server is already loaded.

Action: In this case, this message is informational.

603: Unable to read the Inventory Service Object in Novell eDirectory

Source: ZENworks for Server; Server Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: The tree name or the DN of the Inventory server is invalid in the CONFIG.PROPERTIES file.

Action: Ensure that the entries in the CONFIG.PROPERTIES file are correct. For more information, see Property Files in "Understanding the Inventory Service Manager" in the *Administration* guide.

Possible Cause: The Service Manager is unable to authenticate as the Inventory Service object to eDirectory.

Action: Ensure that the Inventory Service object is present corresponding to the Inventory server.

Action: Run the DSRepair service. For more information, see the Novell eDirectory documentation Web site (http://www.novell.com/documentation).

Restart the Inventory services. For more information, see "Starting the Inventory Service" in "Setting Up Server Inventory" in the *Administration* guide.

604: Unable to read the role of the server

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The role of the Inventory server is configured in the Inventory Service object property page. This error occurs if the Service Manager is unable to read the role of the Inventory Service object.

Possible Cause: The tree name or the DN of the Inventory server is invalid in the *Inventory_server_installation_directory*\WMINV\PROPERTIES\ CONFIG.PROPERTIES file.

Action: Ensure that the entries in the CONFIG.PROPERTIES file are correct. For more information, see Property Files in "Understanding the Inventory Service Manager" in the *Administration* guide.

Possible Cause: The Service Manager is unable to authenticate as the Inventory Service object to eDirectory.

Action: Ensure that the Inventory Service object is present corresponding to the Inventory server.

Action: In ConsoleOne®, configure the server settings in the Inventory Service object property page for the Inventory server. For more information, see "Configuring the Inventory Service Object" in "Setting Up Server Inventory" in the *Administration* guide.

Action: Run the DSRepair service. For more information, see the Novell eDirectory documentation Web site (http://www.novell.com/documentation).

Restart the Inventory services. For more information, see "Starting the Inventory Service" in "Setting Up Server Inventory" in the *Administration* guide.

Possible Cause: The LDAP server is not up and running.

Action: Bring up the LDAP server.

Possible Cause: In *Inventory_server_installation_directory*\WMINV\PROPERTIES\ CONFIG.PROPERTIES, the LDAP port number or the LDAP server name is incorrect.

Action: Ensure that the LDAP port number and the LDAP server name are correct in CONFIG.PROPERTIES.

605: Unable to identify the NCP server corresponding to the Inventory Service Object in Novell eDirectory

Source:	ZENworks for Servers; Server Inventory; Inventory Service Manager
Severity:	Critical
Explanation:	The attribute in the Inventory Service object for *Inventory_server_name* is zenInvHostServer.
	This error occurs if the attribute is not set correctly.
Action:	Verify if the *Inventory_server_name* for the zenInvHostServer attribute is set correctly. If the problem persists, install Server Inventory again. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Possible Cause:	The LDAP server is not up and running.
Action:	Bring up the LDAP server.
Possible Cause:	In *Inventory_server_installation_directory*\WMINV\PROPERTIES\ CONFIG.PROPERTIES, the LDAP port number or the LDAP server name is incorrect.
Action:	Ensure that the LDAP port number and the LDAP server name are correct in CONFIG.PROPERTIES.

606: Unable to read the NCP Server object corresponding to the Inventory Server

Source:	ZENworks for Servers; Server Inventory; Inventory Service Manager
Severity:	Critical
Explanation:	The NCP™ Server object should be a trustee of the Inventory Service object in eDirectory. During installation, the NCP Server object is granted trustee rights. This error occurs if the Service Manager is unable to read the NCP Server object corresponding to the Inventory server.
Action:	Ensure that the NCP Server object is a trustee of the Inventory Service object in eDirectory.

607: Unable to proceed due to an Novell eDirectory error

Source:	ZENworks for Servers; Server Inventory; Inventory Service Manager
Severity:	Critical
Action:	Run the DSRepair service. For more information, see the Novell eDirectory documentation Web site (http://www.novell.com/documentation).
	Restart the Inventory services. For more information, see "Starting the Inventory Service" in "Setting Up Server Inventory" in the *Administration* guide
Possible Cause:	The LDAP server is not up and running.
Action:	Bring up the LDAP server.
Possible Cause:	In *Inventory_server_installation_directory*\WMINV\PROPERTIES\ CONFIG.PROPERTIES, the LDAP port number or the LDAP server name is incorrect.
Action:	Ensure that the LDAP port number and the LDAP server name are correct in CONFIG.PROPERTIES.
Possible Cause:	The Secure Socket Layer (SSL) is not properly configured.

Action: Reinstall the Inventory server component. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

608: Invalid Scan file path

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The SCANDIR directory file path is configured during the installation or in the Inventory Service object property page.

This error occurs if you have not configured the SCANDIR directory.

Action: In ConsoleOne, configure the SCANDIR directory settings using the Inventory Service object property page. For more information, see "Configuring the Inventory Service Object" in "Setting Up Server Inventory" in the *Administration* guide.

609: The Roll-Up policy is not configured

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: In an inventory roll-up deployment, the scan data rolls up from the lower-level Inventory servers to the next higher-level Inventory servers. To configure the Inventory settings, the next-level roll-up Inventory server for each lower-level Inventory server should be specified in the Roll-Up policy

This error occurs if the Roll-Up policy is not configured for the Inventory server or the policy is not configured correctly.

Action: Ensure that the Roll-Up policy is properly configured. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

610: The Database Location policy is not configured

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The Database Location policy identifies the DN for locating the ZENworks Database object. The policy must be associated to the container under which an Inventory Service object resides.

This error occurs if the Database Location policy is not configured or the policy is not configured correctly.

Action: Ensure that the Database Location Policy is properly configured. For more information, see "Configuring the Database Location Policy" in "Setting Up Server Inventory" in the *Administration* guide.

615: Schedule is not set in the Roll-Up policy

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The schedule for the roll-up of scan data is not configured properly in the Roll-Up policy.

Action: Set up the schedule for roll-up in the Roll-Up policy. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

616: Schedule in the Roll-Up policy is corrupted

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: The Service Manager is unable to authenticate to the Inventory Service object.

Possible Cause: The Service Manager is unable to read the schedule for roll-up.

Possible Cause: The Roll-Up Scheduler information in eDirectory is corrupted.

Action: Reset the schedule for roll-up in the Roll-Up policy. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

622: Unable to get information from the database

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Explanation: The Service Manager exits if the database cannot be contacted.

Possible Cause: The network is down.

Action: Ensure that the network is up and the network connections are active.

Possible Cause: The database is not up and running.

Action: Bring up the database.

Possible Cause: The database engine is not of the correct version

Action: Reinstall the Inventory database. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

626: ZENworks Inventory installation did not complete. Run the installation program

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Explanation: This error occurs when ZfS 3 installation program is unable to complete the installation.

Action: Reinstall ZfS 3 on the Inventory server and the database server. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide

627: Database version not supported

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Action: Reinstall the Inventory database. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

629: An error occurred while reading the configuration file. Reinstall the Inventory server component

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity:	Critical
Explanation:	The CONFIG.PROPERTIES and DIRECTORY.PROPERTIES files do not exist in *Inventory_server_installation_directory*\WMINV\PROPERTIES.
Action:	Reinstall the Inventory server component. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages

1001: Unable to connect to the Inventory database. Ensure that the database is up and running

1002: Unable to connect to the Inventory database. Ensure that the database location policy is configured correctly

1003: Database spaces adjusted correctly. Move the database files to the paths specified in ALTERDB.PROPS and restart the database for the new settings to take effect

1004: The value for COUNT in ALTERDB.PROPS has not been assigned or the specified value is incorrect

1005: Specified COUNT=0 in ALTERDB.PROPS is incorrect

1006: Unable to load ALTERDB.PROPS. Ensure that the file exists and the CLASSPATH includes the directory containing ALTERDB.PROPS

1007: AlterDBSpace completed and stopped

1008: The database is in use by one or more inventory components. It is required to stop them and run AlterDBSpace service again

1001: Unable to connect to the Inventory database. Ensure that the database is up and running

Source:	ZENworks for Servers; Server Inventory; AlterDBSpace
Severity:	Important
Explanation:	The AlterDBSpace service is not able to connect to the Inventory database.
Possible Cause:	The database is down.
Action:	Ensure that the database is up and running.
Possible Cause:	The database properties are incorrectly set.
Action:	Ensure that the username, password, and the connection details of the database object are set correctly. For more information on configuring the database object, see "Setting Up the Inventory Database" in "Setting Up Server Inventory" in the *Administration* guide.

1002: Unable to connect to the Inventory database. Ensure that the database location policy is configured correctly

Source:	ZENworks for Servers; Server Inventory; AlterDBSpace
Severity:	Important
Possible Cause:	The Database Location policy is not properly configured.
Action:	Set the Database Location policy to point to the Inventory database. For more information, see "Configuring the Database Location Policy" in "Setting Up Server Inventory" in the *Administration* guide.

Possible Cause: The database object is not associated in the Database Location policy.

Action: Associate the Database Location policy to the correct database. For more information, see "Configuring the Database Location Policy" in "Setting Up Server Inventory" in the *Administration* guide.

1003: Database spaces adjusted correctly. Move the database files to the paths specified in ALTERDB.PROPS and restart the database for the new settings to take effect

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Informational

Action: Move the database files to the paths specified in ALTERDB.PROPS and restart the database.

1004: The value for COUNT in ALTERDB.PROPS has not been assigned or the specified value is incorrect

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Critical

Explanation: The COUNT parameter in ALTERDB.PROPS specifies the total number of database space files. This parameter should be set to 11. This error occurs if the COUNT parameter is not assigned correctly.

Action: Ensure that the parameter in ALTERDB.PROPS is set as follows: COUNT=*11*.

1005: Specified COUNT=0 in ALTERDB.PROPS is incorrect

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Critical

Explanation: The COUNT parameter in ALTERDB.PROPS specifies the total number of database space files. This parameter should be set to 11. This error occurs if the COUNT parameter is not assigned correctly.

Action: Ensure that the parameter in ALTERDB.PROPS is set as follows: COUNT=*11*.

1006: Unable to load ALTERDB.PROPS. Ensure that the file exists and the CLASSPATH includes the directory containing ALTERDB.PROPS

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Critical

Explanation: The property file for the AlterDBSpace tool (ALTERDB.PROPS) do not exist in *Inventory_server*\ZENWORKS\INV\SERVER\WMINV\PROPERTIES.

Possible Cause: The file has been deleted or renamed from the path.

Action: Manually create ALTER.PROPS in *Inventory_server*\ZENWORKS\INV\SERVER\WMINV\PROPERTIES. For more information, see "Organizing the Database Spaces for a Sybase Database on NetWare or Windows NT/2000 Servers (AlterDBSpace Tool)" in "Setting Up Server Inventory" in the *Administration* guide.

1007: AlterDBSpace completed and stopped

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Informational

Explanation: This message indicates the completion of database space organization by the AlterDBSpace tool.

1008: The database is in use by one or more inventory components. It is required to stop them and run AlterDBSpace service again

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Warning

Explanation: Before running the AlterDBSpace service, you must disconnect all the database connections, stop Storer, and close all ConsoleOne sessions.

This error occurs if the database is used by the Inventory components

Action: Stop the Storer service from the Service Manager and close all the ConsoleOne sessions before restarting the AlterDBSpace service.

Inventory Policy Error Messages

Server Inventory Policy

Inventory Service Object does not exist in this tree. Choose an existing Inventory Service object
Inventory Service object does not provide Inventory role
An error occurred while importing the data to the file
An error occurred while exporting the data to the file
Unable to write to Novell eDirectory as the data in the file is corrupt

Inventory Service object Property

Unable to update the rights for the SCANDIR directory
Unable to change the server name for the Scan Directory path. Scan Directory path will not be modified
Unable to update the NDS attributes for the Inventory Service object
Specified directory path does not exist. Change the path or create the specified directory
Inventory policies are associated to this Inventory Service object. Remove all the associated Inventory policies and retry
Specified change of role is not allowed. Choose a valid role
Unable to remove the existing shared directory. Log in as an administrator
The specified Scan Directory path does not exist. Change the path or create the specified directory
Insufficient rights. Scan Directory path is not modified
Unable to read the existing shared directory. Scan Directory path is not modified. Log in as administrator
Unable to change the Scan Directory path. Please select the Cluster Volume name

Roll-Up Policy

Inventory Service object does not exist. Specify an existing Inventory Service object
Inventory Service object does not provide roll-up data
You do not have rights to access this object

Inventory Service Object does not exist in this tree. Choose an existing Inventory Service object

Source: ZENworks for Servers; Server Inventory; Server Inventory Policy

Severity:	Critical
Explanation:	The ZfS 3 Server Inventory installation program creates the Inventory Service object and copies the Inventory server components on the server. The Inventory Service object to be configured should be in the same tree as the policy.
Possible Cause:	The configured Inventory Service object is invalid.
Action:	Choose the DN of an existing Inventory Service object in the same tree. If the problem persists, reinstall the Server Inventory component. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Inventory Service object does not provide Inventory role

Source:	ZENworks for Servers; Server Inventory; Server Inventory Policy
Severity:	Critical
Explanation:	The ZfS 3 installation program creates the Inventory Service object and installs the Inventory server components on the server that you specify. This error occurs if the server you select is not a ZfS 3 Inventory server.
Action:	Ensure that the specified server is a ZfS 3 Inventory server. Otherwise, rerun the installation program to install the Inventory components on the server. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide. After the installation, in the Server Inventory policy, choose an Inventory Service object that provides an Inventory role. For more information, see "Configuring the Server Inventory Policy" in "Setting Up Server Inventory" in the *Administration* guide.

An error occurred while importing the data to the file

Source:	ZENworks for Servers; Server Inventory; Server Inventory Policy
Severity:	Warning
Explanation:	The file is in use or locked by some other application.
Action:	Ensure that the file is not in use by any other application.

An error occurred while exporting the data to the file

Source:	ZENworks for Servers; Server Inventory; Server Inventory Policy
Severity:	Warning
Possible Cause:	An input-output error occurred while writing to the file.
Action:	Delete the file and retry the export operation with a different file name.

Unable to write to Novell eDirectory as the data in the file is corrupt

Source:	ZENworks for Servers; Server Inventory; Server Inventory Policy
Severity:	Warning
Explanation:	The data present in the Configuration Editor is not in the correct format.

Action:	Ensure that the data in the Configuration Editor is in the specified format. For more information, see "Understanding the Inventory Scanner" in "Understanding the Server Inventory Components" in the *Administration* guide.

Unable to update the rights for the SCANDIR directory

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Critical
Explanation:	The scan data files in the Scan directory (SCANDIR) are processed by the Server Inventory components.
	You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page. This error occurs when you modify the location of the SCANDIR directory on a NetWare® server, and the rights for the SCANDIR directory cannot be created.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There is a problem in eDirectory.
Action:	Log in with administrator rights and specify the directory again.

Unable to change the server name for the Scan Directory path. Scan Directory path will not be modified

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Critical
Explanation:	When you install ZfS, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.
	The SCANDIR directory path is the location on the Inventory server that stores the scan data files. The format of the scan directory path is as follows:
	server_name_\volume_of_the_server\ZENWORKS\SCANDIR
	The specified server name in the Scan Directory Path cannot be changed.
Possible Cause:	The specified Inventory server is not a roll-up server.
Action:	In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see "Configuring the Inventory Service Object" in "Setting Up Server Inventory" in the *Administration* guide.

Unable to update the NDS attributes for the Inventory Service object

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Critical
Explanation:	The inventory settings for the server are stored in eDirectory. This error occurs if the attributes cannot be written to eDirectory.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There may be a problem with eDirectory.
Action:	Log in with administrator rights and configure the Inventory Service object property page again.

Specified directory path does not exist. Change the path or create the specified directory

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: When you install ZfS, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.

The SCANDIR directory path is the location on the Inventory server that stores the scan data files. The format of the Scan Directory Path is as follows:

server_name\volume_of_the_server\ZENWORKS\SCANDIR

Action: In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see "Configuring the Inventory Service Object" in "Setting Up Server Inventory" in the *Administration* guide.

Inventory policies are associated to this Inventory Service object. Remove all the associated Inventory policies and retry

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: When you want to change the role of an Inventory Service object, you must perform certain tasks to support the new role of the Inventory server.

If there are inventoried servers and Inventory policies attached to the Inventory server, you must remove the associated Inventory policies before you change the role of the server.

Action: Disassociate the Inventory policies.

1 In ConsoleOne, right-click the appropriate policy package.

2 Click Properties > click Policy > click the appropriate sub-options.

3 Select the policy that you want to disassociate > click Reset.

4 Deselect the policy.

5 Click Apply > close.

Specified change of role is not allowed. Choose a valid role

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Action: Choose another role for the Inventory server. For more information, see "Changing the Role of the Inventory Server" in "Setting Up Server Inventory" in the *Administration* guide.

Unable to remove the existing shared directory. Log in as an administrator

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: On a Windows* NT*/2000 Inventory server, the settings for the shared directory (SCANDIR) are modified only if you log in as an administrator or with administrator rights.

Action: Log in to the Windows NT/2000 Inventory server as an administrator.

The specified Scan Directory path does not exist. Change the path or create the specified directory

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Critical
Explanation:	When you install ZfS, you specify the volume on the server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.
	The SCANDIR directory path is the location on the Inventory server that stores the scan data files. The format of the Scan Directory Path is as follows:
	server_ name\volume_of_the_server\directory
Action:	In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see "Configuring the Inventory Service Object" in "Setting Up Server Inventory" in the *Administration* guide.

Insufficient rights. Scan Directory path is not modified

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Critical
Explanation:	On a Windows NT/2000 Inventory server, the setting for the shared directory (SCANDIR) is modified only if you log in as an administrator or with administrator rights.
Action:	Log in to the Windows NT/2000 Inventory server as an administrator.

Unable to read the existing shared directory. Scan Directory path is not modified. Log in as administrator

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Warning
Explanation:	On a Windows* NT*/2000 Inventory server, the setting for the shared directory (SCANDIR) is modified only if you log in as an administrator or with administrator rights.
Action:	Log in to the Windows NT/2000 Inventory server as an administrator.

Unable to change the Scan Directory path. Please select the Cluster Volume name

Source:	ZENworks for Servers; Server Inventory; Inventory Service Object
Severity:	Warning
Explanation:	In the cluster setup, you must select only the cluster volume and the cluster directories contained in it for the Scan Directory.
Action:	In the Inventory Service object property page, choose the cluster volume as the Scan Directory. For more information, see "Configuring the Inventory Service Object" in "Setting Up Server Inventory" in the *Administration* guide.

Inventory Service object does not exist. Specify an existing Inventory Service object

Source:	ZENworks for Servers; Server Inventory; Roll-Up Policy
Severity:	Critical
Possible Cause:	The specified DN does not exist.

Explanation:	You must specify the DN of the Inventory server at the next level to move the scan data from the selected Inventory server. The Inventory server that you specify must be one of the following servers: Intermediate Server, Intermediate Server with Database, Intermediate Server with Database and Inventoried Servers, Intermediate Server with Inventoried Servers, Root Server, or Root Server with Inventoried Servers.
	This error occurs if the selected server in the Roll-Up policy is not one of the specified server types.
Action:	Specify an existing Inventory Service object of the next-level Inventory server for roll-up of scan data. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

Inventory Service object does not provide roll-up data

Source:	ZENworks for Servers; Server Inventory; Roll-Up Policy
Severity:	Critical
Possible Cause:	The Inventory server is not configured as a roll-up server.
Explanation:	You must specify the DN of the Inventory server at the next level to move the scan data from the selected server. The server that you specify must be one of the following servers: Intermediate Server, Intermediate Server with Database, Intermediate Server with Database and Inventoried Servers, Intermediate Server with Inventoried Servers, Root Server, or Root Server with Inventoried Servers.
	This error occurs if the selected server in the Roll-Up policy is not one of the specified server types.
Action:	In the Inventory Service object property page, configure the role of the selected server that supports roll-up. In the Roll-Up policy, specify the DN of the roll-up server. For more information, see "Configuring the Roll-Up Policy" in "Setting Up Server Inventory" in the *Administration* guide.

You do not have rights to access this object

Source:	ZENworks for Servers; Server Inventory; Roll-up Policy
Severity:	Critical
Possible Cause:	Insufficient rights for reading the attributes of the next-level Inventory Service object.
Explanation:	You must specify the DN of the Inventory server at the next level to move the scan data from the selected server. The selected server can exist on a different eDirectory tree.
	This error occurs if you do not have rights to read the attributes of the Inventory Service object you want to configure.
Action:	Log in to the eDirectory tree that contains the next-level Inventory Service object as an administrator.

Custom Scan Editor Error Messages

Unable to import the Custom Scan file. This file is not a valid file for Custom Scan Editor
Total number of application entries in the Custom Scan file is missing
Total number of column entries in the Custom Scan file is missing
The Custom Scan file is corrupted
Unable to open the selected file
Unable to export the data to the selected file

Unable to export the data
The Custom Scan Editor is unable to get the data from Novell eDirectory
The Custom Scan Editor is unable to write the data to Novell eDirectory

Unable to import the Custom Scan file. This file is not a valid file for Custom Scan Editor

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.

This error occurs if the entries in the file are not valid or the file is not a valid text file.

Action: Ensure that you specify a valid Custom Scan file. Create this file by following the Format of the Custom Scan conventions in "Understanding the Server Inventory Components" in the *Administration* guide.

Total number of application entries in the Custom Scan file is missing

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.

This error occurs if the entries in the file are not valid or the file is not a valid text file.

Action: Create the file by following the Format of the Custom Scan conventions in "Understanding the Server Inventory Components" in the *Administration* guide.

Total number of column entries in the Custom Scan file is missing

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.

This error occurs if the entries in the file are not valid or the file is not a valid text file.

Action: Create this file by following the Format of the Custom Scan conventions in "Understanding the Server Inventory Components" in the *Administration* guide.

The Custom Scan file is corrupted

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Action: Create this file by following the Format of the Custom Scan conventions in "Understanding the Server Inventory Components" in the *Administration* guide.

Unable to open the selected file

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation:	The file is in use or locked by some other application.
Action:	Ensure that the file is not in use by any other application.

Unable to export the data to the selected file

Source:	ZENworks for Servers; Server Inventory; Custom Scan Editor
Severity:	Warning
Explanation:	An input-output error occurred while writing to the file.
Action:	If the file exists, delete the file and retry the export operation with a different file name.

Unable to export the data

Source:	ZENworks for Servers; Server Inventory; Custom Scan Editor
Severity:	Warning
Explanation:	An input-output error occurred while writing to the file.
Action:	If the file exists, delete the file and retry the export operation with a different file name.

The Custom Scan Editor is unable to get the data from Novell eDirectory

Source:	ZENworks for Servers; Server Inventory; Custom Scan Editor
Severity:	Warning
Explanation:	The Custom Scan data is stored in eDirectory. The Custom Scan Editor program is unable to access the directory services.
Action:	Ensure that the time synchronization has been set within a radius of 2 seconds.

The Custom Scan Editor is unable to write the data to Novell eDirectory

Source:	ZENworks for Servers; Server Inventory; Custom Scan Editor
Severity:	Warning
Explanation:	The Custom Scan data is stored in eDirectory. The Custom Scan Editor program is unable to access the directory services.
Action:	Ensure that the time synchronization has been set within a radius of 2 seconds.

Configure DB Error Messages

1022: Unable to connect to the Inventory database. Ensure the Database object properties are set properly

1023: Unable to connect to the Inventory Database. Check if the database is up and running

1022: Unable to connect to the Inventory database. Ensure the Database object properties are set properly

Source:	ZENworks for Servers; Server Inventory; Configure DB
Severity:	Warning
Possible Cause:	The Database object is not set properly in the properties page.

Action: Ensure that the Database object properties are set properly. In ConsoleOne, right-click the Database object > click Properties > click ZENworks Database. Also, ensure that the properties page contains the properties that are correct as per your database configuration. For more information, see "Configuring the Database Location Policy" in "Setting Up Server Inventory" in the *Administration* guide.

1023: Unable to connect to the Inventory Database. Check if the database is up and running

Source: ZENworks for Servers; Server Inventory; Configure DB

Severity: Warning

Possible Cause: The Inventory database is not up and running.

Action: Ensure that the database server is up and the Inventory database on the database server is loaded.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

Possible Cause: If you configure the Inventory database for the first time when the DNS server is down, the Inventory database configuration will fail. Subsequently, if you configure the database when the DNS server is up, the Inventory database configuration will again fail because Java caches the DNS resolution entry.

Action: Restart ConsoleOne and configure the database.

Inventory Report Error Messages

Unable to log into the database. Ensure that the ODBC driver is installed properly

ZENworks Reporting requires Microsoft Data Access Component (MDAC) version 2.6 or later. You must install the recommended MDAC version

Unable to log into the database. Ensure that the ODBC driver is installed properly

Source: ZENworks for Servers; Server Inventory; Reporting

Severity: Critical

Explanation: ZENworks Reports uses ODBC for connecting to the database. The ODBC client should be installed on the machine running ConsoleOne.

The error occurs if the specific ODBC client required to connect to the database is not installed.

Action: Install the recommended ODBC client on the machine.

You can install the Sybase* ODBC driver version 7.0.0.313 from the *ZENworks for Servers Companion* CD. To install the Sybase ODBC driver, copy the \ODBC\SYBASE\SYBASEODBC.ZIP from the *ZENworks for Servers Companion* CD to a drive. For installation instructions, refer to the ODBC\SYBASE\ODBCREADME.TXT on the *ZENworks for Servers Companion* CD.

ZENworks Reporting requires Microsoft Data Access Component (MDAC) version 2.6 or later. You must install the recommended MDAC version

Source: ZENworks for Servers; Server Inventory; Reporting

Severity: Critical

Possible Cause: The recommended MDAC version is not installed

Action: You must install MDAC version 2.6 or later. You can download it from the Microsoft* Web site (http://www.microsoft.com).

Inventory Scanner Error Messages on NetWare Servers

2001: Unable to open the log file filename. Error code = error_code

2002: The initialization file filename is not found. Unable to start Inventory scanning

2003: Unable to load initialization file filename. Inventory scanning will not proceed

2004: The initialization file filename has been successfully loaded

2005: Registration with the SNMP Manager Interface Entity layer failed. The error is message. Ensure that SNMP.NLM is loaded and operational

2006: SNMP Manager Interface Entity Layer information: message scan status = message

2007: API results: message error code = error_code

2008: An import error in message information. Error code = error_code. The mapping files might have changed. Restore the original mapping files

2009: Intermediate file information: the possible problem is message

2010: Unable to read the initialization file filename. Inventory scanning will not proceed

2011: Unable to load the contents of the file filename. Inventory scanning will not proceed

2012: Unable to read the mapping file filename. The Inventory scanning results may not be accurate

2013: An internal error message occurred in the API interface. The mapping files might have changed. Restore the original mapping files

2014: An internal error message occurred in the SNMP interface. The mapping files might have changed. Restore the original mapping files

2015: Unable to write the internal system ID and .STR file name to a persistent store

2016: Unable to read the internal system ID from the persistent store. If this error persists, for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2017: An internal error occurred in NWUSStandardUnicodeInit. Error code = error_code

2018: An internal error occurred in NWUSByteToUnicode. Error code = error_code

2019: An internal error occurred in NWUSUnicodeToByte. Error code = error_code

2020: Unable to procure qualified DN and Tree name. Error code = error_code

2021: Unable to import symbol from MPKSCAN.NLM. Software inventory scanning will not be done

2022: Hardware scanning failed. The Inventory scan results will not be available

2023: Unable to generate the .STR file. Error code = error_code. The Inventory scan results will not be available

2024: Unable to create the .STR file. Error is message. The Inventory scan results will not be available

2025: Software scanning failed. Error code = error_code. The software inventory scan results will not be available

2028: An internal error occurred. Unable to initialize the hardware classes

2029: Unable to continue scanning. Load the MPKSCAN.NLM software inventory helper application

2030: Scanning terminated unsuccessfully. The inventory scan results will not be available

2031: Unable to unload the MPKSCAN.NLM software inventory helper application

2032: The hardware inventory helper application, INVAID.NLM was not loaded. System Management (SMBIOS) hardware inventory will not be available

2033: An internal error occurred in the INVAID.NLM hardware inventory helper application. System Management (SMBIOS) hardware inventory will not be available

2034: Unable to unload the INVAID.NLM hardware inventory helper application

2035: An internal error occurred in NWUXLoadByteUnicodeConverter. Error code = error_code

2036: Unable to read the .STR file name from the persistent store. If this error persists, for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2037: Unable to reset the filename file. The Log file will not be available with correct entries

2038: Unable to log status in the filename file. The Log file will not be available with correct entries

2040: An internal error error_code occurred while getting the server details. The Inventory scan will terminate unsuccessfully

2041: An internal error error_code occurred while attaching NLM to the file server. The Inventory scan will terminate unsuccessfully

2042: An internal error error_code occurred in LoginObject( ). The Inventory scan results might not be accurate

2043: An internal error error_code occurred in getting the NDS Tree name. The Inventory scan results might not be accurate

2044: An error error_code occurred while initializing internal Classes. The Inventory scan will terminate unsuccessfully

2045: An error error_code occurred while initializing the internal custom dictionary. The Inventory scan will terminate unsuccessfully

2046: An error error_code occurred while loading the custom dictionary. The software inventory scan results might not be accurate

2047: An error error_code occurred while initializing internal rules. The Inventory scan will terminate unsuccessfully

2048: An error error_code occurred while loading rules. The software inventory scan results might not be accurate

2049: An error error_code occurred while initializing the internal certificate classes. The Inventory scan will terminate unsuccessfully

2050: An error error_code occurred while procuring the installed certificates

2051: An internal error occurred in memory allocation when a single processor was online. The Inventory scan will terminate unsuccessfully

2052: An internal error error_code occurred in fSWScanInit( ). The Inventory scan will terminate unsuccessfully

2053: An internal error occurred in memory allocation when processor(s) were online. The Inventory scan will terminate unsuccessfully

2054:An internal error error_code occurred in fSWScanInitWork( ). The Inventory scan will terminate unsuccessfully

2055: An internal error error_code occurred in fSWScanStartWork( ). The Inventory scan will terminate unsuccessfully

2056: An internal error error_code occurred in the software scan

2057: An error error_code occurred in procuring the number of installed products. The software inventory scan results will not be available

2058: An error error_code occurred while generating the internal Software report. The software inventory scan results will not be available

2059: An error error_code occurred in initializing Thread. The software inventory scan results might not be accurate

2060: An error error_code occurred in initializing WorkToDo message. The software inventory scan results might not be accurate

2061: An error error_code occurred while scheduling WorkToDo message. The software inventory scan results might not be accurate

2062: error_code volume is inactive. The software inventory for this volume will not be available

2063: Did not scan any installed products. Software inventory will not be available

2063: Did not scan any installed products. Software inventory will not be available

2065: Unable to locate the _DMI structures. System Management (SMBIOS) hardware inventory will not be available

2066: The _DMI structures do not checksum to 00h. System Management (SMBIOS) hardware inventory will not be available

2067: The _SM_ Structure Entry Point structure does not checksum to 00h. System Management (SMBIOS) hardware inventory scan results might not be accurate

2068: Unable to read the DMI BIOS structures. System Management (SMBIOS) hardware inventory will not be available

2069: Unable to open the inventory information file filename. Error code = error_code. System Management (SMBIOS) hardware inventory will not be available

2001: Unable to open the log file *filename*. Error code = *error_code*

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred while the logging status information.
Action:	Ensure that you have Write rights to the SYS:\ETC directory. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2002: The initialization file filename is not found. Unable to start Inventory scanning

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	The Inventory Agent installation has not been completed successfully.
Possible Cause:	The SYS:\SYSTEM\HWSRCINV.INI file has been accidentally deleted.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2003: Unable to load initialization file filename. Inventory scanning will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	The Inventory Agent installation has not been completed successfully.
Possible Cause:	The SYS:\SYSTEM\HWSRCINV.INI file has been accidentally deleted.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2004: The initialization file filename has been successfully loaded

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The scanner initialization succeeded for the various inventory sources in the SYS:\SYSTEM\HWSRCINV.INI file.

2005: Registration with the SNMP Manager Interface Entity layer failed. The error is *message*. Ensure that SNMP.NLM is loaded and operational

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: The Inventory scanner is unable to get the MIB-based inventory information.

Action: Ensure that SNMP.NLM is loaded.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2006: SNMP Manager Interface Entity Layer information: *message* scan status = *message*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: This message displays the scanner results for the MIB-based inventory information.

2007: API results: *message* error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: This message displays the scanner results for the SDK-based inventory information.

2008: An import error in *message* information. Error code = *error_code*. The mapping files might have changed. Restore the original mapping files

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner's dependent MAP files have been tampered with.

Action: Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2009: Intermediate file information: the possible problem is *message*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The scanner results indicate some failures while retrieving inventory information.

2010: Unable to read the initialization file *filename*. Inventory scanning will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity:	Critical
Possible Cause:	The Inventory Agent installation has not been successfully completed.
Possible Cause:	The SYS:\SYSTEM\HWSRCINV.INI file has been accidentally deleted.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2011: Unable to load the contents of the file *filename*. Inventory scanning will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	The scanner's dependent MAP files have been tampered with.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2012: Unable to read the mapping file *filename*. The Inventory scanning results may not be accurate

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	The scanner's dependent MAP files have been tampered with.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2013: An internal error *message* occurred in the API interface. The mapping files might have changed. Restore the original mapping files

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	The scanner's dependent MAP files have been tampered with.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2014: An internal error *message* occurred in the SNMP interface. The mapping files might have changed. Restore the original mapping files

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Possible Cause:	The scanner's dependent MAP files have been modified. This will affect the inventory scan results.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2015: Unable to write the internal system ID and .STR file name to a persistent store

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	The scanner is unable to update its internal references.
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Ensure that you have Write rights to the SYS:\SYSTEM directory.

2016: Unable to read the internal system ID from the persistent store. If this error persists, for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	The scanner is unable to read its internal references from GUID.ZFS because the file may have been tampered with.
Action:	Delete the SYS:\SYSTEM\GUID.ZFS file and re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2017: An internal error occurred in NWUSStandardUnicodeInit. Error code = *error_code*

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred while initializing Unicode*. The inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2018: An internal error occurred in NWUSByteToUnicode. Error code = *error_code*

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred while converting to Unicode. The inventory scan results will not be available.
Action:	Re-execute the Inventory Agent.For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2019: An internal error occurred in NWUSUnicodeToByte. Error code = *error_code*

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred while converting from Unicode. The inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2020: Unable to procure qualified DN and Tree name. Error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning for eDirectory information. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2021: Unable to import symbol from MPKSCAN.NLM. Software inventory scanning will not be done

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning software inventory information.

Action: Stop the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2022: Hardware scanning failed. The Inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2023: Unable to generate the .STR file. Error code = *error_code*. The Inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while writing inventory scan results.

Action: Ensure that there is sufficient disk space on the inventoried server.

Action: Ensure that you have Write rights to the SYS:\SYSTEM directory.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2024: Unable to create the .STR file. Error is *message*. The Inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation:	An error occurred while writing inventory scan results.
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Ensure that you have Write rights to the SYS:\SYSTEM directory.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2025: Software scanning failed. Error code = *error_code*. The software inventory scan results will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Informational
Explanation:	An error occurred while scanning for the software inventory information..
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2028: An internal error occurred. Unable to initialize the hardware classes

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the inventory scan during initialization.
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2029: Unable to continue scanning. Load the MPKSCAN.NLM software inventory helper application

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred while scanning inventory. The inventory scan results will not be available.
Action:	Unload the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2030: Scanning terminated unsuccessfully. The inventory scan results will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred while scanning inventory.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2031: Unable to unload the MPKSCAN.NLM software inventory helper application

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while unloading the helper NLM™ (NetWare Loadable Module™).

2032: The hardware inventory helper application, INVAID.NLM was not loaded. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The hardware inventory scan results may be inaccurate.

Action: Stop the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2033: An internal error occurred in the INVAID.NLM hardware inventory helper application. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The hardware inventory scan results may be inaccurate.

Action: Unload the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Possible Cause: The inventoried server does not support System Management BIOS (SMBIOS) standards.

2034: Unable to unload the INVAID.NLM hardware inventory helper application

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while unloading the helper NLM.

2035: An internal error occurred in NWUXLoadByteUnicodeConverter. Error code = *error_code*

Source: ZENworks for Servers, Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: An error occurred in loading Unicode converters. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2036: Unable to read the .STR file name from the persistent store. If this error persists, for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner is unable to read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the SYS:\SYSTEM\GUID.ZFS file and re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2037: Unable to reset the *filename* file. The Log file will not be available with correct entries

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while resetting log file. The contents of the log file will not be accurate.

Action: Stop the Inventory Agent by executing INVAGENTSTOP.NC. Delete INVAGENT.LOG and INVNATVE.LOG from the SYS:\ETC directory.

2038: Unable to log status in the *filename* file. The Log file will not be available with correct entries

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while logging the status of the scan execution.

Action: Ensure that there is sufficient disk space on the inventoried server.

Action: Ensure that you have Write rights to the SYS:\ETC directory.

2040: An internal error *error_code* occurred while getting the server details. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2041: An internal error *error_code* occurred while attaching NLM to the file server. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2042: An internal error *error_code* occurred in LoginObject( ). The Inventory scan results might not be accurate

Source: ZENworks for Servers, Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2043: An internal error *error_code* occurred in getting the NDS Tree name. The Inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2044: An error *error_code* occurred while initializing internal Classes. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2045: An error *error_code* occurred while initializing the internal custom dictionary. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2046: An error *error_code* occurred while loading the custom dictionary. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2047: An error *error_code* occurred while initializing internal rules. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2048: An error *error_code* occurred while loading rules. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results may be inaccurate.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2049: An error *error_code* occurred while initializing the internal certificate classes. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The installed version of the MPKSCAN.NLM will not display this error message.

2050: An error *error_code* occurred while procuring the installed certificates

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The installed version of the MPKSCAN.NLM will not display this error message.

2051: An internal error occurred in memory allocation when a single processor was online. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2052: An internal error *error_code* occurred in fSWScanInit( ). The Inventory scan will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2053: An internal error occurred in memory allocation when processor(s) were online. The Inventory scan will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2054:An internal error *error_code* occurred in fSWScanInitWork( ). The Inventory scan will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2055: An internal error *error_code* occurred in fSWScanStartWork( ). The Inventory scan will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2056: An internal error *error_code* occurred in the software scan

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2057: An error *error_code* occurred in procuring the number of installed products. The software inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2058: An error *error_code* occurred while generating the internal Software report. The software inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2059: An error *error_code* occurred in initializing Thread. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2060: An error *error_code* occurred in initializing WorkToDo *message.* The software inventory scan results might not be accurate

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Informational
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2061: An error *error_code* occurred while scheduling WorkToDo *message.* The software inventory scan results might not be accurate

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Informational
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2062: *error_code* volume is inactive. The software inventory for this volume will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Informational
Explanation:	An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.
Action:	Re-execute the Inventory Agent after mounting the volume. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2063: Did not scan any installed products. Software inventory will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Informational
Action:	Ensure that HOSTMIB.NLM is loaded. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2065: Unable to locate the _DMI structures. System Management (SMBIOS) hardware inventory will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity:	Informational
Possible Cause:	The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the hardware vendor.

2066: The _DMI structures do not checksum to 00h. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the server's hardware vendor.

2067: The _SM_ Structure Entry Point structure does not checksum to 00h. System Management (SMBIOS) hardware inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the server's hardware vendor.

2068: Unable to read the DMI BIOS structures. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the server's hardware vendor to procure a BIOS that supports SMBIOS.

2069: Unable to open the inventory information file *filename*. Error code = *error_code*. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The SMBIOS-based hardware inventory will not be reported because the results could not be piped to the main scanner application.

Action: Ensure that there is sufficient disk space on the inventoried server.

Action: Ensure that you have Write rights to the SYS:\SYSTEM directory.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

Inventory Scanner Error Messages on Windows NT/2000 Servers

2001: Unable to open the log file filename. Error code = error_code
2002: The inventory scan has terminated unsuccessfully

2005: An internal error error_code occurred in creation of the event synchronization object. The inventory scan will terminate unsuccessfully

2006: An internal error error_code occurred in using the event synchronization object. The inventory scan will terminate unsuccessfully

2007: An internal error error_code occurred in using the event synchronization object. Unable to stop the inventory scan

2008: Unable to initialize WMI

2009: Unable to initialize COM

2010: Unable to initialize COM Security

2011: Unable to create Wbem Locator Interface. This may be because WMI is not installed

2012: Unable to connect to the WMI Server

2013: Unable to register in to the DMI Service Layer

2015: The scanner configuration file for Jaz and Zip drives was not found. The inventory scan results may not be accurate

2016: Unable to initialize. The inventory scan will terminate unsuccessfully

2017: Unable to get the MAC Address of this server

2018: Unable to get the sequence number to be used in reporting inventory

2019: Unable to generate the .STR file name. The inventory scan will terminate unsuccessfully

2020: The Software scan option is not enabled in the Inventory Policy. The software inventory will not be available

2021: Unable to set the event synchronization state to error_code. This may lead to unpredictable behavior of the Inventory Agent. To correct the problem for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2022: Unable to stop the inventory scan, for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2023: The inventory scan failed. The inventory scan results will not be available

2024: Unable to write the internal system ID and .STR file name to a persistent store

2025: Unable to read the internal system ID from the persistent store

2026: Unable to read the internal .STR file name from the persistent store

2027: Unable to get the IP Address of this server

2028: Unable to free memory allocated for the inventory scanning

2029: Microsoft Installer (MSI) is not installed on this server

2030: Unable to scan software using Microsoft Installer (MSI)

2032: Unable to create the .STR file

2033: Unable to write to the .STR file

2034: Unable to flush buffers to the .STR file

2035: Unable to read the Software Rules file

2036: The Software Rules file is corrupted and cannot be used to scan software

2037: The Custom Scan file is corrupted and cannot be used to scan software

2038: Unable to read the Custom Scan file

2001: Unable to open the log file *filename*. Error code = *error_code*

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	An error occurred in logging information.

Action:	Ensure that you have Write rights to the WINDOWS or the WINDOWS TEMP directory. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2002: The inventory scan has terminated unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Refer to the INVAGENT.LOG and INVNATVE.LOG files located in the WINDOWS or WINDOWS TEMP directory for additional information. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2003: Initiating the hardware inventory scan

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Informational
Explanation:	The hardware inventory scan is being initiated. There will be no scanning for software inventory.

2005: An internal error *error_code* occurred in creation of the event synchronization object. The inventory scan will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2006: An internal error *error_code* occurred in using the event synchronization object. The inventory scan will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2007: An internal error *error_code* occurred in using the event synchronization object. Unable to stop the inventory scan

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Warning
Explanation:	An error occurred in the stopping the Inventory Agent.

Action: Execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT to stop the Inventory Agent.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2008: Unable to initialize WMI

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed.

2009: Unable to initialize COM

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2010: Unable to initialize COM Security

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and funcational.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2011: Unable to create Wbem Locator Interface. This may be because WMI is not installed

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action:	Ensure that the latest support packs are installed on the inventoried server. For more information, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide
Action:	If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2012: Unable to connect to the WMI Server

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Warning
Explanation:	The scanning procedure will not leverage WMI for inventory information.
Action:	Ensure that the latest support packs are installed on the inventoried server. For more information, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.
Action:	If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2013: Unable to register in to the DMI Service Layer

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Warning
Explanation:	The scanning procedure will not leverage WMI for inventory information.
Action:	Ensure that the DMI service layer and support from the specific vendor are installed and functional.

2014: Insufficient memory. Close some applications for the inventory scan to run successfully

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Ensure that there is sufficient disk space and memory on the inventoried server. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	Ensure that the ZfS 3 system requirements are met. For more information, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2015: The scanner configuration file for Jaz and Zip drives was not found. The inventory scan results may not be accurate

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Informational
Explanation:	This version of the ZfS 3 Inventory scanner does not support scanning for Jaz* and Zip* drivers.

2016: Unable to initialize. The inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Refer to INVAGENT.LOG and INVNATVE.LOG located in the WINDOWS or WINDOWS TEMP directory for any additional information. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2017: Unable to get the MAC Address of this server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Check network support of the inventoried server and ensure that the server is able to ping remote servers.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2018: Unable to get the sequence number to be used in reporting inventory

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2019: Unable to generate the .STR file name. The inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2020: The Software scan option is not enabled in the Inventory Policy. The software inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation:	Scanning for the software inventory has not been enabled in the Server Inventory policy. The software inventory information will not be available.

2021: Unable to set the event synchronization state to *error_code*. This may lead to unpredictable behavior of the Inventory Agent. To correct the problem for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred while scanning. The inventory scan results will be inaccurate.
Action:	Stop the current instance of the Inventory Agent by running *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2022: Unable to stop the inventory scan, for more information see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source:	ZENworks for Servers; Inventory scanner on Windows NT/2000 servers
Severity:	Warning
Action:	Refer to "Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers" on page 197.

2023: The inventory scan failed. The inventory scan results will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred while scanning. The inventory scan results will be inaccurate.
Action:	Stop the current instance of the Inventory Agent by running *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT.
Action:	Refer to INVAGENT.LOG and INVNATVE.LOG located in the WINDOWS or WINDOWS TEMP directory for additional information.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2024: Unable to write the internal system ID and .STR file name to a persistent store

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	The scanner is unable to update its internal references..
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Ensure that you have Write rights to the *Root_directory*:\INVSCAN directory, where *Root_directory* is the drive where Windows is installed.

2025: Unable to read the internal system ID from the persistent store

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: The scanner is unable read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the *Root_directory*:\INVSCAN\GUID.ZFS file, where *Root_directory* is the drive where Windows is installed. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2026: Unable to read the internal .STR file name from the persistent store

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: The scanner is unable read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the *Root_directory*:\INVSCAN\GUID.ZFS, where *Root_directory* is the drive where Windows is installed. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2027: Unable to get the IP Address of this server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will be inaccurate.

Action: Check network support of the inventoried server and ensure that the required TCP/IP configuration is done.

2028: Unable to free memory allocated for the inventory scanning

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2029: Microsoft Installer (MSI) is not installed on this server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation: The MSI-based software inventory information will not be reported.

Action: Ensure that MSI support is installed and functional.

Action: Ensure that the ZfS 3 system requirements are met. For more information on the ZfS 3 system requirements, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.

2030: Unable to scan software using Microsoft Installer (MSI)

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity:	Informational
Explanation:	The MSI-based software inventory information will not be reported.
Action:	Ensure that the ZfS 3 system requirements are met. For more information on the ZfS 3 system requirements, see "Meeting Server Inventory Requirements" in "Installing Server Inventory" in the *Installation* guide.
Action:	Ensure that MSI support is installed and functional.

2032: Unable to create the .STR file

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Ensure that you have Write rights to the WINDOWS, the WINDOWS TEMP and the *Root_directory*:\INVSCAN directories. *Root_directory* is the drive where Windows is installed.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2033: Unable to write to the .STR file

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Ensure that there is sufficient disk space on the inventoried server.
Action:	Ensure that you have Write rights to the WINDOWS, the WINDOWS TEMP and the *Root_directory*:\INVSCAN directories. *Root_directory* is the drive where Windows is installed.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2034: Unable to flush buffers to the .STR file

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the scanning procedure. The inventory scan results will not be available.
Action:	Ensure that there is sufficient disk space.
Action:	Ensure that you have Write rights to the WINDOWS, the WINDOWS TEMP and the *Root_directory*:\INVSCAN directories. *Root_directory* is the drive where Windows is installed.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2035: Unable to read the Software Rules file

Source:	ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
Severity:	Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using rules.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see "Configuring the Server Inventory Policy" in "Setting Up Server Inventory" in the *Administration* guide.

2036: The Software Rules file is corrupted and cannot be used to scan software

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using rules.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see "Configuring the Server Inventory Policy" in "Setting Up Server Inventory" in the *Administration* guide.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2037: The Custom Scan file is corrupted and cannot be used to scan software

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using custom configuration.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see "Configuring the Server Inventory Policy" in "Setting Up Server Inventory" in the *Administration* guide.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2038: Unable to read the Custom Scan file

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using custom configuration.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see "Configuring the Server Inventory Policy" in "Setting Up Server Inventory" in the *Administration* guide.

Inventory Agent Error Messages on NetWare Servers

2070: Inventory Agent execution will not proceed. Ensure that the SYS:\\SYSTEM\\INVSCAN working directory exists

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

2079: An internal error occurred in the Inventory Agent's policy handler execution

2080: An internal error occurred, unable to get the Inventory Agent's input handler

2081: Unable to get the input information required for the Inventory scanning

2082: An internal error occurred in the Inventory Agent's input handler execution

2083: Unable to name the .STR file. The Inventory scanning results will not be available

2084: The Inventory scanning results have been successfully transferred through a .STR file

2085: Unable to transfer the Inventory scanning results through the .STR file

2086: An internal error occurred in the Inventory Agent's output handler execution

2087: An internal error occurred, unable to get the Inventory Agent's output handler

2088: The Inventory scan has been disabled by policy

2089: The Inventory Agent's scanning procedure successfully completed

2090: The Inventory Agent's scanning procedure failed

2091: Unable to delete the Inventory Agent's intermediate file

2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2094: An error occurred in scheduling the Inventory scan

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

2096: Unable to validate the Inventory Agent's directory

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

2099: Initiated a scheduled instance of the Inventory Agent

2070: Inventory Agent execution will not proceed. Ensure that the SYS:\\SYSTEM\\INVSCAN working directory exists

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: The Inventory Agent is unable to create the INVSCAN directory.

Action: Ensure that there is sufficient disk space on the inventoried server. Also, ensure that you have Write rights to the SYS:\SYSTEM directory.

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Reschedule the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If problem persists, contact Novell Technical Services (http://support.novell.com).

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.
Action:	If problem persists, contact Novell Technical Services (http://support.novell.com).

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.
Action:	If problem persists, contact Novell Technical Services (http://support.novell.com).

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	The Inventory Agent installation is incomplete or the INVSETUP.INI file has been tampered with.
Action:	Ensure that the INVSETUP.INI file exists in the SYS:\SYSTEM directory.

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity:	Critical
Possible Cause:	The Inventory Agent installation is incomplete or the installation has been tampered with.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If problem persists, contact Novell Technical Services (http://support.novell.com).

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution. The INVSCAN.INT file is not created or has been tampered with.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2079: An internal error occurred in the Inventory Agent's policy handler execution

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2080: An internal error occurred, unable to get the Inventory Agent's input handler

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2081: Unable to get the input information required for the Inventory scanning

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2082: An internal error occurred in the Inventory Agent's input handler execution

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2083: Unable to name the .STR file. The Inventory scanning results will not be available

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution because the STR references could not be initialized.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2084: The Inventory scanning results have been successfully transferred through a .STR file

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Informational
Explanation:	The scanning procedure completed successfully and the results have been sent to the Inventory server for processing.

2085: Unable to transfer the Inventory scanning results through the .STR file

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	The Scan Collector is not running on the Inventory server.
Action:	Ensure that the Scan Collector is running on the target Inventory server. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.
	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Possible Cause:	There is a problem with the network connections.
Action:	Check network support of the inventoried server and ensure that required TCP/IP configuration is done.
Action:	Run the Inventory Agent in the debug mode and refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for details.
Action:	If problem persists, see Chapter 8, "Troubleshooting Strategies," on page 191.

2086: An internal error occurred in the Inventory Agent's output handler execution

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical

Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2087: An internal error occurred, unable to get the Inventory Agent's output handler

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2088: The Inventory scan has been disabled by policy

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Informational

2089: The Inventory Agent's scanning procedure successfully completed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Informational
Explanation:	The inventory scanning procedure has completed but the results are yet to be sent to the Inventory server.

2090: The Inventory Agent's scanning procedure failed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the scanning procedure.
Action:	Run the Inventory Agent in the debug mode and refer to the INVAGENT.LOG and INVNATVE.LOG files located in the SYS:\ETC directory for details.
Action:	If problem persists, see Chapter 8, "Troubleshooting Strategies," on page 191.

2091: Unable to delete the Inventory Agent's intermediate file

Source:	ZENworks for Servers; Inventory Agent on NetWare servers
Severity:	Warning
Possible Cause:	An error occurred in the Inventory Agent execution but the Inventory Agent may recover to send results to the Inventory server.
Possible Cause:	The intermediate file has been tampered with.
Action:	Ensure that you have Write rights to the following directories: SYS:\ETC, SYS:\SYSTEM and SYS:\SYSTEM\INVSCAN.

2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: If problem persists, see Chapter 8, "Troubleshooting Strategies," on page 191.

2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the following directories: SYS:\ETC and SYS:\SYSTEM.

2094: An error occurred in scheduling the Inventory scan

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The scanning procedure will not execute by executing SYS:\SYSTEM\INVAGENTSTART.NCF.

Action: Run the Inventory Agent in the debug mode and refer to the INVAGENTPOLICYENFORCER.LOG and SYS:\ETC\INVAGENT.LOG files for details.

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Action: Increase the time interval associated with the Server Inventory policy. To abort the previous instance, execute SYS:\SYSTEM\INVAGENTSTOP.NCF.

2096: Unable to validate the Inventory Agent's directory

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the SYS volume.
Action:	If the problem persists, execute SYS:\SYSTEM\INVAGENTSTOP.NCF to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the SYS volume.
Action:	If the problem persists, execute SYS:\SYSTEM\INVAGENTSTOP.NCF to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

2099: Initiated a scheduled instance of the Inventory Agent

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
Severity:	Informational
Explanation:	The policy schedule triggered an inventory scan.

Inventory Agent Error Messages on Windows NT/2000 Servers

2070: Inventory Agent execution will not proceed. Ensure that the root_directory\INVSCAN working directory exists

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

2079: An internal error occurred in the Inventory Agent's policy handler execution

2080: An internal error occurred, unable to get the Inventory Agent's input handler

2081: Unable to get the input information required for the Inventory scanning

2082: An internal error occurred in the Inventory Agent's input handler execution

2083: Unable to name the .STR file. The Inventory scanning results will not be available

2084: The Inventory scanning results have been successfully transferred through a .STR file

2085: Unable to transfer the Inventory scanning results through the .STR file

2086: An internal error occurred in the Inventory Agent's output handler execution

2087: An internal error occurred, unable to get the Inventory Agent's output handler

2088: The Inventory scan has been disabled by policy

2089: The Inventory Agent's scanning procedure successfully completed

2090: The Inventory Agent's scanning procedure failed

2091: Unable to delete the Inventory Agent's intermediate file

2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

2094: An error occurred in scheduling the Inventory scan

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

2096: Unable to validate the Inventory Agent's directory

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:\INVAGENT.IME file

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:\INVAGENT.IME file

2099: Initiated a scheduled instance of the Inventory Agent

2070: Inventory Agent execution will not proceed. Ensure that the *root_directory*\INVSCAN working directory exists

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: The inventory agent is unable to create the INVSCAN directory.

Action: Ensure that there is sufficient disk space and that there are write privileges for the *Root_directory,* where *Root_directory* is the drive where Windows is installed.

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If problem persists, contact Novell Technical Services (http://support.novell.com).

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to *Root_directory*, where *Root_directory* is the drive where Windows is installed.
Action:	If problem persists, verify whether the Windows installation has been tampered with. Also, ensure that the environment variables are correct.

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to *Root_directory*, where *Root_directory* is the drive where Windows is installed.
Action:	If problem persists, verify whether the Windows installation has been tampered with. Also, ensure that the environment variables are correct.

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to *Root_directory*, where *Root_directory* is the drive where Windows is installed.
Action:	If problem persists, verify whether the Windows installation has been tampered with.

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	The Inventory Agent installation is incomplete or the INVSETUP.INI file has been tampered with.
Action:	Ensure that the INVSETUP.INI file exists in the Windows directory.

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

Source:	ZENworks for Servers; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	The Inventory Agent installation is incomplete or the INVSETUP.INI file has been tampered with.
Action:	Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.
Action:	If problem persists, contact Novell Technical Services (http://support.novell.com).

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution. The INVSCAN.INT file is not created or has been tampered with.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2079: An internal error occurred in the Inventory Agent's policy handler execution

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2080: An internal error occurred, unable to get the Inventory Agent's input handler

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2081: Unable to get the input information required for the Inventory scanning

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2082: An internal error occurred in the Inventory Agent's input handler execution

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Explanation:	An error occurred in the Inventory Agent execution.
Action:	Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.
Action:	If the problem persists, contact Novell Technical Services (http://support.novell.com).

2083: Unable to name the .STR file. The Inventory scanning results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution because the .STR references could not be initialized.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2084: The Inventory scanning results have been successfully transferred through a .STR file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Explanation: The scanning procedure completed successfully and the results have been sent to the Inventory server for processing.

2085: Unable to transfer the Inventory scanning results through the .STR file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The Scan Collector is not running on the target Inventory server.

Action: Ensure that the Scan Collector is running on the target Inventory server. For more information, see "Understanding the Inventory Service Manager" in "Understanding the Server Inventory Components" in the *Administration* guide.

Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Possible Cause: There is a problem with the network connections.

Action: Check network support of the inventoried server and ensure that the required TCP/IP configuration is done.

Action: Run the Inventory Agent in the debug mode and refer the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for details. *Root_directory* is the drive where Windows is installed.

Action: If problem persists, see Chapter 8, "Troubleshooting Strategies," on page 191.

2086: An internal error occurred in the Inventory Agent's output handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2087: An internal error occurred, unable to get the Inventory Agent's output handler

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2088: The Inventory scan has been disabled by policy

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

2089: The Inventory Agent's scanning procedure successfully completed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Explanation: The inventory scanning procedure has completed but the results have not yet been sent to the Inventory server.

2090: The Inventory Agent's scanning procedure failed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the scanning procedure.

Action: Run the Inventory Agent in the debug mode and refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for details. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, see Chapter 8, "Troubleshooting Strategies," on page 191.

2091: Unable to delete the Inventory Agent's intermediate file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Warning

Possible Cause: An error occurred in the Inventory agent execution but the inventory agent may recover to send results to the Inventory server.

Possible Cause: The intermediate file has been tampered with.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: INVSCAN, WINDOWS, and WINDOWS TEMP. *Root_directory* is the drive where Windows is installed.

2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: If problem persists, see Chapter 8, "Troubleshooting Strategies," on page 191.

2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: INVSCAN, WINDOWS, and WINDOWS TEMP. *Root_directory* is the drive where Windows is installed.

2094: An error occurred in scheduling the Inventory scan

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The scanning procedure will not execute.

Action: Run the Inventory Agent in the debug mode and refer to the INVAGENTPOLICYENFORCER.LOG and INVAGENT.LOG files for details.

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Action: Increase the time interval associated with the Server Inventory policy. To abort the previous instance of the Inventory Agent, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT.

2096: Unable to validate the Inventory Agent's directory

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: INVSCAN, WINDOWS, and WINDOWS TEMP. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the *WINDOWS*:\INVAGENT.IME file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the *Root_directory*:\INVSCAN directory, where *Root_directory* is the drive where Windows is installed.
Action:	If the problem persists, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the *WINDOWS*:\INVAGENT.IME file

Source:	ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
Severity:	Critical
Possible Cause:	An error occurred in the Inventory Agent execution.
Action:	Ensure that you have Write rights to the Windows directory.
Action:	If the problem persists, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

2099: Initiated a scheduled instance of the Inventory Agent

Source:	ZENworks for Servers; Inventory Agent on Windows NT/2000 servers
Severity:	Informational
Explanation:	The policy schedule triggered an inventory scan.

8 Troubleshooting Strategies

The following section provides solutions to problems you might encounter when using Novell®
ZENworks® for Servers 3 (ZfS 3) Server Inventory:

Troubleshooting the ZfS 3 Server Inventory Installation

Is the installation of Server Inventory successful?

Action: During the installation, after the files are copied, check the C:\TEMP_RES*n*.LOG files to ensure that no errors are reported.

Action: Ensure that the Inventory Service object is created. In Novell eDirectory™, check if the container having the NCP™ Server object contains the Inventory Service object (*servername_*ZenInvservice).

Action: Ensure that the Scan directory (SCANDIR) is created on the Inventory server and has the required rights.

Troubleshooting the Inventory Server Support Pack 1 Installation

Unable to start the Tiered Electronic Distribution and the ZENworks_for_Servers services after installing the Inventory server software package (ZFS3SP1INVREM.CPK)

Explanation: When you install the Inventory server software package (ZFS3SP1INVREM.CPK), the Tiered Electronic Distribution (TED) and the ZENworks_for_Servers services might not be started if the TED and ZfS configuration files do not refer to the new resource jars (XMLRPCEXTRES.JAR and ZENWEBSERVERRES.JAR) that are used by the ZWS service.

Action: Do the following:

- On a NetWare® server:

    - Ensure that *ZENworks_installation_path*\PDS\TED\TED.NCF contains the following entries:

        `envset tedpath=$tedpath;ZENworks_path\ZWS\xmlrpcextRes.jar`

        `envset tedpath=$tedpath;ZENworks_path\ZWS\ZenWebServerRes.jar`

        If the file does not contain these entries, edit TED.NCF to add the entries.

    - Ensure that *ZENworks_installation_path*\PDS\SMANAGER\ZFS.NCF contains the following entries:

        `envset smclasses=$smclasses;ZENworks_path\ZWS\xmlrpcextRes.jar`

        `envset smclasses=$smclasses;ZENworks_path\ZWS\ZenWebServerRes.jar`

        If the file does not contain these entries, edit ZFS.NCF to add the entries.

- On a Windows* NT*/2000 server:

    - Ensure that *ZENworks_installation_path*\PDS\BIN\TEDSRV.CFG contains the following entry:

        `CLASSPATH=";ZENworks_installation_path\ZWS\ZenWebServerRes.jar;ZENworks_installation_path\ZWS\xmlrpcextRes.jar;"`

        If the file does not contain this entry, edit TEDSRV.CFG to add the entry.

    - Ensure that *ZENworks_installation_path*\PDS\BIN\ZFSSRV.CFG contains the following entry:

        `CLASSPATH=";ZENworks_installation_path\ZWS\ZenWebServerRes.jar;ZENworks_installation_path\ZWS\xmlrpcextRes.jar;"`

        If the file does not contain this entry, edit ZFSSRV.CFG to add the entry.

Action: If the problem persists, ensure that the Policy and Distribution Support Pack 1 has been successfully installed on the server.

Troubleshooting the Inventory Agent Support Pack 1 Installation

Unable to restart the TED services after installing the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK)

Possible Cause: There is a problem when ZfS automatically starts TED.

Action: After installing the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK), manually start the TED service by entering **TED.NCF** at the server console prompt.

The search path to *ZENworks_installation_path*\PDS\TED\TED.NCF is added only if the ZFS3 Policy and Distribution has been successfully installed.

Unable to upgrade the ZfS3 Inventory Agent through using the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK)

Explanation: If the execution of the ZFS3SP1INVSPAGN.CPK fails due to a problem in unloading Java*, the following error will be reported in SYS:\ETC\INVUPDT.LOG:

```
Java.nlm could not be unloaded, installation of ZFS3 upgrade will fail
```

This error occurs if there is a problem in executing the **java -exit** command.

Action: Do the following:

1 Upgrade your JAVA.NLM by doing the following:

   1a Download JVM131SP1.EXE (dated 08-08-2002 and is 49 MB in size), which you can obtain from the Novell Support Connection (http://support.novell.com/search/kb_index.jsp) by searching for TID 2963237.

   Also see TID 2962994 for information on installing the new JVM more quickly (10 minutes versus 4 hours) when you must install remotely across a slow WAN link.

   1b Unload Java on the inventoried server.

   1c Upgrade JAVA.NLM on the inventoried server by running JVM131SP1.EXE.

   We recommend that you restart the server after upgrading JAVA.NLM.

2 Reinstall ZFS3SP1INVSPAGN.CPK.

   For more information on how to install ZFS3SP1INVSPAGN.CPK, see the ZfS 3 SP1 Readme on the ZENworks for Servers 3 documentation Web site (http://www.novell.com/documentation/lg/zfs302/index.html).

3 Review SYS:\ETC\INVUPDT.LOG to ensure that ZFS3SP1INVSPAGN.CPK has been successfully reinstalled.

Action: If you do not apply the fix to the JVM 1.3.1, do the following:

1 At the server console prompt, enter **java -killall**.

2 At the server console prompt, enter **unload java**.

   Before unloading Java, unload other referenced NLM™ (NetWare Loadable Module™), if any.

3 If Java has been successfully unloaded, do the following:

   3a Reinstall ZFS3SP1INVSPAGN.CPK.

   For more information on how to install ZFS3SP1INVSPAGN.CPK, see the ZfS 3 SP1 Readme on the ZENworks for Servers 3 documentation Web site (http://www.novell.com/documentation/lg/zfs302/index.html).

3b Review SYS:\ETC\INVUPDT.LOG to ensure that ZFS3SP1INVSPAGN.CPK has been successfully reinstalled.

4 If Java has not been successfully unloaded, do the following:

4a Upgrade your JAVA.NLM by doing the following:

◆ Download JVM131SP1.EXE (dated 08-08-2002 and is 49 MB in size), which you can obtain from the Novell Support Connection (http://support.novell.com/search/kb_index.jsp) by searching for TID 2963237.

Also see TID 2962994 for information on installing the new JVM more quickly (10 minutes versus 4 hours) when you must install remotely across a slow WAN link.

◆ Unload Java on the inventoried server.

◆ Upgrade JAVA.NLM on the inventoried server by running JVM131SP1.EXE.

4b Restart the inventoried server.

4c Reinstall ZFS3SP1INVSPAGN.CPK.

For more information on how to install ZFS3SP1INVSPAGN.CPK, see the ZfS 3 SP1 Readme on the ZENworks for Servers 3 documentation Web site (http://www.novell.com/documentation/lg/zfs302/index.html).

4d Review SYS:\ETC\INVUPDT.LOG to ensure that ZFS3SP1INVSPAGN.CPK has been successfully reinstalled.

4e (Recommended) Test the execution of the Inventory Agent when the ZENworks_for_Servers service is not running by entering **sys:\system\InvAgentStop.ncf** at the server console prompt. This command resets the Inventory Agent's internal references and prepares the Inventory Agent for the next invocation.

If this command is successful, test the Inventory Agent scanning procedure by entering **sys:\system\InvAgentStart.ncf** at the server console prompt.

Review SYS:\ETC\INVAGENT.LOG to ensure that the Inventory Agent's scanning has been successfully completed.

If the log file reports the following message: "The Inventory Agent's scanning procedure successfully completed", it indicates that the scanning is successful, the Inventory Agent software package has been successfully installed, and the Inventory Agent is ready to be enforced by the ZENworks_for_Servers policy engine.

If the log file reports the following message: "Failure in initialization of the inventory agent" or "Failure in the scanning procedure", refer to "Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers" on page 197 to troubleshoot the problem.

Is the Inventory Agent Support Pack 1 installed?

Action: On a NetWare server, ensure that version information in the my server\Software\Novell\ZENworks\ZfS\Inventory Agent\Version registry entry is 3.0.1.

On a Windows NT/2000 server, ensure that version information in the HKEY_LOCAL_MACHINE\Software\Novell\ZENworks\ZFS\Inventory Agent\Version registry entry is 3.0.1.

The Inventory Agent failed after the ZfS 3 Support Pack 1 installation

Action: If SYS:\ETC\INVAGENT.LOG reports the following errors: "Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation" and "Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM", see "Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM" on page 202 to troubleshoot the problem.

If the log file reports only "Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at http://www.novell.com/documentation", execute **INVAGENTSTOP.NCF** from the server console prompt. This resets the previous execution references of the Inventory Agent and prepares the Inventory Agent for new schedules.

Troubleshooting the Support Pack Installation In a Clustered Environment

The Inventory service will not start on the secondary node if the Policy and Distribution Service is upgrade to SP1 only on the primary node

Possible Cause: If you upgrade Policy and Distribution Service to SP1 only on the primary node, the inventory files (INVENV.NCF) on the secondary nodes will not be automatically upgraded.

Action: Manually edit INVENV.NCF on all secondary nodes to add the following entries:

envset tmppath=$tmppath;$zws_install_dir\ZenWebServerRes.jar

envset tmppath=$tmppath;$zws_install_dir\xmlrpcextRes.jar

Action: Upgrade Policy and Distribution Services to ZfS SP1 on all secondary nodes.

An error occurred while updating the registry through the ZFS3SP1INVREM.CPK

Explanation: You might encounter this problem while installing the Inventory server Support Pack 1(ZFS3SP1INVREM.CPK) on a fail-over or member node in a cluster.

During the SP1 execution, the ZFS3SP1INVREM.CPK checks for certain registry entries. If ZFS3SP1INVREM.CPK is unable to find these entries, it reports a message.

Action: No remedial action is necessary because this message is only informational in a fail-over or member node cluster environment. This message does not imply that the upgrade is unsuccessful.

Troubleshooting Inventory Service Manager

Inventory Service Manager exits with -1 status

Explanation: The Service Manager displays -1 status if the Roll-Up policy or the Database Location policy is not set up or if the policies are not configured properly. These errors can also occur if the Service Manager is unable to authenticate to the Inventory Service object.

Action: See the detailed explanation of these errors in "Service Manager Error Messages" on page 136.

Unable to access the database server across NAT

Explanation: If you install the database server on to a private network and the database object is configured with the private address, you cannot access this database from the public network (for example, through ConsoleOne®).

Action: Configure the database object with the public address of the database server.

1 In ConsoleOne, right-click the database object > click Properties.

2 Click the ZENworks Database tab.

3 In the Server IP address or DNS Name field, specify the public address of the database server.

An internal error has occurred. If the error occurs when you manually stop the Inventory services , ignore it. Else, before restarting the Inventory services, switch to NDAP

Explanation: This error indicates that the Inventory Service Manager has caught an exception that was not handled by any Inventory service (Storer, Selector, etc). This error is an exception and does not occur in a production setup. Some of the possible causes are the bugs in Sun* LDAP code that trigger unexpected failures.

Action: Switch to NDAP:

1 Stop the Inventory services.

2 Open the *inventory_services_installation_directory*\inv\server\wminv\properties\directory.properties file.

3 Change the `DirectoryProtocol=LDAP` value to `DirectoryProtocol=NDAP`.

4 Restart the Inventory services.

Troubleshooting .STR and .ZIP File Transfer

"The .STR files have not been transferred" on page 196
"The Sender is unable to transfer the .ZIP files to the Receiver" on page 197

The .STR files have not been transferred

Action: Ensure that the Scan Collector is up and running.

Action: Ensure that the ZEN Web Server (ZWS) is up and running.

Action: If an error message is displayed, refer to "Sender and Receiver Error Messages" on page 126.

Action: If you have not configured the XML proxy, ensure that the value of Port1 in the *Inventory_Agent_installation_directory*\ZWS.PROPERTIES file is same as the value of Port1 in the *ZWS_installation_directory*\ZWS.PROPERTIES file on the Inventory server.

If you have configured the XML proxy, ensure that the following conditions are met:

◆ The XML proxy port number entered in the Server Inventory policy is the same as the value of Port2 in the *XML_proxy_installation_directory*\ZWS.PROPERTIES.

- The value of Port1 in the *XML_proxy_installation_directory*\ZWS.PROPERTIES file is the same as the value of Port1 in the *ZWS_installation_directory*\ZWS.PROPERTIES file on the next-level Inventory server.

The Sender is unable to transfer the .ZIP files to the Receiver

Action: Ensure that the Receiver is up and running.

Action: Ensure that the ZEN Web Server (ZWS) is up and running.

Action: If an error message is displayed, refer to "Sender and Receiver Error Messages" on page 126.

Action: If you have not configured the XML proxy, ensure that the value of Port1 in the *ZWS_installation_directory*\ZWS.PROPERTIES file on the lower-level Inventory server is same as the value of Port1 in the *ZWS_installation_directory*\ZWS.PROPERTIES file on the next-level Inventory server.

If you have configured the XML proxy, ensure that the following conditions are met:

- The XML proxy port number entered in the Roll-Up policy is the same as the value of Port2 in the *XML_proxy_installation_directory*\ZWS.PROPERTIES.

- The value of Port1 in the *XML_proxy_installation_directory*\ZWS.PROPERTIES file is the same as the value of Port1 in the *ZWS_installation_directory*\ZWS.PROPERTIES file on the Inventory server.

Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers

Is the Inventory Agent installed?

Action: Ensure that the INVNATVE.NLM file is installed in SYS:\JAVA\BIN. If INVNATVE.NLM is not installed, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

The Inventory Agent has not been properly installed

Action: Ensure that the following files have been installed at the inventoried server:

SYS:\JAVA\BIN\INVNATVE.NLM (Inventory scanner)
SYS:\SYSTEM\INVAID.NLM
SYS:\SYSTEM\MPKSCAN.NLM

If any of the files have not been installed, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: Ensure that the Inventory Agent jar files are installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS and *ZENworks_path*\INV\AGENT directories.

If any of the scanner's .INI files (INVSETUP.INI and HWINVSRC.INI) or the .MAP files (NWAPI.MAP, SMILE.MAP, and SUPPL.MAP) files have been accidentally tampered with or deleted, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

The Inventory Agent is not being enforced by the policy engine

Action: Ensure that the Inventory Agent plug-in (INVAGENTNW.JAR) is installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS directory.

Action: At the ZENworks_for_Servers screen, enter **policy plugins** and ensure that INVAGENTEXECUTENW.JAR is loaded as a registered entry.

Action: Refresh the distribution if the Server Inventory policy has been configured, then re-execute policy plug-ins after ensuring that the new distribution has been received. If the problem persists, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Stopping or replacing the current instance of the Inventory Agent

Action: To stop the current instance of the Inventory Agent, execute SYS:\SYSTEM\INVAGENTSTOP.NCF from the inventoried server system console. The INVAGENTSTOP.NCF will stop the Inventory Agent, reset internal references and also, unload MPKSCAN.NLM and INVAID.NLM.

If you want to replace any of the Inventory Agent files, at the console prompt, enter **java -exit** or **unload java** after executing INVAGENTSTOP.NCF.

The Inventory scan results are not available

Action: Refer to the following log files for additional details:

◆ The status information about the Inventory scan is logged into the INVAGENT.LOG and INVNATVE.LOG files, located in the SYS:\ETC directory.

- ◆ If the Inventory scan is being enforced by the policy engine, refer to the INVAGENTPOLICYENFORCER.LOG file to know the status of the current installation.

Action: In the SYS:\SYSTEM\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

The initialization of the Inventory Agent failed

Action: Ensure that the Inventory Agent has been properly installed. Refer to the SYS:\ETC\INVAGENT.LOG file. If the log file reports a message that "The previous instance of the Inventory Agent is still active..." then the message indicates that the previous instance of Inventory agent execution has not yet been completed and the new instance will not run.

Action: Stop the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF and reschedule a new instance. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Action: Do the following:

1 Verify the various ZENworks_for_Servers and Inventory server services running on this server by executing the **java -show** command.

2 Stop the various ZENworks services running on this server.

3 At the server console prompt, enter **java -killall** or **java -exit**.

4 Execute INVAGENTSTOP.NCF to reset the Inventory Agent.

5 Ensure that INVNATVE.NLM is not loaded. If loaded, execute **java -unloadinvnate** or **unload invnate** at the server console prompt.

If the Inventory Agent has been successfully stopped and INVNATVE.NLM has been successfully unloaded, the Inventory Agent will be ready for the next schedule. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201

Action: Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: If the problem persists, contact Novell Technical Servicesˢᴹ (http://support.novell.com).

The Inventory scanning procedure failed

Action: Ensure that the Inventory Agent has been properly installed.

Action: Ensure that sufficient system resources like disk space and memory are available.

Action: Ensure that you have the Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

Action: If the problem persists, refer to the SYS:\ETC\INVAGENT.LOG and SYS:\ETC\INVNNATVE.LOG files for additional information.

Action: In the SYS:\SYSTEM\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional

information. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

Troubleshooting the GUID.ZFS file

Explanation: The SYS:\SYSTEM\GUID.ZFS file is created and used by the Inventory Agent to report the inventory information.

Action: If there is a problem in writing to GUID.ZFS, ensure that there is sufficient disk space and you have the Write rights to the SYS:\SYSTEM directory.

Action: If there is a problem in reading GUID.ZFS, delete the existing GUID.ZFS and re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Successful scans not being transferred to the Inventory server

Action: In the SYS:\SYSTEM\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

Refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

Action: Ensure that the Scan Collector service is running on the Inventory server.

If the Scan Collector service is not running, start the service. For more information, see "Services on NetWare Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide.

Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent using the policy engine" on page 201.

If the Scan Collector service is running and the problem persists, refer to "Error Messages" on page 123 and "Troubleshooting .STR and .ZIP File Transfer" on page 196.

Successful scans are not reaching the Inventory server

Action: Ensure that Scan Collector service is running on the Inventory server. For more information, see "Services on NetWare Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide.

Action: Ensure that the Scan Collector service is creating the .STR files in the SCANDIR directory on the Inventory server.

Action: Check the status log for any messages indicating failure in transfer of .STR files. See "Troubleshooting .STR and .ZIP File Transfer" on page 196 to resolve .STR file transfer problems.

Successful scans are not reaching the Inventory database

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see "Services on NetWare Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide.

Action: Verify whether the Storer service is processing the .STR files in the DBDIR directory.

Immediately rescheduling the Inventory Agent using the policy engine

Action: To reschedule the Inventory Agent immediately without waiting for an elapse of the scheduled time:

- At the ZENworks_for_Servers screen, enter **policy refresh** or **policy enforce all** or **policy enforce** *policy_number*.

- Ensure that the Inventory Agent is enforced immediately.

How to test the Inventory scanner without using the policy engine?

Explanation: You can execute or test the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

1 If ZfS is not running the Inventory Agent or if the Inventory Agent is not enforced, execute SYS:\SYSTEM\INVAGENTSTART.NCF.

NOTE: Use INVAGENTSTART.NCF only for testing. INVAGENTSTART.NCF should not be used if the Inventory Agent is scheduled to be enforced by the policy engine.

2 Review SYS:\ETC\INVAGENT.LOG to ensure that it reports the message, "The Inventory Agent's scanning procedure successfully completed." This message indicates that Inventory scanning is successful on the inventoried server.

Explicitly executing the Inventory scanner without using the policy engine

Explanation: You can explicitly execute the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- If the ZfS is not running the Inventory Agent or if the Inventory Agent is not enforced, execute SYS:\SYSTEM\INVAGENTSTART.NCF.

- Verify whether SYS:\ETC\INVAGENT.LOG reports the message "The Inventory Agent's scanning procedure successfully completed." This message indicates that Inventory scanning is successful on the inventoried server.

The Inventory Agent is not running in a cluster environment

Action: Ensure that the Inventory Agent has been properly installed. If the agent is not properly installed, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: Ensure that the cluster volume where ZfS has been installed is mounted. Refer to SYS:\ETC\INVAGENT.LOG and SYS:\ETC\INVNATVE.LOG for additional information. If the problem persists, execute the Inventory scanner explicitly in the debug mode by running SYS:\SYSTEM\INVAGENTSTART.NCF.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

The Inventory Agent failed after an abnormal shutdown or abend or when the server is restarted

Action: Check if SYS:\ETC\INVAGENT.LOG reports the message "The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled." If the message has been logged, execute SYS:\SYSTEM\INVAGENTSTOP.NCF from the system console. The Inventory Agent resets the previous execution settings and prepares for new schedules.

The Inventory Agent failed after GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running

Explanation: If SYS:\SYSTEM\GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running, the Inventory Agent will fail.

Action: Do the following:

1 Stop the ZENworks_for_Servers_service.

2 Stop the Inventory Agent by entering **sys:\system\InvAgentStop.ncf** at the server console prompt.

3 After successfully stopping the Inventory Agent, restart the ZENworks_for_Servers_service.

The next schedule that enforces the Inventory Agent will be launched successfully and GUID.ZFS will be automatically created.

IMPORTANT: Do not edit or delete GUID.ZFS.

Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM

Action: Do the following:

1 Check the various ZENworks services running on the server by entering **java -show** at the server console prompt.

2 Stop all the ZENworks services running on this server.

3 At the server console prompt, enter **java -killall** or **java -exit**.

4 Ensure that INVNATVE.NLM is not loaded.

If INVNATVE.NLM is loaded, unload the NLM by entering **java -unloadinvnatve** or **unload invnatve** at the server console prompt.

5 Reset the Inventory Agent by entering **INVAGENTSTOP.NCF** at the server console prompt.

6 Check the execution results to ensure that the execution is successful and the Inventory Agent is ready for the next schedule.

How to turn off the scanning of Windows .EXE version information?

Action: Edit SYS:\SYSTEM\INVSETUP.INI to add the following entry:

`invSWScanMode=1`

This setting will turn off the scanning of Windows .EXE version information only if the software scan has been enabled. The Windows .EXE version information will not be reported in the software inventory results.

By adding this entry in INVSETUP.INI, if you encounter any problem in the Inventory Agent, send the Inventory Agent log files to Novell Support (http://suport.novell.com).

Troubleshooting the Inventory Scanner or Inventory Agent on Windows NT/2000 Servers

Is the Inventory Agent installed?

Action: Ensure that INVSCAN.EXE is installed in *ZENworks_path*\PDS\BIN. If INVSCAN.EXE is not installed, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

The Inventory Agent has not been properly installed

Action: On the inventoried server, ensure that INVSCAN.EXE and INVNATVE.DLL have been installed in *ZENworks_path*\PDS\BIN.

If any of the files have not been installed, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: Ensure that the Inventory Agent jar files are installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS and *ZENworks_path*\INV\AGENT directories.

If the INVSETUP.INI file has been accidentally tampered with or deleted, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

The Inventory Agent is not being enforced by the policy engine

Action: Ensure that the Inventory Agent plug-in (INVAGENTNT.JAR) is installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS directory.

Action: At the ZENworks_for_Servers screen, enter **policy plugins** and ensure that INVAGENTEXECUTENT is loaded as a registered enforcer entry.

Action: If the problem persists, reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Stopping, resetting or replacing the current instance of the Inventory Agent

Action: To stop the current instance of the Inventory Agent, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT from the inventoried server system console. Executing INVAGENTSTOP.BAT terminates the current instance of the Inventory Agent and resets the preferences for fresh executions.

If you want to replace any of the Inventory Agent files, execute INVAGENTSTOP.BAT and stop

the ZfS Policies services.

The Inventory scan results are not available

Action: Refer to the following log files for details:

- The status information about the Inventory scan is logged into the INVAGENT.LOG and INVNATVE.LOG files, located in the WINDOWS or the WINDOWS TEMP directory.

- If the Inventory scan is being enforced by the policy engine, refer to the INVAGENTPOLICYENFORCER.LOG file to know the status of the current installation.

Action: In the *Windows_installation_directory*\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. *Root_directory* is the drive where Windows is installed. The INVAGENTSTRTRANSFER.LOG file provides the information about the .STR transfer.

The initialization of the Inventory Agent failed

Action: Ensure that the Inventory Agent has been properly installed. The INVAGENT.LOG file (located in the WINDOWS or the WINDOWS TEMP directory) will report a message that "The previous instance of the Inventory Agent is still active..." This message indicates that the previous instance of Inventory agent execution has not yet been completed and the new instance will not run.

Action: Stop or reset the current instance of the agent and reschedule a new instance.

Action: Reinstall the Inventory Agent. For more information, see "Reinstalling Server Inventory on NetWare and Windows Servers" in "Reinstalling ZENworks for Servers" in the *Installation* guide.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

The Inventory scanning procedure failed

Action: Ensure that the Inventory Agent has been properly installed.

Action: Ensure that sufficient system resources like disk space and memory are available.

Action: Ensure that you have the Write rights to the WINDOWS, the WINDOWS TEMP directory and the *Root_directory*\INVSCAN directories. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, refer to the INVAGENT.LOG and INVNNATVE.LOG files for additional information. The log files will be located in the WINDOWS or the WINDOWS TEMP directory.

Action: In the *Windows_installation_directory*\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. *Root_directory* is the drive where Windows is installed. The INVAGENTSTRTRANSFER.LOG file provides the information about the .STR transfer.

Action: If the problem persists, contact Novell Technical Services (http://support.novell.com).

Troubleshooting the GUID.ZFS file

Explanation: The GUID.ZFS file is created in the Inventory scan directory and used by the Inventory Agent to report the inventory information.

Action: If there is a problem in writing to GUID.ZFS, ensure that there is sufficient disk space and you have the Write rights to the *Root_directory*\INVSCAN directory. *Root_directory* is the drive where Windows is installed.

Action: If there is a problem in reading GUID.ZFS, delete the existing GUID.ZFS and re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Successful scans not being transferred to the Inventory server

Action: In the *Windows_installation_directory*\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

Refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. *Root_directory* is the drive where Windows is installed. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see "Services on Windows NT/2000 Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide.

If the Scan Collector service is not running, start the service. For more information, see "Services on Windows NT/2000 Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide

Re-execute the Inventory Agent. For more information, see "Immediately rescheduling the Inventory Agent by using the policy engine" on page 205.

If the Scan Collector service is running and the problem persists, refer to Chapter 7, "Error Messages," on page 123 and "Troubleshooting .STR and .ZIP File Transfer" on page 196.

Successful scans are not reaching the Inventory server

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see "Services on Windows NT/2000 Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide.

Action: Ensure that the Scan Collector service is creating .STR files in the SCANDIR directory on the Inventory server.

Action: Check the status log for any messages indicating failure in transfer of .STR files. See Chapter 7, "Error Messages," on page 123 and "Troubleshooting .STR and .ZIP File Transfer" on page 196 to resolve .STR file transfer problems.

Successful scans are not reaching the Inventory database

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see "Services on Windows NT/2000 Inventory Servers" in "Understanding the Server Inventory Components" in the *Administration* guide.

Action: Verify whether the Storer service is processing .STR files in the DBDIR directory.

Immediately rescheduling the Inventory Agent by using the policy engine

Action: To reschedule the Inventory Agent immediately without waiting for an elapse of the scheduled time:

- At the ZENworks_for_Servers screen, enter **policy refresh** or **policy enforce all** or **policy enforce** *policy number*.

- Ensure that the Inventory Agent is enforced immediately.

Explicitly executing the Inventory scanner without using the policy engine

Explanation: You can explicitly execute the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- If the ZfS is not running the Inventory Agent or if the Inventory Agent is not being enforced, execute INVAGENTSTART.BAT.

- Verify whether INVAGENT.LOG reports the message "The Inventory Agent's scanning procedure successfully completed." This message indicates that Inventory scanning is successful on the inventoried server.

Multiple instances of the same Inventory server is reported in the Inventory Scan Listing

Explanation: This error occurs if ZfS and ZENworks for Desktops are installed on the same setup and the ZfS and ZfD Inventory agents send the inventory scan results to the same Inventory server.

Possible Cause: The ZfS Inventory Agent running on a Windows NT/2000 server retrieves the Inventory server name from the eDirectory or the DNS. When an Inventory server has eDirectory installed, the server name is appended with "-NDS". For example, if the server name is SYSTST-ZEN-207, the eDirectory name for this server is SYSTST-ZEN-207-NDS.

The ZfS Inventory Agent running on the Windows NT/2000 server does not check for the "-NDS" tag and reports the name of the server with the "-NDS" tag. But the ZfD Inventory Agent reports the name of the Inventory server without the "-NDS" tag. Consequently, multiple instances of the same Inventory server will be stored and reported in Inventory results such as the Inventory Scan Listing report.

Troubleshooting Inventory Summary

The Inventory Summary window does not display the IP/IPX inventory information

Possible Cause: The Inventory scanner depends on HOSTMIB.NLM to get information associated with the IP/IPX™ stack. If HOSTMIB.NLM is not loaded, the IP/IPX inventory information will not be displayed in the Inventory Summary window.

Action: Ensure that HOSTMIB.NLM has been loaded on the NetWare® server.

If HOSTMIB.NLM is not loaded, you must loaded it before scheduling the inventory scan. For more information on loading HOSTMIB.NLM, see "HOSTMIB.NLM Load Parameters" in "Customizing Agent Configuration" in the *Administration* guide.

9 Documentation Updates

This section contains information on documentation content changes that have been made in the *Troubleshooting* guide for Server Inventory since the initial release of Novell® ZENworks® for Servers (ZfS) 3. The information will help you to keep current on updates to the documentation.

If you have purchased ZfS 3.0.2 and have not used or installed ZfS 3 or ZfS 3 SP1, you do not need to review this section.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Server Inventory.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

September 27, 2002

Updates were made to the following sections. The updates are explained below.

◆ Troubleshooting Strategies

Troubleshooting Strategies

The following updates were made in this section:

Location	Change
"Troubleshooting the Inventory Server Support Pack 1 Installation" on page 191	This is a new section.
"Troubleshooting the Inventory Agent Support Pack 1 Installation" on page 192	This is a new section.

Location	Change
"Troubleshooting the Support Pack Installation In a Clustered Environment" on page 195	This is a new section.
"Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers" on page 197	Updated the following troubleshooting scenarios: ◆ "The Inventory Agent is not being enforced by the policy engine" on page 198 ◆ "Stopping or replacing the current instance of the Inventory Agent" on page 198 ◆ "The initialization of the Inventory Agent failed" on page 199 Added the following troubleshooting scenarios: ◆ "How to test the Inventory scanner without using the policy engine?" on page 201 ◆ "The Inventory Agent failed after GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running" on page 202 ◆ "Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM" on page 202 ◆ "How to turn off the scanning of Windows .EXE version information?" on page 202
"Troubleshooting the Inventory Scanner or Inventory Agent on Windows NT/2000 Servers" on page 202	Added the following troubleshooting scenario: ◆ "Multiple instances of the same Inventory server is reported in the Inventory Scan Listing" on page 206

IV Remote Management

If Novell® ZENworks® for Servers (ZfS) 3 Remote Management displays an error message, you can look it up in the Error Messages chapter. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

This section contains the following topics:

10 **Error Messages**

The following sections contain detailed explanations of the error messages you may encounter using the Novell® ZENworks® for Servers (ZfS) 3 Remote Management component on NetWare® and Windows* NT*/2000 servers:

Remote Management Errors on NetWare Servers

The following sections contain detailed explanations of the error messages you may encounter using the Novell ZENworks for Servers 3 (ZfS 3) Remote Management component on NetWare servers:

Unknown host
Cannot connect to...
Connected to proxy at...
Connection failed
Not a proxy at...
RCONAG6: Error / dev/nspx/ Unable to open the transport endpoint
RCONPRXY: Error Unable to connect the agent transport endpoint
RCONPRXY: Error Unable to obtain the IP or IPX address for SERVER
RCONPRXY: Error Unable to open the agent transport endpoint
RCONPRXY: Error Listener cannot bind transport endpoint

Unknown host

Source:	ZENworks for Servers; RConsoleJ
Severity:	Important
Possible Cause:	The IP, IPX address, DNS, or server name of the target server was not found.
Action:	Type a valid server name and try again.
Possible Cause:	The server is down.
Action:	Restart the server.

Cannot connect to...

Source:	ZENworks for Servers; RConsoleJ
Severity:	Critical
Possible Cause:	RConsoleJ cannot connect to the target or the proxy server indicated in this message.

Action: Enter the correct port number and try again.

Action: Re-load the target proxy server NLM™ with the required port number.

Connected to proxy at...

Source: ZENworks for Servers; RConsoleJ

Severity: Informational

Possible Cause: The server whose IP address or the DNS name was entered in the Agent Address field, is functioning as a proxy server only.

Action: Check if the NLM on the given port number of the server is RCONPRXY. If so, change the NLM to RCONAG6.NLM.

Connection failed

Source: ZENworks for Servers; RConsoleJ

Severity: Important

Possible Cause: The server whose IP address or the DNS name was entered in the Agent Address field, is not responding.

Action: Ensure that the RCONAG6.NLM is loaded on the server.

Not a proxy at...

Source: ZENworks for Servers; RConsoleJ

Severity: Important

Possible Cause: The server, whose IP address or the DNS name was entered in the Proxy Address field, is not functioning as a proxy server.

Action: Ensure that RCONPRXY.NLM on the server is using the required port.

RCONAG6: Error / dev/nspx/ Unable to open the transport endpoint

Source: ZENworks for Servers; RConsoleJ; RCONAG6.NLM

Severity: Important

Possible Cause: The SPXS.NLM is not loaded on the NetWare 3 or NetWare 4 target server prior to loading RCONAG6.

Action: Load SPXS.NLM on your NetWare 3 or NetWare 4 target server prior to loading RCONAG6.

RCONPRXY: Error Unable to connect the agent transport endpoint

Source: ZENworks for Servers; RConsoleJ; RCONPRXY.NLM

Severity: Important

Possible Cause: RCONAG6 on the target server is not listening to the address specified in the message.

Action: Verify the port number being used by RCONAG6 on the target server.

RCONPRXY: Error Unable to obtain the IP or IPX address for *SERVER*

Source: ZENworks for Servers; RConsoleJ; RCONPRXY.NLM

Severity:	Important
Possible Cause:	The RConsoleJ client is requesting a connection to a target server named SERVER which cannot be found.
Action:	Verify the port number being used by RCONAG6 on the target server.

RCONPRXY: Error Unable to open the agent transport endpoint

Source:	ZENworks for Servers; RConsoleJ; RCONPRXY.NLM
Severity:	Important
Possible Cause:	The SPXS.NLM is not loaded on the NetWare 3 or NetWare 4 server.
Action:	Load the SPXS.NLM on all the NetWare 3 or NetWare 4 servers.

RCONPRXY: Error Listener cannot bind transport endpoint

Source:	ZENworks for Servers; RConsoleJ; RCONPRXY.NLM
Severity:	Important
Possible Cause:	The TCP port specified is used by another application.
Action:	When loading RCONPRXY, specify a listening port that is not being used by any other application.

Remote Management Errors on Windows NT/2000 Servers

The following sections contain detailed explanations of the error messages you may encounter using the ZfS 3 Remote Management component on Windows NT/2000 servers:

1451: The operation was denied because a password has not been set on the target machine
1452: The password has been corrupted on the target machine. Set the password and retry
1802: This operation is currently unavailable on the target machine
1805: This operation is currently being performed on the target machine and will not be available
1806: The operation cannot be performed because the Agent version is incompatible with that of the Console
1810: Invalid command line parameter. Remote Management Session failed
1899: Connection terminated at the other side

1451: The operation was denied because a password has not been set on the target machine

Source:	ZENworks for Servers; Remote Management for Windows NT/2000 servers
Severity:	Informational
Action:	Set a password on the managed server. See "Setting Up a Password for the Managed Server" in "Remote Management for Windows NT/2000 Servers" in the *Administration* guide.

1452: The password has been corrupted on the target machine. Set the password and retry

Source:	ZENworks for Servers; Remote Management for Windows NT/2000 servers
Severity:	Critical
Action:	Reset the password on the managed server. See "Setting Up a Password for the Managed Server" in "Remote Management for Windows NT/2000 Servers" in the *Administration* guide.

1802: This operation is currently unavailable on the target machine

Source: ZENworks for Servers; Remote Management for Windows NT/2000 servers

Severity: Informational

Possible Cause: The Remote Management operation that you want to perform has been disabled in the Server Remote Management policy.

Action: Enable the Remote Management operation in the Server Remote Management policy and distribute the policy. For more information, see "Configuring the Server Remote Management Policy" in "Remote Management for Windows NT/2000 Servers" in the *Administration* guide.

1805: This operation is currently being performed on the target machine and will not be available

Source: ZENworks for Servers; Remote Management for Windows NT/2000 servers

Severity: Informational

Action: Try the Remote Management operation after the existing session terminates.

Action: Do the following:

1 Stop the Remote Management service at the managed server.

- On a Windows NT managed server, from the Control Panel, double-click Services > click Novell ZFS Remote Management Agent > click Stop.

- On a Windows 2000 managed server, from the Control Panel, double-click Administrative Tools > double-click Services > click Novell ZFS Remote Management Agent > click Stop

2 Restart the managed server.

1806: The operation cannot be performed because the Agent version is incompatible with that of the Console

Source: ZENworks for Servers; Remote Management for Windows NT/2000 servers

Severity: Informational

Explanation: You can invoke Remote Management session with the ZfS 3 Remote Management Agent only from a ZfS 3 Remote Management console.

Action: Ensure that the version of the Remote Management Agent is compatible with the Remote Management console.

1810: Invalid command line parameter. Remote Management Session failed

Source: ZENworks for Servers; Remote Management for Windows NT/2000 servers

Severity: Important

Explanation: The Remote Management session is launched using invalid parameters.

Action: Contact Novell Technical Services℠ (http://www.support.novell.com).

1899: Connection terminated at the other side

Source: ZENworks for Servers; Remote Management for Windows NT/2000 servers

Severity: Informational

Possible Cause: The Remote Management operation was terminated by the user at the managed server.

Possible Cause: The Remote Management service was stopped.

Possible Cause: The managed server was restarted.

Action: Ensure that the Remote Management service is up and running on the managed server.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

11 Troubleshooting Strategies

The following section provides solutions to problems you might encounter when using Novell® ZENworks® for Servers (ZfS) Remote Management services:

Troubleshooting Remote Management for NetWare Servers

This section provides information to help you troubleshoot the following Remote Management problems on Windows* NT*/2000 servers:

If ZENworks for Servers 3 is installed on NetWare 5.1 SP5, RConJ is not launched on ConsoleOne

Action: Install the ZENworks for Servers 3 SP1 on NetWare 5.1 SP5 and try again.

Troubleshooting Remote Management for Windows NT/2000 Servers

This section provides information to help you troubleshoot the following Remote Management problems on Windows* NT*/2000 servers:

Unable to see the video file (*.mpg) running on the managed server during the Remote Management session

Action: If the video file is running on Windows Media Player 6.4:

1 In the Windows Media Player window, click View > Options.

2 Click the Playback tab.

3 Set Hardware Acceleration to None.

4 Click Apply > OK.

If the video file is running on Windows Media Player 7 or 8:

1 In the Windows Media Player window, click Tools > Options.

2 Click the Performance tab > the Advanced button.

3 Deselect Use Overlays.

4 Click OK.

If the video file is running on RealPlayer*:

1 In the RealPlayer window, click View > Preferences.

2 Click the Performance tab.

3 Deselect the Use Optimized Video Display check box.

4 Click OK.

Action: If the problem persists, disable hardware acceleration of the managed server.

On a Windows NT managed server:

1 In the Control Panel, double-click System.

2 Click the Performance tab.

3 Set Boost to None.

4 Click Apply > Close.

On a Windows 2000 managed server:

1 In the Control Panel, double-click Display.

2 Click the Settings tab > the Advanced button.

3 Click the Troubleshooting tab.

4 Set Hardware Acceleration to None.

5 Click OK.

The optimization driver is disabled if you uninstall the Novell Client with Remote Management services from a server having ZfS 3 Remote Management Agent

Explanation: If you uninstall the Novell Client™ with Remote Management services on the managed server that has the ZfS 3 Remote Management Agent, the optimization driver will also be uninstalled.

The Optimization status in the Remote Management Information window will be set to Disabled. For more information on how to invoke the Information window, see "Obtaining General Information" in "Remote Management for Windows NT/2000 Servers" in the *Administration* guide.

Action: Reinstall the ZfS 3 Remote Management Agent. See "Installing Remote Management on NetWare and Windows Servers" in "Installing Remote Management" in the *Installation* guide.

12 **Documentation Updates**

This section contains information on documentation content changes that have been made in the *Troubleshooting* guide for Remote Management since the initial release of ZENworks® for Servers (ZfS) 3. The information will help you to keep current on updates to the documentation.

If you have purchased ZfS 3.0.2 and have not used or installed ZfS 3 or ZfS 3 SP1, you do not need to review this section.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Remote Management.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

◆ "June 18, 2002" on page 219

June 18, 2002

Updates were made to the following sections. The updates are explained below.

◆ Remote Management Error Messages

Remote Management Error Messages

The following updates were made in this section:

Location	Update
Error Messages	Error messages for the RConsoleJ component have been added.

V   ZfS Generic

The other sections in the *Troubleshooting* guide contain error messages specific to the Novell[®] ZENworks[®] for Servers (ZfS) 3.0.2 component. However, multiple ZfS components can each display the same error message. You can look these up in this section of the *Troubleshooting* guide.

The following sections contain detailed explanations of the error messages you might encounter using ZfS:

13 Generic Error Messages

DNS Errors

105 error - DNS name cannot be resolved, causing TED not to start

Explanation: The Tiered Electronic Distribution (TED) component of ZfS 3 SP2 or ZfS 3.0.2 will not start after the server has been upgraded to NetWare® 5.1 Support Pack 6 (SP6). Error 105 is given, indicating that the DNS name could not be resolved. Therefore, TED cannnot be started on that server.

Possible Cause: The ETC\HOSTS file on a server contains only the short version of the server's DNS name, such as Server1. TED requires the fully-qualified DNS name (FQDN).

This is not an issue for NetWare 6 SP3 because you are required to use FQDNs.

Action: To fix this, edit the HOSTS file on the affected NetWare 5.1 SP6 server to change the DNS short name to its FQDN, such as Server1.Provo.Novell. Then TED will be able to resolve the DNS name and start.

Search Path Errors

ZfS 3 services not starting on a NetWare server

Explanation: Some or all of your installed ZfS services did not start on a NetWare server.

If you tried to manually start the service, the following error message was displayed at the server console prompt:

```
??? Unknown command ???
```

This problem could exist after installing ZfS 3, or after installing the ZfS 3 Support Pack 1 (SP1) software packages manually for the Management and Monitoring Services or Remote Management components. The Policy and Distribution Services or Server Inventory components do not use search paths in their .NCF files used for manually installing SP1. None of the components use search paths when installing the software packages automatically using Tiered Electronic Distribution (TED).

Possible Cause: For NetWare 5.1 servers (and NetWare 6 servers prior to adding Support Pack 3), up to 20 search paths can be added automatically from the execution of .NCF files. Any additional search paths

must be added manually. (For NetWare 6 servers, this automated search path limitation is removed by installing SP3.)

If the NetWare server has had 20 search paths initialized, other search paths from an .NCF file will be ignored, and the ZfS component will not start because one or more of its paths are unknown to the server.

Action: To check whether this is the cause of ZfS services not starting, enter **SEARCH** on the NetWare server's console and review the listed paths to determine if any of the ZfS paths are not being displayed.

> **IMPORTANT:** If there are fewer than 20 search paths listed, this may not be your problem, because unused search path numbers would be available. The search path problem can only exist if an .NCF file's SEARCH ADD command was ignored because 20 or more search paths had already been initialized.

Review the following information about the search paths that can be displayed for the various ZfS components when you enter the **SEARCH** command on a NetWare server's console.

Management and Monitoring Services

The following .NCF files are from installing ZfS 3:

.NCF File	Search Paths
AUTOEXEC.NCF (ADDMWSP.NCF)	*Installation_Volume*:*Installation_Path*\MMS\MWSERVER\BIN
	Installation_Volume:*Installation_Path*\MMS\MWSERVER\PINGSERVER
	Installation_Volume:*Installation_Path*\MMS\MWSERVER\NMDISK
	Installation_Volume:*Installation_Path*\MMS\MWSERVER\NMDISK\IPCACHE
	For example, *Installation_Volume* and *Installation_Path* could be SYS:\ZENWORKS (the defaults).
AUTOEXEC.NCF (ADDNLASP.NCF)	*Installation_Volume*:*Installation_Path*\LANZ
	For example, *Installation_Volume* and *Installation_Path* could be SYS:\ZFS_AGNT (the defaults).
AUTOEXEC.NCF (ADDNMASP.NCF)	*Installation_Volume*:*Installation_Path*\NMA
	For example, *Installation_Volume* and *Installation_Path* could be SYS:\ZFS_AGNT (the defaults).

These six search paths exist in the three Management and Monitoring Services .NCF files listed in parentheses in the .NCF File column. However, these six paths are also written to the server's AUTOEXEC.NCF file during installation of Management and Monitoring Services. Therefore, they can be initialized from the AUTOEXEC.NCF file.

The following .NCF files are from installing ZfS 3 SP1 manually. If these search paths cannot be initialized, the SP1 manual installations will fail.

.NCF File	Search Paths
ZFS3SP1MgmtAgnt.NCF	*Installation_Volume*:\TEMP\ZFS3SP1
or	*Installation_Volume*:\TEMP\ZFS3SP1\NETWARE
ZFS3SP1SiteSvr.NCF	For example, *Installation_Volume* could be SYS: (the default).

Policy and Distribution Services

The following .NCF files are from installing ZfS 3. There are no SP1 issues, because Policy and Distribution Services does not use search paths for installing SP1 manually.

.NCF File	Search Paths
ZFS.NCF	*Installation_Volume*:\ZENWORKS\PDS\SMANAGER
	Installation_Volume:\JAVA\NJCLV2\BIN
	Installation_Volume:\NI\UPDATE\BIN
	For example, *Installation_Volume* could be SYS: (the default).
TED.NCF	*Installation_Volume*:\ZENWORKS\PDS\TED
	Installation_Volume:\ZENWORKS\PDS\BIN
	Installation_Volume:\JAVA\NJCLV2\BIN
	For example, *Installation_Volume* could be SYS: (the default).
ZWS.NCF	*Installation_Volume*:\ZENWORKS\ZWS
	For example, *Installation_Volume* could be SYS: (the default).

The Policy and Distribution Services search paths are initialized when the applicable .NCF file is executed.

The SYS:\JAVA\NJCLV2\BIN path can be initialized by any of the following files:

ZFS.NCF (for Policy and Distribution Services)
TED.NCF (for Policy and Distribution Services)
AUTOEXEC.NCF (for Server Inventory)

Server Inventory

The following .NCF files are from installing ZfS 3. There are no SP1 issues, because Server Inventory does not use search paths for installing SP1 manually.

.NCF File	Search Paths
AUTOEXEC.NCF	*Installation_Volume*:\JAVA\NJCLV2\BIN
	For example, *Installation_Volume* could be SYS: (the default).
	ZenWebServer_installation_path
	where this path can be found in the SYS:\SYSTEM\ZENWORKS.PROPERTIES file.

The Server Inventory search paths are written to the AUTOEXEC.NCF file during installation of Server Inventory. Therefore, they can be initialized from the AUTOEXEC.NCF file.

The SYS:\JAVA\NJCLV2\BIN path can be initialized by any of the following files:

AUTOEXEC.NCF (for Server Inventory)
ZFS.NCF (for Policy and Distribution Services)
TED.NCF (for Policy and Distribution Services)

Remote Management

Remote Management does not use search paths in starting its service. Therefore, the following .NCF files are from installing ZfS 3 SP1 manually. If these search paths cannot be initialized, the SP1 manual installation will fail.

.NCF File	Search Paths
ZFS3SP1REMMGMT.NCF	*Installation_Volume*:\TEMP\ZFS3SP1
	Installation_Volume:\TEMP\ZFS3SP1\NETWARE
	For example, *Installation_Volume* could be SYS: (the default).

The Remote Management search paths are initialized when the ZFS3SP1REMMGMT.NCF file is executed.

Action: You can add search paths manually on the NetWare 5.1 or 6 server to go beyond the limit of more than 20 valid paths. They will be listed using 21, 22, 23, and so on.

To add the missing search paths, do the following:

1 On the NetWare server's console, type:

   SEARCH ADD 20 *missing_search_path*

   where *missing_search_path* is the full path to enter after the SEARCH ADD command. See the previous tables for the search paths.

   You should use the number 20 each time you add a new search path. Each search path you add will automatically be increased using 21, 22, 23, and so on.

2 Repeat Step 1 for each missing search path.

3 Enter **SEARCH** on the server's console to verify that the newly added search paths are listed.

4 For each of the search paths that you entered in Step 1, start that service by entering the appropriate command on the server's console prompt.

5 Repeat Step 1 through Step 4 for each NetWare server where a service did not start.

6 If a search path problem prevented a successful manual installation of a support pack, re-install the support pack after its search paths have been manually initialized.

Action: On NetWare 5.1 servers, you cannot specify a search path's exact number when that number is higher than 20. To remove a search path that is numbered higher than 20 on a NetWare 5.1 server, do the following:

1 On the NetWare 5.1 server's console, type **SEARCH**.

2 Make a note of any path you will still need between number 19 and the path number that you want to delete.

   You may want to re-add those paths in Step 5.

3 Delete the 20th path by entering:

   SEARCH DEL 20

   This causes the 21st path to be renumbered as the 20th.

4 Repeat Step 3 until you have deleted the search path you want to delete.

5 If you need to re-add any search paths that you deleted:

5a On the NetWare server's console, type:

`SEARCH ADD 20 ` *`deleted_search_path`*

where *deleted_search_path* is the path you deleted in Step 3 that you still need.

Use the number 20 for each search path that you need to re-add. Each search path will automatically be renumbered using 21, 22, 23, and so on.

5b Enter `SEARCH` on the server's console to verify that the re-added search paths are listed.

5c If any search paths are still missing, repeat Step 5a and Step 5b.

eDirectory Object Errors

"601 error - Object does not exist" on page 227

601 error - Object does not exist

Explanation:	A 601 error is displayed when attempting to edit the properties of a ZENworks object.
Possible Cause:	This can occur sometimes when you have made eDirectory additions or changes and they have not yet been replicated to all the servers in the replica ring.
Action:	Wait for eDirectory to sync, then attempt to edit the object's properties.

14 **Documentation Updates**

This section contains information on documentation content changes that have been made in "ZfS Generic" on page 221 of the *Troubleshooting* guide since the initial release of ZENworks® for Servers (ZfS) 3. The information will help you to keep current on updates to the documentation.

If you have purchased ZfS 3.0.2 and have not used or installed ZfS 3 or ZfS 3 SP1, you do not need to review this section.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for the ZfS Generic section.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- "December 20, 2002" on page 229
- "April 15, 2003" on page 230
- "June 27, 2003" on page 230

December 20, 2002

Updates were made to the following sections. The changes are explained below.

- Search Path Errors

Search Path Errors

The following changes were made in this section:

Location	Change
"Search Path Errors" on page 223	Replaced the previous section with a new section. The previous section was written for only the Management and Monitoring Services component, but the new section is written for all ZfS components, and includes new information concerning how to add or remove search paths when more than 20 are displayed.

April 15, 2003

Updates were made to the following sections. The changes are explained below.

- DNS Errors

DNS Errors

The following changes were made in this section:

Location	Change
"DNS Errors" on page 223	Added this new section concerning TED not starting after installing NetWare 5.1 Support Pack 6.

June 27, 2003

Updates were made to the following sections. The changes are explained below.

- eDirectory Object Errors

eDirectory Object Errors

The following changes were made in this section:

Location	Change
"eDirectory Object Errors" on page 227	Added this new section concerning receiving a -601 error.