

Novell ZENworks® Desktop Management

6.5

www.novell.com

TROUBLESHOOTING GUIDE

October 24, 2005



Novell®

Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. Please refer to www.novell.com/info/exports/ for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2005 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc. has intellectual property rights relating to technology embodied in the product that is described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the U.S. patents listed at <http://www.novell.com/company/legal/patents/> and one or more additional patents or pending patent applications in the U.S. and in other countries.

Novell, Inc.
404 Wyman Street, Suite 500
Waltham, MA 02451
U.S.A.

www.novell.com

Novell ZENworks 6.5 Desktop Management Troubleshooting Guide

October 24, 2005

Online Documentation: To access the online documentation for this and other Novell products, and to get updates, see www.novell.com/documentation.

Novell Trademarks

ConsoleOne is a registered trademark of Novell, Inc. in the United States and other countries.

eDirectory is a trademark of Novell, Inc.

IPX is a trademark of Novell, Inc.

NetWare is a registered trademark of Novell, Inc. in the United States and other countries.

Novell is a registered trademark of Novell, Inc. in the United States and other countries.

Novell Client is a trademark of Novell, Inc.

Novell Core Protocol and NCP are trademarks of Novell, Inc.

Novell Directory Services and NDS are registered trademarks of Novell, Inc. in the United States and other countries.

ZENworks is a registered trademark of Novell, Inc. in the United States and other countries.

Third-Party Materials

All third-party trademarks are the property of their respective owners.

Contents

About This Guide	9
Part I Enabling Debug Logging in ZENworks 6.5	
1 Enabling Debug Logging for the ZENworks Desktop Management Installation	13
Editing the Registry to Enable Server Installation Debug Logging	13
Editing Group Policies to Enable Agent Installation Debug Logging	13
2 Enabling Debug Logging for the ZENworks Middle Tier Server	15
Editing the Registry to Enable NetWare Middle Tier Server Debug Logging	15
Editing the Registry to Enable Windows Middle Tier Server Debug Logging	16
Editing the Registry to Enable Workstation to Middle Tier Debug Logging	16
3 Enabling Debug Logging for Automatic Workstation Import and Removal	17
Editing the Registry to Enable Import Agent Debug Logging	17
Editing the Configuration File to Enable NetWare Import Server Debug Logging	17
Editing the Registry to Enable Windows Import Server Debug Logging	18
4 Enabling Debug Logging for Desktop Management Policies	19
Editing the Registry to Enable Policy Debug Logging	19
5 Enabling Debug Logging for the Novell Application Launcher	23
6 Enabling Debug Logging for ZENworks Desktop Management Imaging and Preboot Services	25
Using the Command Line to Enable NetWare Imaging Server Debug Logging	25
Using the Command Line to Enable Windows Imaging Server Debug Logging	25
Using the Command Line to Enable Workstation IMG Debug Logging	26
Editing the Registry to Enable ZISWIN Debug Logging	26
Editing the Registry to Enable Windows Preboot Services Debug Logging	26
Using the Command Line to Enable NetWare Preboot Services Debug Logging	27
Adding a Startup Switch to Zenpxe.nlm to Enable Preboot Services Debug Logging	27
Editing Pxestart.ncf to Enable Transaction Server Debug Logging	27
7 Enabling Debug Logging for ZENworks Remote Management	29
Retrieving Target Workstation Debug Logging	29
Retrieving Console Workstation Debug Logging	29
Editing the Registry to Enable Remote Management Policy Debug Logging	29
8 Enabling Debug Logging for Workstation Inventory	31
Retrieving Inventory Scanner Debug Logging	31
Using the Default Log	31
Using the Workstation Scan History in ConsoleOne	31
Editing the Registry to Enable Inventory Policy Debug Logging	32
Retrieving Inventory Service Default Logging	32
Editing the Properties File to Enable Inventory Service Debug Logging	32
Retrieve Inventory Database Migration Debug Logging	33
Enabling eDirectory Debug Logging Reports for the Workstation Inventory Service	33

9	Enabling Debug Logging for ConsoleOne Administration	35
	Editing the Registry to Enable ZENworks Tools Debug Logging	35
Part II Troubleshooting Remote Management		
10	Remote Management Error Messages	39
	Remote Management Errors on Windows Workstations	39
	Desktop4.exe Error Messages	42
11	Remote Management Troubleshooting Strategies	45
	General Troubleshooting	45
	Troubleshooting Remote Management Installation	46
	Troubleshooting Remote Control	46
	Troubleshooting the File Transfer Protocol	47
Part III Troubleshooting Workstation Inventory		
12	Error Messages	51
	Service Manager Error Messages	52
	Scanner Error Messages	58
	Sender and Receiver Error Messages	72
	TCP Receiver Error Messages	83
	Storer Error Messages	90
	AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages	96
	Inventory Policy Error Messages	98
	Custom Scan Editor Error Messages	104
	Configure DB Error Messages.	106
	Inventory Report Error Messages	107
	Custom Attribute Editor Error Messages	108
	Data Export Error Messages	109
	Inventory Summary Error Messages	121
	Desktop4.exe Error Messages	123
	Upgrade Service Error Messages	125
	Inventory Query Error Messages	126
	Inventory Sync Service Error Messages	127
	Roll-Up Scheduler Error Messages	129
	Selector Error Messages	130
	Inventory Removal Service Error Messages	130
	Dictionary Provider Error Messages.	132
	Dictionary Consumer Error Messages.	133
13	Troubleshooting Strategies	137
	Troubleshooting Workstation Inventory Installation	137
	Troubleshooting the Inventory Service Manager	138
	Troubleshooting .Str and .Zip File Transfer	139
	Troubleshooting the Inventory Scanner or Inventory Agent.	140
	Troubleshooting the Inventory Policy	140
	Troubleshooting the Database Backup	140
	Troubleshooting the Data Export	141
	Troubleshooting the Inventory Summary	141
	Troubleshooting the Inventory Reports	142
	Troubleshooting the Inventory Query	142
	Troubleshooting the Storer	143
	Troubleshooting the Upgrade Service's Inventory Database Migration	147
	Troubleshooting the Inventory Sync Service	147
A	Documentation Updates	149

October 24, 2005	149
June 17, 2005	149

About This Guide

This includes troubleshooting strategies that you can use and error messages that might be displayed for problems that could occur as you use the Remote Management and Workstation Inventory components of Novell® ZENworks™ 6.5 Desktop Management in your production environment.

As administrators gain experience using ZENworks Desktop Management, some unusual or previously untested implementation scenarios and undocumented product limitations will surface. We will gather this feedback from Novell customers and add it to this guide as it becomes practical to do so.

The information in this guide is organized into the following parts:

- ♦ “Enabling Debug Logging in ZENworks 6.5” on page 11
- ♦ “Troubleshooting Remote Management” on page 37
- ♦ “Troubleshooting Workstation Inventory” on page 49

If you are reading this guide as a printed documentation customer, we recommend that you visit the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) (http://support.novell.com/search/kb_index.jsp) for the most current troubleshooting information.

Documentation Conventions

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in 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 Linux* or UNIX*, should use forward slashes as required by your software.

User Comments

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html (<http://www.novell.com/documentation/feedback.html>) and enter your comments there.

Documentation Updates

For the most recent version of the *Novell ZENworks 6.5 Desktop Management Troubleshooting Guide for Remote Management and Workstation Inventory*, visit the [Novell ZENworks 6.5 documentation Web site](http://www.novell.com/documentation/zenworks65/treetitl.html) (<http://www.novell.com/documentation/zenworks65/treetitl.html>).

Additional Documentation

ZENworks 6.5 Desktop Management is supported with other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product:

- ♦ *Novell ZENworks 6.5 Desktop Management Administration Guide*
- ♦ *Novell ZENworks 6.5 Desktop Management Installation Guide*
- ♦ *Novell ZENworks 6.5 Glossary*

In addition, the other capabilities included in the ZENworks 6.5 suite have extensive documentation for your use. For a full list of this documentation, see the ZENworks 6.5 page at the [Novell ZENworks 6.5 Web site \(http://www.novell.com/documentation/zenworks65\)](http://www.novell.com/documentation/zenworks65).



Enabling Debug Logging in ZENworks 6.5

Debug logs are usually text files that contain information about processes occurring in various Novell® ZENworks® Desktop Management components. These log files are either enabled by default and are always available, or they are enabled when the component is installed or when the component processes are running.

These log files can help you understand the chronological flow of events occurring as the process runs. A knowledge of such events can help you to narrow possible causes for issues that might occur as you use ZENworks Desktop Management.

This section of the *Novell ZENworks 6.5 Troubleshooting Guide* includes the following information:

- ♦ Chapter 1, “Enabling Debug Logging for the ZENworks Desktop Management Installation,” on page 13
- ♦ Chapter 2, “Enabling Debug Logging for the ZENworks Middle Tier Server,” on page 15
- ♦ Chapter 3, “Enabling Debug Logging for Automatic Workstation Import and Removal,” on page 17
- ♦ Chapter 4, “Enabling Debug Logging for Desktop Management Policies,” on page 19
- ♦ Chapter 5, “Enabling Debug Logging for the Novell Application Launcher,” on page 23
- ♦ Chapter 6, “Enabling Debug Logging for ZENworks Desktop Management Imaging and Preboot Services,” on page 25
- ♦ Chapter 7, “Enabling Debug Logging for ZENworks Remote Management,” on page 29
- ♦ Chapter 8, “Enabling Debug Logging for Workstation Inventory,” on page 31
- ♦ Chapter 9, “Enabling Debug Logging for ConsoleOne Administration,” on page 35

1

Enabling Debug Logging for the ZENworks Desktop Management Installation

This section includes information about how to enable debug logging for various installations of Novell® ZENworks® Desktop Management.

- ♦ “Editing the Registry to Enable Server Installation Debug Logging” on page 13
- ♦ “Editing Group Policies to Enable Agent Installation Debug Logging” on page 13

Editing the Registry to Enable Server Installation Debug Logging

To enable debug logging for the Novell® ZENworks® Desktop Management Server installation, use following information to edit the Windows registry of the workstation you are using to install the server.

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKCU\Software\Novell\ZENworks	ZWInstal.dll Log	DWORD	0 (Off) 1 (Append)	Destination: c:\novell\zfdtemp\zenworks_desktop _management_installlog.log

Editing Group Policies to Enable Agent Installation Debug Logging

To enable debug logging of the Novell ZENworks Desktop Management Agent during installation, use the Microsoft* Group Policy Editor (gpedit.msc), which is a utility you can use to modify the Local Group Policy to enable logging for any MSI installation.

- 1 From the Windows desktop, click Start > Run.
- 2 In the Open field, type **gpedit.msc**, then press Enter to open the Group Policy Editor.
- 3 Expand Computer Configuration, expand Administrative Templates, expand Windows Components, then click Windows Installer.
- 4 On the Extended page of the editor, double-click the Logging setting to open the Logging Properties dialog box, then select Enabled.
- 5 In the Logging field, specify the modes (each indicated by a single letter, shown on the interface) that you want to log.

We recommend that you specify all available modes.

The log file (msixxxx.log, where xxxxx represents randomly-generated alphanumeric characters) appears in the \temp folder of the calling user (that is, %TEMP% for the logged-in user).

For more information on using the Group Policy Editor, see [Article 314852 \(http://support.microsoft.com/default.aspx?scid=kb;en-us;314852\)](http://support.microsoft.com/default.aspx?scid=kb;en-us;314852) in the Microsoft Knowledge Base.

For more information about Windows Installer logging for all Windows operating systems, see [Article 223300 \(http://support.microsoft.com/default.aspx?scid=kb;en-us;223300\)](http://support.microsoft.com/default.aspx?scid=kb;en-us;223300) in the Microsoft Knowledge Base.

2

Enabling Debug Logging for the ZENworks Middle Tier Server

This section includes information about how to enable debug logging for the Novell® ZENworks® Middle Tier Server on various platforms.

- ♦ “Editing the Registry to Enable NetWare Middle Tier Server Debug Logging” on page 15
- ♦ “Editing the Registry to Enable Windows Middle Tier Server Debug Logging” on page 16
- ♦ “Editing the Registry to Enable Workstation to Middle Tier Debug Logging” on page 16

Editing the Registry to Enable NetWare Middle Tier Server Debug Logging

To enable debug logging for the ZENworks Middle Tier Server running on NetWare, use the following information to edit the registry of the NetWare® server where the Middle Tier is installed:

Location	Value Name	Value Type	Data	Notes
\my server\software\novell\xtier\configuration\xtlog	Log-Error	DWORD	0 (Off)	Destination:
			1 (New)	sys:\xtier\logfiles
\my server\software\novell\xtier\configuration\xtlog	Log-Warning	DWORD	0 (Off)	Destination:
			1 (New)	sys:\xtier\logfiles
\my server\software\novell\xtier\configuration\xtlog	Log-Informational	DWORD	0 (Off)	Destination:
			1 (New)	sys:\xtier\logfiles
\my server\software\novell\xtier\configuration\xtlog	Log-Success	DWORD	0 (Off)	Destination:
			1 (New)	sys:\xtier\logfiles

For more information about editing the NetWare registry, see TID 10069588 in the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp?sourceidint=hdr_support_kb) (http://support.novell.com/search/kb_index.jsp?sourceidint=hdr_support_kb).

Editing the Registry to Enable Windows Middle Tier Server Debug Logging

To enable debug logging for the ZENworks Middle Tier Server running on Windows, use the following information to edit the registry of the server where the Middle Tier is installed:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKEY_LOCAL_MACHINE\SOFTWARE\Novell\XTier\Configuration\XTLOG	Log-Error	DWORD	0 (Off) 1 (New)	Destination: %System Root%\System32\LogFiles\Xtier
HKEY_LOCAL_MACHINE\SOFTWARE\Novell\XTier\Configuration\XTLOG	Log-Warning	DWORD	0 (Off) 1 (New)	Destination: %System Root%\System32\LogFiles\Xtier
HKEY_LOCAL_MACHINE\SOFTWARE\Novell\XTier\Configuration\XTLOG	Log-Informational	DWORD	0 (Off) 1 (New)	Destination: %System Root%\System32\LogFiles\Xtier
HKEY_LOCAL_MACHINE\SOFTWARE\Novell\XTier\Configuration\XTLOG	Log-Success	DWORD	0 (Off) 1 (New)	Destination: %System Root%\System32\LogFiles\Xtier

Editing the Registry to Enable Workstation to Middle Tier Debug Logging

To enable debug logging of the communication between the ZENworks Desktop Management Agent running on Windows and the ZENworks Middle Tier Server, use the following information to edit the registry of the workstation where the Agent is installed:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks	EnableDebug	DWORD	0 (Off) 1 (Overwrite) 2 (New) 3 (Append)	Destination: c:\program files\novell\zenworks\debuglogs\lgnxtier.log

3

Enabling Debug Logging for Automatic Workstation Import and Removal

This section includes information about how to enable debug logging for Novell® ZENworks® Automatic Workstation Import or Automatic Workstation Removal in various situations.

- ♦ “Editing the Registry to Enable Import Agent Debug Logging” on page 17
- ♦ “Editing the Configuration File to Enable NetWare Import Server Debug Logging” on page 17
- ♦ “Editing the Registry to Enable Windows Import Server Debug Logging” on page 18

Editing the Registry to Enable Import Agent Debug Logging

To enable debug logging of the ZENworks Workstation Import Agent running on the Windows desktop, use the following information to edit (using regedit.exe) the Windows Registry of the workstation to be imported:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks \Debug	ZENWSREG	DWORD	0 (Off)	Destination:
			1 (Overwrite)	c:\program files\novell\zenworks\ debuglogs\zenwsreg.log
			2 (New)	
			3 (Append)	

Editing the Configuration File to Enable NetWare Import Server Debug Logging

If you want to log the events associated with ZENworks Automatic Workstation Import or Removal from a NetWare server, you need to enable logging in either (or both) of two configuration files located in the sys:\system directory:

zenwsimp.ncf
zenwsrem.ncf

Enabling logging in zenwsimp.ncf results in output to sys:\zenworks\zenwsimp.log, where you can analyze the logging results of the workstation import process.

Enabling logging in zenwsrem.ncf results in output to sys\zenworks\zenwsrem.log, where you can analyze the logging results of the workstation removal process.

The following table shows the parameters that you can add to either of these files (using the syntax *setting_name=value*) and information about each setting:

Configuration setting	Information
-Dlogfile=	Syntax: -Dlogfile= <i>location_of_output_file</i>
-Dlogfilelevel=	Syntax: -Dlogfilelevel= <i>debug_level</i> A debug value of 1, 2, or 3 controls the amount of information written to the log file. A value of 1 writes the least information. A value of 3 writes the most information.
-Dlogfilelimit=	Syntax: -Dlogfilelimit= <i>maximum_log_file_size</i> You can define the size limit of the log file in terms of bytes. When the log file reaches this size, it grows no larger, but continues to append the newest information and delete the oldest information to maintain this size. The file size value (in bytes) must be less than or equal to 100000.
-Dloglevel=	Syntax: -Dloglevel= <i>debug_level</i> A debug value of 1, 2, or 3 controls the amount of logging information written to the screen. A value of 1 displays the least information. A value of 3 displays the most information.

Editing the Registry to Enable Windows Import Server Debug Logging

To enable debug logging to a file for Automatic Workstation Import (AWI) or Removal (AWR) running on a Windows server, use the following information to edit the registry of the Windows server:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks AutoWSImport	(for AWI): zenwsimport CmdLine (for AWR): zenwsremov alCmdLine	STRING	-Dlogfile= <i>name and_location_of_logfile</i> -Dlogfilelevel= <i>debug_level</i> The debug log file level sets the amount of information written to the log file. A value of 1 displays the least information. A value of 3 displays the most information.	Destination: as specified (defaults are c:\zenwsimp.log and c:\zenwsrem.log)

4

Enabling Debug Logging for Desktop Management Policies

This section includes information about how to enable debug logging for Novell® ZENworks® policies in various situations.

- ♦ “Editing the Registry to Enable Policy Debug Logging” on page 19

Editing the Registry to Enable Policy Debug Logging

To enable debug logging of the ZENworks policies, use the following information to edit the registry of the workstation where the policies are applied:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks\Debug	EnableDebug	DWORD	0 (Off)	Destination: All logs (listed in their default locations in the rows below) are created.
			1 (Overwrite)	
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	NWGINA	DWORD	0 (Off)	Destination: NWGINA log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\nwgina.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WM	DWORD	0 (Off)	Destination: Workstation Manager log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wm.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	RMPol	DWORD	0 (Off)	Destination: Remote Management Policy log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\rmpol.log
			2 (New)	
			3 (Append)	

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks\Debug	InvPol	DWORD	0 (Off)	Destination: Inventory Policy log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\invpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMGrpPol	DWORD	0 (Off)	Destination: Group Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmgrppol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMGrpPolUser	DWORD	0 (Off)	Destination: User Group Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmgrppoluserpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMGrpPolWks	DWORD	0 (Off)	Destination: Workstation Group Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmgrppolwks.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMiPrint	DWORD	0 (Off)	Destination: iPrint Policy log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmiprint.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMPM	DWORD	0 (Off)	Destination: Desktop Preferences log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmpm.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMPolHlp	DWORD	0 (Off)	Destination: Extensible Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmpolhlp.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WMPrtNT	DWORD	0 (Off)	Destination: Queue-based Printer Policy log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmprtnt.log
			2 (New)	
			3 (Append)	

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks\Debug	WMRUNDLL	DWORD	0 (Off)	Destination: Workstation Manager helper launch log file
			1 (Overwrite)	
			2 (New)	Location: program files\novell\zenworks\debuglogs\wmrundll.log
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	WmZenCfg	DWORD	0 (Off)	Destination: Desktop Management Agent Policy log file
			1 (Overwrite)	
			2 (New)	Location: program files\novell\zenworks\debuglogs\wmzencfg.log
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	ZenPol	DWORD	0 (Off)	Destination: Policy retrieval log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\zenpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	ZenPolStatus	DWORD	0 (Off)	Destination: Policy retrieval results log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\zenpolstatus.log
			2 (New)	
			3 (Append)	

5

Enabling Debug Logging for the Novell Application Launcher

Debug logging for the Novell® Application Launcher™ is enabled in the Windows registry or using the diagnostic tool, naldiag.exe. This section focuses on using the registry to enable debug logging.

NOTE: The keys in this table are the same as those that are set by nialdiag.exe.

The table below specifies the information you need to edit registry of the workstation where the Application Launcher agent is running:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\NetWare\NAL\1.0 \Debug	Level	DWORD	0 (Off)	Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
			1 (Informational messages only)	
			2 (Warning messages only)	
			3 (Informational and Warning messages only)	
			4 (Critical messages only)	
			5 (Informational and Critical messages only)	
			6 (Warning and Critical messages only)	
HKLM\Software\NetWare\NAL\1.0 \Debug	LogFileLocation	STRING	F (All messages)	Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0 \Debug	MyApps log	STRING	location_and_file_name_of_output_file	Destination: Browser log file as specified
			0 (Off)	
			1 (On)	Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\NetWare\NAL\1.0\Debug	NALview log	STRING	0 (Off) 1 (On)	Destination: Application Explorer log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	Wks comm log	STRING	0 (Off) 1 (On)	Destination: IPC log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	ZENlite log	STRING	0 (Off) 1 (On)	Destination: Library log file specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	ZENmup log	STRING	0 (Off) 1 (On)	Destination: MUP log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	Reporting log	STRING	0 (Off) 1 (On)	Destination: Reporting log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	NALNTSRV log	STRING	0 (Off) 1 (On)	Destination: NT Services log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	NALSTART log	STRING	0 (Off) 1 (On)	Destination: Startup log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	Wks Helper log	DWORD	0 (Off) 1 (On)	Destination: Workstation log file as specified Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\NAL\1.0\Debug	NAL MSI log	DWORD	0 (Off) 1 (On)	Location: program files\novell\zenworks\zappmsi.log Alternatively, zappmsi.log is in the path listed in the LogFileLocation string value, if specified

6

Enabling Debug Logging for ZENworks Desktop Management Imaging and Preboot Services

This section includes information about how to enable debug logging for Novell® ZENworks® 6.5 Workstation Imaging and ZENworks Preboot Services in various situations.

- ♦ “Using the Command Line to Enable NetWare Imaging Server Debug Logging” on page 25
- ♦ “Using the Command Line to Enable Windows Imaging Server Debug Logging” on page 25
- ♦ “Using the Command Line to Enable Workstation IMG Debug Logging” on page 26
- ♦ “Editing the Registry to Enable ZISWIN Debug Logging” on page 26
- ♦ “Editing the Registry to Enable Windows Preboot Services Debug Logging” on page 26
- ♦ “Using the Command Line to Enable NetWare Preboot Services Debug Logging” on page 27

Using the Command Line to Enable NetWare Imaging Server Debug Logging

Use the following steps to enable debug logging on the Desktop Management Server installed on NetWare® where you have included the Workstation Imaging component:

- 1 At the system console of the NetWare server where you have installed Workstation imaging, unload `imgserv.nlm`.
- 2 Enable debug logging by entering the following command at the system console:

```
imgserv -debug
```

The debug log is written to `sys:\zenworks\zimdbg.log`.

Using the Command Line to Enable Windows Imaging Server Debug Logging

Use the following steps to enable debug logging on the Desktop Management Server installed on Windows and where you have also installed the ZENworks Workstation Imaging component and Novell eDirectory™:

- 1 At the eDirectory Services system console, stop `imgserv.dlm`.
- 2 Start `imgserv.dlm` with the `-debug` startup parameter.

The debug log is written to `c:\zimdbg.log`.

Using the Command Line to Enable Workstation IMG Debug Logging

You can use the command line at the Linux bash prompt to enable debug logging at the workstation you are imaging. Enter the following command at the bash prompt before you restore the image:

```
ZENIMGLOG=A
```

A debug log (imglog) is created in the current directory.

Editing the Registry to Enable ZISWIN Debug Logging

If you want to enable debug logging for the Desktop Management Imaging Agent on Windows, you can edit the registry or use the `ziswin.exe` diagnostic tool.

The table below specifies the information you need in order to use `regedit.exe` to edit the registry of the workstation where the Imaging Agent is running:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks	ZISWin History Filename	STRING	<i>location_and_filename_of_output_file</i>	Destination: Ziswin history file as specified Location: c:\ziswin.hst (default location if none is specified)
HKLM\Software\Novell\ZENworks	ZISWin Log	STRING	0 (Off) 1 (Overwrite) 2 (New)	Destination: Ziswin log as specified
HKLM\Software\Novell\ZENworks	ZISWin History Log Entries	DWORD	<i>maximum_number_of_entries</i>	Destination: Ziswin history log file with specified number of entries (default value is 100 of not otherwise specified)

Editing the Registry to Enable Windows Preboot Services Debug Logging

If you want to enable debug logging for the ZENworks Preboot Services (PXE) server installed on Windows, you can edit the registry.

The table below specifies the information you need in order to use `regedit.exe` to edit the registry of the PXE server:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks	ZENPXE Log	STRING	1	Location: c:\zenworks\zenpxe.log
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSPService\Parameters	LogLevel	DWORD	80 (Hex)	Destination: dts.log

Using the Command Line to Enable NetWare Preboot Services Debug Logging

If you want to enable debug logging for the ZENworks Preboot Services (PXE) server installed on NetWare, you can use a command at the NetWare system console. There are two methods of enabling debug logging with a command line interface:

- ♦ “Adding a Startup Switch to Zenpxe.nlm to Enable Preboot Services Debug Logging” on page 27
- ♦ “Editing Pxestart.ncf to Enable Transaction Server Debug Logging” on page 27

Adding a Startup Switch to Zenpxe.nlm to Enable Preboot Services Debug Logging

- 1 At the NetWare server where you have installed ZENworks Preboot Services, unload zenpxe.nlm.
- 2 Enable debug logging by entering the following command at the system console:

```
zenpxe -debug
```

The debug log is written to sys:\zenworks\zenpxe.log.

Editing Pxestart.ncf to Enable Transaction Server Debug Logging

- 1 Open pxestart.ncf in a text editor.
- 2 Enable debug logging in the .ncf file by adding the **-debug** parameter to the line where dts.nlm is loaded:

```
DTS.NLM -debug
```

- 3 Stop and restart preboot services.

3a At the NetWare system console, enter **pxestop**.

3b At the NetWare system console, enter **pxestart**.

The debug log is written to sys:\zenworks\dts.log.

7

Enabling Debug Logging for ZENworks Remote Management

This section includes information about how to enable debug logging for Novell® ZENworks® 6.5 Remote Management in various situations.

- ♦ “Retrieving Target Workstation Debug Logging” on page 29
- ♦ “Retrieving Console Workstation Debug Logging” on page 29
- ♦ “Editing the Registry to Enable Remote Management Policy Debug Logging” on page 29

Retrieving Target Workstation Debug Logging

Debug logging is enabled by default at the workstation you are remotely managing. The debug log file (rmerrorlog*.txt (where * is 0/1/2 and so on)), is saved in program files\novell\zenworks\remote management\rmagent.

Retrieving Console Workstation Debug Logging

Debug logging is enabled by default at the NetWare® system console. The debug log file (rmerrorlog0.txt), is saved in *consoleone_directory*\1.2\bin\zen\relaunch.

Editing the Registry to Enable Remote Management Policy Debug Logging

If you want to enable debug logging of the Remote Management policy on the ZENworks Desktop Management Server, you can edit the Windows registry on that server.

The table below specifies the information you need in order to use regedit.exe to edit the registry of the Remote Management server:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks\Debug	RMpol	DWORD	0 (Off)	Location: program files\novell\zenworks\debuglogs\rmpol.log
			1 (Overwrite)	
			2 (New)	
			3 (Append)	

8

Enabling Debug Logging for Workstation Inventory

This section includes information about how to enable debug logging for Novell® ZENworks® 6.5 Workstation Inventory in various situations.

- ♦ “Retrieving Inventory Scanner Debug Logging” on page 31
- ♦ “Editing the Registry to Enable Inventory Policy Debug Logging” on page 32
- ♦ “Retrieving Inventory Service Default Logging” on page 32
- ♦ “Editing the Properties File to Enable Inventory Service Debug Logging” on page 32
- ♦ “Retrieve Inventory Database Migration Debug Logging” on page 33
- ♦ “Enabling eDirectory Debug Logging Reports for the Workstation Inventory Service” on page 33

Retrieving Inventory Scanner Debug Logging

This section contains the following information regarding debug logging for the inventory scanner:

- ♦ “Using the Default Log” on page 31
- ♦ “Using the Workstation Scan History in ConsoleOne” on page 31

Using the Default Log

Debug logging for the inventory scanner on the agent workstation is enabled by default. The debug log file, zenerrors.log, is saved in %systemdrive%\zenworks.

Using the Workstation Scan History in ConsoleOne

Debug logging in Novell eDirectory™ for the inventory scanner is enabled by default in the ConsoleOne® management tool in the form of a Workstation Scan History.

To see the history, open ConsoleOne, right-click the Workstation object, click Properties, click ZENworks Inventory, then click Scan Status.

Editing the Registry to Enable Inventory Policy Debug Logging

If you want to enable debug logging of the Workstation Inventory policy on the ZENworks Desktop Management Server, you can edit the Windows registry on that server.

The table below specifies the information you need in order to use regedit.exe to edit the registry of the Desktop Management Server where the inventory component is installed:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks\Debug	InvPol	DWORD	0 (Off) 1 (Overwrite) 2 (New) 3 (Append)	Location: program files\novell\zenworks\debuglogs\invpol.log

Retrieving Inventory Service Default Logging

Debug logging for the inventory service on the Desktop Management Server is enabled by default.

Location of Services Properties: *inventory_volume/*
share\zenworks\inv\server\wminv\properties\tracerfilter.properties

Logging Output: *inventory_volume/*
share\zenworks\inv\server\wminv\logs\zenworksinvservice\zenworksinvservice-xxxx.txt

If you want to configure the data in the debug log to enable all debug information, find the following line in the properties file:

```
*default*=BRIEF
```

Change the line as shown below, then save.

```
*default*=ALL
```

Editing the Properties File to Enable Inventory Service Debug Logging

You can enable debug logging for various inventory reports by adding appropriate properties to the debug.properties file located at the *consoleone_install_directory\1.2\bin* on the workstation where you installed ConsoleOne for administering ZENworks Desktop Management.

The following table shows the properties that you can add to enable various debug logs.

Inventory Report	Property to Add	Location
DBExport	DBEXPORT_TRACE=ON	<i>consoleone_install_dir\1.2\bin\dbexporttracer.txt</i>
Summary	INVAPI_TRACE=ON	<i>consoleone_install_dir\1.2\bin\invapitrace.log</i>
Query	QUERYUI_TRACE=ON	<i>consoleone_install_dir\1.2\bin\qryuitrace.log</i>

Retrieve Inventory Database Migration Debug Logging

Debug logging for the inventory database migration is enabled by default.

Location of Log File: *inventory_volume/share\zenworks\inv\server\wminv\logs\migrationlogs*

Logging Output: *timestamp_migrate.log*

Enabling eDirectory Debug Logging Reports for the Workstation Inventory Service

Debug logging for the inventory service in Novell eDirectory is enabled by default in the ConsoleOne management tool in the form of status reports.

To see these reports, open ConsoleOne, right-click the Inventory Service object, then click Status Report.

A Server Status report and a Rollup Status report are available.

9

Enabling Debug Logging for ConsoleOne Administration

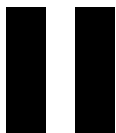
This section includes the following troubleshooting information:

- ♦ [“Editing the Registry to Enable ZENworks Tools Debug Logging” on page 35](#)

Editing the Registry to Enable ZENworks Tools Debug Logging

To enable debug logging for the ZENworks[®] policy utilities, use the following information to use regedit.exe to edit the registry on the workstation running Novell[®] ConsoleOne[®]:

Registry Key and Hive Location	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZENworks\Debug	ReprtPol	DWORD	0 (Off)	Destination: Policy Reporting log
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\reptrpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	MigrtPol	DWORD	0 (Off)	Destination: Policy Migration log
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\migrtpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZENworks\Debug	CopyPol	DWORD	0 (Off)	Destination: Copy Policy log
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\copypol.log
			2 (New)	
			3 (Append)	



Troubleshooting Remote Management

This section of the *Remote Management Troubleshooting Guide* provides solutions to problems you might encounter when using Novell® ZENworks® 6.5 Desktop Management.

- ♦ [Chapter 10, “Remote Management Error Messages,” on page 39](#)
- ♦ [Chapter 11, “Remote Management Troubleshooting Strategies,” on page 45](#)

10

Remote Management Error Messages

The following sections contain detailed explanations of the error messages you might encounter using the Remote Management component of Novell® ZENworks® 6.5 Desktops Management:

- ♦ “Remote Management Errors on Windows Workstations” on page 39
- ♦ “Desktop4.exe Error Messages” on page 42

Remote Management Errors on Windows Workstations

- “1456: The Remote Management Agent is unable to read information from the eDirectory server. Verify that the workstation object is valid and the Middle Tier server is up and running” on page 39
- “1461: The Agent failed to verify the address information. If working across NAT, the option for connections across NAT should be enabled in the property pages” on page 40
- “1463: The Agent failed to verify the port information. If working across NAT, the option for connections across NAT should be enabled in the property pages” on page 40
- “1481: Unable to obtain the DN of the remote operator logged in to eDirectory” on page 40
- “1487: You are attempting to launch the operation from an obsolete or invalid workstation object. Verify that the workstation object is valid” on page 40
- “1759: The selected user has not logged in to any workstation” on page 40
- “1801: This mode of authentication is currently unavailable on the target machine” on page 41
- “1802: This operation is currently unavailable on the target machine” on page 41
- “1805: This operation is currently being performed on the target machine and will not be available” on page 42
- “1858: The connection with the Remote Management Agent has timed out” on page 42
- “1899: The connection with the Remote Management Agent 192.168.0.52 is terminated” on page 42
- “1900: Unable to connect to the Remote Management Agent. Ensure that the Agent is running on the target machine and is compatible with this Remote Management Console” on page 42

1456: The Remote Management Agent is unable to read information from the eDirectory server. Verify that the workstation object is valid and the Middle Tier server is up and running

- Source: ZENworks Desktop Management Remote Management Console
- Severity: Critical
- Possible Cause: The workstation is not authenticated to Novell eDirectory™.
- Action: Contact [Novell Support \(http://www.support.novell.com\)](http://www.support.novell.com).
- Possible Cause: The Middle Tier server might be down or configured incorrectly. A Middle Tier server is required if the managed workstation does not have the Novell Client™ installed.
- Action: Contact your system administrator to configure the Middle Tier server correctly.

Possible Cause: Service Location Protocol (SLP) is not configured correctly for your network. This is required if the managed workstation requires the Novell Client.

Action: Contact your system administrator to configure SLP correctly.

1461: The Agent failed to verify the address information. If working across NAT, the option for connections across NAT should be enabled in the property pages

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The Remote Control policy prohibits accepting connections from a Remote Management Console located across NAT.

Action: Enable the Accept Connections across NAT option in the relevant Remote Control policy.

1463: The Agent failed to verify the port information. If working across NAT, the option for connections across NAT should be enabled in the property pages

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The Remote Control policy prohibits accepting connections from a Remote Management Console located across NAT.

Action: Enable the Accept Connections across NAT option in the relevant Remote Control policy.

1481: Unable to obtain the DN of the remote operator logged in to eDirectory

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: A new user has logged into the eDirectory tree after ConsoleOne[®] was started.

Action: Refresh ConsoleOne.

1487: You are attempting to launch the operation from an obsolete or invalid workstation object. Verify that the workstation object is valid

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The managed workstation has been imported as a different workstation object in the tree and the object from where you are attempting to launch the remote operation is invalid.

Action: Launch the Remote Management operation from the correct workstation object corresponding to the managed workstation.

1759: The selected user has not logged in to any workstation

Source: ZENworks Desktop Management Remote Management snap-in

Severity: Informational

Possible Cause: The eDirectory server was restarted after the user logged in to the eDirectory tree.

Action: The user on the managed workstation needs to log in to eDirectory.

Possible Cause: The preferred protocol in the Novell Client properties from where the user logged in is IPX[™].

Action: Do the following:

- 1** Ensure that the preferred protocol is IP by right-clicking the Novell Client > NetWare Connections.
- 2** To change the preferred protocol, select Novell Client > Properties > IP Protocol. If the preferred protocol is IPX, disable IPX from the Protocols List in the NetWare™ connections.
- 3** Log in to the eDirectory tree again.

Action: Install the following eDirectory patch builds:

- ♦ For eDirectory 8.6
Patch: eDirectory 8.6.2 SP1 for all platforms
TID # 2962444
File: edir862sp1.exe
Release: 20 June 2002
- ♦ For eDirectory 8.5
Patch: eDirectory update for all platforms
TID # 2962755
File: edir8527.exe
Release: 19 June 2002
- ♦ For eDirectory 8.0
Patch: NDS® 8.x update for NetWare 5.1 ver 8.80d
TID # 2962807
File: ds880_a.exe
Release: 12 June 2002

IMPORTANT: Prior to installing a patch, you should read the ZENworks 6.5 Desktop Management Readme file for specific information.

1801: This mode of authentication is currently unavailable on the target machine

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The password-based authentication mode has been disabled in the relevant Remote Control policy.

Action: Enable Password-Based Remote Management in the relevant Remote Control policy.

Possible Cause: The managed workstation might not have been imported in eDirectory. This is required to perform Remote Management operation via directory-based authentication.

Action: Import the workstation to the eDirectory tree.

1802: This operation is currently unavailable on the target machine

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The Remote Management operation that you want to perform has been disabled in the relevant Remote Control policy.

Action: Enable the Remote Management operation in the relevant Remote Control policy.

1805: This operation is currently being performed on the target machine and will not be available

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Action: Try the Remote Management operation after the existing session terminates.

1858: The connection with the Remote Management Agent has timed out

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The Remote Management console is unable to contact the Remote Management Agent on the managed workstation. If the managed workstation has Windows XP SP2 installed on it, the firewall bundled with Windows XP SP 2 might have blocked access to the Remote Management port, which is 1761 by default.

Action: Contact your network administrator.

1899: The connection with the Remote Management Agent 192.168.0.52 is terminated

Source: ZENworks Desktop Management Remote Management Console

Severity: Informational

Possible Cause: The Remote Management operation was terminated by the user on the managed workstation.

Possible Cause: The Remote Management service was stopped.

Possible Cause: The managed workstation was restarted.

Action: Ensure that the Remote Management service is up and running on the managed workstation.

1900: Unable to connect to the Remote Management Agent. Ensure that the Agent is running on the target machine and is compatible with this Remote Management Console

Source: ZENworks Desktop Management Remote Management console

Severity: Informational

Possible Cause: The Remote Management Console is unable to contact the Remote Management Agent on the managed workstation. If the managed workstation has Windows XP SP2 installed on it, the firewall bundled with Windows XP SP 2 might have blocked access to the Remote Management port, which is 1761 by default.

Action: Contact your network administrator.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

Desktop4.exe Error Messages

The following sections contain detailed explanations of the error messages you might encounter using the Remote Management desktop4.exe:

“Unable to get the IP address of managed workstation from Novell eDirectory” on page 43

“The specified operation, server_name, is not supported” on page 43

“Permission is denied to perform the Remote Management operation on the managed workstation”
on page 43

“Unable to start the Remote Control or the Remote View operation” on page 43

Unable to get the IP address of *managed workstation* from Novell eDirectory

Source: Desktop4.exe
Severity: Critical
Possible Cause: The Remote Management console is unable to reach eDirectory or eDirectory is not synchronized.
Action: Run DSREPAIR.
Possible Cause: Unable to find the workstation object in the eDirectory.
Action: Use ConsoleOne to check whether the workstation object is present in eDirectory
Possible Cause: The workstation is not imported correctly into eDirectory.
Action: Import a workstation into eDirectory and retry.

The specified operation, *server_name*, is not supported

Source: Desktop4.exe
Severity: Information
Possible Cause: The operation you have specified is not a supported operation of Remote Management.
Action: You can perform only the following Remote Management operations:
Remote Control
File Transfer
Remote View
Remote Execute
Diagnostics
Remote Wake Up

Permission is denied to perform the Remote Management operation on the managed workstation

Source: Desktop4.exe
Severity: Critical
Possible Cause: You do not have sufficient rights to perform the specified operation.
Action: Ensure that you have sufficient rights to perform the specified operation on the workstation you are trying to remotely control. If the problem persists, contact your system administrator.

Unable to start the Remote Control or the Remote View operation

Source: Desktop4.exe
Severity: Critical
Possible Cause: rcconsole.exe is not present in the *ConsoleOne_installation_directory*\bin\zen\rclaunch.
Action: Reinstall Remote Management ConsoleOne snap-ins.

11

Remote Management Troubleshooting Strategies

The following section provides solutions to problems you might encounter when using the Remote Management component of Novell® ZENworks® 6.5 Desktop Management:

- ♦ “General Troubleshooting” on page 45
- ♦ “Troubleshooting Remote Management Installation” on page 46
- ♦ “Troubleshooting Remote Control” on page 46
- ♦ “Troubleshooting the File Transfer Protocol” on page 47

General Troubleshooting

Use the following information to help you troubleshoot problems of a general nature in ZENworks 6.5 Remote Management.

From a user object, I am unable to view the IP address of a machine with the Novell Client installed

Possible Cause: The eDirectory™ server was restarted after the user logged in to the eDirectory tree.

Action: The user on the managed workstation needs to log in to eDirectory.

Possible Cause: The preferred protocol in the Novell Client™ properties from where the user logged in is IPX™.

Action: Do the following:

- 1** Ensure that the preferred protocol is IP by right-clicking the Novell Client > NetWare Connections.
- 2** To change the preferred protocol, select Novell Client > Properties > IP Protocol. If the preferred protocol is IPX, disable IPX from the Protocols List in the NetWare™ connections.
- 3** Log in to the eDirectory tree again.

Action: Install the following eDirectory patch builds:

- ♦ For eDirectory 8.6
 - Patch: eDirectory 8.6.2 SP1 for all platforms
 - TID # 2962444
 - File: edir862sp1.exe
 - Release: 20 June 2002
- ♦ For eDirectory 8.5
 - Patch: eDirectory update for all platforms
 - TID # 2962755
 - File: edir8527.exe
 - Release: 19 June 2002

- ♦ For eDirectory 8.0

Patch: NDS[®] 8.x update for NetWare 5.1 ver 8.80d

TID # 2962807

File: ds880_a.exe

Release: 12 June 2002

IMPORTANT: Prior to installing a patch, you should read the ZENworks 6.5 Desktop Management Readme file for specific information.

Troubleshooting Remote Management Installation

“Installation of the Remote Management snap-ins fails” on page 46

Installation of the Remote Management snap-ins fails

Possible Cause: Some files on the machine where you are installing the snap-ins might be in use.

Action: Do the following:

- 1 Ensure that no remote session has started using the snap-ins on the machine where you want to install the Remote Management snap-ins.
- 2 Retry installing the Remote Management snap-ins.

Troubleshooting Remote Control

“Unable to see the video file (*.mpg) running on the managed workstation during the Remote Management session” on page 46

“The Remote Control or the Remote View session is slow” on page 47

“The graphics are distorted” on page 47

“The 3D cursor on the managed workstation renders a block-shaped cursor with reverse colors during Remote Control” on page 47

Unable to see the video file (*.mpg) running on the managed workstation during the Remote Management session

Action: If the video file is running on the Windows* Media Player 6.4:

- 1 In the Windows Media Player window, click View > Option.
- 2 Click the Playback tab.
- 3 Set the Hardware Acceleration to None.
- 4 Click Apply, then click 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 on the managed workstation.

On a Windows 2000/XP managed workstation:

- 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 Remote Control or the Remote View session is slow

Possible Cause: The Remote Management optimization driver is not enabled on the managed workstation.

Action: Disable hardware acceleration on the managed workstation.

NOTE: The optimization status can be viewed in the Information dialog box invoked from the Remote Management icon in the notification area.

Action: Install the Mirror Driver on the managed workstation.

Action: If you have already installed the Mirror Driver, contact Novell Support.

The graphics are distorted

Explanation: There is a problem with the nVidia driver installed on the managed workstation.

Action: Download and install the latest display driver for nVidia from the [Dell Web site \(http://www.dell.com\)](http://www.dell.com).

The 3D cursor on the managed workstation renders a block-shaped cursor with reverse colors during Remote Control

Action: Set the cursor shape as a non-3D cursor on your managed workstation.

Troubleshooting the File Transfer Protocol

“After successfully uploading a directory from a local machine to a remote machine using the FTP session, I’m unable to open any other directory on the remote machine from the FTP” on page 47

“Unable to access ConsoleOne during an FTP session” on page 48

After successfully uploading a directory from a local machine to a remote machine using the FTP session, I’m unable to open any other directory on the remote machine from the FTP

Explanation: You can only upload a non-protected folder between the local and the remote machine. The folder you transferred is a protected folder. Because of this, the folder on the remote machine is empty, the File Transfer session is disabled, and you are unable to open any folders on the remotely managed workstation.

Action: Do the following:

- 1** Delete the folder from the remote machine.
- 2** Disable the security settings on the protected folder.
- 3** Upload it to the remote machine again.

Unable to access ConsoleOne during an FTP session

Explanation: You cannot use ConsoleOne[®] during an FTP session if you have invoked the FTP session from ConsoleOne.

Action: Use desktop4.exe to transfer large files. For more information on how to use desktop4.exe, refer to “[Starting Remote Management Operations Without Using ConsoleOne](http://www.novell.com/documentation/zenworks65/index.html?page=/documentation/zenworks65/dmadmin/data/af7z6oi.html)” in the ZENworks 6.5 Desktop Management Administration Guide. (<http://www.novell.com/documentation/zenworks65/index.html?page=/documentation/zenworks65/dmadmin/data/af7z6oi.html>).



Troubleshooting Workstation Inventory

If the Workstation Inventory component of Novell® ZENworks® 6.5 Desktop 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.

- ♦ [Chapter 12, “Error Messages,” on page 51](#)
- ♦ [Chapter 13, “Troubleshooting Strategies,” on page 137](#)

12 Error Messages

The following sections contain detailed explanations of the error messages you might encounter in the Workstation Inventory component of Novell® ZENworks® 6.5 Desktop Management:

- ◆ “Service Manager Error Messages” on page 52
- ◆ “Scanner Error Messages” on page 58
- ◆ “Sender and Receiver Error Messages” on page 72
- ◆ “TCP Receiver Error Messages” on page 83
- ◆ “Storer Error Messages” on page 90
- ◆ “AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages” on page 96
- ◆ “Inventory Policy Error Messages” on page 98
- ◆ “Custom Scan Editor Error Messages” on page 104
- ◆ “Configure DB Error Messages” on page 106
- ◆ “Inventory Report Error Messages” on page 107
- ◆ “Custom Attribute Editor Error Messages” on page 108
- ◆ “Data Export Error Messages” on page 109
- ◆ “Inventory Summary Error Messages” on page 121
- ◆ “Desktop4.exe Error Messages” on page 123
- ◆ “Upgrade Service Error Messages” on page 125
- ◆ “Inventory Query Error Messages” on page 126
- ◆ “Inventory Sync Service Error Messages” on page 127
- ◆ “Roll-Up Scheduler Error Messages” on page 129
- ◆ “Selector Error Messages” on page 130
- ◆ “Inventory Removal Service Error Messages” on page 130
- ◆ “Dictionary Provider Error Messages” on page 132
- ◆ “Dictionary Consumer Error Messages” on page 133

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 because of a 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: The schedule is not set in the Roll-Up policy
- 616: The schedule in the Roll-Up policy is corrupted
- 622: Unable to get information from the database
- 627: Database version not supported
- 629: An error occurred while reading the configuration file. Reinstall the Inventory server component
- 630: The scan data cannot be rolled up from a Novell ZENworks 6.5 Inventory server to an Inventory server with older versions of ZENworks for Desktops or ZENworks for Servers installed. You must upgrade the older version of the Inventory server to ZENworks 6.5
- 631: The database object has not been configured properly in Novell eDirectory. Reconfigure the database object
- 632: Invalid dictionary directory path

602: Unable to start the ZENworks Inventory service

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Manager
- Severity: Critical
- Possible Cause: The Inventory Service is unable to bind to the port specified in the *Inventory_server_installation_directory\zenworks\inv\server\wminv\properties\config.properties* file.
- Possible Cause: Another application is binding to the same port number.
- Action: Do the following:
- 1 Modify the port number in the *Inventory_server_installation_directory\zenworks\inv\server\wminv\properties\config.properties* file. For more information, see “Understanding the Server Configuration Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
 - 2 Restart the Inventory services. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

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 Desktop Management; Workstation Inventory; Inventory Service Manager
Severity: Critical
Possible Cause: Novell eDirectory™ failed to start.
Action: Ensure that the Novell eDirectory service starts properly, then restart the Inventory service. To troubleshoot the problems related to eDirectory, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/edirectory.html\)](http://www.novell.com/documentation/edirectory.html).
Possible Cause: The tree name or the DN of the Inventory server is invalid in the *Inventory_server_installation_directory\zenworks\inv\server\wminv\properties\config.properties* file.
Action: Ensure that the entries in the *Inventory_server_installation_directory\zenworks\inv\server\wminv\properties\config.properties* file are correct. For more information, see “[Understanding the Server Configuration Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
Possible Cause: The Service Manager is unable to authenticate to eDirectory as the Inventory Service object
Action: Ensure that the Inventory Service object corresponding to the Inventory server is present.
Action: Do the following:

- 1 Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/lg/ndsdir86/index.html\)](http://www.novell.com/documentation/lg/ndsdir86/index.html).
- 2 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

604: Unable to read the role of the server

Source: ZENworks Desktop Management; Workstation 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\zenworks\inv\server\wminv\properties\config.properties* file.
Action: Ensure that the entries in the *Inventory_server_installation_directory\zenworks\inv\server\wminv\properties\config.properties* file are correct. For more information, see “[Understanding the Server Configuration Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
Possible Cause: The Service Manager is unable to authenticate to eDirectory as the Inventory Service object.
Action: Ensure that the Inventory Service object corresponding to the Inventory server is present.

Action: In Novell 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: Do the following:

- 1 Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/lg/ndsedir86/index.html\)](http://www.novell.com/documentation/lg/ndsedir86/index.html).
- 2 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

605: Unable to identify the NCP server corresponding to the Inventory Service Object in Novell eDirectory

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: The attribute in the Inventory Service object for *Inventory_server_name* is not zenInvHostServer.

Action: Verify if the *Inventory_server_name* for the zenInvHostServer attribute is set correctly in the Inventory Service object. If the problem persists, reinstall Workstation Inventory. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

606: Unable to read the NCP Server object corresponding to the Inventory Server

Source: ZENworks Desktop Management; Workstation 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.

Possible Cause: 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 because of a Novell eDirectory error

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: eDirectory failed to start.

Action: Ensure that the eDirectory service starts properly, then restart the Inventory service. To troubleshoot the problems related to eDirectory, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/edirectory.html\)](http://www.novell.com/documentation/edirectory.html).

Action: Do the following:

- 1 Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/lg/ndsedir86/index.html\)](http://www.novell.com/documentation/lg/ndsedir86/index.html).
- 2 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

608: Invalid Scan file path

Source: ZENworks Desktop Management; Workstation 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.

Possible Cause: The scandir directory is not configured.

Action: In ConsoleOne, configure the scandir directory settings in the Inventory Service object. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

609: The Roll-Up policy is not configured

Source: ZENworks Desktop Management; Workstation 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 roll-up settings, the next-level roll-up Inventory server for each lower-level Inventory server should be specified in the Roll-Up policy

Possible Cause: The Roll-Up policy is not configured or the policy is not configured correctly for the lower-level Inventory server.

Action: Ensure that the Roll-Up policy is properly configured. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

610: The Database Location policy is not configured

Source: ZENworks Desktop Management; Workstation 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.

Possible Cause: The Database Location policy is not configured or the policy is not configured correctly for the Inventory server with database attached.

Action: Ensure that the Database Location Policy is properly configured. For more information, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

615: The schedule is not set in the Roll-Up policy

Source: ZENworks Desktop Management; Workstation 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 the schedule for roll-up in the Roll-Up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

616: The schedule in the Roll-Up policy is corrupted

Source: ZENworks Desktop Management; Workstation 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

622: Unable to get information from the database

Source: ZENworks Desktop Management; Workstation 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 the correct version

Action: Reinstall the Inventory database. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

Possible Cause: On a Novell NetWare® Inventory server with the Native File Access pack installed, one or more volumes are exposed as CIFS shares. If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name. During installation, the database object snap-in assigns the NetBIOS name as the host name.

This error occurs if the Inventory service on the NetWare server fails to resolve the NetBIOS name to an IP address.

Action: Choose an IP address in the database object instead of the NetBIOS name in the database object property page. For more information, see “[Setting Up the Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

627: Database version not supported

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Action: Do the following:

- 1 Ensure that you have installed the recommended database version. For more information about the recommended database version, see “[Preparation](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory database. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

629: An error occurred while reading the configuration file. Reinstall the Inventory server component

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Explanation: The config.properties and directory.properties files do not exist in the `inventory_server_installation_directory\zenworks\inv\server\wminv\properties` directory.

Action: Reinstall the Inventory server component. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

630: The scan data cannot be rolled up from a Novell ZENworks 6.5 Inventory server to an Inventory server with older versions of ZENworks for Desktops or ZENworks for Servers installed. You must upgrade the older version of the Inventory server to ZENworks 6.5

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Possible Cause: A ZENworks 6.5 Inventory server is configured to roll up to a ZENworks for Servers 3.x or ZENworks for Desktops 3.x/4.x Inventory server in the ZENworks 6.5 Inventory server’s Roll-Up policy.

Action: Do one of the following:

- ♦ In the Roll-Up policy, change the DN of the Inventory Service object of next-level server to a ZENworks 6.5 Inventory server. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- ♦ Upgrade the ZENworks for Servers 3.x or ZENworks for Desktops 3.x/4.x Inventory server to ZENworks 6.5 Server Management or ZENworks 6.5 Desktop Management respectively.

For more information on upgrading a ZENworks for Servers 3.x Inventory server to ZENworks 6.5 Server Management, see “[Server Inventory](#)” in “[Upgrade](#)” in the *Novell ZENworks 6.5 Server Management Installation Guide*.

For more information on upgrading a ZENworks for Desktops 3.x/4.x Inventory server to ZENworks 6.5 Desktop Management, see “[Upgrade](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

631: The database object has not been configured properly in Novell eDirectory. Reconfigure the database object

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Possible Cause: Some attributes of the Inventory database object have not been configured.

Action: Reconfigure the database object and provide values for all attributes. For more information, see “Setting Up the Inventory Database” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

632: Invalid dictionary directory path

Source: ZENworks Desktop Management; Server Inventory; Service Manager

Severity: Critical

Possible Cause: An error occurred during the installation of the ZENworks 6.5 Inventory server.

Action: Do the following:

- 1 If you encounter any errors during the ZENworks 6.5 Inventory server installation, try to resolve them. For more information, see “Installation Error Messages” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory server component. For more information, see “Reinstalling Workstation Inventory on NetWare and Windows Servers” in “Uninstall/Reinstall” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

Scanner Error Messages

- 001: Unable to create ZENworks directory in Windows_installation_drive
- 002: Unable to register to the DMI Service Layer
- 003: Insufficient memory. Close some applications
- 004: ZENworks directory created in Windows_installation_drive
- 006: Unable to free allocated system memory. Close some applications
- 007: Insufficient memory to run the Scanner. Close some applications
- 008: Unable to scan software using Microsoft Installer (MSI)
- 009: Software scan done using Microsoft Installer (MSI)
- 010: Unable to create the History file (hist.ini) in the Windows_installation_drive/ZENWORKS directory
- 011: Unable to read the History file. The Scanner will re-create this file and scan the workstation completely
- 012: Unable to create the .str file
- 013: Microsoft Installer is not installed
- 014: The history file is corrupted. The Scanner will overwrite the existing file and scan the workstation completely
- 015: Unable to update the numeric value in the registry on the workstation
- 016: Unable to create the key in the registry
- 017: Unable to update the string value in the registry
- 018: Unable to find the MAC address of the workstation
- 019: Unable to get the local time on the workstation
- 020: The Custom Scan file is corrupted
- 022: Unable to write to the .str file
- 023: Unable to close the .str file
- 024: Initiated scan successfully
- 026: Unable to find the workstation DN name or the tree name in Novell eDirectory. Reinstall the ZENworks Agent and register the workstation properly

027: Unable to read the sequence number from the Workstation object

028: Unable to read the scandir directory location from the Inventory policy

033: The Software scanning option is not enabled in the Inventory policy. Enable the Software Scanning option in the policy

035: Unable to find the Inventory policy. Associate the Workstation object with an Inventory policy

042: Unable to launch the Inventory Scanner

043: Unable to read the Software Rules file

044: The Software Rules file is corrupted

046: Unable to load the ZENworks Library, zenpol32.dll. Ensure that zenpol32.dll exists on workstation. If the file is not found, reinstall the ZENworks Agent

047: Unable to read the ZENworks Library, zenpol32.dll. Ensure that zenpol32.dll exists on workstation. If the file is not found, reinstall the ZENworks Agent

048: Unable to initialize WMI

049: Unable to initialize COM

050: Unable to initialize COM Security

051: Could not create Wbem Locator Interface. Maybe WMI is not installed

052: Could not connect to WMI server

055: Cimmaps.ini is corrupted or does not exist. Reinstall the Workstation Inventory

056: The custom hardware scan attributes are either not configured or are not configured properly in the Workstation Inventory policy

057: custom.ini does not exist on the local workstation

058: Unable to parse the custom.ini file completely

060: Unknown connection type

062: This Novell eDirectory object is not a workstation object. Ensure that the workstation has been registered properly

063: Transfer str file from the Workstation to the Inventory server failed

064: The scanner path is not found in the registry. Reinstall the ZENworks agent

065: Unable to create filename file on the local workstation. Ensure that the file has Write rights

072: Custom.ini (Line: line_number): Invalid CIM class Inventory_class_name

074: Custom.ini (Line: line_number): The specified regular attribute name for the CIM class Inventory_class_name is invalid

075: Custom.ini (Line: line_number): The regular attribute name for the CIM class Inventory_class_name has been specified more than once

076: Custom.ini (Line: line_number): The number of the regular attribute names and the number of the regular attribute values are not equal for CIM class Inventory_class_name. Each regular attribute name must have a corresponding regular attribute value

079: Custom.ini (Line: line_number): The custom attribute name or the custom attribute value has not been specified for the CIM class Inventory_class_name

080: Custom.ini (Line: line_number): The specified custom attribute name for the CIM class Inventory_class_name is invalid

081: Custom.ini (Line: line_number): The custom attribute name for the CIM class Inventory_class_name has been specified more than once

082: Custom.ini (Line: line_number): The custom attribute name and its corresponding value have not been specified for the CIM class Inventory_class_name

083: Custom.ini (Line: line_number): The query for the CIM class Inventory_class_name is incomplete

084: Custom.ini (Line: line_number): The End section is missing for the CIM class Inventory_class_name. Add the End section

085: Custom.ini (Line: line_number): The Start section is missing for the CIM class Inventory_class_name. Add the Start section

086: Custom.ini (Line: line_number): The number of characters of the custom attribute value for the custom attribute custom_attribute_name exceeds 512

087: Custom.ini (Line: line_number): The query is invalid because the format is not correct

088: Custom.ini (Line: line_number): The data type of one or more regular attribute values mismatch with the expected data type

001: Unable to create ZENworks directory in *Windows_installation_drive*

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Explanation: When scanning the inventoried workstations, the Scanner places the scan log files and other files in the *Windows_installation_directory/zenworks*.

The Scanner creates the directory if it does not exist.

Possible Cause: *Windows_installation_directory* might not have the rights to create directories.

Action: Ensure that *Windows_installation_directory* has Create rights.

002: Unable to register to the DMI Service Layer

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: If the inventoried workstation is instrumented for DMI scanning, the Scanner collects the scan data from the Service Provider within the Service Layer. If the DMI Service Layer was not present on the inventoried workstation at the time of scanning, the Scanner probes the inventoried workstation.

Action: Install DMI.

003: Insufficient memory. Close some applications

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The workstation has insufficient memory.

Action: Close some applications so that system memory is available for the Scanner.

004: ZENworks directory created in *Windows_installation_drive*

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: When scanning the inventoried workstations, the Scanner places the scan log files and other files in the *Windows_installation_directory/zenworks*.

006: Unable to free allocated system memory. Close some applications

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Explanation: The Scanner cannot free the allocated system heap memory. This error occurs if some memory areas are corrupted.

Action: Close some applications so that system memory is available for the Scanner.

007: Insufficient memory to run the Scanner. Close some applications

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: Insufficient memory to run the Scanner on the inventoried workstation.

Action: Close some applications and run the Scanner from the Scheduler.

008: Unable to scan software using Microsoft Installer (MSI)

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: The Scanner uses the MSI layer to collect software information on the inventoried workstations. If the MSI layer was not present on the inventoried workstation at the time of scanning, the Scanner probes the inventoried workstation.

Possible Cause: The MSI layer is not installed or is not functional.

Action: Ensure that MSI support is installed and functional.

009: Software scan done using Microsoft Installer (MSI)

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: The Scanner uses the MSI layer to collect software information on the inventoried workstations. If the MSI layer was not present on the inventoried workstation at the time of scanning, the Scanner probes the inventoried workstation.

010: Unable to create the History file (hist.ini) in the *Windows_installation_drive*/ZENWORKS directory

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Possible Cause: There is no free disk space on the inventoried workstation.

Action: Ensure that there is free disk space on the inventoried workstation.

Possible Cause: The hist.ini file in the zenworks directory on the inventoried workstation has only Read rights.

Action: Ensure that hist.ini also has Write rights.

011: Unable to read the History file. The Scanner will re-create this file and scan the workstation completely

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: The Scanner creates a history file (hist.ini) in the *windows_installation_directory/zenworks* on the inventoried workstation. If the file is corrupted, the Scanner re-creates the file and enforces a full scan on the inventoried workstation.

Action: Perform a full scan.

- 1** In ConsoleOne, right-click the workstation object, then click Properties.
- 2** Click the ZENworks Inventory tab, then the Workstation Scan Configuration suboption.
- 3** Select Start Full Scan.
- 4** Click Apply, then click Close.

012: Unable to create the .str file

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The disk on the inventoried workstation is full.

Action: Ensure that there is free disk space on the inventoried workstation.

013: Microsoft Installer is not installed

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: The Scanner uses the MSI layer to collect software information on the inventoried workstations. If the MSI layer was not present on the inventoried workstation at the time of scanning, the Scanner probes the inventoried workstation.

014: The history file is corrupted. The Scanner will overwrite the existing file and scan the workstation completely

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: The Scanner creates a history file (hist.ini) in the *windows_installation_directory/zenworks* directory. If the file is corrupted, the Scanner re-creates the file and scans the inventoried workstation completely.

015: Unable to update the numeric value in the registry on the workstation

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: The Scanner creates the Novell\Workstation Manager key in the registry.

Possible Cause: The key is missing.

Action: Ensure that the Novell\Workstation Manager key exists in the registry.

Possible Cause: The values in the keys are invalid.

Action: Re-register the inventoried workstation. For more information, see “[Workstation Registration Files](#)” in “[Automatic Workstation Import and Removal](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

016: Unable to create the key in the registry

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: The Scanner creates the keys in Novell\Workstation Manager in the registry.

Possible Cause: The keys are missing in the registry.

Action: Ensure that the Novell\Workstation Manager key exists in the registry.

Action: Re-register the workstation. For more information, see “[Workstation Registration Files](#)” in “[Automatic Workstation Import and Removal](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

017: Unable to update the string value in the registry

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: The Scanner creates the Novell\Workstation Manager key in the registry.

Possible Cause: The key is missing.

Action: Ensure that the Novell\Workstation Manager key exists in the registry.

Possible Cause: The value in the keys are invalid.

Action: Re-register the workstation. For more information, see “[Workstation Registration Files](#)” in “[Automatic Workstation Import and Removal](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

018: Unable to find the MAC address of the workstation

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The network card on the inventoried workstation is not Ethernet, token ring, or FDDI.

Action: Ensure that the inventoried workstation has an Ethernet, token ring, or FDDI network card installed.

019: Unable to get the local time on the workstation

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

020: The Custom Scan file is corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: The attribute for the Custom Scan file in eDirectory contains invalid data.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Action: In ConsoleOne, run the Custom Scan Editor. The editor validates the Custom Scan file. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

022: Unable to write to the .str file

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

023: Unable to close the .str file

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Possible Cause: The system memory on the inventoried workstation is corrupted.

Action: Schedule the scan again.

024: Initiated scan successfully

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: This message is displayed when the Scanner has been launched successfully on the inventoried workstation even if the Enable Scan of Workstation option is not selected on the Inventory Service object property page, this message is displayed.

If you disable scanning of inventoried workstations (that is, if you deselect the Enable Scan workstation property on the Inventory Service Object property page), the status logs for the Scanner do not display any status, indicating that the scan is disabled. However, the Status logs still display a message indicating that the scan process was initiated successfully.

026: Unable to find the workstation DN name or the tree name in Novell eDirectory. Reinstall the ZENworks Agent and register the workstation properly

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The inventoried workstation is not registered.

Action: Ensure that the inventoried workstation is properly registered as a Workstation object in eDirectory. To do this, click the Workstation Manager icon in the notification area at the bottom of the desktop on the inventoried workstation, then click Display NDS Information. The Workstation object and the Workstation tree should display the DN name and the tree name.

027: Unable to read the sequence number from the Workstation object

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Possible Cause: The scan details have been deleted from eDirectory. Also, the inventoried workstation details are deleted from eDirectory and re-created.

- Action: Make sure that the Selector is loaded on the server so the Selector can process .str files.
- Action: Ensure that the Inventory database contains the scan information. This ensures that the Selector has processed the .str file and created the sequence number in the Workstation object. To check whether scan information is present:
- 1 In ConsoleOne, click a container. Click Tools, then click Configure DB.
 - 2 Select a ZENworks Database object, then click OK
 - 3 View the scan information, right-click the inventoried workstation from ConsoleOne, click Actions, then click Inventory.
- Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

028: Unable to read the scandir directory location from the Inventory policy

- Source: ZENworks Desktop Management; Workstation Inventory; Scanner
- Severity: Critical
- Explanation: The Scanner collects the scan data in the .str file. The .str file for the inventoried workstation is stored in the scandir directory. The scandir directory path is specified during the installation or in the Inventory Service object property page.
- This error occurs if the scandir directory location is not properly configured in the Inventory Service object property page.
- Action: Ensure that the scandir directory path is properly configured in the Inventory Service object. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

033: The Software scanning option is not enabled in the Inventory policy. Enable the Software Scanning option in the policy

- Source: ZENworks Desktop Management; Workstation Inventory; Scanner
- Severity: Warning
- Explanation: By default, the Scanner does not collect the software information of the inventoried workstation. If you want the software inventory, you must enable the Software Scan option in the Workstation Inventory policy.
- Action: Select the Enable the Software Scan option in the Workstation Inventory policy. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

035: Unable to find the Inventory policy. Associate the Workstation object with an Inventory policy

- Source: ZENworks Desktop Management; Workstation Inventory; Scanner
- Severity: Critical
- Possible Cause: The Inventory policy associated with the Workstation object does not exist.
- Action: Associate the workstation object with an Inventory policy. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Installation](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

042: Unable to launch the Inventory Scanner

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

043: Unable to read the Software Rules file

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: The Software Rules are not configured in the Workstation Inventory policy.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Action: Ensure that the Software Rules are configured in the Workstation Inventory policy. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

044: The Software Rules file is corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: An error occurred while reading the Software Rules attribute in eDirectory.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Action: Reconfigure the Software Rules in the Workstation Inventory policy. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

046: Unable to load the ZENworks Library, zenpol32.dll. Ensure that zenpol32.dll exists on workstation. If the file is not found, reinstall the ZENworks Agent

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The file is corrupted or does not exist in the ZENworks installation directory.

Action: Reinstall the ZENworks 6.5 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

047: Unable to read the ZENworks Library, zenpol32.dll. Ensure that zenpol32.dll exists on workstation. If the file is not found, reinstall the ZENworks Agent

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The file is corrupted or does not exist in the ZENworks installation directory.

Action: Reinstall the ZENworks 6.5 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

048: Unable to initialize WMI

Source: ZENworks Desktop Management; Workstation Inventory; Scanner
Severity: Informational
Possible Cause: Microsoft Windows Management Instrumentation (WMI) is not installed on the inventoried workstation.
Action: Install WMI again on the inventoried workstation.

049: Unable to initialize COM

Source: ZENworks Desktop Management; Workstation Inventory; Scanner
Severity: Informational
Possible Cause: An internal occur has occurred.
Action: Install WMI again on the inventoried workstation.
If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

050: Unable to initialize COM Security

Source: ZENworks Desktop Management; Workstation Inventory; Scanner
Severity: Informational
Possible Cause: An internal occur has occurred.
Action: Install WMI again on the inventoried workstation.
If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

051: Could not create Wbem Locator Interface. Maybe WMI is not installed

Source: ZENworks Desktop Management; Workstation Inventory; Scanner
Severity: Informational
Possible Cause: WMI is not installed on the inventoried workstation.
Action: Install WMI on the inventoried workstation.

052: Could not connect to WMI server

Source: ZENworks Desktop Management; Workstation Inventory; Scanner
Severity: Informational
Possible Cause: WMI is not installed on the inventoried workstation.
Action: Install WMI on the inventoried workstation.

055: Cimmaps.ini is corrupted or does not exist. Reinstall the Workstation Inventory

Source: ZENworks Desktop Management; Workstation Inventory; Scanner
Severity: Informational
Explanation: The ZENworks Agent install copies cimmaps.ini file on the inventoried workstation.
This error occurs if the file is corrupted or does not exist.

Action: Reinstall the ZENworks 6.5 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “Uninstall/Reinstall” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

056: The custom hardware scan attributes are either not configured or are not configured properly in the Workstation Inventory policy

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the Custom Scan attributes. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server in your inventory tree.

057: custom.ini does not exist on the local workstation

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: The custom.ini file is not found in the *Windows_installation_directory\zenworks* directory.

Action: Configure custom.ini and save it in the *Windows_installation_directory\zenworks* directory of the inventoried workstation. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

058: Unable to parse the custom.ini file completely

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: The custom.ini file is not configured properly.

Action: Configure custom.ini properly. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

060: Unknown connection type

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The inventoried workstation cannot contact eDirectory using the Novell Client™ or Desktop Management Middle Tier server.

Action: Ensure that the inventoried workstation is connected to the network.

062: This Novell eDirectory object is not a workstation object. Ensure that the workstation has been registered properly

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Action: Delete the workstation object in the eDirectory and re-register the workstation. For more information about registering the workstation again, see [“Workstation Registration Files”](#) in [“Automatic Workstation Import and Removal”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

063: Transfer str file from the Workstation to the Inventory server failed

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Explanation: The Workstation Inventory server installation creates the scandir directory on the Inventory server and assigns appropriate rights to the directory. This error occurs if the Scanner is unable to copy the .str file in the scandir directory.

Possible Cause: The Scanner does not have proper rights to the scandir path.

Action: Ensure that the Workstation Inventory server installation program has created the scandir directory and appropriate rights have been assigned to this directory.

064: The scanner path is not found in the registry. Reinstall the ZENworks agent

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The ZENworks 6.5 Desktop Management Agent installation program failed to create a registry key, which has the Scanner path under novell/workstation manager/invscanner registry key.

Action: Reinstall the ZENworks 6.5 Desktop Management Agent. For more information, see [“Reinstalling Workstation Inventory on NetWare and Windows Servers”](#) in [“Uninstall/Reinstall”](#) in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

065: Unable to create *filename* file on the local workstation. Ensure that the file has Write rights

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Explanation: The Scanner is unable to create the file in the *Windows_installation_directory/zenworks* directory on the inventoried workstation.

Possible Cause: The file already exists with Read rights.

Action: If the file already exists on the inventoried workstation, ensure that it also has Write rights.

072: Custom.ini (Line: *line_number*): Invalid CIM class *Inventory_class_name*

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: An invalid Inventory class name has been specified in the custom.ini file in the line *line_number*.

Action: Ensure that the Inventory class name specified in the custom.ini file is valid. For more information, see [“Customizing the Hardware Inventory Information To Be Scanned”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

074: Custom.ini (Line: *line_number*): The specified regular attribute name for the CIM class *Inventory_class_name* is invalid

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: An invalid regular attribute name has been specified in the custom.ini file in the line *line_number*.

Action: Ensure that the regular attribute name specified in the custom.ini file is valid. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

075: Custom.ini (Line: *line_number*): The regular attribute name for the CIM class *Inventory_class_name* has been specified more than once

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that the regular attribute name has been specified only once in the custom.ini file. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

076: Custom.ini (Line: *line_number*): The number of the regular attribute names and the number of the regular attribute values are not equal for CIM class *Inventory_class_name*. Each regular attribute name must have a corresponding regular attribute value

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that each regular attribute name has a corresponding value in the custom.ini file. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

079: Custom.ini (Line: *line_number*): The custom attribute name or the custom attribute value has not been specified for the CIM class *Inventory_class_name*

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that each regular attribute name in the custom.ini file has a corresponding value and vice versa. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

080: Custom.ini (Line: *line_number*): The specified custom attribute name for the CIM class *Inventory_class_name* is invalid

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the custom attribute in Custom Hardware Scan editor using ConsoleOne. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in

“Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

081: Custom.ini (Line: *line_number*): The custom attribute name for the CIM class *Inventory_class_name* has been specified more than once

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that the custom attribute name has been specified only once in the custom.ini file. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

082: Custom.ini (Line: *line_number*): The custom attribute name and its corresponding value have not been specified for the CIM class *Inventory_class_name*

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that you have specified at least one custom attribute name and its corresponding value in the custom.ini file. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

083: Custom.ini (Line: *line_number*): The query for the CIM class *Inventory_class_name* is incomplete

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: The custom attributes and their corresponding values have not been configured properly for the Inventory class *Inventory_class_name* at the line *line_number*.

Action: Ensure that you have specified at least one custom attribute name and its corresponding value for each Inventory class in the custom.ini file. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

084: Custom.ini (Line: *line_number*): The End section is missing for the CIM class *Inventory_class_name*. Add the End section

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: At the specified line in the custom.ini file, add the line [END_CIM_OBJECT] to end the section. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

085: Custom.ini (Line: *line_number*): The Start section is missing for the CIM class *Inventory_class_name*. Add the Start section

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: At the specified line in the custom.ini file, add the line [START_CIM_OBJECT] to start the section. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

086: Custom.ini (Line: *line_number*): The number of characters of the custom attribute value for the custom attribute *custom_attribute_name* exceeds 512

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that the custom attribute value does not have more than 512 characters. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

087: Custom.ini (Line: *line_number*): The query is invalid because the format is not correct

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the custom.ini file properly. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

088: Custom.ini (Line: *line_number*): The data type of one or more regular attribute values mismatch with the expected data type

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the custom.ini file properly. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

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 to a .zip file

310: Input-output failure. Unable to close the file filename

311: Could not extract Cascading attributes because 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 the Inventory Service DN to the property file
 355: Unable to write the server name to the property file

301: Unable to create the Property file *filename*

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: For each roll-up scheduled by the Sender, the .str files from the entmergedir directory are placed in the 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 on the Inventory server is full.

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 Desktop Management; Workstation 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, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, 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 Desktop Management; Workstation 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 on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

304: Unable to open the file *path_name/filename*

Source: ZENworks Desktop Management; Workstation 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 on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

306: zip_filename is corrupted, probably during transmission

Source: ZENworks Desktop Management; Workstation 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 on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

307: Unable to create the .zip file filename

Source: ZENworks Desktop Management; Workstation 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 on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Possible Cause: The directory containing the .str 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.

308: Compression failure. filename.str is not compressed to a .zip file

Source: ZENworks Desktop Management; Workstation 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 Support \(http://support.novell.com\)](http://support.novell.com).

309: Input-output failure. filename.str is not compressed to a .zip file

Source: ZENworks Desktop Management; Workstation 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 on the Inventory server is full.
- Action: Ensure that there is free disk space on the Inventory server.

310: Input-output failure. Unable to close the file *filename*

- Source: ZENworks Desktop Management; Workstation 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, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- If the source of the problem is the Sender component, 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 because sanity check failed

- Source: ZENworks Desktop Management; Workstation Inventory; Sender
- Severity: Critical
- Explanation: The error occurs if the Sender is unable to write to the roll-up log.
- Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

317: Unable to copy the file *filename* from the entpushdir directory to the dbdir directory

- Source: ZENworks Desktop Management; Workstation 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 on the Inventory server is full.
- 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, restart the Receiver from the Service Manager. For more information, see *“Understanding the Inventory Service Manager”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, 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 Desktop Management; Workstation 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 eDirectory is not correct.

Action: Specify a valid address for the Receiver in the Roll-Up policy. For more information, see *“Configuring the Roll-Up Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: The Receiver is down.

Action: Restart the Receiver. If the problem persists, restart the ZENworks 6.5 Desktop Management 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 Desktop Management; Workstation 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, restart the Receiver from the Service Manager. For more information, see *“Understanding the Inventory Service Manager”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, 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 Desktop Management; Workstation 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 Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: The Sender failed to read the SECURITYDIR value from the *Inventory_server_installation_directory\zenworks\inv\server\wminv\properties\sender.properties* file.

Possible Cause: The sender.properties file is corrupt.

Action: Reinstall the Inventory server. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management 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
```

NOTE: 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 Desktop Management; Workstation 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 the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the Sender fails to connect to the Receiver even after the retries, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com)

330: Unable to contact the receiver on the server *server_name*

Source: ZENworks Desktop Management; Workstation 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the Sender fails to connect to the Receiver even after the retries, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

332: An internal error occurred while getting the zeninvRollupTime

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while getting the zeninvRollupTime.

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

333: Invalid URL for the CascadeBaseTime service

Source: ZENworks Desktop Management; Workstation Inventory; Sender
Severity: Critical
Explanation: An internal error occurred while getting the CascadeBaseTime.
Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

334: An internal error occurred while starting the CascadeBaseTimeServer

Source: ZENworks Desktop Management; Workstation Inventory; Receiver
Severity: Critical
Explanation: An internal error occurred while starting the CascadeBaseTimeServer.
Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

335: Socket Input-Output error occurred while getting the zeninvRollupTime

Source: ZENworks Desktop Management; Workstation Inventory; Sender
Severity: Critical
Explanation: An internal error occurred while getting the zeninvRollupTime. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.
Possible Cause: The next-level Inventory server is not up and running.
Action: Ensure that the next-level Inventory serve is up and running.
Possible Cause: The next-level Inventory server is not reachable.
Action: Ensure that the next-level Inventory server is reachable.
Possible Cause: The ZENworks Web Server is not running on the next-level Inventory server.
Action: Ensure that the ZENworks Web Server and the Inventory services are running on the next-level Inventory server.
Possible Cause: This problem might occur on a NetWare Inventory server with Native File Access Pack installed. This NetWare server has one or more volumes exposed as CIFS shares and does not have a DNS name configured.
If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name, and the Roll-up policy assigns the NetBIOS name as the host name.
This error occurs if the Sender on the NetWare server fails to resolve the NetBIOS name to an IP address.
Action: Choose an IP address instead of the NetBIOS name in the Roll-up policy. For more information, see *“Configuring the Roll-Up Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](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 Desktop Management; Workstation 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 Support \(http://support.novell.com\)](http://support.novell.com).

339: Invalid URL for the Inventory File Service on the server *server_name*

Source: ZENworks Desktop Management; Workstation 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 Support \(http://support.novell.com\)](http://support.novell.com).

340: The Receiver on server *server_name* is currently busy with other requests

Source: ZENworks Desktop Management; Workstation 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 Support \(http://support.novell.com\)](http://support.novell.com).

341: Input-Output error occurred at the Receiver running on server *server_name* while receiving the zip file

Source: ZENworks Desktop Management; Workstation 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 Support \(http://support.novell.com\)](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 Desktop Management; Workstation 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.

- Possible Cause: The next-level Inventory server is not up and running.
- Action: Ensure that the next-level Inventory server is up and running.
- Possible Cause: The next-level Inventory server is not reachable.
- Action: Ensure that the next-level Inventory server is reachable.
- Possible Cause: The ZEN Web Server is not running on the next-level Inventory server.
- Action: Ensure that the ZEN Web Server and the Inventory services are running on the next-level Inventory server.
- Possible Cause: This problem might occur on a NetWare Inventory server with Native File Access Pack installed. This NetWare server has one or more volumes exposed as CIFS shares and does not have a DNS name configured.
- If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name, and the Roll-up policy assigns the NetBIOS name as the host name.
- This error occurs if the Sender on the NetWare server fails to resolve the NetBIOS name to an IP address.
- Action: Choose an IP address instead of the NetBIOS name in the Roll-up policy. For more information, see *“Configuring the Roll-Up Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com)

343: Unable to obtain a lock on the target file

- Source: ZENworks Desktop Management; Workstation Inventory; Sender
- Severity: Critical
- Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

344: An internal error occurred while starting the Inventory File Service

- Source: ZENworks Desktop Management; Workstation Inventory; Receiver
- Severity: Critical
- Action: Contact [Novell Support \(http://support.novell.com\)](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 Desktop Management; Workstation Inventory; Receiver
- Severity: Critical
- Action: Restart the Receiver from the Service Manager. For more information, see *“Understanding the Inventory Service Manager”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management 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 Desktop Management; Workstation Inventory; Receiver
- Severity: Critical
- Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

347: Internal error while connecting to the Receiver on server *server_name*

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

348: An internal error occurred. Unable to start Receiver Service

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

349: Unable to change stored status for the file *filename*

Source: ZENworks Desktop Management; Workstation 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 on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Action: Restart the Receiver from the Service Manager.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

350: File *filename* in dbdir is locked

Source: ZENworks Desktop Management; Workstation 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- 2 Restart the Receiver and the Sender from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- 3 Start the Storer. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

351: Error in Sender on the server *server_name*. Invalid firewall proxy address

Source: ZENworks Desktop Management; Workstation 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 “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

352: Error in Sender on the server *server_name*. Invalid firewall proxy port

Source: ZENworks Desktop Management; Workstation 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 “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

354: Unable to write the Inventory Service DN to the property file

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver
Severity: Critical
Possible Cause: The Sender or the Receiver fails to get the Inventory Service object DN.
Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

355: Unable to write the server name to the property file

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver
Severity: Critical
Possible Cause: The Sender or the Receiver fails to get the Inventory server name.
Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

TCP Receiver Error Messages

251: The Upgrade Service has failed
304: Unable to open the file filename
310: Input-output failure. Unable to close the file filename
312: Network connection lost or closed while writing the data to the network. Verify the network connections
313: Network connection lost or closed while reading the data from the network. Verify the network connections
315: Unable to accept connection from the Sender
316: Unexpected data read from the network by the Sender/Receiver. Verify the network connections
319: Unable to send the file filename from the Sender to the Receiver
322: Input-output error while closing the buffers
324: Directory *directory_name* does not exist
325: The Receiver could not bind to accept connections from the Senders at Time in Milliseconds value

2651: Could not extract Property values because sanity check failed on ZIP_filename
 2652: Invalid zip file name ZIP_filename
 2653: ZIP_filename could not be unzipped into the directory directory_filename
 2654: Error converting Property file old_filename to new_filename
 2655: Unable to unzip the file ZIP_filename
 2656: Unable to close the file ZIP_filename
 2657: Invalid number of Property files found: number_of_property_files
 2658: An internal error occurred while trying to convert .str files
 2659: Error converting .str files in directory_name
 2660: Unable to find .str files in directory_name for compression
 2661: Unable to delete file filename in directory directory_name
 2662: Unable to move file filename to directory directory_name
 2663: Fatal error: ZIP file processing exceeded retry
 2664: Unable to create directory directory_name
 2665: Unable to find files with extension file_extension in directory_name
 2666: Unable to obtain lock on filename with component_name

251: The Upgrade Service has failed

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver
 Severity: Critical
 Explanation: The Upgrade service copies the ZENworks for Desktops 4.x residual files to specific directories and updates the Inventory Service object's attribute, zeninvComponentStaus. The residual files are then converted to the ZENworks 6.5 Desktop Management format by the TCP Receiver.
 Possible Cause: The Upgrade service has not completed copying the residual files.
 Action: Restart the Inventory service. For more information, see *“Starting and Stopping the Inventory Service”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

304: Unable to open the file filename

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver
 Severity: Critical
 Possible Cause: The disk on the Inventory server is full.
 Action: Ensure that there is free disk space on the server
 Possible Cause: The directory that contains the file does not exist.
 Action: Ensure that the directory that contains the file exists on the server.
 Possible Cause: There is no Read and Write access to the file in the directory.
 Action: Ensure that the file has Read and Write access.
 Action: Restart the TCP Receiver from the Service Manager. For more information, see *“Understanding the Inventory Service Manager”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

310: Input-output failure. Unable to close the file *filename*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Explanation: This error occurs when the TCP Receiver tries to close the file while processing it.

Possible Cause: The input-output buffers are not closed.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

312: Network connection lost or closed while writing the data to the network. Verify the network connections

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Action: Ensure that the network is up and running.

313: Network connection lost or closed while reading the data from the network. Verify the network connections

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Action: Ensure that the network is up and running.

315: Unable to accept connection from the Sender

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Possible Cause: The socket has not been created properly.

Action: Ensure that the network is up and running.

316: Unexpected data read from the network by the Sender/Receiver. Verify the network connections

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Possible Cause: The network connection was lost or closed while the TCP Receiver is reading the data from the network.

Action: Ensure that the network is up and running.

319: Unable to send the file *filename* from the Sender to the Receiver

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: This error occurs when the .zip file cannot be sent from the ZENworks for Desktops 4.x Sender to the TCP Receiver on the network.

- Possible Cause: The network connection was lost or closed while the TCP Receiver was reading the data from the network.
- Action: Ensure that the network is up and running.
- Possible Cause: The disk on the Inventory server is full.
- Action: Ensure that there is free disk space on the server.
- Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

322: Input-output error while closing the buffers

- Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver
- Severity: Warning
- Possible Cause: The input-output buffers are not closed properly.
- Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

324: Directory *directory_name* does not exist

- Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver
- Severity: Critical
- Explanation: The TCP Receiver accesses the files in the directory for processing the scan information.
- Action: Ensure that the directory exists on the Inventory server.
- Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

325: The Receiver could not bind to accept connections from the Senders at Time in Milliseconds *value*

- Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver
- Severity: Critical
- Possible Cause: The default port numbers (between 1025 and 65432) are not available.
- Action: Ensure that there are free port numbers in the range 1025 and 65432. If the port numbers are used by other applications, close the applications to free up the ports.

2651: Could not extract Property values because sanity check failed on *ZIP_filename*

- Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver
- Severity: Informational
- Explanation: The TCP Receiver processes the .zip files that are remaining after a ZENworks for Desktops 4.0.1 server has been upgraded to ZENworks 6.5 Desktop Management.
- This error occurs if a .zip file is invalid. The TCP Receiver continues processing the remaining .zip files.
- Action: None.

2652: Invalid zip file name *ZIP_filename*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Explanation: The TCP Receiver processes the .zip files that are remaining after a ZENworks for Desktops 4.0.1 server has been upgraded to ZENworks 6.5 Desktop Management.

This error occurs if the name of the .zip file is invalid. The TCP Receiver continues processing the remaining .zip files.

Action: None.

2653: *ZIP_filename* could not be unzipped into the directory *directory_filename*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Possible Cause: The disk on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Possible Cause: The directory that contains the file does not exist.

Action: Ensure that the directory that contains the file exists on the server.

Possible Cause: There is no Read and Write access to the file in the directory.

Action: Ensure that the file has Read and Write access.

2654: Error converting Property file *old_filename* to *new_filename*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Explanation: The TCP Receiver processes the .zip files that are remaining after a ZENworks for Desktops 4.x server has been upgraded to ZENworks 6.5 Desktop Management.

Possible Cause: The property file is not in a valid ZENworks for Desktops 4.x format. The TCP Receiver continues processing the remaining .zip files.

Action: None.

2655: Unable to unzip the file *ZIP_filename*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Possible Cause: The .zip file is corrupted.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2656: Unable to close the file *ZIP_filename*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2657: Invalid number of Property files found: *number_of_property_files*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Possible Cause: There are some property files of the previous TCP Receiver execution in the directory or there is more than one property file present in the .zip file. The TCP Receiver continues processing the remaining files.

Action: None.

2658: An internal error occurred while trying to convert .str files

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

2659: Error converting .str files in *directory_name*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Possible Cause: The .str files are not in a valid ZENworks 6.5 Desktop Management format.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2660: Unable to find .str files in *directory_name* for compression

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: To form a ZENworks 6.5 Desktop Management .zip file, str files in the directory are collected and compressed.

Possible Cause: There are no .str files for compression.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

2661: Unable to delete file *filename* in directory *directory_name*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 6.5 Desktop Management format and moved to the appropriate directory for processing by ZENworks 6.5.

Possible Cause: The ZENworks for Desktops 4.x .zip file is not deleted from the directory.

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2662: Unable to move file *filename* to directory *directory_name*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 6.5 Desktop Management format and moved to the appropriate directory for processing by ZENworks 6.5.

Possible Cause: The ZENworks for Desktops 4.x .zip file is not deleted from the directory.

Possible Cause: The disk on the Inventory server is full.

Action: Ensure that there is free disk space on the server.

Possible Cause: The file is locked by some other application.

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2663: Fatal error: ZIP file processing exceeded retry

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 6.5 Desktop Management format. During the processing, other Inventory components such as the Storer and the ZENworks 6.5 Receiver try to obtain a handle on the .zip file for further processing.

Possible Cause: The lock on the .zip file has not been released.

Action: Restart the Inventory service. For more information, see [“Starting and Stopping the Inventory Service”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2664: Unable to create directory *directory_name*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted into ZENworks 6.5 Desktop Management .zip files and are transferred to the appropriate directory for processing by ZENworks 6.5 Desktop Management components.

Possible Cause: The appropriate directory is not found on the Inventory server.

Action: Ensure that the directory exists on the Inventory server.

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

2665: Unable to find files with extension *file_extension* in *directory_name*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: Files such as .str and .zip are converted from ZENworks for Desktops 4.x to ZENworks 6.5 Desktop Management format.

Possible Cause: The files are not found in the appropriate directories.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

2666: Unable to obtain lock on *filename* with *component_name*

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 6.5 Desktop Management format. During the processing, other Inventory components such as the Storer and the ZENworks 6.5 Desktop Management Receiver will try to obtain a handle on the .zip file for further processing.

Possible Cause: The handle on the .zip file is not found.

Action: Restart the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

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 because it is being upgraded

109: This scanned file is not in sequence with the previous one

110: Data instance in the scanned file is not found

111: Invalid ZfD 3.x scan file detected. Unable to store in the database

112: Data instance in the ZFD 3.x scanned file is not found

141: Unable to read the mapping file. MAP.SER is missing or corrupted

142: Unable to read the association file. ASSOCIATION.SER is missing or corrupted

143: The database directory (dbdir) does not exist

151: Workstation is not found in the database

152: Unable to store the rolled-up scan data

101: Invalid username or password

Source: ZENworks Desktop Management; Workstation 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.

Possible Cause: 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 Desktop Management; Workstation Inventory; Storer

Severity: Critical

Possible Cause: The driver files required by the Storer are missing or incompatible.

Action: Do the following:

- ♦ If your Inventory database is running on Sybase* or Oracle*, re-install the Inventory server. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “Uninstall/Reinstall” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- ♦ If your Inventory database is running on MS SQL, perform the steps described in the “[Connecting the Inventory Server and ConsoleOne to the MS SQL Server 2000 Inventory Database](#)” section in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

104: Unable to connect to the database server

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

Possible Cause: The network is either down or the IP address is not reachable.

Action: Ensure that the database server is reachable with the specified IP address. Ping the server to check its connectivity.

Possible Cause: The Inventory database is down.

Action: Ensure that the Inventory database is up.

105: Database connection failed

Source: ZENworks Desktop Management; Workstation 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 Desktop Management; Workstation Inventory; Storer

Severity: Informational

Explanation: The scan data file (.str) contains invalid data. The Storer will enforce a full scan on the inventoried workstations that are directly attached to the Inventory server. Additionally, a periodic full scan from the inventoried workstation will update the inventory database.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

108: The Database is not initialized because it is being upgraded

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

Explanation: The database is not ready for use, so the Storer waits until the Upgrade Service upgrades an earlier version of ZENworks Inventory database to ZENworks 6.5 Desktop Management.

This message is displayed at the Inventory server until the database is upgraded.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com)

109: This scanned file is not in sequence with the previous one

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

Explanation: The scan data file (.str) contains invalid data. The Storer will enforce a full scan on the inventoried workstations that are directly attached to the Inventory server. Additionally, a periodic full scan from the inventoried workstation will update the inventory database.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

110: Data instance in the scanned file is not found

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

Explanation: The scan data file (.str) contains invalid data. The Storer will enforce a full scan on the inventoried workstations that are directly attached to the Inventory server. Additionally, a periodic full scan from the inventoried workstation will update the inventory database.

Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

111: Invalid ZfD 3.x scan file detected. Unable to store in the database

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

Explanation: The scan data file (.str) contains invalid data. The error might have been in either the original ZENworks for Desktops 3.x .str file or in the converted .str file.

Action: If the problem occurs on ZENworks for Desktops 3.2 workstations that send inventory scans to an upgraded inventory server, copy the following files from ZENworks for Desktops 3.2 SP3 to the sys:\public\zenworks directory on the upgraded server:

winscan.exe
ntscan32.exe
hwscan16.exe
zenpol32.dll
scansource.ini

Action: Do the following:

- 1** If the error occurs when you process the inventory data that is rolled up from a lower-level ZENworks for Desktops 3.2 Inventory server, you must upgrade the lower-level Inventory server to ZENworks for Desktops 3.2 SP3.
- 2** Apply the following authentication patches that are bundled with the *ZENworks 6.5 Desktop Management Companion 2* CD to the ZENworks for Desktops 3.2 SP3 Inventory server:

Server	Source File	Target Destination on the Inventory Server
Netware	All files in the \\invzfd3xpatch\zfd32\common\public\zenworks\wminv\lib directory	<i>Inventory_server_installation_path</i> \zenworks\inv\server\wminv\lib
	\\invzfd3xpatch\zfd32\nw\java\bin\zenws.nlm	sys:\java\bin
	All files in the \\invzfd3xpatch\zfd32\nw\java\lib directory	sys:\java\lib
Windows NT/2000	all files in the \\invzfd3xpatch\zfd32\common\public\zenworks\wminv\lib directory	<i>Inventory_server_installation_path</i> \zenworks\inv\server\wminv\lib
	\\invzfd3xpatch\zfd32\nt\zenworks\jre\1.2\bin\ zenws.dll	sys_share\zenworks\jre\1.2\bin
	All files in the \\invzfd3xpatch\zfd32\nt\zenworks\jre\1.2\lib directory	sys_share\zenworks\jre\1.2\lib

- 3** Enforce a full scan either on this workstation object or on all workstation objects that send the inventory data to this Inventory server.

To enforce a full scan on this workstation object:

- 1** In ConsoleOne, right-click the workstation object, then click Properties.
- 2** Click the ZENworks Inventory tab, then click the Workstation Scan Configuration suboption.
- 3** Select Start Full Scan.
- 4** Click Apply, then click Close.

To enforce a full scan on all workstation objects that send the inventory data to this Inventory server:

- 1** Enforce a full scan on the Inventory Service object.

For more information, see “Configuring the Inventory Service Object” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: Refer to “Troubleshooting the Storer” on page 143 for more details.

Action: If the problem persists, contact Novell Support (<http://support.novell.com>).

112: Data instance in the ZFD 3.x scanned file is not found

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

Possible Cause: Error in the content or format of the STR file, or delta information is absent from the STR file.

Possible Cause: The scan data file (.str) does not have a proper delta information for certain inventory attributes. This may be because of an improper data type or format, or some STR files ready to be processed have been missed, causing a break in the sequence.

Action: If the problem occurs on ZENworks for Desktops 3.2 workstations that send inventory scans to an upgraded inventory server, copy the following files from ZENworks for Desktops 3.2 SP3 to the sys:\public\zenworks directory on the upgraded server:

winscan.exe
ntscan32.exe
hwscan16.exe
zenpol32.dll
scansource.ini

Action: Do the following:

- 1** If the error occurs when you process the inventory data that is rolled up from a lower-level ZENworks for Desktops 3.2 Inventory server, you must upgrade the lower-level Inventory server to ZENworks for Desktops 3.2 SP3.
- 2** Apply the following authentication patches that are bundled with the *ZENworks 6.5 Desktop Management Companion 2* CD to the ZENworks for Desktops 3.2 SP3 Inventory server:

Server	Source File	Target Destination on the Inventory Server
Netware	All files in the \invzfd3xpatch\zfd32\common\public\zenworks\wminv\lib directory	<i>Inventory_server_installation_path</i> \zenworks\inv\server\wminv\lib
	\invzfd3xpatch\zfd32\nw\java\bin\zenws.nlm	sys:\java\bin
	All files in the \invzfd3xpatch\zfd32\nw\java\lib directory	sys:\java\lib
Windows NT/2000	All files in the \invzfd3xpatch\zfd32\common\public\zenworks\wminv\lib directory	<i>Inventory_server_installation_path</i> \zenworks\inv\server\wminv\lib
	\invzfd3xpatch\zfd32\nt\zenworks\jre\1.2\bin\ zenws.dll	sys_share\zenworks\jre\1.2\bin
	All files in the \invzfd3xpatch\zfd32\nt\zenworks\jre\1.2\lib directory	sys_share\zenworks\jre\1.2\lib

- 3** Enforce a full scan either on this workstation object or on all workstation objects that send the inventory data to this Inventory server.

To enforce a full scan on this workstation object:

- 1** In ConsoleOne, right-click the workstation object, then click Properties.
- 2** Click the ZENworks Inventory tab, then click the Workstation Scan Configuration suboption.
- 3** Select Start Full Scan.
- 4** Click Apply, then click Close.

To enforce a full scan on all workstation objects that send the inventory data to this Inventory server:

- 1** Enforce a full scan on the Inventory Service object.

For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation](#)

*Inventory” in the **Novell ZENworks 6.5 Desktop Management Administration Guide**.*

Action: Refer to **“Troubleshooting the Storer” on page 143** for more details.

Action: If the problem persists, contact **Novell Support** (<http://support.novell.com>).

141: Unable to read the mapping file. MAP.SER is missing or corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

Explanation: One of the data files that the Storer requires is missing or corrupted.

Action: Reinstall the Inventory server. For more information, see **“Reinstalling Workstation Inventory on NetWare and Windows Servers”** in **“Uninstall/Reinstall”** in the ***Novell ZENworks 6.5 Desktop Management Installation Guide***.

142: Unable to read the association file. ASSOCIATION.SER is missing or corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

Explanation: One of the data files that the Storer requires is missing or corrupted.

Action: Reinstall the Inventory server. For more information, see **“Reinstalling Workstation Inventory on NetWare and Windows Servers”** in **“Uninstall/Reinstall”** in the ***Novell ZENworks 6.5 Desktop Management Installation Guide***.

143: The database directory (dbdir) does not exist

Source: ZENworks Desktop Management; Workstation 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. For more information on how to access the Inventory Service object, see **“Configuring the Inventory Service Object”** in **“Workstation Inventory”** in the ***Novell ZENworks 6.5 Desktop Management Administration Guide***.

Also, ensure that dbdir exists in the scandir directory.

151: Workstation is not found in the database

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Warning

Explanation: The Storer enforces a full scan on the inventoried workstations that are directly attached to the Inventory server. Additionally, a periodic full scan from the inventoried workstation will update the inventory database.

Possible Cause: The scan data file (.str) contains invalid data or is corrupt and the workstation name field is part of the corrupted data.

Possible Cause: The .str files containing only the delta inventory data reach the Storer, but the inventoried workstation is not found in the Inventory database.

Action: If the Storer delays in enforcing a full scan on the inventoried workstations, you must manually enforce a full scan to speed up the process on the workstation object.

Enforce a full scan either on this workstation object or on all workstation objects that send the inventory data to this Inventory server.

To enforce a full scan on this workstation object:

- 1** In ConsoleOne, right-click the workstation object, then click Properties.
- 2** Click the ZENworks Inventory tab, then click the Workstation Scan Configuration suboption.
- 3** Select Start Full Scan.
- 4** Click Apply, then click Close.

To enforce a full scan on all workstation objects that send the inventory data to this Inventory server:

- 1** Enforce a full scan on the Inventory Service object.

For more information, see “**Configuring the Inventory Service Object**” in “**Workstation Inventory**” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

152: Unable to store the rolled-up scan data

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Warning

Possible Cause: The .zip file is corrupted.

Action: Manually trigger a full scan on the Inventory Service object of the Inventory server from where the .zip file originated.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

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

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 Desktop Management; Workstation 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 in the database object. For more information on configuring the database object, see *“Configuring the Database Location Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1002: Unable to connect to the Inventory database. Ensure that the database location policy is configured correctly

- Source: ZENworks Desktop Management; Workstation 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 *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management 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 *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management 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 Desktop Management; Workstation 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 Desktop Management; Workstation Inventory; AlterDBSpace
- Severity: Critical
- Explanation: The COUNT parameter in *Inventory_server\zenworks\inv\server\wminv\properties\alterdb.props* specifies the total number of database space files. This parameter should be set to 11.
- Possible Cause: The COUNT parameter is not assigned correctly.
- Action: Ensure that the COUNT parameter in *Inventory_server\zenworks\inv\server\wminv\properties\alterdb.props* is set to 11.

1005: Specified COUNT=0 in alterdb.props is incorrect

- Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace
- Severity: Critical

Explanation: The COUNT parameter in *Inventory_server\zenworks\inv\server\wminv\properties\alterdb.props* specifies the total number of database space files. This parameter should be set to 11.

Possible Cause: The COUNT parameter is not assigned correctly.

Action: Ensure that the COUNT parameter in *Inventory_server\zenworks\inv\server\wminv\properties\alterdb.props* is set to 11.

1006: Unable to load alterdb.props. Ensure that the file exists and the CLASSPATH includes the directory containing alterdb.props

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Critical

Explanation: The property file for the AlterDBSpace tool (*alterdb.props*) does not exist in *Inventory_server\zenworks\inv\server\wminv\properties*.

Possible Cause: The file has been deleted or renamed.

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 Servers \(AlterDBSpace Tool\)](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

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 Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Warning

Explanation: Before running the AlterDBSpace service, you must disconnect all the database connections, stop the Storer, and close all ConsoleOne sessions.

Possible Cause: 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

Workstation Inventory Policy

The Inventory Service Object does not exist in this tree. Choose an existing Inventory Service object

The Inventory Service object does not provide Inventory role

An error occurred while importing the data from the file

An error occurred while exporting the data to the file

Unable to write to Novell eDirectory because 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

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

The Inventory Service Object does not exist in this tree. Choose an existing Inventory Service object

Source: ZENworks Desktop Management; Workstation Inventory; Workstation Inventory Policy

Severity: Critical

Explanation: The ZENworks 6.5 Desktop Management 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 eDirectory tree. If the problem persists, reinstall the Workstation Inventory component. For more information, see *“Reinstalling Workstation Inventory on NetWare and Windows Servers”* in *“Uninstall/Reinstall”* in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

The Inventory Service object does not provide Inventory role

Source: ZENworks Desktop Management; Workstation Inventory; Workstation Inventory Policy

Severity: Critical

Explanation: The ZENworks 6.5 Desktop Management installation program creates the Inventory Service object and installs the Inventory server components on the server that you specify.

Possible Cause: The server you selected in the Inventory Service object is not a ZENworks 6.5 Desktop Management Inventory server.

Action: Ensure that the server specified in the Inventory Service object is a ZENworks 6.5 Desktop Management Inventory server. After the installation, in the Workstation Inventory policy, choose an Inventory Service object that provides an Inventory role. For more information, see *“Configuring the Workstation Inventory Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, rerun the installation program to install the Inventory components on the server. For more information, see *“Reinstalling Workstation Inventory on NetWare and Windows Servers”* in *“Uninstall/Reinstall”* in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

An error occurred while importing the data from the file

Source: ZENworks Desktop Management; Workstation Inventory; Workstation Inventory Policy

Severity: Warning

Possible Cause: 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 Desktop Management; Workstation Inventory; Workstation 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 filename.

Possible Cause: In the query, the value of the following classes is set to NULL: Patch, Software, Software Group, Include File, and Exclude File. For example, Patch = NULL

Action: Set the attributes of the following classes to NULL instead of the classes: Patch, Software, Software Group, Include File, and Exclude File. For example, Patch.Name = NULL

Unable to write to Novell eDirectory because the data in the file is corrupt

Source: ZENworks Desktop Management; Workstation Inventory; Workstation Inventory Policy

Severity: Warning

Possible Cause: 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 [“Customizing the Hardware Inventory Information To Be Scanned”](#) and [“Customizing the Software Inventory Information To Be Scanned For ZENworks 6.5 or ZENworks 6.5 Support Packs Inventoried Workstations”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

The directory service provider used by ConsoleOne returned an unknown error. Retry the operation or contact a Novell support provider. An error occurred writing changes to NDS. Some data may not have been written

Source: ZENworks Desktop Management; Workstation Inventory; Workstation Inventory Policy

Explanation: The Workstation Inventory policy uses the Case Ignore List attribute to store the information related to custom attributes. It uses the ConsoleOne service provider to write this data into eDirectory.

Possible Cause: This error occurs if the size of the data exceeds 28 KB.

Action: Ensure that the data you enter for the custom attributes does not exceed 28 KB. To verify this, export the list of custom attributes that you have entered to a file and ensure that the file size does not exceed 28 KB.

Unable to update the rights for the scandir directory

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Critical

Explanation: The scan data files in the Scan directory (scandir) are processed by the Workstation 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 Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Critical

Explanation: When you install ZENworks 6.5 Desktop Management, 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 [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Unable to update the NDS attributes for the Inventory Service object

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Critical

Explanation: The inventory settings for the Inventory 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 might be a problem with eDirectory.

Action: Log in with administrator rights and configure the Inventory Service object property page again. For more information, see [“Configuring the Inventory Service Object”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Specified directory path does not exist. Change the path or create the specified directory

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Warning

Explanation: When you install ZENworks 6.5 Desktop Management, 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Inventory policies are associated to this Inventory Service object. Remove all the associated Inventory policies and retry

Source: ZENworks Desktop Management; Workstation 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 workstations 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, then select the appropriate sub-option.
- 3** Select the policy that you want to disassociate, then click Reset.
- 4** Deselect the policy.
- 5** Click Apply, then click Close.

Specified change of role is not allowed. Choose a valid role

Source: ZENworks Desktop Management; Workstation 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Unable to remove the existing shared directory. Log in as an administrator

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Warning

Explanation: On a Windows Inventory server, the settings for the shared directory (scandir) can be modified only if you log in as an administrator or with administrator rights.

Action: Log in to the Windows Inventory server as an administrator.

The specified Scan Directory path does not exist. Change the path or create the specified directory

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Critical

Explanation: When you install ZENworks 6.5 Desktop Management, 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\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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Insufficient rights. Scan Directory path is not modified

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Critical

Explanation: On a Windows 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 Inventory server as an administrator.

Unable to read the existing shared directory. Scan Directory path is not modified. Log in as administrator

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Service Object

Severity: Warning

Explanation: On a Windows Inventory server, the setting for the shared directory (scandir) can be modified only if you log in as an administrator or with administrator rights.

Action: Log in to the Windows Inventory server as an administrator.

Inventory Service object does not exist. Specify an existing Inventory Service object

Source: ZENworks Desktop Management; Workstation 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 Workstations, Intermediate Server with Inventoried Workstations, Root Server, or Root Server with Inventoried Workstations.

Possible Cause: 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 “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Inventory Service object does not provide roll-up data

Source: ZENworks Desktop Management; Workstation 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 Workstations, Intermediate Server with Inventoried Workstations, Root Server, or Root Server with Inventoried Workstations.

Possible Cause: The selected server in the Roll-Up policy is not one of the specified server types.

Action: Do the following:

- 1** In the Inventory Service object property page, configure the role of the selected server that supports roll-up. For more information, see *“Configuring the Inventory Service Object”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- 2** In the Roll-Up policy, specify the DN of the roll-up server. For more information, see *“Configuring the Roll-Up Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

You do not have rights to access this object

Source: ZENworks Desktop Management; Workstation Inventory; Roll-up Policy

Severity: Critical

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.

Possible Cause: Insufficient rights for reading the attributes of the next-level Inventory Service object.

Action: Log in as an administrator to the eDirectory tree that contains the next-level Inventory Service object.

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

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 Desktop Management; Workstation 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.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Possible Cause: 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. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

Total number of application entries in the Custom Scan file is missing

Source: ZENworks Desktop Management; Workstation 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.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Possible Cause: The total number of application entries in the file are not valid or the file is not a valid text file.

Action: Re-create a valid Custom Scan file. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

Total number of column entries in the Custom Scan file is missing

Source: ZENworks Desktop Management; Workstation 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.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Possible Cause: The total number of column entries in the file is not valid or the file is not a valid text file.

Action: Re-create a valid Custom Scan file. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

The Custom Scan file is corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Custom Scan Editor

Severity: Warning

Action: Re-create a valid Custom Scan file. For more information, see the [ZENworks for Desktops 4.0.1 documentation Web site \(http://www.novell.com/documentation/zdpr/index.html\)](http://www.novell.com/documentation/zdpr/index.html).

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Unable to open the selected file

Source: ZENworks Desktop Management; Workstation Inventory; Custom Scan Editor

Severity: Warning

Possible Cause: The file is in use or locked by some other application.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Action: Ensure that the file is not in use by any other application.

Unable to export the data

Source: ZENworks Desktop Management; Workstation Inventory; Custom Scan Editor

Severity: Informational

Possible Cause: An input-output error occurred while writing to the file.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

Action: If the file exists, delete the file and retry the export operation with a different filename.

The Custom Scan Editor is unable to get the data from Novell eDirectory

Source: ZENworks Desktop Management; Workstation 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.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

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 Desktop Management; Workstation 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.

IMPORTANT: This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 6.5 Desktop Management Inventory server.

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 that the Database object properties are set properly

1023: Unable to connect to the Inventory Database. Check if the database is up and running

Not able to save the configuration across sessions

1022: Unable to connect to the Inventory database. Ensure that the Database object properties are set properly

Source: ZENworks Desktop Management; Workstation 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, then click ZENworks Database.

Also, ensure that the properties page contains the properties that are correct for your database configuration.

For more information, see “Configuring the Database Location Policy” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1023: Unable to connect to the Inventory Database. Check if the database is up and running

- Source: ZENworks Desktop Management; Workstation 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 fails. Subsequently, if you configure the database when the DNS server is up, the Inventory database configuration again fails because Java caches the DNS resolution entry.
- Action: Restart ConsoleOne and configure the database. For more information, see “Configuring the Database Location Policy” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Not able to save the configuration across sessions

- Source: ZENworks Desktop Management; Workstation Inventory; Configure DB
- Severity: Warning
- Action: Ensure that you have the Write rights to the ConsoleOne directory.

Inventory Report Error Messages

Unable to log into the database. Ensure that the ODBC driver is installed properly
ZENworks Reporting encountered an error because of Crystal Reports. For more information, see
the ZENworks error message online documentation at <http://www.novell.com/documentation>
Unable to connect to the database. Ensure that the database is up and running

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

- Source: ZENworks Desktop Management; Workstation Inventory; Reporting
- Severity: Critical
- Explanation: ZENworks Reports uses ODBC for connecting to the Sybase or Oracle inventory 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 Sybase or Oracle inventory database is not installed.
- Action: If your inventory database is running on Sybase or Oracle, you must install the recommended ODBC client on the machine. For more information, see “Installing the ODBC Drivers” in “Installation” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- Action: If your inventory database is running on MS SQL, ignore this message and continue by clicking the Run Selected Report button. If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

ZENworks Reporting encountered an error because of Crystal Reports. For more information, see the ZENworks error message online documentation at <http://www.novell.com/documentation>

- Source: ZENworks Desktop Management; Workstation Inventory; Reporting
- Severity: Critical
- Possible Cause: ZENworks Reporting requires Microsoft Data Access Component (MDAC) version 2.6 or later. This error occurs if the recommended MDAC version is not installed on the machine running ConsoleOne.
- Action: Install MDAC version 2.6 or later. You can download it from the [Microsoft Web site \(http://www.microsoft.com\)](http://www.microsoft.com).
- Possible Cause: The ZENworks database is not synchronized with the Inventory ConsoleOne snap-ins of ZENworks 6.5 Desktop Management.
- Action: Install and use the Inventory ConsoleOne snap-ins of ZENworks 6.5 Desktop Management to view the data from the ZENworks database. For more information, see “**Installation**” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

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

- Source: ZENworks Desktop Management; Workstation Inventory; Reporting
- 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: Unable to start the Proxy database.
- Action: Ensure that ports 2639 and 2640 are not used by any other application.

Custom Attribute Editor Error Messages

This attribute is a regular attribute
This is a reserved name
The attribute has an invalid format

This attribute is a regular attribute

- Source: ZENworks Desktop Management; Workstation Inventory; Custom Attribute Editor
- Severity: Warning
- Possible Cause: A regular attribute has been specified as a custom attribute.
- Action: Specify a custom attribute. For the list of regular attributes, see “**Customizing the Hardware Inventory Information To Be Scanned**” in “**Workstation Inventory**” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

This is a reserved name

- Source: ZENworks Desktop Management; Workstation Inventory; Custom Attribute Editor

Severity: Warning

Possible Cause: A reserved name has been specified for the custom attribute value. The reserved names such as Class, RegularAttrs, RegularVals, and Action cannot be used as custom attributes.

Action: Do not specify reserved names such as Class, RegularAttrs, RegularVals, or Action for custom attributes. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

The attribute has an invalid format

Source: ZENworks Desktop Management; Workstation Inventory; Custom Attribute Editor

Severity: Warning

Action: Ensure that the custom attribute does not have any special characters. The allowed characters for the custom attributes are a-z, A-Z, or 0-9. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Data Export Error Messages

1101: File filename is not found

1102: An error occurred while reading from the file filename. Ensure that no other applications are using the .exp and .cfg files, and run the data export program

1103: Attribute attribute_name does not exist in the Inventory database. Ensure that the .cfg file contains valid Inventory attributes

1104: Class class_name is not found. Unable to connect to the Inventory database because the JDBC driver is not found

1105: Unable to connect to the Inventory database using the URL url_name. SQL exception occurred sql_error_details

1106: Unable to connect to the Inventory database

1108: Unable to disconnect from the Inventory database

1110: Filename is not a valid .exp file

1111: Input-output error occurred while writing to the file filename

1112: Input-output error occurred while closing the file filename

1113: Input-output error occurred while opening the file filename in the Write mode

1116: Parameters parameters_list are not set in the file filename

1117: Unable to accept the DBUsername and DBPassword because of an input-output error

1118: Specified database vendor_name is not supported in the .exp file. Ensure that the DBVendor=SYBASE, DBVendor=ORACLE or DBVENDOR=MSSQL

1121: Cannot write to the file filename. If the file exists, verify the Write permissions

1125: Unable to retrieve the information from the database. Database or network connections are down

1127: Configured Inventory database is empty

1130: The configured database is not a compatible database. You are trying to access the older version of the ZENworks database

1135: Unable to read the debug.properties file. The trace file, dbexporttracer.txt, will not be created

Unable to launch Data Export. Configure the database (Click Tools > Configure DB)

Unable to launch Data Export because connection cannot be established to the database. Ensure that the properties of the Database Object are configured properly

Data Export will not proceed. Ensure that the working directory (\consoleone\version_no\reporting) exists

Configured database is empty. Data Export will not proceed because export operations cannot be done

Error in constructing the Data Export Attributes Panel

Error in invoking the Data Export Criteria dialog

Specified Data Export configuration file does not exist

Invalid configuration file will not be opened. You must create the configuration file again

Configuration will not be saved because the file extension is invalid. Specify .exp as the file extension

Invalid file extension for .csv file. Specify .csv as the file extension

Specify the .CSV file in to which the inventory data will be exported

Error creating directory(s) for the .csv file. Data Export will use the default directory

Filename configuration file will not be loaded because the file is for a different language locale. Ensure that you use the correct language locale file

Error reading the configuration details from filename. Run the Data Export tool to create the configuration file again

Error saving the configuration changes in filename. Ensure there is disk space or the directory has Write permissions

Error in attempting to overwrite filename. Ensure the directory has Write permissions and delete the existing file

Filename configuration file is not found

Configured site names are not found in selected database. Resetting the criteria to include all databases

Unable to proceed with Data Export because the connection to the database is lost. Exit from the Data Export. Run the Data Export tool again. Configure the database, if required

Data Export will not proceed. Unable to identify the type of installation

Overwriting will not permit the configuration to be opened from an older version of the Data Export tool

1101: File *filename* is not found

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Explanation: The data export configuration files (.exp and .cfg) contain the data export settings for exporting the data from the Inventory database.

Possible Cause: The specified .exp filename or the specified path for the file is incorrect.

Action: Specify the correct name of the .exp filename and then run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: The .cfg file is not in the same directory as the .exp file.

Action: Ensure that the .exp file and the corresponding .cfg file are in the same directory. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in

“Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1102: An error occurred while reading from the file *filename*. Ensure that no other applications are using the .exp and .cfg files, and run the data export program

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Critical
- Explanation: The data export configuration files (.exp and .cfg) contain the data export settings for exporting the data from the Inventory database. This error occurs when the data export tool is unable to read the .exp or the .cfg file.
- Possible Cause: The files are locked by some other application or the input-output buffers are full.
- Action: Ensure that no other application is using the .exp and .cfg files, and then run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1103: Attribute *attribute_name* does not exist in the Inventory database. Ensure that the .cfg file contains valid Inventory attributes

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Critical
- Explanation: The data export .cfg file contains the Inventory attributes that you choose to export.
- Possible Cause: The .cfg file contains an attribute that is not a valid Inventory attribute.
- Possible Cause: An attribute in the .cfg file does not match the actual Inventory attributes.
- Action: Run the Data Export tool. Ensure that the data configuration files (.cfg and .exp) are not corrupted or manually edited. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

1104: Class *class_name* is not found. Unable to connect to the Inventory database because the JDBC driver is not found

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Critical
- Explanation: Data Export uses JDBC* to connect to the Inventory database.
- Possible Cause: The required JDBC driver is not present.
- Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

1105: Unable to connect to the Inventory database using the URL *url_name*. SQL exception occurred *sql_error_details*

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Possible Cause: The database is not running.

Action: Ensure that the database is up and running. Run the Data Export tool. For more information, see *“Exporting the Inventory Information”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: The network connections are down while connecting to the database.

Action: Ensure that network is up and running. Run the Data Export tool. For more information, see *“Exporting the Inventory Information”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: The IP address or the port number of the database in the .exp file is not correct.

Action: Ensure that the correct IP address and port number are specified in the .exp file.
Run the Data Export tool. Ensure that the IP address and port number details are specified in the .exp file. For more information, see *“Exporting the Inventory Information”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: The username or the password is not correct.

Action: Verify with the database administrator if the username and the password are valid. Run the Data Export tool. For more information, see *“Exporting the Inventory Information”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1106: Unable to connect to the Inventory database

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Possible Cause: The database is not running.

Action: Ensure that the database is up and running. Run the Data Export tool. Ensure that the IP address and port number details are specified in the .exp file. For more information, see *“Exporting the Inventory Information”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: The network connections are down while connecting to the database.

Action: Ensure that the network is up and running.

Possible Cause: The IP address or the port number of the database in the .exp file is not correct.

Action: Ensure that correct IP address and port number are specified in the .exp file.

Possible Cause: The username or the password is not correct.

Action: Verify with the database administrator if the username and the password are valid.

1108: Unable to disconnect from the Inventory database

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Informational

Explanation: This error occurs when the data export is almost completed.

Possible Cause: The database or the network connections are not up and running.

Action: If the data export to the .csv file is not complete, ensure that the database is up and running. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1110: Filename is not a valid .exp file

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Possible Cause: The .exp file should contain the following attributes:

- ♦ DBVendor = *dbvendor_name*
- ♦ DBUser = *dbuser_name*
- ♦ DBPassword = *db_password*
- ♦ DBIPAddress = *database_server_ip_address*
- ♦ DECfgFile = *filename.cfg*
- ♦ DBPort = *port_number*

The attribute names are case sensitive. If any one of the preceding attributes are not present, the file is not a valid .exp file.

Action: Run the Data Export tool. Ensure that the data configuration files (.cfg and .exp) are not corrupted or manually edited. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

1111: Input-output error occurred while writing to the file *filename*

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Possible Cause: Disk is full.

Action: Ensure that there is enough disk space. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: Some other application is trying to read from or write to the same file.

Action: Ensure that no other application is using the file. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1112: Input-output error occurred while closing the file *filename*

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Possible Cause: Disk is full.

Action: Ensure that there is enough disk space. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Possible Cause: Some other application is trying to read from or write to the same file.

Action: Ensure that no other application is using the file. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1113: Input-output error occurred while opening the file *filename* in the Write mode

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Possible Cause: No Write permission to the file.

Action: Ensure that the file has the write permission. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

1116: Parameters *parameters_list* are not set in the file *filename*

Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne

Severity: Critical

Possible Cause: In the .exp file, one or more of the following values for the attributes is missing:

- ◆ Database vendor name (DBVendor=*dbvendor_name*)
- ◆ IP address of the server on which the database is running (DBIPAddress=*database_server_ip_address*)
- ◆ Port number of the database (DBPort=*port_number*)
- ◆ Name of the corresponding .cfg file (DECfgFile=*filename*)

Explanation: The .exp file should contain the following attributes:

- ◆ DBVendor = *dbvendor_name*
- ◆ DBUser = *dbuser_name*
- ◆ DBPassword = *db_password*
- ◆ DBIPAddress = *database_server_ip_address*
- ◆ DECfgFile = *filename.cfg*
- ◆ DBPort = *port_number*

The attribute names are case sensitive. If any one of the preceding attributes is not present, the file is not a valid .exp file.

These values are required to connect to the database and to export the attributes in the corresponding .cfg file.

Action: Ensure that these values are assigned correctly. Run the Data Export tool. Ensure that the data configuration files (.cfg and .exp) are not corrupted or manually edited. For more information, see

“Exporting the Inventory Information” in “Workstation Inventory” in the Novell ZENworks 6.5 Desktop Management Administration Guide.

1117: Unable to accept the DBUsername and DBPassword because of an input-output error

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Critical
- Possible Cause: Unable to accept command line input.
- Action: Run the Data Export tool. For more information, see *“Exporting the Inventory Information” in “Workstation Inventory” in the Novell ZENworks 6.5 Desktop Management Administration Guide.*
- If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

1118: Specified database *vendor_name* is not supported in the .exp file. Ensure that the DBVendor=SYBASE, DBVendor=ORACLE or DBVENDOR=MSSQL

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Informational
- Possible Cause: The database vendor, specified in the .exp file, should be SYBASE, ORACLE, or MS SQL.
- Action: The Workstation Inventory supports Sybase, Oracle, and MS SQL databases. Ensure that the vendor field (DBVendor=) in the .exp file is SYBASE, ORACLE, or MSSQL. These values are case sensitive.
- Run the Data Export tool. Ensure that the data configuration files (.cfg and .exp) are not corrupted or manually edited. For more information, see *“Exporting the Inventory Information” in “Workstation Inventory” in the Novell ZENworks 6.5 Desktop Management Administration Guide.*

1121: Cannot write to the file *filename*. If the file exists, verify the Write permissions

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Informational
- Possible Cause: The file does not have the Write permission.
- Action: Ensure that the file has the necessary rights or run the data export to specify a different CSV filename. For more information, see *“Exporting the Inventory Information” in “Workstation Inventory” in the Novell ZENworks 6.5 Desktop Management Administration Guide.*

1125: Unable to retrieve the information from the database. Database or network connections are down

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Critical
- Action: Ensure that the database is running, and the network connectivity is working. Run the Data Export tool. For more information, see *“Exporting the Inventory Information” in “Workstation Inventory” in the Novell ZENworks 6.5 Desktop Management Administration Guide.*

1127: Configured Inventory database is empty

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Informational
- Action: Ensure that the Workstation Inventory policy is properly configured for the inventoried workstations attached to this Inventory database. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: Ensure that the inventory scans are being sent to the configured Inventory server. For more information, see “[Viewing the Status of the Last Scan in the Workstation Scan Log](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: Ensure that the inventoried workstation is configured to send the inventory scans to the correct Inventory database.

1130: The configured database is not a compatible database. You are trying to access the older version of the ZENworks database

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Informational
- Possible Cause: You are trying to access a database that is older than ZENworks for Desktops 3.x or later.
- Action: Ensure that the configured Inventory database is of ZENworks for Desktops 3.x or later.

1135: Unable to read the debug.properties file. The trace file, dbexporttracer.txt, will not be created

- Source: ZENworks Desktop Management; Workstation Inventory; Running the Data Export Tool using ConsoleOne
- Severity: Informational
- Possible Cause: The debug.properties file is not found.
- Action: Using a text editor, Manually create debug.properties with the following content in *ConsoleOne_installation_directory\1.2\bin*:
- ```
DBEXPORT_TRACE=ON
```
- Possible Cause: The debug.properties file does not contain any data or does not contain the following entry:
- ```
DBEXPORT_TRACE=ON
```
- Action: Ensure that *ConsoleOne_installation_directory\1.2\bin\debug.properties* contains the following entry:
- ```
DBEXPORT_TRACE=ON
```

### Unable to launch Data Export. Configure the database (Click Tools > Configure DB)

- Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool
- Severity: Warning
- Explanation: Before running the Data Export, you must configure the database. This message is displayed when the database is not configured.

Action: Configure the Inventory database, and then run the Data Export tool. For more information, see *“Configuring the Inventory Database”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*

**Unable to launch Data Export because connection cannot be established to the database. Ensure that the properties of the Database Object are configured properly**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

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, then click ZENworks Database. Ensure that the properties page contains the properties that are correct for your database configuration. Also, ensure that the JDBC Properties page is configured properly. For more information, see *“Configuring the Database Location Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**Data Export will not proceed. Ensure that the working directory (\consoleone\version\_no\reporting) exists**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Possible Cause: The working directory for the Data Export tool in \consoleone\version\_no\reporting does not exist.

Action: Ensure that the directory exists. If it does not, create the directory structure.

**Configured database is empty. Data Export will not proceed because export operations cannot be done**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Explanation: The Data Export tool uses the Inventory database populated with the scan data of the workstations. This message is displayed when the database does not contain inventory information of the workstations.

Action: Ensure that the Inventory setup is properly configured, and that the workstations are scheduled for scanning. Verify from the status logs whether the scan data has been stored successfully in the Inventory database. For more information, see *“Monitoring Workstation Inventory Using Status Logs”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**Error in constructing the Data Export Attributes Panel**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: There is some internal error in invoking the Data Export window.

Action: Run the Data Export tool. For more information, see *“Exporting the Inventory Information”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### **Error in invoking the Data Export Criteria dialog**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: There is some internal error in invoking the Data Export window.

Action: Run the Data Export tool. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### **Specified Data Export configuration file does not exist**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to load an existing configuration file (.exp). After you load the .exp file, you can modify the settings for data export and then export the data to a .csv file. This error occurs if the file you specify for opening a saved database query does not exist in the directory.

Action: Ensure that you specify an existing file.

### **Invalid configuration file will not be opened. You must create the configuration file again**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to load an existing configuration file (.exp). After you load the .exp file, you can modify the settings for data export and then export the data to a .csv file. This error occurs if there are problems with the file.

Action: Ensure that the .exp file exists and run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### **Configuration will not be saved because the file extension is invalid. Specify .exp as the file extension**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to save the settings that you selected to a data export configuration file (.exp). The settings that are stored are the inventory components you selected and the query formed for filtering the workstations. If you open an existing .exp file, the stored settings are loaded. This error occurs if you do not specify a valid .exp extension.

Action: Ensure that you specify a valid .exp extension.

### **Invalid file extension for .csv file. Specify .csv as the file extension**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma-separated value (.csv) file. This error occurs if you do not specify .csv as the file extension.

Action: Ensure that the specified file extension is .csv.

### **Specify the .CSV file in to which the inventory data will be exported**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Explanation: The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma-separated value (.csv) file.

### **Error creating directory(s) for the .csv file. Data Export will use the default directory**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma-separated value (.csv) file. This error occurs if the .csv file cannot be created in the specified directory. This tool creates the specified .csv file in the default directory consoleone\version\_no\reporting\export.

Possible Cause: The disk on the machine is full.

Action: Ensure that there is disk space.

Possible Cause: There is no Write access for the directory.

Action: Ensure that the file has Write access in the specified directory.

### **Filename configuration file will not be loaded because the file is for a different language locale. Ensure that you use the correct language locale file**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The configuration file (.exp) contains the locale settings. The DELocaleLanguage parameter specifies the language in use.

Action: Ensure that you use a correct locale configuration file (.exp). For example, DELocalLanguage=US specifies the locale setting for the English language.

### **Error reading the configuration details from filename. Run the Data Export tool to create the configuration file again**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: The configuration file (.exp) contains the data export settings. The settings that are stored are the inventory components you selected and the query formed for filtering the workstations. If you open an existing .exp file, the stored settings are loaded. This error occurs if the file is corrupted and the Data Export tool is unable to read the file.

Action: Run the Data Export tool. Save the data export settings in a configuration file (.exp) file. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**Error saving the configuration changes in *filename*. Ensure there is disk space or the directory has Write permissions**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Possible Cause: The disk on the machine is full.

Action: Ensure that there is disk space.

Possible Cause: There is no Write access for the directory.

Action: Ensure that the file has Write access in the specified directory.

**Error in attempting to overwrite *filename*. Ensure the directory has Write permissions and delete the existing file**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Possible Cause: There is no Write access for the directory.

Action: Ensure that the file has write access in the specified directory. Delete the existing file from the directory.

***Filename* configuration file is not found**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: There is an internal error with the file or the file has been accidentally deleted.

Action: Run the Data Export tool. Save the data export settings in the configuration file. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**Configured site names are not found in selected database. Resetting the criteria to include all databases**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Explanation: The site names that you have selected do not exist in the Inventory database. By default, this tool exports the data from all databases satisfying the filter conditions specified for the workstations.

**Unable to proceed with Data Export because the connection to the database is lost. Exit from the Data Export. Run the Data Export tool again. Configure the database, if required**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: An internal error has occurred.



Action: Exit from the Data Export tool. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### Data Export will not proceed. Unable to identify the type of installation

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Possible Cause: The contents of the query.properties file, which is located in the *ConsoleOne\_installation\_path/bin* directory, is invalid.

Action: Do the following:

- 1 In the *ConsoleOne\_installation\_path/bin*\query.properties file, ensure that the value of the `insver` parameter is valid.
- 2 Modify the `insver` parameter in query.properties to contain any of the following values:
  - zfs**: ConsoleOne will have only Server Management snap-in functionality
  - zfd** (default): ConsoleOne will have only Desktop Management snap-in functionality
  - both**: ConsoleOne will have both Server Management and Desktop Management snap-in functionality
- 3 Run the Data Export tool and save the data export settings in the configuration file. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### Overwriting will not permit the configuration to be opened from an older version of the Data Export tool

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Possible Cause: The schema of the ZENworks for Desktops 3.x or ZENworks for Desktops 4.x Inventory database is different from the schema of ZENworks 6.5 Inventory database. Consequently, this change is necessary to make query compatible with the ZENworks 6.5 Inventory database.

Action: Back up the existing query and the configuration files before overwriting them.

## Inventory Summary Error Messages

Inventory is not present in the configured Inventory database

Unable to connect to configured Inventory database

Invalid database user name or password

The configured database is not a compatible database. You are trying to access the older version of the ZENworks database

Configured Inventory database is empty

### Inventory is not present in the configured Inventory database

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Severity: Critical

Possible Cause: The scan data of the inventoried workstation is not stored.

- Action: Ensure that the scanner on the inventoried workstation is configured to scan the workstation. For more information, see *“Configuring the Workstation Inventory Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: Check the workstation scan log to make sure that the inventory scans are being sent to the configured Inventory server. For more information, see *“Viewing the Status of the Last Scan in the Workstation Scan Log”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Possible Cause: You have configured the inventoried workstation to send the scan to some other Inventory database.
- Action: Verify that the Inventory database is configured to receive the scan of this inventoried workstation.

### Unable to connect to configured Inventory database

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary
- Severity: Critical
- Possible Cause: The Inventory database is down or not reachable.
- Action: Ensure that the database server is reachable. Ping the server to check the connectivity of the server.
- Possible Cause: The database object is not configured correctly in the eDirectory.
- Action: Ensure that the properties of the database object are configured correctly. For more information, see *“Setting Up the Inventory Database”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### Invalid database user name or password

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary
- Severity: Critical
- Action: Ensure that the Database object property values for Database (Read Only) User Name and Password are correct.

### The configured database is not a compatible database. You are trying to access the older version of the ZENworks database

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary
- Severity: Informational
- Possible Cause: You are trying to access a database that is older than ZENworks for Desktops 3.x.
- Action: Ensure that the configured Inventory database is of ZENworks for Desktops 3.x or later.

### Configured Inventory database is empty

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary
- Severity: Informational
- Action: Ensure that the Workstation Inventory policy is properly configured for the inventoried workstations attached to this Inventory database. For more information, see *“Configuring the Workstation Inventory Policy”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

- Action: Ensure that the inventory scans are being sent to the configured Inventory server. For more information, see “[Viewing the Status of the Last Scan in the Workstation Scan Log](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: Ensure that the inventoried workstation is configured to send the inventory scans to the correct Inventory database.

## Desktop4.exe Error Messages

The specified database type `inventory_database_server_type` is invalid. For more information, see the error message documentation

The database username has not been specified in `.ini_filename`. For more information, see the error message documentation

The database password has not been specified in `.ini_filename`. For more information, see the error message documentation

The IP address of the database has not been specified in `.ini_filename`. For more information, see the error message documentation

The database port number has not been specified in `.ini_filename`. For more information, see the error message documentation

The product scope has not been specified `.ini_filename`. For more information, see the error message documentation

The specified operation, `Inventory_operation`, is not supported

### **The specified database type `inventory_database_server_type` is invalid. For more information, see the error message documentation**

- Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe
- Severity: Critical
- Explanation: The value of the `-d` parameter, which indicates the Inventory database server type, is invalid.
- Action: Ensure that the value of the `-d` parameter is Sybase, Oracle, or MS SQL. For more information, see “[Viewing Inventory Information Without Using ConsoleOne](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### **The database username has not been specified in `.ini_filename`. For more information, see the error message documentation**

- Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe
- Severity: Critical
- Explanation: The database username has not been specified in the `.ini` file or the value is invalid.
- Action: Ensure that the username specified in the `.ini` file is a valid database user ID. For more information, see “[Viewing Inventory Information Without Using ConsoleOne](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### **The database password has not been specified in `.ini_filename`. For more information, see the error message documentation**

- Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe
- Severity: Critical

Explanation: The database password has not been specified in the .ini file or the value is invalid.

Action: Ensure that the password specified in the .ini file is a valid database password. For more information, see “[Viewing Inventory Information Without Using ConsoleOne](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**The IP address of the database has not been specified in .ini\_filename. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The IP address of the server on which the Inventory database is running has not been specified in the .ini file or the value is invalid.

Action: In the .ini file, ensure that you have specified a valid IP address of the server on which the Inventory database is running. For more information, see “[Viewing Inventory Information Without Using ConsoleOne](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**The database port number has not been specified in .ini\_filename. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; desktop4.exe

Severity: Critical

Explanation: The database port number has not been specified in the .ini file or the value is invalid.

Action: Ensure that the database port number specified in the .ini file is valid. For more information, see “[Viewing Inventory Information Without Using ConsoleOne](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**The product scope has not been specified .ini\_filename. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The scope for querying the Inventory database has not been specified in the .ini file or the value is invalid.

Action: Ensure that the product scope specified in the .ini file is valid. If you have installed only ZENworks 6.5 Desktop Management, enter **ZFD**. If you have installed only ZENworks 6.5 Server Management, enter **ZFS**. If you have installed Desktop Management and Server Management in the same setup, enter **BOTH**. For more information, see “[Viewing Inventory Information Without Using ConsoleOne](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**The specified operation, *Inventory\_operation*, is not supported**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The specified Inventory operation to be performed on the inventoried workstation is not supported by desktop4.exe.

Action: Using desktop4.exe, you can perform only Query and Inventory Summary. To perform a query, enter **-c "Query"**. To perform an inventory summary, enter **-c "Inventory"**. For more information, see “**Viewing Inventory Information Without Using ConsoleOne**” in “**Workstation Inventory**” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## Upgrade Service Error Messages

1177: Unable to complete all the operations. The Upgrade Service is exiting with errors

1178: An error occurred while performing the DBSchema migration

1179: An error occurred while performing the DB Data migration

1182: An error occurred while migrating the residue files

### 1177: Unable to complete all the operations. The Upgrade Service is exiting with errors

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Action: Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Workstation Inventory**” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### 1178: An error occurred while performing the DBSchema migration

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred while migrating the schema of an earlier version of the ZENworks Inventory database to ZENworks 6.5 Desktop Management.

Action: Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Workstation Inventory**” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### 1179: An error occurred while performing the DB Data migration

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred while migrating the data of the ZENworks for Desktops 3.2 or ZENworks for Desktops 4.x database to ZENworks 6.5.

Action: Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Workstation Inventory**” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### 1182: An error occurred while migrating the residue files

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred during migration of the existing residue files (ZENworks for Desktops 3.2 or ZENworks for Desktops 4.x .str) on the Inventory Server before the ZENworks 6.5 installation.

Action: Restart the Inventory services. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

## Inventory Query Error Messages

The attributes in the saved query are not compatible with the current version of the Inventory query. The attributes will not be converted and the saved query will not be loaded

The query has been changed for compatibility with the current version. The datatype of the following attributes are converted: attribute list

This query has been changed for compatibility with the current version. The following attributes have not been converted and will not be loaded: attributes list

An error occurred while loading the saved query / Error opening the query file

The data could not be found for this attribute

Unable to process the query. Ensure that the database connection is up. For more information, see the error message documentation at <http://www.novell.com/documentation>

### **The attributes in the saved query are not compatible with the current version of the Inventory query. The attributes will not be converted and the saved query will not be loaded**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: You are attempting to open a ZENworks for Desktops 3.x or ZENworks for Desktops 4.x Inventory query using the latest version of ConsoleOne. The attempt to convert the query in ZENworks for Desktops 3.x or ZENworks for Desktops 4.x failed because there was no equivalent query in ZENworks 6.5 Desktop Management. The attributes will not be loaded.

Action: You must use the ConsoleOne 3.x to open the ZENworks for Desktops 3.x Inventory query.

### **The query has been changed for compatibility with the current version. The datatype of the following attributes are converted: *attribute list***

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: Datatypes of the attributes in ZENworks for Desktops 3.x or ZENworks for Desktops 4.x Inventory query are converted to ZENworks 6.5 Desktop Management. For example, the string datatype of the attribute in ZENworks for Desktops 3.x is converted to an integer datatype in ZENworks 6.5 Desktop Management.

Action: The conversion does not impact the Inventory query. You can continue to use the Inventory query.

### **This query has been changed for compatibility with the current version. The following attributes have not been converted and will not be loaded: *attributes list***

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: No matching attributes were found for conversion in the ZENworks 6.5 Desktop Management.

Action: To view the original query, use ConsoleOne 3.x. You can continue to use your current version of ConsoleOne, but the attributes will be lost.

### **An error occurred while loading the saved query / Error opening the query file**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: The file you are trying to load is a corrupt serialized file or the file is not serializable.

Action: Try re-creating your query. For more information, see “[Viewing Inventory Information by Querying the Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### **The data could not be found for this attribute**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: You are using the Equal To operator on an attribute that does not have an associated value in the Inventory database. The scanner failed to populate any value for the attribute in the Inventory database.

### **Unable to process the query. Ensure that the database connection is up. For more information, see the error message documentation at <http://www.novell.com/documentation>**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Critical

Explanation: An exception was thrown while executing the query.

Action: Do the following on the workstation running ConsoleOne:

- 1 In ConsoleOne\_installation\_directory\1.2\bin, create debug.properties with the following entries:  
  
QUERYUI\_TRACE=ON  
  
INVAPI\_TRACE=ON  
  
**NOTE:** If the debug.properties file already exists, ensure that the file contains the above entries.
- 2 Run ConsoleOne and invoke the query that had this error.
- 3 Refer to the queryuitrace.log and invapitrace.log files in the ConsoleOne\_installation\_directory\1.2\bin to troubleshoot the problem.
- 4 If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com) with the logs.

## **Inventory Sync Service Error Messages**

The Inventory Sync Schedule is not configured

The Inventory Sync Schedule is corrupted

2554: An error occurred while authenticating as Inventory Sync Service

2555: An error occurred while creating the Inventory Sync table

2556: An error occurred while creating the .str file(s)

## The Inventory Sync Schedule is not configured

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Services

Severity: Informational

Possible Cause: The Inventory Sync Schedule attribute is not present in the Novell eDirectory or it is not configured.

Action: Configure the Inventory Sync Schedule again.

To configure the Inventory Sync Schedule:

- 1** In ConsoleOne, right-click the Inventory Service object, then click Properties.
- 2** Click the Inventory Service Object tab, then select the Inventory Service Sync Schedule sub-option.
- 3** Modify the settings for scheduling the Inventory Sync Service.
- 4** Click Apply, then click Close.

## The Inventory Sync Schedule is corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Services

Severity: Informational

Possible Cause: The Inventory Sync Service is unable to create a schedule object from the data read from eDirectory.

Action: You must re-create the Inventory Sync Schedule.

## 2554: An error occurred while authenticating as Inventory Sync Service

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Service

Severity: Critical

Possible Cause: The Inventory Sync service is unable to authenticate to eDirectory as an Inventory Service object.

Action: Ensure that the Inventory Service object corresponding to the Inventory server is present.

Action: Do the following:

- 1** Run the DSREPAIR service. For more information, see the [eDirectory documentation Web site \(http://www.documentation.com/lg/ndsedir86/index.html\)](http://www.documentation.com/lg/ndsedir86/index.html).
- 2** Restart the Inventory services. For more information, see *“Starting and Stopping the Inventory Service”* in *“Workstation Inventory”* in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## 2555: An error occurred while creating the Inventory Sync table

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Service

Severity: Critical

Possible Cause: This error occurs if the Inventory Sync service is unable to create an internal table for processing workstation DNS.

Action: Shut down the Inventory Sync service and restart the service.



## 2556: An error occurred while creating the .str file(s)

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Service
- Severity: Critical
- Possible Cause: This error occurs if the Inventory Sync service is unable to access the scandir directory to create the .str files.
- Action: Ensure that the directory path of the scandir directory specified in the Inventory Service object property page exists on the Inventory server and is writable.

## Roll-Up Scheduler Error Messages

501: Unable to start the Roll-Up Scheduler for the server

502: Unable to refresh the Roll-Up Schedule for the server

### 501: Unable to start the Roll-Up Scheduler for the server

- Source: ZENworks Desktop Management; Workstation Inventory; Roll-Up Scheduler
- Severity: Critical
- Possible Cause: The attributes for the server's Scheduler policy in eDirectory are invalid.
- Action: Do the following:
- 1 Stop the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
  - 2 Delete the existing Roll-Up policy and create the policy again. For more information, see “Configuring the Roll-Up Policy” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
  - 3 Start the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### 502: Unable to refresh the Roll-Up Schedule for the server

- Source: ZENworks Desktop Management; Workstation Inventory; Roll-Up Scheduler
- Severity: Critical
- Explanation: The attributes for the server's Scheduler policy in eDirectory are invalid.
- Action: Do the following:
- 1 Stop the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
  - 2 Delete the existing Roll-Up policy and create the policy again. For more information, see “Configuring the Roll-Up Policy” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

- 3** Start the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

## Selector Error Messages

401: Unable to access scanfilename. The file is either used by some other process or the file is corrupted

405: The directories required for the selector to function are not present. Selector services are stopped

407: Unable to read the configuration information. Selector exiting...

### **401: Unable to access scanfilename. The file is either used by some other process or the file is corrupted**

Source: ZENworks Desktop Management; Workstation Inventory; Selector

Severity: Critical

Possible Cause: The scan data file (.str) contains invalid data or another application is using this file.

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### **405: The directories required for the selector to function are not present. Selector services are stopped**

Source: ZENworks Desktop Management; Workstation Inventory; Selector

Severity: Critical

Possible Cause: The selector processes the scan files located in the scandir directory and moves these files to the dbdir and/or entmerge directory within the scandir directory. This error occurs if the scandir\dbdir\entmerge 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. For more information, see “Configuring the Inventory Service Object” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Also, ensure that the dbdir\entmerge directory exists in the scandir directory.

### **407: Unable to read the configuration information. Selector exiting...**

Source: ZENworks Desktop Management; Workstation Inventory; Selector

Severity: Critical

Possible Cause: The Selector was unable to read the attributes of the Inventory Service Object. For more information, see “Configuring the Inventory Service Object” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

Action: Verify whether the Inventory Service Object exists and is configured correctly.

## Inventory Removal Service Error Messages

2564: Unable to get the scan directory (scandir) path

2565: Unable to find or open inventoryremoval.properties file  
2566: Unable to read the property \“Filepath”\ in the inventoryremoval.properties file  
2567: Unable to find or open the inventoryremovallist.txt file  
2568: An error occurred while creating the delete .str files  
2569: An error occurred while processing the inventoryremovallist.txt file

#### **2564: Unable to get the scan directory (scandir) path**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Removal Service  
Severity: Critical  
Possible Cause: This error occurs if the scandir path is not available 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. For more information, see [“Configuring the Inventory Service Object”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

#### **2565: Unable to find or open inventoryremoval.properties file**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Removal Service  
Severity: Critical  
Possible Cause: This error occurs if the inventoryremoval.properties file does not exist or is deleted in the *install\_path\inv\server\properties* directory on the Inventory server.  
Action: Run the ZENworks Desktop Management installation to copy the inventoryremoval.properties to the specified location. For more information, see [“Reinstalling Workstation Inventory on NetWare and Windows Servers”](#) in [“Uninstall/Reinstall”](#) in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

#### **2566: Unable to read the property \“Filepath”\ in the inventoryremoval.properties file**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Removal Service  
Severity: Critical  
Possible Cause: This error occurs if the inventoryremoval.properties file does not contain the FilePath property.  
Action: Run the ZENworks Desktop Management installation to copy the inventoryremoval.properties file to the *install\_path\inv\server\properties* directory. For more information, see [“Reinstalling Workstation Inventory on NetWare and Windows Servers”](#) in [“Uninstall/Reinstall”](#) in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

#### **2567: Unable to find or open the inventoryremovallist.txt file**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Removal Service  
Severity: Critical  
Possible Cause: The Inventory Removal service is unable to access the inventoryremovallist.txt file at the location specified by the FilePath property in the inventoryremoval.properties file.  
Action: Configure the inventoryremovallist.txt file with the DN names of the inventoried workstations that need to be removed from the database. Copy this file to the location specified by the FilePath property in the inventoryremoval.properties file. For more information, see [“Removing the](#)

Redundant Inventoried Workstations from the Inventory Database” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

#### **2568: An error occurred while creating the delete .str files**

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Removal Service
- Severity: Critical
- Possible Cause: The Inventory Removal service creates a delete .str file for each of the DN names listed in the inventoryremovallist.txt file. This error occurs if the Inventory Removal service is unable to create the delete .str file.
- Possible Cause: The scandir directory does not exist or there is an error while writing to the file system
- Action: Ensure that the directory path of the scandir directory specified in the Inventory Service object property page exists on the Inventory server and is writable. For more information, see “Configuring the Inventory Service Object” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

#### **2569: An error occurred while processing the inventoryremovallist.txt file**

- Source: ZENworks Desktop Management; Workstation Inventory; Inventory Removal Service
- Severity: Critical
- Possible Cause: The Inventory Removal service encountered errors while parsing the inventoryremovallist.txt file.
- Action: Ensure that the inventoryremovallist.txt file is configured correctly. For more information, see “Removing the Redundant Inventoried Workstations from the Inventory Database” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## **Dictionary Provider Error Messages**

2700: Unable to start the Dictionary Provider. The error is message\_string

2701: Unable to stop the Dictionary Provider. The error is message\_string

#### **2700: Unable to start the Dictionary Provider. The error is *message\_string***

- Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Provider
- Severity: Critical
- Action: Restart the Dictionary Provider from the Service Manager. For more information, see “Understanding the Inventory Service Manager” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

#### **2701: Unable to stop the Dictionary Provider. The error is *message\_string***

- Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Provider
- Severity: Minor
- Action: Manually stop the Dictionary Provider from the Service Manager. For more information, see “Understanding the Inventory Service Manager” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

# Dictionary Consumer Error Messages

2751: Unable to start the Dictionary Consumer. The error is message\_string  
2752: Unable to stop the Dictionary Consumer. The error is message\_string  
2753: Unable to download the Dictionary. The file client error is message\_string  
2755: Unable to authenticate as DN\_of\_Dictionary\_Update\_policy  
2756: Dictionary Consumer property file corrupted or missing  
2757: No schedule configured for dictionary updates  
2758: No rollup policy found  
2759: Corrupted or incomplete update policy  
2760: No update policy found  
2761: Internal error message\_string  
2762: Unable to decompress the dictionary ZIP file  
2763: Unable to create the temporary directory  
2766: Unable to merge dictionary files  
2767: Unable to copy dictionary files from the temporary directory to the dictionary directory

## **2751: Unable to start the Dictionary Consumer. The error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer  
Severity: Critical  
Action: Restart the Dictionary Consumer from the Service Manager. For more information, see “*Understanding the Inventory Service Manager*” in “*Workstation Inventory*” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.  
Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

## **2752: Unable to stop the Dictionary Consumer. The error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer  
Severity: Minor  
Action: Manually stop the Dictionary Consumer from the Service Manager. For more information, see “*Understanding the Inventory Service Manager*” in “*Workstation Inventory*” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## **2753: Unable to download the Dictionary. The file client error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer  
Severity: Critical  
Possible Cause: The Dictionary Consumer is unable to receive the dictionary updates because the Dictionary Provider is down.  
Action: Manually start the Dictionary Provider from the Service Manager running on the Inventory server, which is specified in the Dictionary Update policy. For more information, see “*Understanding the Inventory Service Manager*” in “*Workstation Inventory*” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.  
For more information on how to access the Dictionary Update policy, see “*Configuring the Dictionary Update Policy*” in “*Workstation Inventory*” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

- Action: If the problem persists, contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).
- Possible Cause: The address of the Dictionary Provider is not properly configured in the Dictionary Update policy.
- Action: Ensure that the address of the Dictionary Provider is same as the IP address or the DNS name of the Inventory server, which is configured in the Dictionary Update policy. For more information on how to access the Dictionary Update policy, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Possible Cause: The network is down.
- Action: Ensure that the network is up and running and the network connections are active.

### **2755: Unable to authenticate as *DN\_of\_Dictionary\_Update\_policy***

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer
- Severity: Critical
- Possible Cause: The Dictionary Update policy is not properly configured or is corrupted.
- Action: Delete the existing Dictionary Update policy and re-create the policy. For more information on how to create and configure the Dictionary Update policy again, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Possible Cause: An error occurred in eDirectory.
- Action: Ensure that the eDirectory is in good health. For more information, see the [eDirectory documentation Web site \(http://www.novell.com/documentation/edirectory.html\)](http://www.novell.com/documentation/edirectory.html).

### **2756: Dictionary Consumer property file corrupted or missing**

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer
- Severity: Critical
- Possible Cause: An error occurred during the installation of the ZENworks 6.5 Inventory server.
- Action: Do the following:
- 1 If you encounter any errors during the ZENworks 6.5 Inventory server installation, try to resolve them. For more information, see “[Workstation Inventory Installation Errors](#)” in “[Installation Error Messages](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
  - 2 If the problem persists, reinstall the Inventory server component. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

### **2757: No schedule configured for dictionary updates**

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer
- Severity: Critical
- Action: Configure the schedule for the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## 2758: No rollup policy found

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer
- Severity: Critical
- Explanation: This error occurs when you select the “Use the Roll-Up Server as the Update Source” check box in the Dictionary Update policy but the Roll-Up policy has not been configured.
- Action: Do the following:
- 1 Configure the Roll-Up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
  - 2 Select the “Use the Roll-Up Server as the Update Source” check box in the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- IMPORTANT:** Do not select this option for a Standalone Server or a Root Server. You must manually configure the remaining settings of the policy.
- Action: In the Dictionary Update policy, deselect the “Use the Roll-Up Server as the Update Source” check box and configure the remaining settings. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## 2759: Corrupted or incomplete update policy

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer
- Severity: Critical
- Possible Cause: An error occurred in eDirectory.
- Action: Ensure that eDirectory is in good health. For more information, see the [Novell eDirectory documentation Web site](http://www.novell.com/documentation/edirectory.html) (<http://www.novell.com/documentation/edirectory.html>).
- Possible Cause: The Dictionary Update policy is not configured properly.
- Action: Ensure that the Dictionary Update policy is properly configured. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## 2760: No update policy found

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer
- Severity: Informational or Critical
- Action: If you want to manually update the software dictionary, ignore this message. For more information on how to manually update the dictionary, see “[Setting Up Distribution of Dictionary](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- Action: Create and configure the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## 2761: Internal error *message\_string*

- Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer



Severity: Critical

Action: Contact [Novell Support \(http://support.novell.com\)](http://support.novell.com).

### **2762: Unable to decompress the dictionary ZIP file**

Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: The disk on the Inventory server is full.

Action: Ensure that there is enough free disk space on the Inventory server.

Possible Cause: The dictionary files are corrupted.

Action: Reinstall the Inventory server component on the server where the Dictionary Provider runs. For more information, see “[Reinstalling Workstation Inventory on NetWare and Windows Servers](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

### **2763: Unable to create the temporary directory**

Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: The disk on the Inventory server is full.

Action: Ensure that there is enough free disk space on the Inventory server.

### **2766: Unable to merge dictionary files**

Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer

Severity: Critical

Explanation: The Dictionary Consumer merges the downloaded dictionary with the local dictionary, and stores the merged dictionary files in a temporary directory.

Possible Cause: The disk on the Inventory server is full.

Action: Ensure that there is enough free disk space on the Inventory server.

### **2767: Unable to copy dictionary files from the temporary directory to the dictionary directory**

Source: ZENworks Desktop Management; Server Inventory; Dictionary Consumer

Severity: Critical

Explanation: The Dictionary Consumer merges the downloaded dictionary with the local dictionary, and stores the merged dictionary files in a temporary directory. Later the merged files are copied to the dictionary directory.

Possible Cause: The disk on the Inventory server is full.

Action: Ensure that there is enough free disk space on the Inventory server.



# 13

## Troubleshooting Strategies

This section provides solutions to problems you might encounter when using the Workstation Inventory component of Novell® ZENworks® 6.5 Desktop Management.

- ♦ “Troubleshooting Workstation Inventory Installation” on page 137
- ♦ “Troubleshooting the Inventory Service Manager” on page 138
- ♦ “Troubleshooting .Str and .Zip File Transfer” on page 139
- ♦ “Troubleshooting the Inventory Scanner or Inventory Agent” on page 140
- ♦ “Troubleshooting the Inventory Policy” on page 140
- ♦ “Troubleshooting the Database Backup” on page 140
- ♦ “Troubleshooting the Data Export” on page 141
- ♦ “Troubleshooting the Inventory Summary” on page 141
- ♦ “Troubleshooting the Inventory Reports” on page 142
- ♦ “Troubleshooting the Inventory Query” on page 142
- ♦ “Troubleshooting the Storer” on page 143
- ♦ “Troubleshooting the Upgrade Service’s Inventory Database Migration” on page 147
- ♦ “Troubleshooting the Inventory Sync Service” on page 147

### Troubleshooting Workstation Inventory Installation

- “Is the installation of Workstation Inventory successful?” on page 137
- “Double-byte characters are not supported in the SCANDIR path if the Novell Client is not installed on inventoried workstations” on page 138
- “The ZENworks 6.5 Desktop Management Inventory policies are not effective” on page 138

#### Is the installation of Workstation Inventory successful?

- Action: During the Workstation Inventory installation, choose to view the log files.
- After the installation, you can also check the log files in the *ZENworks\_installation\_drive\novell\zfdtemp* directory to ensure that no errors are reported.
- Action: Check to see if the Inventory Service object is created.
- Action: Check to see if the Scan directory is created and shared on the Inventory server and has the required rights.

## Double-byte characters are not supported in the SCANDIR path if the Novell Client is not installed on inventoried workstations

**Explanation:** If the Novell Client™ is not installed on inventoried workstations, and if you use double-byte characters in the Inventory Service object's scan directory (scandir) path, the .str files are not transferred to the Inventory server.

By default, the scandir path is the installation path where the Inventory server-side components and the database are installed, unless you manually changed it after the ZENworks 6.5 Desktop Management installation by configuring the Inventory Service object.

## The ZENworks 6.5 Desktop Management Inventory policies are not effective

**Possible Cause:** You accidentally deleted the Inventory Service object before reinstalling ZENworks 6.5 Workstation Inventory, or before installing ZENworks 6.5 Workstation Inventory over ZENworks for Desktops 3.x or ZENworks for Desktops 4.x

**Action:** After installing or reinstalling ZENworks 6.5 Workstation Inventory, configure the ZENworks 6.5 Workstation Inventory policy with the new Inventory Service object created by the ZENworks 6.5 Installation program.

For more information on how to configure the Workstation Inventory policy, see [“Configuring the Workstation Inventory Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## Troubleshooting the Inventory Service Manager

[“You are unable to access the database server across NAT” on page 138](#)

[“Inventory Service Manager exits with -1 status” on page 138](#)

### You are unable to access the database server across NAT

**Explanation:** If you install the database server on 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 Novell ConsoleOne®).

**Action:** Configure the database object with the public address of the database server.

- 1** In ConsoleOne, right-click the database object, then 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.
- 4** Click Apply, then click Close.

### Inventory Service Manager exits with -1 status

**Explanation:** On the Inventory server, the “Unable to connect to the database. Retrying...” message is displayed and the Service Manager eventually exits. The Inventory Service Manager logs this error in the Inventory server's status log with error code 622.

**Possible Cause:** The Database server is down.

**Action:** Ensure that the Database server is up and running.

**Possible Cause:** This problem can also occur on a Novell NetWare® Inventory server with the Native File Access Pack installed. This NetWare server has one or more volumes of the server exposed as CIFS shares and does not have a DNS name configured.

If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name, so during installation the database object assigns the NetBIOS name as the host name. This error occurs if the Inventory service on the NetWare server fails to resolve the NetBIOS name to an IP address.

Action: Choose an IP address instead of the NetBIOS name in the database object property page. For more information, see [“Setting Up the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## Troubleshooting .Str and .Zip File Transfer

[“The .str files have not been transferred” on page 139](#)

[“The Sender is unable to transfer the .zip files to the Receiver” on page 139](#)

### The .str files have not been transferred

Action: Ensure that the ZENworks Web Server is up and running.

Action: If an error message is displayed, refer to [“Sender and Receiver Error Messages” on page 72](#) to troubleshoot the error.

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 *ZENworks\_Web\_Server\_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 *ZENworks\_Web\_Server\_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 ZENworks Web Server is up and running.

Action: If an error message is displayed, refer to [“Sender and Receiver Error Messages” on page 72](#) to troubleshoot the error.

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 *ZENworks\_Web\_Server\_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 *ZENworks\_Web\_Server\_installation\_directory\zws.properties* file on the Inventory server.

# Troubleshooting the Inventory Scanner or Inventory Agent

“Unable to scan Windows 9x workstations that are attached to a Windows server” on page 140  
“After upgrading from ZENworks for Desktops 3.2 SP3 to ZENworks 6.5 Desktop Management, the Inventory scanner might fail to scan the software information for the inventoried workstation” on page 140

## Unable to scan Windows 9x workstations that are attached to a Windows server

- Action: If you have configured a Windows server as an Inventory server and if you have installed the Novell Client on a Windows 95/98 inventoried workstation that will send the scan data to the Windows server, you must do the following for the scanners to collect data:
- ♦ If there are Novell eDirectory™ users who are also Windows domain users, ensure that the users who are logged in are valid users of the Windows domain in the existing share created by ZENworks 6.5 Desktop Management.
  - ♦ If there are users logged in to a different domain, ensure that the users are Trusted users of the domain in the existing SHARE directory created by ZENworks 6.5 Desktop Management.
  - ♦ If there are eDirectory users who are not users of any Windows domain, ensure that the users are not logged in to eDirectory when you start the workstation. However, these users can log in to eDirectory later.
  - ♦ If there are users who do not log in to any Windows domain, or in to eDirectory, but log in to their local workstations with a username and password, ensure that their user names and passwords are also a part of the Windows domain.

## After upgrading from ZENworks for Desktops 3.2 SP3 to ZENworks 6.5 Desktop Management, the Inventory scanner might fail to scan the software information for the inventoried workstation

Action: Restart the inventoried workstation.

# Troubleshooting the Inventory Policy

“Unable to update the swrules.ini file for ZENworks for Desktops 4.x inventoried workstations using ZENworks 6.5 ConsoleOne snap-ins” on page 140

## Unable to update the swrules.ini file for ZENworks for Desktops 4.x inventoried workstations using ZENworks 6.5 ConsoleOne snap-ins

Explanation: If you update the swrules.ini file for ZENworks for Desktops 4.x inventoried workstations using the ZENworks 6.5 ConsoleOne snap-ins, you might encounter the following error:

Unable to write to Novell eDirectory as the data in the file is corrupt.

Action: Use ZENworks for Desktops 4.x Inventory ConsoleOne snap-ins to update the ZENworks for Desktops 4.x swrules.ini. For more information, see the [ZENworks 4.0.1 Administration Guide](http://www.novell.com/documentation/zdpr/index.html) (<http://www.novell.com/documentation/zdpr/index.html>).

# Troubleshooting the Database Backup

“When you back up the Sybase Inventory database running on a NetWare server, the database backup displays a successful message even though the backup has failed” on page 141  
“You are unable to view the backup directory that you created” on page 141

## **When you back up the Sybase Inventory database running on a NetWare server, the database backup displays a successful message even though the backup has failed**

Explanation: When you try to back up the Sybase Inventory database running on a NetWare server, the DB backup displays a successful message even though the backup has failed and creates a file with zero bytes in the database backup directory.

Possible Cause: There is not sufficient disk space in the database backup directory.

Action: Ensure that there is sufficient free disk space in the database backup directory.

## **You are unable to view the backup directory that you created**

Possible Cause: The backup directory you created contains double-byte characters. When you create a backup directory name using double-byte characters, Sybase interprets the double-byte characters as a different name and creates a backup folder using the interpreted name. When you create a new backup, avoid using double-byte characters in the directory name.

Action: Rename the directory.

## **Troubleshooting the Data Export**

“When you invoke the Data Export tool on a Japanese inventoried machine, the enum values might be displayed in French” on page 141

## **When you invoke the Data Export tool on a Japanese inventoried machine, the enum values might be displayed in French**

Action: Before invoking the Data Export tool, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see “[Adding Non-English Enumerated Values for Inventory Attributes into the Sybase Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## **Troubleshooting the Inventory Summary**

“The Inventory Summary window does not display the Representative File Information data or displays the message “No Information Found” when you select the Representative File Information attribute” on page 141

“When you invoke the Inventory Summary on a Japanese inventoried machine, the enum values might be displayed in French” on page 141

## **The Inventory Summary window does not display the Representative File Information data or displays the message “No Information Found” when you select the Representative File Information attribute**

Action: Refresh the Inventory Summary window.

## **When you invoke the Inventory Summary on a Japanese inventoried machine, the enum values might be displayed in French**

Action: Before invoking the Inventory Summary, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see “[Adding Non-English Enumerated Values for Inventory Attributes into the Sybase Inventory Database](#)” in

“Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## Troubleshooting the Inventory Reports

“When you export an Inventory report to PDF, the location to save the file is not requested” on page 142

“You are unable to export Inventory Reports to PDF if the Inventory data is stored in a MS SQL Database” on page 142

“When you invoke the Inventory Reports on a Japanese inventoried machine, the enum values might be displayed in French” on page 142

### When you export an Inventory report to PDF, the location to save the file is not requested

Possible Cause: When you run an Inventory report, exportmoduller.dll and crtslv.dll are automatically registered on the machine.

This error occurs if the registration of these DLLs is corrupted.

Action: Before generating Inventory reports, do the following on the machine where you run the Inventory report:

- 1 Open the Registry Editor.
- 2 Delete HKEY\_CLASSES\_ROOT\ExportModeller.EMAdornments.

### You are unable to export Inventory Reports to PDF if the Inventory data is stored in a MS SQL Database

Possible Cause: You are trying to export Inventory reports using ConsoleOne that has been copied to the machine and not installed.

Action: Invoke ConsoleOne from the machine where you have installed it and export the Inventory reports.

### When you invoke the Inventory Reports on a Japanese inventoried machine, the enum values might be displayed in French

Action: Before invoking an Inventory Report, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see “[Adding Non-English Enumerated Values for Inventory Attributes into the Sybase Inventory Database](#)” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## Troubleshooting the Inventory Query

“When you invoke the Inventory Query on a Japanese inventoried machine, the enum values might be displayed in French” on page 142

### When you invoke the Inventory Query on a Japanese inventoried machine, the enum values might be displayed in French

Action: Before invoking the Inventory Query, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see “[Adding Non-English Enumerated Values for Inventory Attributes into the Sybase Inventory Database](#)” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

# Troubleshooting the Storer

- “The .str files are not being stored in the Inventory database” on page 143
- “The Storer running on a Windows Inventory server randomly stops updating the workstation scan data in the Inventory database” on page 143
- “The Storer is unable to update the ZENworks for Desktops 3.2 .str files and continuously rejects the .str files” on page 144
- “The CPU utilization of the Inventory server is 100% when the Storer is active” on page 145
- “How do I back up the .str file?” on page 145
- “How do I change to another Inventory database after the scan data has been stored in the Inventory database?” on page 146
- “The Storer takes too much time to store the .str files” on page 146

## The .str files are not being stored in the Inventory database

Action: Manually enforce a full scan on the workstation object:

- 1** In ConsoleOne, right-click the workstation object, click Properties.
- 2** Click the ZENworks Inventory tab, then click the Workstation Scan Configuration suboption.
- 3** Select Start Full Scan.
- 4** Click Apply, then click Close.

Action: If the problem persists:

- 1** Edit the  
*Inventory\_server\_installation\_path\zenworks\inv\server\wminv\properties\tracerfilter.properties* file to set the Debug level to DEBUG5 or ALL.
- 2** Edit the  
*Inventory\_server\_installation\_path\zenworks\inv\server\wminv\properties\storerdebug.properties* file to set the value of trace= true and  
strfiledelete= *path\_where\_you\_want\_to\_back\_up\_.str\_files*.
- 3** Manually enforce a full scan on the workstation object:
  - 3a** In ConsoleOne, right-click the workstation object, click Properties.
  - 3b** Click the ZENworks Inventory tab, then click the Workstation Scan Configuration suboption.
  - 3c** Select Start Full Scan.
  - 3d** Click Apply, then click Close.

If the problem persists, send the tracer and the backed-up .str files to [Novell Support \(http://support.novell.com\)](http://support.novell.com).

## The Storer running on a Windows Inventory server randomly stops updating the workstation scan data in the Inventory database

Explanation: The Storer running on a Windows Inventory server randomly stops updating the workstation scan data in the Inventory database. The Inventory server screen displays message such as “Logout Exception: [Root exception is com.novell.service.jncp.ClientException: ccode = 34921 (0x8869)] com.novell.java.security.LoginException: Logout failed.”

Also, the directory contains .str and .zip files that need to be processed.

- Possible Cause: The Storer encounters errors while updating the inventoried workstation scan data in eDirectory. Consequently, the Selector and the Storer stops processing .str files.
- Action: Restart the Inventory services. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**The Storer is unable to update the ZENworks for Desktops 3.2 .str files and continuously rejects the .str files**

- Possible Cause: The .str file contains invalid data, or is an invalid type or format.
- This error could be in the ZENworks for Desktops 3.2 .str file. Consequently, the remaining .str files of that inventoried workstation might not be processed.
- Action: If the problem occurs on ZfD 3.2 workstations that send inventory scans to an upgraded inventory server, copy the following files from ZfD 3.2 SP3 to the sys:\public\zenworks directory on the upgraded server:
- winscan.exe
  - ntscan32.exe
  - hwscan16.exe
  - zenpol32.dll
  - scansource.ini
- Action: Do the following:
- 1 If the error occurs when you process the inventory data that is rolled up from a lower-level ZfD 3.2 Inventory server, you must upgrade the lower-level Inventory server to ZfD 3.2 SP3.
  - 2 Apply the following authentication patches that are bundled with the *ZENworks 6.5 Desktop Management Companion 2* CD to the ZfD 3.2 SP3 Inventory server:

| Server  | Source file                                                                             | Target destination on Inventory server                                       |
|---------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Netware | all files in the<br>\invzfd3xpatch\zfd32\common\public\<br>zenworks\wminv\lib directory | <i>Inventory_server_installation_path</i> \<br>zenworks\inv\server\wminv\lib |
|         | \invzfd3xpatch\zfd32\nw\java\bin\zenws.nlm                                              | sys:\java\bin                                                                |
|         | all files in the<br>\invzfd3xpatch\zfd32\nw\java\lib directory                          | sys:\java\lib                                                                |
| Windows | all files in the<br>\invzfd3xpatch\zfd32\common\public\<br>zenworks\wminv\lib directory | <i>Inventory_server_installation_path</i> \<br>zenworks\inv\server\wminv\lib |
|         | \invzfd3xpatch\zfd32\nt\zenworks\jre\1.2\bin<br>\ zenws.dll                             | sys_share\zenworks\jre\1.2\bin                                               |
|         | all files in the<br>\invzfd3xpatch\zfd32\nt\zenworks\jre\1.2\lib<br>directory           | sys_share\zenworks\jre\1.2\lib                                               |

- 3 Enforce a full scan either on this workstation object or on all workstation objects that send the inventory data to this Inventory server.

To enforce the scan on this workstation object:



- 1** In ConsoleOne, right-click the workstation object, then click Properties.
- 2** Click the ZENworks Inventory tab, then click the Workstation Scan Configuration suboption.
- 3** Select Start Full Scan.
- 4** Click Apply, then click Close.

To enforce a full scan on all workstation objects that send the inventory data to this Inventory server:

- 1** Enforce a full scan on the Inventory Service object.

For more information, see “Configuring the Inventory Service Object” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

- Action: Refer to “Troubleshooting the Storer” on page 143 for more details.
- Action: If the problem persists, contact Novell Support (<http://support.novell.com>).
- Possible Cause: The inventoried workstation is a Windows 98 machine and does not have the latest version of WMI installed.
- Action: Install the latest version of WMI.

### The CPU utilization of the Inventory server is 100% when the Storer is active

Explanation: The CPU utilization of the Inventory server might be 100% when the Storer is storing the scan data (typically, full scans) into the Inventory database.

This error occurs if the memory of the Inventory server is low, or one or more high CPU-utilization applications are running on the Inventory server.

Ignore this problem if you can run any other application on the server. If you cannot run any other application at normal speed, try the actions below.

- Action: Dedicate a server to host the Inventory database.
- Action: Do the following:
- 1** Stop the Storer by entering **stopser storer** at the server console prompt.
  - 2** Configure the following Storer parameters in the *Inventory\_server\_installation\_path\zenworks\inv\server\wminv\properties\storerdebug.properties* file to slow down the processing of .str files:
 

fileyield: Specify a value greater than or equal to 300 but less than 600

parseyield: Specify a value greater than or equal to 100 but less than 500

wsdelyield: Specify a value greater than or equal to 100 but less than 500
  - 3** Start the Storer by entering **startser storer** at the server console prompt.
- If the problem persists, send a copy of storerdebug.properties to Novell Support (<http://support.novell.com>).

Action: If your Inventory database runs on Sybase, you can improve the Storer performance by also running the Sybindex utility. For more information on how to run Sybindex, see “Sybase in the NetWare and Windows Environment” in “Database Parameter Tuning Tips” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

### How do I back up the .str file?

Action: Do the following:

- 1** Stop the Storer by entering **stopser storer** at the server console prompt
- 2** Edit the `Inventory_server_installation_path\zenworks\inv\server\wminv\properties\storerdebug.properties` file to set the value of `strfiledelete=path__where_you_want_to_back_up_.str_file`.  
  
**IMPORTANT:** If your Inventory server is a Windows server, ensure that the path is separated by double slash (\\). For example, `c:\windows\temp`.  
  
Ensure that the backup directory already exists on the Inventory server before editing the `storerdebug.properties` file.
- 3** Start the Storer by entering **startser storer** at the server console prompt.

## How do I change to another Inventory database after the scan data has been stored in the Inventory database?

**Explanation:** After the scan data has been stored, you might want to change your existing Inventory database to a different database. For example, you could change the existing Sybase Inventory database to an Oracle Inventory database.

**Action:** Do the following:

- 1** Stop the Inventory service of the Inventory server connected to the existing database that you want to change. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- 2** Set up the desired Inventory database. For more information, see “Setting Up the Inventory Database” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- 3** Ensure that the Inventory server is attached to the new Inventory database. For more information, see “Configuring the Database Location Policy” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.
- 4** Select the Start Full Scan option in the Inventory Service object’s property page of the Inventory server that is directly connected to this database and also in the lower-level Inventory servers that roll up scan data to this Inventory server.
- 5** Start the Inventory services of the Inventory server to which the new Inventory database is attached to. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## The Storer takes too much time to store the .str files

**Action:** You must tune the performance of the Inventory database. For more information, see “Database Parameter Tuning Tips” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

**Action:** If your Inventory database runs on Sybase, you can improve the performance the Storer performance by running the Sybindex utility. For more information on how to run Sybindex, see “Sybase in the NetWare and Windows Environment” in “Database Parameter Tuning Tips” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

# Troubleshooting the Upgrade Service's Inventory Database Migration

“The Upgrade Service displays database-related errors or exceptions and abnormally terminates” on page 147

“The Upgrade Service takes too much time to migrate the Inventory database” on page 147

“How do I know whether the Upgrade Service is progressing during the Inventory database migration phase?” on page 147

## The Upgrade Service displays database-related errors or exceptions and abnormally terminates

Action: Send the inventory traces located in the *Inventory\_server\_installation\_path\zenworks\inv\server\wminv\logs\zenworksinvservice* directory and the migration traces located in the *Inventory\_server\_installation\_path\zenworks\inv\server\wminv\logs\migrationlogs* directory to Novell Support (<http://support.novell.com>).

## The Upgrade Service takes too much time to migrate the Inventory database

Action: Do the following:

- 1 Ensure that all the connections to the database are closed.
- 2 Restart the Inventory database and ensure that the database is not accessed from any applications.
- 3 Restart the Inventory services. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 6.5 Desktop Management Administration Guide*.

## How do I know whether the Upgrade Service is progressing during the Inventory database migration phase?

Action: You will see progress indication as percentage of completion and the time taken as x% (y) on the server console, where *x* indicates the percentage amount and *y* indicates the time elapsed in seconds.

The progress indicator starts from 0% for both schema and data migration. After the data migration, the progress indicator shows the time to complete the operation.

# Troubleshooting the Inventory Sync Service

“The Inventory Sync Service deletes the workstation objects from the Inventory database even though they exist in Novell eDirectory.” on page 147

## The Inventory Sync Service deletes the workstation objects from the Inventory database even though they exist in Novell eDirectory.

Possible Cause: The Inventory Service object does not have the Browse Entry rights, and the Read and Compare Attribute rights to the workstation objects.

Explanation: The Inventory Sync service authenticates as the Inventory Service Object to eDirectory to search for the workstations. The ZENworks Workstation Inventory installation grants the Inventory Service object Browse Entry rights, and Read and Compare Attribute rights to the root of the tree,

and also to all workstations in the tree. It also ensures that the Inventory Sync service can search for all the workstations.

However, if you have defined the Inheritance Rights Filters that prevent the rights from flowing down to the workstation objects, the Inventory Sync service cannot find the workstation objects. Consequently, the Inventory Sync service assumes that the workstation objects are removed from eDirectory, and removes the workstations from the inventory database.

**Action:** Grant the Inventory Service Object Browse Entry rights, and the Read and Compare Attribute rights to the containers containing the workstation objects.

# A

## Documentation Updates

This section contains information on documentation content changes that have been made in the *Novell ZENworks 6.5 Troubleshooting Guide* since the initial release of Novell® ZENworks® 6.5 Desktop Management. The information will help you to keep current on updates to the documentation.

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 changes were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Workstation 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:

- ♦ “October 24, 2005” on page 149
- ♦ “June 17, 2005” on page 149

### October 24, 2005

Updates were made to the following sections. The changes are explained below.

| Location                                             | Change                 |
|------------------------------------------------------|------------------------|
| “Enabling Debug Logging in ZENworks 6.5” on page 11. | This is a new section. |

### June 17, 2005

Updates were made to the following sections. The changes are explained below.

| Location                                                  | Change                 |
|-----------------------------------------------------------|------------------------|
| “Troubleshooting the Inventory Sync Service” on page 147. | This is a new section. |

