



Server Inventory

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

This section contains the following topics:

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- ♦ [Chapter 8, “Troubleshooting Strategies,” on page 191](#)
- ♦ [Chapter 9, “Documentation Updates,” on page 207](#)

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Error Messages

The following sections contain detailed explanations of the error messages you may encounter using the Novell® ZENworks® for Servers (ZFS) 3.0.2 Server Inventory components:

- ◆ “Storer Error Messages” on page 123
- ◆ “Sender and Receiver Error Messages” on page 126
- ◆ “Service Manager Error Messages” on page 136
- ◆ “AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages” on page 141
- ◆ “Inventory Policy Error Messages” on page 143
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Storer Error Messages

- 101: Invalid username or password
- 102: Unable to load the database driver file
- 104: Unable to connect to the database server
- 105: Database connection failed
- 107: This scanned file is corrupt. Unable to store in the database
- 108: The Database is not initialized as it is being upgraded
- 141: Unable to read mapping file. MAP.SER is missing or corrupted
- 142: Unable to read association file. ASSOCIATION.SER is missing or corrupted
- 143: The database directory (DBDIR) does not exist
- 152: Unable to store the rolled up scan data
- 154: The Storer has updated the .ZIP_filename file to database
- 200: The Storer has updated the database

101: Invalid username or password

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Explanation: The username and password for the Inventory database are configured in the database object. The Storer logs in to the database with the specified username and password.

This error occurs if the username and the password do not match the details in the Inventory database.

Action: Ensure that the username and password for the database object match the details in the Inventory database.

102: Unable to load the database driver file

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

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

Action: Copy the driver file (JDBCDRV.ZIP or CLASSES12.ZIP) from Zfs
3_Product_CD\ZENWORKS\PRODUCTS\RMINV\SERVER\INV\
WMINV\LIB to *Inventory_server_installation_directory*\ZENWORKS\INV\SERVER\LIB.

If the problem persists, contact [Novell Technical ServicesSM](http://support.novell.com) (<http://support.novell.com>).

104: Unable to connect to the database server

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

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

Possible Cause: The Inventory database is down.

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

105: Database connection failed

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Possible Cause: The Inventory database is not up and running.

Action: Ensure that the Inventory database is up. Wait until the database connection is successfully re-established.

107: This scanned file is corrupt. Unable to store in the database

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Informational

Explanation: The scan data file (.STR) contains invalid data.

Action: If the problem persists, contact [Novell Technical Services](http://support.novell.com) (<http://support.novell.com>).

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

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Informational

Explanation: The database is not ready for use, so the Storer waits until the Upgrade Service upgrades the database from ZENworks for Desktops (ZfD) 3.x to ZfS 3.

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

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

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

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

Action: Ensure that the ZENINVSERVER.JAR exists in
Inventory_server_installation_directory\ZENWORKS\INV\SERVER\WMINV\LIB.

If the file is not present, copy the ZENINVSERVER.JAR file from
ZENworks_for_Servers_3_Product_CD\ZENWORKS\PRODUCTS\RMINV\SERVER\INV\COMMON\WMINV\LIB to the
Inventory_server_installation_directory\ZENWORKS\INV\SERVER\WMINV\LIB.

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

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

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

Action: Ensure that the ZENINVSERVER.JAR exists in
Inventory_server_installation_directory\ZENWORKS\INV\SERVER\WMINV\LIB.

If the file is not present, copy the ZENINVSERVER.JAR file from
ZENworks_for_Servers_3_Product_CD\ZENWORKS\PRODUCTS\RMINV\SERVER\INV\COMMON\WMINV\LIB to the
Inventory_server_installation_directory\ZENWORKS\INV\SERVER\WMINV\LIB.

143: The database directory (DBDIR) does not exist

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Critical

Explanation: The Storer stores the scan data from the .STR files located in the DBDIR directory to the Inventory database. This error occurs if the DBDIR directory does not exist on the Inventory server.

Action: Ensure that the directory path of the SCANDIR directory specified in the Inventory Service object property page exists on the Inventory server. Also, ensure that DBDIR exists in the SCANDIR directory.

152: Unable to store the rolled up scan data

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Warning

Possible Cause: The .ZIP file is corrupted.

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

154: The Storer has updated the .ZIP_filename file to database

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Informational

Explanation: The storer has updated the .ZIP file in the Inventory database.

200: The Storer has updated the database

Source: ZENworks for Servers; Server Inventory; Storer

Severity: Informational

Explanation: The Storer has stored the scan data files in the Inventory database.

Sender and Receiver Error Messages

301: Unable to create the Property file filename

302: Unable to read the Property file filename

303: Unable to unzip the file zip_filename

304: Unable to open the file path_name / filename

306: zip_filename is corrupted, probably during transmission

307: Unable to create the .ZIP file filename

308: Compression failure. filename.STR is not compressed to a .ZIP file

309: Input-output failure. filename.STR is not compressed in to a .ZIP file

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

311: Could not extract Cascading attributes as sanity check failed

317: Unable to copy the file filename from the ENTPUSHDIR directory to the DBDIR directory

320: Unable to reach the Receiver receiver_host_address

324: Directory directory_name does not exist

327: Sender establishes connection with Receiver after a previous attempt to connect failed

328: Unable to read Security Directory from SENDER.PROPERTIES

329: The Receiver service on the server server_name is currently down

330: Unable to contact the receiver on the server server_name

332: An internal error occurred while getting the zeninvRollupTime

333: Invalid URL for the CascadeBaseTime service

334: An internal error occurred while starting the CascadeBaseTimeServer

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

338: An internal error occurred while transferring the zip file to the Receiver running on the server server_name

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

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

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

- 342: Socket Input-Output error occurred while transferring the zip file to the Receiver running on server *server_name*
- 343: Unable to obtain a lock on the target file
- 344: An internal error occurred while starting the Inventory File Service
- 345: The target directory on the server *server_name*, where the zip file is to be copied is invalid
- 346: The target directory on the server *server_name*, where the zip file is to be copied, does not have the required permission
- 347: Internal error while connecting to the Receiver on server *server_name*
- 348: An internal error occurred - Unable to start Receiver Service
- 349: Unable to change stored status for the file *filename*
- 350: File *filename* in DBDIR is locked
- 351: Error in Sender on the server *server_name*. Invalid firewall proxy address
- 352: Error in Sender on the server *server_name*. Invalid firewall proxy port
- 354: Unable to write Inventory Service DN to the property file
- 355: Unable to write server name to the property file

301: Unable to create the Property file *filename*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: For each roll-up scheduled by the Sender, the .STR files from the ENTMERGEDIR directory are placed in ENTPUSHDIR directory and compressed to a .ZIP file. The .ZIP file is again compressed with a .PRP file into a .ZIP file. The .PRP file contains information about the .ZIP file.

This error occurs if the Sender fails to create the .PRP file.

Possible Cause: The disk is full on the Inventory server

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

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

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

Possible Cause: There is no write access for the ENTPUSHDIR directory.

Action: Ensure that the directory has write permission.

302: Unable to read the Property file *filename*

Source: ZENworks for Servers; Server Inventory; Sender and Receiver

Severity: Critical

Explanation: The Property file contains the roll-up information of the .ZIP file. For each roll-up scheduled by the Sender, the .STR files from the ENTMERGEDIR directory are placed in ENTPUSHDIR directory and compressed to a .ZIP file. The .ZIP file is again compressed with a .PRP file into a .ZIP file.

The Sender and the Receiver read the property file in the .ZIP file to verify if the compressed file is in .ZIP format and if the .ZIP file is an Inventory .ZIP file. The inventory components also read the file to get the roll-up information of the .ZIP file.

This error occurs if the Sender or the Receiver is unable to read the .PRP file.

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

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

Possible Cause: There is no Read access for the files in the ENTPUSHDIR directory.

Action: Ensure that the files have Read access.

Action: If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

303: Unable to unzip the file *zip_filename*

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver internally decompresses the .ZIP file. If it fails to do so, it retries. If it does not succeed, the Receiver goes down.

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

Action: Restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: This error occurs when the Receiver is processing the .ZIP file. The Receiver internally decompresses the .ZIP file. If it fails to do so, it retries. If it does not succeed, the Receiver goes down.

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

Action: Restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

306: *zip_filename* is corrupted, probably during transmission

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver internally decompresses the .ZIP file. If it fails to do so, it retries. If it does not succeed, the Receiver goes down.

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

Action: Restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

307: Unable to create the .ZIP file *filename*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Sender creates a .ZIP file of all .STR files. The .ZIP file is again compressed with a .PRP file into a .ZIP file.

This error occurs if the Sender fails to create the .ZIP file.

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

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

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

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

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

Action: Ensure the directory has Read and Write access for the files in the directory.

308: Compression failure. *filename.STR* is not compressed to a .ZIP file

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Sender compresses the .STR files in the ENTPUSHDIR directory of the server as a .ZIP file and also creates a Property file.

Possible Cause: There is an internal problem with the Java* utility for creating a .ZIP file of the .STR files.

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

309: Input-output failure. *filename.STR* is not compressed in to a .ZIP file

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Sender compresses the .STR files in the ENTPUSHDIR directory of the Inventory server as a .ZIP file and also creates a Property file.

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

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

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

Action: Ensure that the directory has Read and Write access for the files in the directory.

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

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

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

Source: ZENworks for Servers; Server Inventory; Sender and Receiver

Severity: Warning

Explanation: This error occurs when the inventory component closes the intermediate files after processing them.

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

Action: If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

311: Could not extract Cascading attributes as sanity check failed

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The error occurs if the Sender is unable to write to the roll-up log.

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

317: Unable to copy the file *filename* from the ENTPUSHDIR directory to the DBDIR directory

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver on the Inventory server that has the database attached to it copies the files from the ENTPUSHDIR to the DBDIR directory after the .ZIP file is received from the lower-level Inventory server.

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

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

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

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

Possible Cause: There is no Write access to the files in the directory.

Action: Ensure that the directory has Write access for the files in the directory.

Action: If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

320: Unable to reach the Receiver *receiver_host_address*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: This error occurs when the Sender cannot establish the connection with the Receiver.

Possible Cause: The Receiver address in the Novell eDirectory™ is not correct.

Action: Specify a valid address for the Receiver.

Possible Cause: The Receiver is down.

- Action: Restart the Receiver. If the problem persists, restart the ZfS components.
- Possible Cause: The address is not properly configured in eDirectory.
- Action: Verify the Receiver address in eDirectory with the address of the Receiver that the Sender is establishing the connection with.
- Possible Cause: The network is down.
- Action: Ensure that the network is up and running and the network connections are active.

324: Directory *directory_name* does not exist

- Source: ZENworks for Servers; Server Inventory; Sender and Receiver
- Severity: Critical
- Explanation: The Inventory component accesses the files in the directory for processing the scan information.
- Action: Ensure that the directory exists on the Inventory server.
- Action: If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

327: Sender establishes connection with Receiver after a previous attempt to connect failed

- Source: ZENworks for Servers; Server Inventory; Sender
- Severity: Informational
- Explanation: When the Sender is unable to connect with the Receiver, it logs an error message with the cause for the failure in the error log. After the Sender successfully establishes a connection with the Receiver, the status is logged in the error log.

328: Unable to read Security Directory from SENDER.PROPERTIES

- Source: ZENworks for Servers; Server Inventory; Sender
- Severity: Critical
- Explanation: The Sender failed to read the SECURITYDIR value from the *Inventory_server_installation_directory*\WMINV\PROPERTIES\SENDER.PROPERTIES file.
- Possible Cause: The SENDER.PROPERTIES file is corrupt.
- Action: Reinstall Inventory server. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.
- Possible Cause: The SECURITYDIR entry is missing from SENDER.PROPERTIES
- Action: Add the following entry to SENDER.PROPERTIES:

SECURITY_DIRECTORY=SYS:\\PUBLIC\\ZENWORKS\\WMINV\\PROPERTIES

If the entry already exists, delete it, save the file, and add it again.

329: The Receiver service on the server *server_name* is currently down

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Sender cannot roll up the scan information because the Receiver on the next-level Inventory server is down. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: On the next-level Inventory server, start Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Sender failed to contact the Receiver on the next-level Inventory server. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

Action: On the next-level Inventory server, restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

332: An internal error occurred while getting the zeninvRollupTime

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while getting the zeninvRollupTime.

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

333: Invalid URL for the CascadeBaseTime service

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while getting the CascadeBaseTime.

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

334: An internal error occurred while starting the CascadeBaseTimeServer

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: An internal error occurred while starting the CascadeBaseTimeServer.

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

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while starting the zeninvRollupTime. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

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

338: An internal error occurred while transferring the zip file to the Receiver running on the server *server_name*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while transferring the .ZIP file to the Receiver running on the next level Inventory server.

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

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while transferring the .ZIP file to the Receiver running on the next-level Inventory server. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

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

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: The Receiver on the next-level Inventory server is currently busy with other requests. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

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

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: An input-output error occurred at the Receiver running on the next-level Inventory server while receiving the .ZIP file. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

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

342: Socket Input-Output error occurred while transferring the zip file to the Receiver running on server *server_name*

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Explanation: A socket input-output error occurred at the Receiver running on the next-level Inventory server while receiving the .ZIP file. The Sender retries connecting to the Receiver for approximately 23 hours before it discontinues trying.

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

343: Unable to obtain a lock on the target file

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

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

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

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

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

345: The target directory on the server *server_name*, where the zip file is to be copied is invalid

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

346: The target directory on the server *server_name*, where the zip file is to be copied, does not have the required permission

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

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

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

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

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

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide

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

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

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver modifies the stored status for the .ZIP file. If there is a failure while doing this, the Receiver retries. If it does not succeed, the Receiver Service goes down.

Possible Cause: The disk is full.

Action: Restart the Receiver from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

350: File *filename* in DBDIR is locked

Source: ZENworks for Servers; Server Inventory; Receiver

Severity: Critical

Explanation: The Receiver processes the .ZIP file received from the lower-level Inventory servers and copies the file to DBDIR. This error occurs if the Storer has locked the file and the Receiver is not able to access this file even after retrying. The Receiver service exits on getting this error.

Action: Do the following:

- 1 Stop the Storer from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.
- 2 Restart the Receiver and the Sender from the Service Manager. For more information, see [Understanding the Inventory Service Manager](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Action: Ensure that the proxy address in the Roll-Up policy is correct. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Sender

Severity: Critical

Action: Ensure that the proxy port in the Roll-Up policy is correct. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Sender and Receiver

Severity: Critical

Possible Cause: The Sender or the Receiver fails to get the Inventory Service object DN.

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

355: Unable to write server name to the property file

Source: ZENworks for Servers; Server Inventory; Sender and Receiver

Severity: Critical

Possible Cause: The Sender or the Receiver fails to get the Inventory server name.

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

Service Manager Error Messages

602: Unable to start the ZENworks Inventory service

603: Unable to read the Inventory Service Object in Novell eDirectory

604: Unable to read the role of the server

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

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

607: Unable to proceed due to an Novell eDirectory error

608: Invalid Scan file path

609: The Roll-Up policy is not configured

610: The Database Location policy is not configured

615: Schedule is not set in the Roll-Up policy

616: Schedule in the Roll-Up policy is corrupted

616: Schedule in the Roll-Up policy is corrupted

622: Unable to get information from the database

626: ZENworks Inventory installation did not complete. Run the installation program

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

602: Unable to start the ZENworks Inventory service

Source: ZENworks for Server; Server Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: The Inventory Service is unable to bind to the port specified in the CONFIG.PROPERTIES file. This file is located in the *Inventory_server_installation_directory*\WMINV\PROPERTIES directory.

Possible Cause: Another application is binding to the same port number.

Action: Modify the port number in the CONFIG.PROPERTIES file. For more information, see [Property Files](#) in [Understanding the Inventory Service Manager](#) in the *Administration* guide. Restart the Inventory services.

Possible Cause: The Inventory server is already loaded.

Action: In this case, this message is informational.

603: Unable to read the Inventory Service Object in Novell eDirectory

- Source: ZENworks for Server; Server Inventory; Inventory Service Manager
- Severity: Critical
- Possible Cause: The tree name or the DN of the Inventory server is invalid in the CONFIG.PROPERTIES file.
- Action: Ensure that the entries in the CONFIG.PROPERTIES file are correct. For more information, see [Property Files](#) in [Understanding the Inventory Service Manager](#) in the *Administration* guide.
- Possible Cause: The Service Manager is unable to authenticate as the Inventory Service object to eDirectory.
- Action: Ensure that the Inventory Service object is present corresponding to the Inventory server.
- Action: Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).
- Restart the Inventory services. For more information, see [Starting the Inventory Service](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

604: Unable to read the role of the server

- Source: ZENworks for Servers; Server Inventory; Inventory Service Manager
- Severity: Critical
- Explanation: The role of the Inventory server is configured in the Inventory Service object property page. This error occurs if the Service Manager is unable to read the role of the Inventory Service object.
- Possible Cause: The tree name or the DN of the Inventory server is invalid in the *Inventory_server_installation_directory*\WMINV\PROPERTIES\CONFIG.PROPERTIES file.
- Action: Ensure that the entries in the CONFIG.PROPERTIES file are correct. For more information, see [Property Files](#) in [Understanding the Inventory Service Manager](#) in the *Administration* guide.
- Possible Cause: The Service Manager is unable to authenticate as the Inventory Service object to eDirectory.
- Action: Ensure that the Inventory Service object is present corresponding to the Inventory server.
- Action: In ConsoleOne[®], configure the server settings in the Inventory Service object property page for the Inventory server. For more information, see [Configuring the Inventory Service Object](#) in [Setting Up Server Inventory](#) in the *Administration* guide.
- Action: Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).
- Restart the Inventory services. For more information, see [Starting the Inventory Service](#) in [Setting Up Server Inventory](#) in the *Administration* guide.
- Possible Cause: The LDAP server is not up and running.
- Action: Bring up the LDAP server.
- Possible Cause: In *Inventory_server_installation_directory*\WMINV\PROPERTIES\CONFIG.PROPERTIES, the LDAP port number or the LDAP server name is incorrect.
- Action: Ensure that the LDAP port number and the LDAP server name are correct in CONFIG.PROPERTIES.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The attribute in the Inventory Service object for *Inventory_server_name* is zenInvHostServer. This error occurs if the attribute is not set correctly.

Action: Verify if the *Inventory_server_name* for the zenInvHostServer attribute is set correctly. If the problem persists, install Server Inventory again. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Possible Cause: The LDAP server is not up and running.

Action: Bring up the LDAP server.

Possible Cause: In *Inventory_server_installation_directory*\WMINV\PROPERTIES\CONFIG.PROPERTIES, the LDAP port number or the LDAP server name is incorrect.

Action: Ensure that the LDAP port number and the LDAP server name are correct in CONFIG.PROPERTIES.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The NCP™ Server object should be a trustee of the Inventory Service object in eDirectory. During installation, the NCP Server object is granted trustee rights. This error occurs if the Service Manager is unable to read the NCP Server object corresponding to the Inventory server.

Action: Ensure that the NCP Server object is a trustee of the Inventory Service object in eDirectory.

607: Unable to proceed due to an Novell eDirectory error

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Action: Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

Restart the Inventory services. For more information, see [Starting the Inventory Service](#) in [Setting Up Server Inventory](#) in the *Administration* guide

Possible Cause: The LDAP server is not up and running.

Action: Bring up the LDAP server.

Possible Cause: In *Inventory_server_installation_directory*\WMINV\PROPERTIES\CONFIG.PROPERTIES, the LDAP port number or the LDAP server name is incorrect.

Action: Ensure that the LDAP port number and the LDAP server name are correct in CONFIG.PROPERTIES.

Possible Cause: The Secure Socket Layer (SSL) is not properly configured.

Action: Reinstall the Inventory server component. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

608: Invalid Scan file path

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The SCANDIR directory file path is configured during the installation or in the Inventory Service object property page.

This error occurs if you have not configured the SCANDIR directory.

Action: In ConsoleOne, configure the SCANDIR directory settings using the Inventory Service object property page. For more information, see [Configuring the Inventory Service Object](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

609: The Roll-Up policy is not configured

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: In an inventory roll-up deployment, the scan data rolls up from the lower-level Inventory servers to the next higher-level Inventory servers. To configure the Inventory settings, the next-level roll-up Inventory server for each lower-level Inventory server should be specified in the Roll-Up policy.

This error occurs if the Roll-Up policy is not configured for the Inventory server or the policy is not configured correctly.

Action: Ensure that the Roll-Up policy is properly configured. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

610: The Database Location policy is not configured

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The Database Location policy identifies the DN for locating the ZENworks Database object. The policy must be associated to the container under which an Inventory Service object resides.

This error occurs if the Database Location policy is not configured or the policy is not configured correctly.

Action: Ensure that the Database Location Policy is properly configured. For more information, see [Configuring the Database Location Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

615: Schedule is not set in the Roll-Up policy

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Explanation: The schedule for the roll-up of scan data is not configured properly in the Roll-Up policy.

Action: Set up the schedule for roll-up in the Roll-Up policy. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

616: Schedule in the Roll-Up policy is corrupted

Source: ZENworks for Servers; Server Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: The Service Manager is unable to authenticate to the Inventory Service object.

Possible Cause: The Service Manager is unable to read the schedule for roll-up.

Possible Cause: The Roll-Up Scheduler information in eDirectory is corrupted.

Action: Reset the schedule for roll-up in the Roll-Up policy. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

622: Unable to get information from the database

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Explanation: The Service Manager exits if the database cannot be contacted.

Possible Cause: The network is down.

Action: Ensure that the network is up and the network connections are active.

Possible Cause: The database is not up and running.

Action: Bring up the database.

Possible Cause: The database engine is not of the correct version

Action: Reinstall the Inventory database. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

626: ZENworks Inventory installation did not complete. Run the installation program

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Explanation: This error occurs when Zfs 3 installation program is unable to complete the installation.

Action: Reinstall Zfs 3 on the Inventory server and the database server. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide

627: Database version not supported

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Action: Reinstall the Inventory database. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

Source: ZENworks for Servers; Server Inventory; Service Manager

Severity: Critical

Explanation: The CONFIG.PROPERTIES and DIRECTORY.PROPERTIES files do not exist in *Inventory_server_installation_directory\WMINV\PROPERTIES*.

Action: Reinstall the Inventory server component. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages

- 1001: Unable to connect to the Inventory database. Ensure that the database is up and running
- 1002: Unable to connect to the Inventory database. Ensure that the database location policy is configured correctly
- 1003: Database spaces adjusted correctly. Move the database files to the paths specified in ALTERDB.PROPS and restart the database for the new settings to take effect
- 1004: The value for COUNT in ALTERDB.PROPS has not been assigned or the specified value is incorrect
- 1005: Specified COUNT=0 in ALTERDB.PROPS is incorrect
- 1006: Unable to load ALTERDB.PROPS. Ensure that the file exists and the CLASSPATH includes the directory containing ALTERDB.PROPS
- 1007: AlterDBSpace completed and stopped
- 1008: The database is in use by one or more inventory components. It is required to stop them and run AlterDBSpace service again

1001: Unable to connect to the Inventory database. Ensure that the database is up and running

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Important

Explanation: The AlterDBSpace service is not able to connect to the Inventory database.

Possible Cause: The database is down.

Action: Ensure that the database is up and running.

Possible Cause: The database properties are incorrectly set.

Action: Ensure that the username, password, and the connection details of the database object are set correctly. For more information on configuring the database object, see [Setting Up the Inventory Database](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Important

Possible Cause: The Database Location policy is not properly configured.

Action: Set the Database Location policy to point to the Inventory database. For more information, see [Configuring the Database Location Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Possible Cause: The database object is not associated in the Database Location policy.

Action: Associate the Database Location policy to the correct database. For more information, see [Configuring the Database Location Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

1003: Database spaces adjusted correctly. Move the database files to the paths specified in ALTERDB.PROPS and restart the database for the new settings to take effect

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Informational

Action: Move the database files to the paths specified in ALTERDB.PROPS and restart the database.

1004: The value for COUNT in ALTERDB.PROPS has not been assigned or the specified value is incorrect

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Critical

Explanation: The COUNT parameter in ALTERDB.PROPS specifies the total number of database space files. This parameter should be set to 11. This error occurs if the COUNT parameter is not assigned correctly.

Action: Ensure that the parameter in ALTERDB.PROPS is set as follows: COUNT=11.

1005: Specified COUNT=0 in ALTERDB.PROPS is incorrect

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Critical

Explanation: The COUNT parameter in ALTERDB.PROPS specifies the total number of database space files. This parameter should be set to 11. This error occurs if the COUNT parameter is not assigned correctly.

Action: Ensure that the parameter in ALTERDB.PROPS is set as follows: COUNT=11.

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

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Critical

Explanation: The property file for the AlterDBSpace tool (ALTERDB.PROPS) do not exist in *Inventory_server\ZENWORKS\INV\SERVER\WMINV\PROPERTIES*.

Possible Cause: The file has been deleted or renamed from the path.

Action: Manually create ALTER.PROPS in *Inventory_server\ZENWORKS\INV\SERVER\WMINV\PROPERTIES*. For more information, see [Organizing the Database Spaces for a Sybase Database on NetWare or Windows NT/2000 Servers \(AlterDBSpace Tool\)](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

1007: AlterDBSpace completed and stopped

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Informational

Explanation: This message indicates the completion of database space organization by the AlterDBSpace tool.

1008: The database is in use by one or more inventory components. It is required to stop them and run AlterDBSpace service again

Source: ZENworks for Servers; Server Inventory; AlterDBSpace

Severity: Warning

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

This error occurs if the database is used by the Inventory components

Action: Stop the Storer service from the Service Manager and close all the ConsoleOne sessions before restarting the AlterDBSpace service.

Inventory Policy Error Messages

Server Inventory Policy

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

Inventory Service object does not provide Inventory role

An error occurred while importing the data to the file

An error occurred while exporting the data to the file

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

Inventory Service object Property

Unable to update the rights for the SCANDIR directory

Unable to change the server name for the Scan Directory path. Scan Directory path will not be modified

Unable to update the NDS attributes for the Inventory Service object

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

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

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

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

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

Insufficient rights. Scan Directory path is not modified

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

Unable to change the Scan Directory path. Please select the Cluster Volume name

Roll-Up Policy

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

Inventory Service object does not provide roll-up data

You do not have rights to access this object

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

Source: ZENworks for Servers; Server Inventory; Server Inventory Policy

Severity: Critical

Explanation: The ZfS 3 Server Inventory installation program creates the Inventory Service object and copies the Inventory server components on the server. The Inventory Service object to be configured should be in the same tree as the policy.

Possible Cause: The configured Inventory Service object is invalid.

Action: Choose the DN of an existing Inventory Service object in the same tree. If the problem persists, reinstall the Server Inventory component. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Inventory Service object does not provide Inventory role

Source: ZENworks for Servers; Server Inventory; Server Inventory Policy

Severity: Critical

Explanation: The ZfS 3 installation program creates the Inventory Service object and installs the Inventory server components on the server that you specify.

This error occurs if the server you select is not a ZfS 3 Inventory server.

Action: Ensure that the specified server is a ZfS 3 Inventory server. Otherwise, rerun the installation program to install the Inventory components on the server. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

After the installation, in the Server Inventory policy, choose an Inventory Service object that provides an Inventory role. For more information, see [Configuring the Server Inventory Policy in Setting Up Server Inventory](#) in the *Administration* guide.

An error occurred while importing the data to the file

Source: ZENworks for Servers; Server Inventory; Server Inventory Policy

Severity: Warning

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

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

An error occurred while exporting the data to the file

Source: ZENworks for Servers; Server Inventory; Server Inventory Policy

Severity: Warning

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

Action: Delete the file and retry the export operation with a different file name.

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

Source: ZENworks for Servers; Server Inventory; Server Inventory Policy

Severity: Warning

Explanation: The data present in the Configuration Editor is not in the correct format.

Action: Ensure that the data in the Configuration Editor is in the specified format. For more information, see [Understanding the Inventory Scanner](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

Unable to update the rights for the SCANDIR directory

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: The scan data files in the Scan directory (SCANDIR) are processed by the Server Inventory components.

You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page. This error occurs when you modify the location of the SCANDIR directory on a NetWare[®] server, and the rights for the SCANDIR directory cannot be created.

Possible Cause: The network is down.

Action: Ensure that the network is up and the network connections are active.

Possible Cause: There is a problem in eDirectory.

Action: Log in with administrator rights and specify the directory again.

Unable to change the server name for the Scan Directory path. Scan Directory path will not be modified

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: When you install ZfS, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.

The SCANDIR directory path is the location on the Inventory server that stores the scan data files. The format of the scan directory path is as follows:

server_name \volume_of_the_server\ZENWORKS\SCANDIR

The specified server name in the Scan Directory Path cannot be changed.

Possible Cause: The specified Inventory server is not a roll-up server.

Action: In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see [Configuring the Inventory Service Object](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Unable to update the NDS attributes for the Inventory Service object

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: The inventory settings for the server are stored in eDirectory. This error occurs if the attributes cannot be written to eDirectory.

Possible Cause: The network is down.

Action: Ensure that the network is up and the network connections are active.

Possible Cause: There may be a problem with eDirectory.

Action: Log in with administrator rights and configure the Inventory Service object property page again.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: When you install ZfS, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.

The SCANDIR directory path is the location on the Inventory server that stores the scan data files. The format of the Scan Directory Path is as follows:

server_name\volume_of_the_server\ZENWORKS\SCANDIR

Action: In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see [Configuring the Inventory Service Object](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: When you want to change the role of an Inventory Service object, you must perform certain tasks to support the new role of the Inventory server.

If there are inventoried servers and Inventory policies attached to the Inventory server, you must remove the associated Inventory policies before you change the role of the server.

Action: Disassociate the Inventory policies.

- 1** In ConsoleOne, right-click the appropriate policy package.
- 2** Click Properties > click Policy > click the appropriate sub-options.
- 3** Select the policy that you want to disassociate > click Reset.
- 4** Deselect the policy.
- 5** Click Apply > close.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Action: Choose another role for the Inventory server. For more information, see [Changing the Role of the Inventory Server](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: On a Windows* NT*/2000 Inventory server, the settings for the shared directory (SCANDIR) are modified only if you log in as an administrator or with administrator rights.

Action: Log in to the Windows NT/2000 Inventory server as an administrator.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: When you install ZfS, you specify the volume on the server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.

The SCANDIR directory path is the location on the Inventory server that stores the scan data files. The format of the Scan Directory Path is as follows:

server_name\volume_of_the_server\directory

Action: In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see [Configuring the Inventory Service Object](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Insufficient rights. Scan Directory path is not modified

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: On a Windows NT/2000 Inventory server, the setting for the shared directory (SCANDIR) is modified only if you log in as an administrator or with administrator rights.

Action: Log in to the Windows NT/2000 Inventory server as an administrator.

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

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: On a Windows* NT*/2000 Inventory server, the setting for the shared directory (SCANDIR) is modified only if you log in as an administrator or with administrator rights.

Action: Log in to the Windows NT/2000 Inventory server as an administrator.

Unable to change the Scan Directory path. Please select the Cluster Volume name

Source: ZENworks for Servers; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: In the cluster setup, you must select only the cluster volume and the cluster directories contained in it for the Scan Directory.

Action: In the Inventory Service object property page, choose the cluster volume as the Scan Directory. For more information, see [Configuring the Inventory Service Object](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Roll-Up Policy

Severity: Critical

Possible Cause: The specified DN does not exist.

Explanation: You must specify the DN of the Inventory server at the next level to move the scan data from the selected Inventory server. The Inventory server that you specify must be one of the following servers: Intermediate Server, Intermediate Server with Database, Intermediate Server with Database and Inventoried Servers, Intermediate Server with Inventoried Servers, Root Server, or Root Server with Inventoried Servers.

This error occurs if the selected server in the Roll-Up policy is not one of the specified server types.

Action: Specify an existing Inventory Service object of the next-level Inventory server for roll-up of scan data. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Inventory Service object does not provide roll-up data

Source: ZENworks for Servers; Server Inventory; Roll-Up Policy

Severity: Critical

Possible Cause: The Inventory server is not configured as a roll-up server.

Explanation: You must specify the DN of the Inventory server at the next level to move the scan data from the selected server. The server that you specify must be one of the following servers: Intermediate Server, Intermediate Server with Database, Intermediate Server with Database and Inventoried Servers, Intermediate Server with Inventoried Servers, Root Server, or Root Server with Inventoried Servers.

This error occurs if the selected server in the Roll-Up policy is not one of the specified server types.

Action: In the Inventory Service object property page, configure the role of the selected server that supports roll-up. In the Roll-Up policy, specify the DN of the roll-up server. For more information, see [Configuring the Roll-Up Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

You do not have rights to access this object

Source: ZENworks for Servers; Server Inventory; Roll-up Policy

Severity: Critical

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

Explanation: You must specify the DN of the Inventory server at the next level to move the scan data from the selected server. The selected server can exist on a different eDirectory tree.

This error occurs if you do not have rights to read the attributes of the Inventory Service object you want to configure.

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

Custom Scan Editor Error Messages

Unable to import the Custom Scan file. This file is not a valid file for Custom Scan Editor

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

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

The Custom Scan file is corrupted

Unable to open the selected file

Unable to export the data to the selected file

Unable to export the data

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

The Custom Scan Editor is unable to write the data to Novell eDirectory

Unable to import the Custom Scan file. This file is not a valid file for Custom Scan Editor

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.

This error occurs if the entries in the file are not valid or the file is not a valid text file.

Action: Ensure that you specify a valid Custom Scan file. Create this file by following the [Format of the Custom Scan conventions](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.

This error occurs if the entries in the file are not valid or the file is not a valid text file.

Action: Create the file by following the [Format of the Custom Scan conventions](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

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

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.

This error occurs if the entries in the file are not valid or the file is not a valid text file.

Action: Create this file by following the [Format of the Custom Scan conventions](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

The Custom Scan file is corrupted

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Action: Create this file by following the [Format of the Custom Scan conventions](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

Unable to open the selected file

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

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

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

Unable to export the data to the selected file

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

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

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

Unable to export the data

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

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

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

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

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: The Custom Scan data is stored in eDirectory. The Custom Scan Editor program is unable to access the directory services.

Action: Ensure that the time synchronization has been set within a radius of 2 seconds.

The Custom Scan Editor is unable to write the data to Novell eDirectory

Source: ZENworks for Servers; Server Inventory; Custom Scan Editor

Severity: Warning

Explanation: The Custom Scan data is stored in eDirectory. The Custom Scan Editor program is unable to access the directory services.

Action: Ensure that the time synchronization has been set within a radius of 2 seconds.

Configure DB Error Messages

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

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

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

Source: ZENworks for Servers; Server Inventory; Configure DB

Severity: Warning

Possible Cause: The Database object is not set properly in the properties page.

Action: Ensure that the Database object properties are set properly. In ConsoleOne, right-click the Database object > click Properties > click ZENworks Database. Also, ensure that the properties

page contains the properties that are correct as per your database configuration. For more information, see [Configuring the Database Location Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

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

- Source: ZENworks for Servers; Server Inventory; Configure DB
- Severity: Warning
- Possible Cause: The Inventory database is not up and running.
- Action: Ensure that the database server is up and the Inventory database on the database server is loaded.
- Possible Cause: The network connection is down.
- Action: Ensure that the network connection is up.
- Possible Cause: If you configure the Inventory database for the first time when the DNS server is down, the Inventory database configuration will fail. Subsequently, if you configure the database when the DNS server is up, the Inventory database configuration will again fail because Java caches the DNS resolution entry.
- Action: Restart ConsoleOne and configure the database.

Inventory Report Error Messages

Unable to log into the database. Ensure that the ODBC driver is installed properly
ZENworks Reporting requires Microsoft Data Access Component (MDAC) version 2.6 or later.
You must install the recommended MDAC version

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

- Source: ZENworks for Servers; Server Inventory; Reporting
- Severity: Critical
- Explanation: ZENworks Reports uses ODBC for connecting to the database. The ODBC client should be installed on the machine running ConsoleOne.
- The error occurs if the specific ODBC client required to connect to the database is not installed.
- Action: Install the recommended ODBC client on the machine.
- You can install the Sybase* ODBC driver version 7.0.0.313 from the *ZENworks for Servers Companion* CD. To install the Sybase ODBC driver, copy the \ODBC\SYBASE\SYBASEODBC.ZIP from the *ZENworks for Servers Companion* CD to a drive. For installation instructions, refer to the ODBC\SYBASE\ODBCREADME.TXT on the *ZENworks for Servers Companion* CD.

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

- Source: ZENworks for Servers; Server Inventory; Reporting
- Severity: Critical
- Possible Cause: The recommended MDAC version is not installed

Action: You must install MDAC version 2.6 or later. You can download it from the [Microsoft* Web site \(http://www.microsoft.com\)](http://www.microsoft.com).

Inventory Scanner Error Messages on NetWare Servers

- 2001: Unable to open the log file filename. Error code = error_code
- 2002: The initialization file filename is not found. Unable to start Inventory scanning
- 2003: Unable to load initialization file filename. Inventory scanning will not proceed
- 2004: The initialization file filename has been successfully loaded
- 2005: Registration with the SNMP Manager Interface Entity layer failed. The error is message.
Ensure that SNMP.NLM is loaded and operational
- 2006: SNMP Manager Interface Entity Layer information: message scan status = message
- 2007: API results: message error code = error_code
- 2008: An import error in message information. Error code = error_code. The mapping files might have changed. Restore the original mapping files
- 2009: Intermediate file information: the possible problem is message
- 2010: Unable to read the initialization file filename. Inventory scanning will not proceed
- 2011: Unable to load the contents of the file filename. Inventory scanning will not proceed
- 2012: Unable to read the mapping file filename. The Inventory scanning results may not be accurate
- 2013: An internal error message occurred in the API interface. The mapping files might have changed. Restore the original mapping files
- 2014: An internal error message occurred in the SNMP interface. The mapping files might have changed. Restore the original mapping files
- 2015: Unable to write the internal system ID and .STR file name to a persistent store
- 2016: Unable to read the internal system ID from the persistent store. If this error persists, for more information see the Zfs 3.0 error message documentation at <http://www.novell.com/documentation>
- 2017: An internal error occurred in NWUSStandardUnicodeInit. Error code = error_code
- 2018: An internal error occurred in NWUSByteToUnicode. Error code = error_code
- 2019: An internal error occurred in NWUSUnicodeToByte. Error code = error_code
- 2020: Unable to procure qualified DN and Tree name. Error code = error_code
- 2021: Unable to import symbol from MPKSCAN.NLM. Software inventory scanning will not be done
- 2022: Hardware scanning failed. The Inventory scan results will not be available
- 2023: Unable to generate the .STR file. Error code = error_code. The Inventory scan results will not be available
- 2024: Unable to create the .STR file. Error is message. The Inventory scan results will not be available
- 2025: Software scanning failed. Error code = error_code. The software inventory scan results will not be available
- 2028: An internal error occurred. Unable to initialize the hardware classes
- 2029: Unable to continue scanning. Load the MPKSCAN.NLM software inventory helper application
- 2030: Scanning terminated unsuccessfully. The inventory scan results will not be available
- 2031: Unable to unload the MPKSCAN.NLM software inventory helper application
- 2032: The hardware inventory helper application, INVAID.NLM was not loaded. System Management (SMBIOS) hardware inventory will not be available

- 2033: An internal error occurred in the INVAID.NLM hardware inventory helper application. System Management (SMBIOS) hardware inventory will not be available
- 2034: Unable to unload the INVAID.NLM hardware inventory helper application
- 2035: An internal error occurred in NWUXLoadByteUnicodeConverter. Error code = error_code
- 2036: Unable to read the .STR file name from the persistent store. If this error persists, for more information see the Zfs 3.0 error message documentation at <http://www.novell.com/documentation>
- 2037: Unable to reset the filename file. The Log file will not be available with correct entries
- 2038: Unable to log status in the filename file. The Log file will not be available with correct entries
- 2040: An internal error error_code occurred while getting the server details. The Inventory scan will terminate unsuccessfully
- 2041: An internal error error_code occurred while attaching NLM to the file server. The Inventory scan will terminate unsuccessfully
- 2042: An internal error error_code occurred in LoginObject(). The Inventory scan results might not be accurate
- 2043: An internal error error_code occurred in getting the NDS Tree name. The Inventory scan results might not be accurate
- 2044: An error error_code occurred while initializing internal Classes. The Inventory scan will terminate unsuccessfully
- 2045: An error error_code occurred while initializing the internal custom dictionary. The Inventory scan will terminate unsuccessfully
- 2046: An error error_code occurred while loading the custom dictionary. The software inventory scan results might not be accurate
- 2047: An error error_code occurred while initializing internal rules. The Inventory scan will terminate unsuccessfully
- 2048: An error error_code occurred while loading rules. The software inventory scan results might not be accurate
- 2049: An error error_code occurred while initializing the internal certificate classes. The Inventory scan will terminate unsuccessfully
- 2050: An error error_code occurred while procuring the installed certificates
- 2051: An internal error occurred in memory allocation when a single processor was online. The Inventory scan will terminate unsuccessfully
- 2052: An internal error error_code occurred in fSWScanInit(). The Inventory scan will terminate unsuccessfully
- 2053: An internal error occurred in memory allocation when processor(s) were online. The Inventory scan will terminate unsuccessfully
- 2054: An internal error error_code occurred in fSWScanInitWork(). The Inventory scan will terminate unsuccessfully
- 2055: An internal error error_code occurred in fSWScanStartWork(). The Inventory scan will terminate unsuccessfully
- 2056: An internal error error_code occurred in the software scan
- 2057: An error error_code occurred in procuring the number of installed products. The software inventory scan results will not be available
- 2058: An error error_code occurred while generating the internal Software report. The software inventory scan results will not be available
- 2059: An error error_code occurred in initializing Thread. The software inventory scan results might not be accurate

- 2060: An error `error_code` occurred in initializing WorkToDo message. The software inventory scan results might not be accurate
- 2061: An error `error_code` occurred while scheduling WorkToDo message. The software inventory scan results might not be accurate
- 2062: `error_code` volume is inactive. The software inventory for this volume will not be available
- 2063: Did not scan any installed products. Software inventory will not be available
- 2063: Did not scan any installed products. Software inventory will not be available
- 2065: Unable to locate the `_DMI` structures. System Management (SMBIOS) hardware inventory will not be available
- 2066: The `_DMI` structures do not checksum to 00h. System Management (SMBIOS) hardware inventory will not be available
- 2067: The `_SM_` Structure Entry Point structure does not checksum to 00h. System Management (SMBIOS) hardware inventory scan results might not be accurate
- 2068: Unable to read the DMI BIOS structures. System Management (SMBIOS) hardware inventory will not be available
- 2069: Unable to open the inventory information file `filename`. Error code = `error_code`. System Management (SMBIOS) hardware inventory will not be available

2001: Unable to open the log file `filename`. Error code = `error_code`

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: An error occurred while the logging status information.

Action: Ensure that you have Write rights to the `SYS:\ETC` directory. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on [page 201](#).

2002: The initialization file `filename` is not found. Unable to start Inventory scanning

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation has not been completed successfully.

Possible Cause: The `SYS:\SYSTEM\HWSRCINV.INI` file has been accidentally deleted.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2003: Unable to load initialization file `filename`. Inventory scanning will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation has not been completed successfully.

Possible Cause: The `SYS:\SYSTEM\HWSRCINV.INI` file has been accidentally deleted.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2004: The initialization file filename has been successfully loaded

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity: Informational
Explanation: The scanner initialization succeeded for the various inventory sources in the SYS:\SYSTEM\HWSRCINV.INI file.

2005: Registration with the SNMP Manager Interface Entity layer failed. The error is *message*. Ensure that SNMP.NLM is loaded and operational

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity: Critical
Explanation: The Inventory scanner is unable to get the MIB-based inventory information.
Action: Ensure that SNMP.NLM is loaded.
Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2006: SNMP Manager Interface Entity Layer information: *message scan status = message*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity: Informational
Explanation: This message displays the scanner results for the MIB-based inventory information.

2007: API results: *message error code = error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity: Informational
Explanation: This message displays the scanner results for the SDK-based inventory information .

2008: An import error in *message* information. Error code = *error_code*. The mapping files might have changed. Restore the original mapping files

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity: Critical
Possible Cause: The scanner's dependent MAP files have been tampered with.
Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.
Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2009: Intermediate file information: the possible problem is *message*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
Severity: Informational
Explanation: The scanner results indicate some failures while retrieving inventory information.

2010: Unable to read the initialization file *filename*. Inventory scanning will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation has not been successfully completed.

Possible Cause: The SYS:\SYSTEM\HWSRCINV.INI file has been accidentally deleted.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2011: Unable to load the contents of the file *filename*. Inventory scanning will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner's dependent MAP files have been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2012: Unable to read the mapping file *filename*. The Inventory scanning results may not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner's dependent MAP files have been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2013: An internal error *message* occurred in the API interface. The mapping files might have changed. Restore the original mapping files

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner's dependent MAP files have been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2014: An internal error *message* occurred in the SNMP interface. The mapping files might have changed. Restore the original mapping files

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner's dependent MAP files have been modified. This will affect the inventory scan results.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2015: Unable to write the internal system ID and .STR file name to a persistent store

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: The scanner is unable to update its internal references.

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

Action: Ensure that you have Write rights to the SYS:\SYSTEM directory.

2016: Unable to read the internal system ID from the persistent store. If this error persists, for more information see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: The scanner is unable to read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the SYS:\SYSTEM\GUID.ZFS file and re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

2017: An internal error occurred in NWUSStandardUnicodeInit. Error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while initializing Unicode*. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2018: An internal error occurred in NWUSByteToUnicode. Error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while converting to Unicode. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2019: An internal error occurred in NWUSUnicodeToByte. Error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while converting from Unicode. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2020: Unable to procure qualified DN and Tree name. Error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning for eDirectory information. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2021: Unable to import symbol from MPKSCAN.NLM. Software inventory scanning will not be done

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning software inventory information.

Action: Stop the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2022: Hardware scanning failed. The Inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2023: Unable to generate the .STR file. Error code = *error_code*. The Inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while writing inventory scan results.

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

Action: Ensure that you have Write rights to the SYS:\SYSTEM directory.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2024: Unable to create the .STR file. Error is *message*. The Inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

- Explanation: An error occurred while writing inventory scan results.
- Action: Ensure that there is sufficient disk space on the inventoried server.
- Action: Ensure that you have Write rights to the SYS:\SYSTEM directory.
- Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.
- Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2025: Software scanning failed. Error code = *error_code*. The software inventory scan results will not be available

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
- Severity: Informational
- Explanation: An error occurred while scanning for the software inventory information..
- Action: Ensure that there is sufficient disk space on the inventoried server.
- Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.
- Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2028: An internal error occurred. Unable to initialize the hardware classes

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
- Severity: Critical
- Explanation: An error occurred in the inventory scan during initialization.
- Action: Ensure that there is sufficient disk space on the inventoried server.
- Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.
- Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2029: Unable to continue scanning. Load the MPKSCAN.NLM software inventory helper application

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
- Severity: Critical
- Explanation: An error occurred while scanning inventory. The inventory scan results will not be available.
- Action: Unload the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.
- Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2030: Scanning terminated unsuccessfully. The inventory scan results will not be available

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers
- Severity: Critical
- Explanation: An error occurred while scanning inventory.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2031: Unable to unload the MPKSCAN.NLM software inventory helper application

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while unloading the helper NLM™ (NetWare Loadable Module™).

2032: The hardware inventory helper application, INVAID.NLM was not loaded. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The hardware inventory scan results may be inaccurate.

Action: Stop the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2033: An internal error occurred in the INVAID.NLM hardware inventory helper application. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The hardware inventory scan results may be inaccurate.

Action: Unload the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

Possible Cause: The inventoried server does not support System Management BIOS (SMBIOS) standards.

2034: Unable to unload the INVAID.NLM hardware inventory helper application

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while unloading the helper NLM.

2035: An internal error occurred in NWUXLoadByteUnicodeConverter. Error code = *error_code*

Source: ZENworks for Servers, Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: An error occurred in loading Unicode converters. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2036: Unable to read the .STR file name from the persistent store. If this error persists, for more information see the ZFS 3.0 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: The scanner is unable to read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the SYS:\SYSTEM\GUID.ZFS file and re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201.](#)

2037: Unable to reset the *filename* file. The Log file will not be available with correct entries

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while resetting log file. The contents of the log file will not be accurate.

Action: Stop the Inventory Agent by executing INVAGENTSTOP.NC. Delete INVAGENT.LOG and INVNATVE.LOG from the SYS:\ETC directory.

2038: Unable to log status in the *filename* file. The Log file will not be available with correct entries

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while logging the status of the scan execution.

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

Action: Ensure that you have Write rights to the SYS:\ETC directory.

2040: An internal error *error_code* occurred while getting the server details. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201.](#)

2041: An internal error *error_code* occurred while attaching NLM to the file server. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201.](#)

2042: An internal error *error_code* occurred in LoginObject(). The Inventory scan results might not be accurate

Source: ZENworks for Servers, Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

2043: An internal error *error_code* occurred in getting the NDS Tree name. The Inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

2044: An error *error_code* occurred while initializing internal Classes. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2045: An error *error_code* occurred while initializing the internal custom dictionary. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2046: An error *error_code* occurred while loading the custom dictionary. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2047: An error `error_code` occurred while initializing internal rules. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2048: An error `error_code` occurred while loading rules. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results may be inaccurate.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2049: An error `error_code` occurred while initializing the internal certificate classes. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The installed version of the MPKSCAN.NLM will not display this error message.

2050: An error `error_code` occurred while procuring the installed certificates

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The installed version of the MPKSCAN.NLM will not display this error message.

2051: An internal error occurred in memory allocation when a single processor was online. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2052: An internal error *error_code* occurred in fSWScanInit(). The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2053: An internal error occurred in memory allocation when processor(s) were online. The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2054: An internal error *error_code* occurred in fSWScanInitWork(). The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2055: An internal error *error_code* occurred in fSWScanStartWork(). The Inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2056: An internal error *error_code* occurred in the software scan

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2057: An error *error_code* occurred in procuring the number of installed products. The software inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2058: An error *error_code* occurred while generating the internal Software report. The software inventory scan results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the scanner's execution. The software inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2059: An error *error_code* occurred in initializing Thread. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2060: An error *error_code* occurred in initializing WorkToDo message. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2061: An error *error_code* occurred while scheduling WorkToDo message. The software inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2062: *error_code* volume is inactive. The software inventory for this volume will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred in the scanner's execution. The software inventory scan results will be inaccurate.

Action: Re-execute the Inventory Agent after mounting the volume. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

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

2063: Did not scan any installed products. Software inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Action: Ensure that HOSTMIB.NLM is loaded. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 201.

2065: Unable to locate the *_DMI* structures. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the hardware vendor.

2066: The _DMI structures do not checksum to 00h. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the server's hardware vendor.

2067: The _SM_ Structure Entry Point structure does not checksum to 00h. System Management (SMBIOS) hardware inventory scan results might not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the server's hardware vendor.

2068: Unable to read the DMI BIOS structures. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The inventoried server does not support the System Management BIOS (SMBIOS) standards. The SMBIOS-based hardware inventory will not be reported.

Action: Contact the server's hardware vendor to procure a BIOS that supports SMBIOS.

2069: Unable to open the inventory information file *filename*. Error code = *error_code*. System Management (SMBIOS) hardware inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Possible Cause: The SMBIOS-based hardware inventory will not be reported because the results could not be piped to the main scanner application.

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

Action: Ensure that you have Write rights to the SYS:\SYSTEM directory.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

Inventory Scanner Error Messages on Windows NT/2000 Servers

2001: Unable to open the log file *filename*. Error code = *error_code*

2002: The inventory scan has terminated unsuccessfully

- 2005: An internal error `error_code` occurred in creation of the event synchronization object. The inventory scan will terminate unsuccessfully
- 2006: An internal error `error_code` occurred in using the event synchronization object. The inventory scan will terminate unsuccessfully
- 2007: An internal error `error_code` occurred in using the event synchronization object. Unable to stop the inventory scan
- 2008: Unable to initialize WMI
- 2009: Unable to initialize COM
- 2010: Unable to initialize COM Security
- 2011: Unable to create Wbem Locator Interface. This may be because WMI is not installed
- 2012: Unable to connect to the WMI Server
- 2013: Unable to register in to the DMI Service Layer
- 2015: The scanner configuration file for Jaz and Zip drives was not found. The inventory scan results may not be accurate
- 2016: Unable to initialize. The inventory scan will terminate unsuccessfully
- 2017: Unable to get the MAC Address of this server
- 2018: Unable to get the sequence number to be used in reporting inventory
- 2019: Unable to generate the .STR file name. The inventory scan will terminate unsuccessfully
- 2020: The Software scan option is not enabled in the Inventory Policy. The software inventory will not be available
- 2021: Unable to set the event synchronization state to `error_code`. This may lead to unpredictable behavior of the Inventory Agent. To correct the problem for more information see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>
- 2022: Unable to stop the inventory scan, for more information see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>
- 2023: The inventory scan failed. The inventory scan results will not be available
- 2024: Unable to write the internal system ID and .STR file name to a persistent store
- 2025: Unable to read the internal system ID from the persistent store
- 2026: Unable to read the internal .STR file name from the persistent store
- 2027: Unable to get the IP Address of this server
- 2028: Unable to free memory allocated for the inventory scanning
- 2029: Microsoft Installer (MSI) is not installed on this server
- 2030: Unable to scan software using Microsoft Installer (MSI)
- 2032: Unable to create the .STR file
- 2033: Unable to write to the .STR file
- 2034: Unable to flush buffers to the .STR file
- 2035: Unable to read the Software Rules file
- 2036: The Software Rules file is corrupted and cannot be used to scan software
- 2037: The Custom Scan file is corrupted and cannot be used to scan software
- 2038: Unable to read the Custom Scan file

2001: Unable to open the log file *filename*. Error code = *error_code*

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in logging information.

Action: Ensure that you have Write rights to the WINDOWS or the WINDOWS TEMP directory. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 205.

2002: The inventory scan has terminated unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Refer to the INVAGENT.LOG and INVNATVE.LOG files located in the WINDOWS or WINDOWS TEMP directory for additional information. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 205.

2003: Initiating the hardware inventory scan

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation: The hardware inventory scan is being initiated. There will be no scanning for software inventory.

2005: An internal error *error_code* occurred in creation of the event synchronization object. The inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 205.

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

2006: An internal error *error_code* occurred in using the event synchronization object. The inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 205.

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

2007: An internal error *error_code* occurred in using the event synchronization object. Unable to stop the inventory scan

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the stopping the Inventory Agent.

Action: Execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT to stop the Inventory Agent.

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

2008: Unable to initialize WMI

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see [Meeting Server Inventory Requirements](#) in [Installing Server Inventory](#) in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed.

2009: Unable to initialize COM

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see [Meeting Server Inventory Requirements](#) in [Installing Server Inventory](#) in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.

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

2010: Unable to initialize COM Security

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see [Meeting Server Inventory Requirements](#) in [Installing Server Inventory](#) in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.

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

2011: Unable to create Wbem Locator Interface. This may be because WMI is not installed

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see [Meeting Server Inventory Requirements](#) in [Installing Server Inventory](#) in the *Installation* guide

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.

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

2012: Unable to connect to the WMI Server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see [Meeting Server Inventory Requirements in Installing Server Inventory](#) in the *Installation* guide.

Action: If the inventoried server is a Windows NT 4.0 server, ensure that the WMI core is installed and functional.

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

2013: Unable to register in to the DMI Service Layer

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: The scanning procedure will not leverage WMI for inventory information.

Action: Ensure that the DMI service layer and support from the specific vendor are installed and functional.

2014: Insufficient memory. Close some applications for the inventory scan to run successfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Ensure that there is sufficient disk space and memory on the inventoried server. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

Action: Ensure that the ZFS 3 system requirements are met. For more information, see [Meeting Server Inventory Requirements in Installing Server Inventory](#) in the *Installation* guide.

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

2015: The scanner configuration file for Jaz and Zip drives was not found. The inventory scan results may not be accurate

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation: This version of the ZFS 3 Inventory scanner does not support scanning for Jaz* and Zip* drivers.

2016: Unable to initialize. The inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Refer to INVAGENT.LOG and INVNATVE.LOG located in the WINDOWS or WINDOWS TEMP directory for any additional information. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on [page 205](#).

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

2017: Unable to get the MAC Address of this server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Check network support of the inventoried server and ensure that the server is able to ping remote servers.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on [page 205](#).

2018: Unable to get the sequence number to be used in reporting inventory

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on [page 205](#).

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

2019: Unable to generate the .STR file name. The inventory scan will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on [page 205](#).

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

2020: The Software scan option is not enabled in the Inventory Policy. The software inventory will not be available

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation: Scanning for the software inventory has not been enabled in the Server Inventory policy. The software inventory information will not be available.

2021: Unable to set the event synchronization state to *error_code*. This may lead to unpredictable behavior of the Inventory Agent. To correct the problem for more information see the Zfs 3.0 error message documentation at <http://www.novell.com/documentation>

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
- Severity: Critical
- Explanation: An error occurred while scanning. The inventory scan results will be inaccurate.
- Action: Stop the current instance of the Inventory Agent by running *Inventory_Agent_installation_directory\INVAGENTSTOP.BAT*
- Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 205.
- Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2022: Unable to stop the inventory scan, for more information see the Zfs 3.0 error message documentation at <http://www.novell.com/documentation>

- Source: ZENworks for Servers; Inventory scanner on Windows NT/2000 servers
- Severity: Warning
- Action: Refer to “[Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers](#)” on page 197.

2023: The inventory scan failed. The inventory scan results will not be available

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
- Severity: Critical
- Explanation: An error occurred while scanning. The inventory scan results will be inaccurate.
- Action: Stop the current instance of the Inventory Agent by running *Inventory_Agent_installation_directory\INVAGENTSTOP.BAT*.
- Action: Refer to INVAGENT.LOG and INVNATVE.LOG located in the WINDOWS or WINDOWS TEMP directory for additional information.
- Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 205.
- Action: If the problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2024: Unable to write the internal system ID and .STR file name to a persistent store

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers
- Severity: Critical
- Explanation: The scanner is unable to update its internal references..
- Action: Ensure that there is sufficient disk space on the inventoried server.
- Action: Ensure that you have Write rights to the *Root_directory\INVSCAN* directory, where *Root_directory* is the drive where Windows is installed.

2025: Unable to read the internal system ID from the persistent store

- Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: The scanner is unable read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the *Root_directory*:\INVSCAN\GUID.ZFS file, where *Root_directory* is the drive where Windows is installed. Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 205.

2026: Unable to read the internal .STR file name from the persistent store

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: The scanner is unable read its internal references from GUID.ZFS because the file may have been tampered with.

Action: Delete the *Root_directory*:\INVSCAN\GUID.ZFS, where *Root_directory* is the drive where Windows is installed. Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 205.

2027: Unable to get the IP Address of this server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will be inaccurate.

Action: Check network support of the inventoried server and ensure that the required TCP/IP configuration is done.

2028: Unable to free memory allocated for the inventory scanning

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

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

2029: Microsoft Installer (MSI) is not installed on this server

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation: The MSI-based software inventory information will not be reported.

Action: Ensure that MSI support is installed and functional.

Action: Ensure that the ZfS 3 system requirements are met. For more information on the ZfS 3 system requirements, see **Meeting Server Inventory Requirements** in **Installing Server Inventory** in the *Installation* guide.

2030: Unable to scan software using Microsoft Installer (MSI)

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Informational

Explanation: The MSI-based software inventory information will not be reported.

Action: Ensure that the Zfs 3 system requirements are met. For more information on the Zfs 3 system requirements, see [Meeting Server Inventory Requirements](#) in [Installing Server Inventory](#) in the *Installation* guide.

Action: Ensure that MSI support is installed and functional.

2032: Unable to create the .STR file

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

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

Action: Ensure that you have Write rights to the WINDOWS, the WINDOWS TEMP and the *Root_directory*:INVSCAN directories. *Root_directory* is the drive where Windows is installed.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 205.

2033: Unable to write to the .STR file

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

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

Action: Ensure that you have Write rights to the WINDOWS, the WINDOWS TEMP and the *Root_directory*:INVSCAN directories. *Root_directory* is the drive where Windows is installed.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 205.

2034: Unable to flush buffers to the .STR file

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the scanning procedure. The inventory scan results will not be available.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the WINDOWS, the WINDOWS TEMP and the *Root_directory*:INVSCAN directories. *Root_directory* is the drive where Windows is installed.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 205.

2035: Unable to read the Software Rules file

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using rules.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [Configuring the Server Inventory Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

2036: The Software Rules file is corrupted and cannot be used to scan software

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using rules.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [Configuring the Server Inventory Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 205.

2037: The Custom Scan file is corrupted and cannot be used to scan software

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using custom configuration.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [Configuring the Server Inventory Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 205.

2038: Unable to read the Custom Scan file

Source: ZENworks for Servers; Server Inventory; Inventory scanner on Windows NT/2000 servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information will not be reported using custom configuration.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [Configuring the Server Inventory Policy](#) in [Setting Up Server Inventory](#) in the *Administration* guide.

Inventory Agent Error Messages on NetWare Servers

2070: Inventory Agent execution will not proceed. Ensure that the SYS:\\SYSTEM\\INVSCAN working directory exists

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

- 2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed
- 2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed
- 2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed
- 2077: An internal error occurred, unable to get the Inventory Agent's policy handler
- 2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully
- 2079: An internal error occurred in the Inventory Agent's policy handler execution
- 2080: An internal error occurred, unable to get the Inventory Agent's input handler
- 2081: Unable to get the input information required for the Inventory scanning
- 2082: An internal error occurred in the Inventory Agent's input handler execution
- 2083: Unable to name the .STR file. The Inventory scanning results will not be available
- 2084: The Inventory scanning results have been successfully transferred through a .STR file
- 2085: Unable to transfer the Inventory scanning results through the .STR file
- 2086: An internal error occurred in the Inventory Agent's output handler execution
- 2087: An internal error occurred, unable to get the Inventory Agent's output handler
- 2088: The Inventory scan has been disabled by policy
- 2089: The Inventory Agent's scanning procedure successfully completed
- 2090: The Inventory Agent's scanning procedure failed
- 2091: Unable to delete the Inventory Agent's intermediate file
- 2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>
- 2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>
- 2094: An error occurred in scheduling the Inventory scan
- 2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled
- 2096: Unable to validate the Inventory Agent's directory
- 2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file
- 2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file
- 2099: Initiated a scheduled instance of the Inventory Agent

2070: Inventory Agent execution will not proceed. Ensure that the SYS:\SYSTEM\INVSCAN working directory exists

- Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers
- Severity: Critical
- Explanation: The Inventory Agent is unable to create the INVSCAN directory.
- Action: Ensure that there is sufficient disk space on the inventoried server. Also, ensure that you have Write rights to the SYS:\SYSTEM directory.

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

- Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Reschedule the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

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

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

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

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

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

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the INVSETUP.INI file has been tampered with.

Action: Ensure that the INVSETUP.INI file exists in the SYS:\SYSTEM directory.

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution. The INVSCAN.INT file is not created or has been tampered with.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine”](#) on page 201.

2079: An internal error occurred in the Inventory Agent's policy handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine”](#) on page 201.

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

2080: An internal error occurred, unable to get the Inventory Agent's input handler

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine”](#) on page 201.

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

2081: Unable to get the input information required for the Inventory scanning

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine”](#) on page 201.

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

2082: An internal error occurred in the Inventory Agent's input handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2083: Unable to name the .STR file. The Inventory scanning results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution because the STR references could not be initialized.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2084: The Inventory scanning results have been successfully transferred through a .STR file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Explanation: The scanning procedure completed successfully and the results have been sent to the Inventory server for processing.

2085: Unable to transfer the Inventory scanning results through the .STR file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Scan Collector is not running on the Inventory server.

Action: Ensure that the Scan Collector is running on the target Inventory server. For more information, see [Understanding the Inventory Service Manager in Understanding the Server Inventory Components](#) in the *Administration* guide.

Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

Possible Cause: There is a problem with the network connections.

Action: Check network support of the inventoried server and ensure that required TCP/IP configuration is done.

Action: Run the Inventory Agent in the debug mode and refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for details.

Action: If problem persists, see [Chapter 8, “Troubleshooting Strategies,” on page 191](#).

2086: An internal error occurred in the Inventory Agent's output handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2087: An internal error occurred, unable to get the Inventory Agent's output handler

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

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

2088: The Inventory scan has been disabled by policy

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

2089: The Inventory Agent's scanning procedure successfully completed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Explanation: The inventory scanning procedure has completed but the results are yet to be sent to the Inventory server.

2090: The Inventory Agent's scanning procedure failed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the scanning procedure.

Action: Run the Inventory Agent in the debug mode and refer to the INVAGENT.LOG and INVNATVE.LOG files located in the SYS:\ETC directory for details.

Action: If problem persists, see [Chapter 8, “Troubleshooting Strategies,” on page 191](#).

2091: Unable to delete the Inventory Agent's intermediate file

Source: ZENworks for Servers; Inventory Agent on NetWare servers

Severity: Warning

Possible Cause: An error occurred in the Inventory Agent execution but the Inventory Agent may recover to send results to the Inventory server.

Possible Cause: The intermediate file has been tampered with.

Action: Ensure that you have Write rights to the following directories: SYS:\ETC, SYS:\SYSTEM and SYS:\SYSTEM\INVSCAN.

2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Action: If problem persists, see [Chapter 8, "Troubleshooting Strategies,"](#) on page 191.

2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the following directories: SYS:\ETC and SYS:\SYSTEM.

2094: An error occurred in scheduling the Inventory scan

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The scanning procedure will not execute by executing SYS:\SYSTEM\INVAGENTSTART.NCF.

Action: Run the Inventory Agent in the debug mode and refer to the INVAGENTPOLICYENFORCER.LOG and SYS:\ETC\INVAGENT.LOG files for details.

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Action: Increase the time interval associated with the Server Inventory policy. To abort the previous instance, execute SYS:\SYSTEM\INVAGENTSTOP.NCF.

2096: Unable to validate the Inventory Agent's directory

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

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

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS volume.

Action: If the problem persists, execute SYS:\SYSTEM\INVAGENTSTOP.NCF to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201.](#)

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the SYS volume.

Action: If the problem persists, execute SYS:\SYSTEM\INVAGENTSTOP.NCF to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201.](#)

2099: Initiated a scheduled instance of the Inventory Agent

Source: ZENworks for Servers; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Explanation: The policy schedule triggered an inventory scan.

Inventory Agent Error Messages on Windows NT/2000 Servers

2070: Inventory Agent execution will not proceed. Ensure that the root_directory\INVSCAN working directory exists

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

2079: An internal error occurred in the Inventory Agent's policy handler execution

2080: An internal error occurred, unable to get the Inventory Agent's input handler

2081: Unable to get the input information required for the Inventory scanning

2082: An internal error occurred in the Inventory Agent's input handler execution

2083: Unable to name the .STR file. The Inventory scanning results will not be available

2084: The Inventory scanning results have been successfully transferred through a .STR file

2085: Unable to transfer the Inventory scanning results through the .STR file

2086: An internal error occurred in the Inventory Agent's output handler execution

2087: An internal error occurred, unable to get the Inventory Agent's output handler

- 2088: The Inventory scan has been disabled by policy
- 2089: The Inventory Agent's scanning procedure successfully completed
- 2090: The Inventory Agent's scanning procedure failed
- 2091: Unable to delete the Inventory Agent's intermediate file
- 2092: Unable to initialize the Inventory Agent. For more information, see the Zfs 3.0 error message documentation at <http://www.novell.com/documentation>
- 2093: Unable to create the Inventory Agent's intermediate files. For more information, see the Zfs 3.0 error message documentation at <http://www.novell.com/documentation>
- 2094: An error occurred in scheduling the Inventory scan
- 2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled
- 2096: Unable to validate the Inventory Agent's directory
- 2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:\INVAGENT.IME file
- 2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:\INVAGENT.IME file
- 2099: Initiated a scheduled instance of the Inventory Agent

2070: Inventory Agent execution will not proceed. Ensure that the *root_directory*\INVSCAN working directory exists

- Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
- Severity: Critical
- Explanation: The inventory agent is unable to create the INVSCAN directory.
- Action: Ensure that there is sufficient disk space and that there are write privileges for the *Root_directory*, where *Root_directory* is the drive where Windows is installed.

2071: Unable to initialize the Inventory Agent's critical settings. Inventory Agent execution will not proceed

- Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
- Severity: Critical
- Possible Cause: An error occurred in the Inventory Agent execution.
- Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205.
- Action: If problem persists, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

- Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers
- Severity: Critical
- Possible Cause: An error occurred in the Inventory Agent execution.
- Action: Ensure that you have Write rights to *Root_directory*, where *Root_directory* is the drive where Windows is installed.

Action: If problem persists, verify whether the Windows installation has been tampered with. Also, ensure that the environment variables are correct.

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to *Root_directory*, where *Root_directory* is the drive where Windows is installed.

Action: If problem persists, verify whether the Windows installation has been tampered with. Also, ensure that the environment variables are correct.

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to *Root_directory*, where *Root_directory* is the drive where Windows is installed.

Action: If problem persists, verify whether the Windows installation has been tampered with.

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the INVSETUP.INI file has been tampered with.

Action: Ensure that the INVSETUP.INI file exists in the Windows directory.

2077: An internal error occurred, unable to get the Inventory Agent's policy handler

Source: ZENworks for Servers; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the INVSETUP.INI file has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

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

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution. The INVSCAN.INT file is not created or has been tampered with.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205.

2079: An internal error occurred in the Inventory Agent's policy handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205.

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

2080: An internal error occurred, unable to get the Inventory Agent's input handler

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205.

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

2081: Unable to get the input information required for the Inventory scanning

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205.

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

2082: An internal error occurred in the Inventory Agent's input handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205.

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

2083: Unable to name the .STR file. The Inventory scanning results will not be available

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution because the .STR references could not be initialized.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

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

2084: The Inventory scanning results have been successfully transferred through a .STR file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Explanation: The scanning procedure completed successfully and the results have been sent to the Inventory server for processing.

2085: Unable to transfer the Inventory scanning results through the .STR file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The Scan Collector is not running on the target Inventory server.

Action: Ensure that the Scan Collector is running on the target Inventory server. For more information, see [Understanding the Inventory Service Manager in Understanding the Server Inventory Components](#) in the *Administration* guide.

Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

Possible Cause: There is a problem with the network connections.

Action: Check network support of the inventoried server and ensure that the required TCP/IP configuration is done.

Action: Run the Inventory Agent in the debug mode and refer the *Root_directory\INVSCAN\INVAGENTSTRTRANSFER.LOG* file for details. *Root_directory* is the drive where Windows is installed.

Action: If problem persists, see [Chapter 8, “Troubleshooting Strategies,” on page 191](#).

2086: An internal error occurred in the Inventory Agent's output handler execution

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

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

2087: An internal error occurred, unable to get the Inventory Agent's output handler

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

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

2088: The Inventory scan has been disabled by policy

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

2089: The Inventory Agent's scanning procedure successfully completed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Explanation: The inventory scanning procedure has completed but the results have not yet been sent to the Inventory server.

2090: The Inventory Agent's scanning procedure failed

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the scanning procedure.

Action: Run the Inventory Agent in the debug mode and refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for details. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, see [Chapter 8, "Troubleshooting Strategies," on page 191](#).

2091: Unable to delete the Inventory Agent's intermediate file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Warning

Possible Cause: An error occurred in the Inventory agent execution but the inventory agent may recover to send results to the Inventory server.

Possible Cause: The intermediate file has been tampered with.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: INVSCAN, WINDOWS, and WINDOWS TEMP. *Root_directory* is the drive where Windows is installed.

2092: Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Action: If problem persists, see [Chapter 8, "Troubleshooting Strategies," on page 191](#).

2093: Unable to create the Inventory Agent's intermediate files. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: INVSCAN, WINDOWS, and WINDOWS TEMP. *Root_directory* is the drive where Windows is installed.

2094: An error occurred in scheduling the Inventory scan

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: The scanning procedure will not execute.

Action: Run the Inventory Agent in the debug mode and refer to the INVAGENTPOLICYENFORCER.LOG and INVAGENT.LOG files for details.

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Action: Increase the time interval associated with the Server Inventory policy. To abort the previous instance of the Inventory Agent, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT.

2096: Unable to validate the Inventory Agent's directory

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: INVSCAN, WINDOWS, and WINDOWS TEMP. *Root_directory* is the drive where Windows is installed.

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

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:\INVAGENT.IME file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the *Root_directory*\INVSCAN directory, where *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more

information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the `WINDOWS\INVAGENT.IME` file

Source: ZENworks for Servers; Server Inventory; Inventory Agent on Windows NT/2000 servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the Windows directory.

Action: If the problem persists, execute *Inventory Agent installation directory*\INVAGENTSTOP.BAT to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

2099: Initiated a scheduled instance of the Inventory Agent

Source: ZENworks for Servers; Inventory Agent on Windows NT/2000 servers

Severity: Informational

Explanation: The policy schedule triggered an inventory scan.

8

Troubleshooting Strategies

The following section provides solutions to problems you might encounter when using Novell® ZENworks® for Servers 3 (ZfS 3) Server Inventory:

- ♦ “Troubleshooting the ZfS 3 Server Inventory Installation” on page 191
- ♦ “Troubleshooting the Inventory Server Support Pack 1 Installation” on page 191
- ♦ “Troubleshooting the Inventory Agent Support Pack 1 Installation” on page 192
- ♦ “Troubleshooting the Support Pack Installation In a Clustered Environment” on page 195
- ♦ “Troubleshooting Inventory Service Manager” on page 195
- ♦ “Troubleshooting .STR and .ZIP File Transfer” on page 196
- ♦ “Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers” on page 197
- ♦ “Troubleshooting the Inventory Scanner or Inventory Agent on Windows NT/2000 Servers” on page 202
- ♦ “Troubleshooting Inventory Summary” on page 206

Troubleshooting the ZfS 3 Server Inventory Installation

“Is the installation of Server Inventory successful?” on page 191

Is the installation of Server Inventory successful?

- Action: During the installation, after the files are copied, check the C:\TEMP_RES*n*.LOG files to ensure that no errors are reported.
- Action: Ensure that the Inventory Service object is created. In Novell eDirectory™, check if the container having the NCP™ Server object contains the Inventory Service object (*servername_ZenInvservice*).
- Action: Ensure that the Scan directory (SCANDIR) is created on the Inventory server and has the required rights.

Troubleshooting the Inventory Server Support Pack 1 Installation

“Unable to start the Tiered Electronic Distribution and the ZENworks_for_Servers services after installing the Inventory server software package (ZFS3SP1INVREM.CPK)” on page 192

Unable to start the Tiered Electronic Distribution and the ZENworks_for_Servers services after installing the Inventory server software package (ZFS3SP1INVREM.CPK)

Explanation: When you install the Inventory server software package (ZFS3SP1INVREM.CPK), the Tiered Electronic Distribution (TED) and the ZENworks_for_Servers services might not be started if the TED and ZfS configuration files do not refer to the new resource jars (XMLRPCEXTRES.JAR and ZENWEBSERVERRES.JAR) that are used by the ZWS service.

Action: Do the following:

◆ On a NetWare® server:

◆ Ensure that *ZENworks_installation_path*\PDS\TED\TED.NCF contains the following entries:

```
envset tedpath=$tedpath;ZENworks_path\ZWS\xmlrpcextRes.jar
```

```
envset tedpath=$tedpath;ZENworks_path\ZWS\ZenWebServerRes.jar
```

If the file does not contain these entries, edit TED.NCF to add the entries.

◆ Ensure that *ZENworks_installation_path*\PDS\SMANAGER\ZFS.NCF contains the following entries:

```
envset smclasses=$smclasses;ZENworks_path\ZWS\xmlrpcextRes.jar
```

```
envset smclasses=$smclasses;ZENworks_path\ZWS\ZenWebServerRes.jar
```

If the file does not contain these entries, edit ZFS.NCF to add the entries.

◆ On a Windows* NT*/2000 server:

◆ Ensure that *ZENworks_installation_path*\PDS\BIN\TEDSRV.CFG contains the following entry:

```
CLASSPATH=";ZENworks_installation_path\ZWS\ZenWebServerRes.jar;ZENworks_installation_path\ZWS\xmlrpcextRes.jar;"
```

If the file does not contain this entry, edit TEDSRV.CFG to add the entry.

◆ Ensure that *ZENworks_installation_path*\PDS\BIN\ZFSSRV.CFG contains the following entry:

```
CLASSPATH=";ZENworks_installation_path\ZWS\ZenWebServerRes.jar;ZENworks_installation_path\ZWS\xmlrpcextRes.jar;"
```

If the file does not contain this entry, edit ZFSSRV.CFG to add the entry.

Action: If the problem persists, ensure that the Policy and Distribution Support Pack 1 has been successfully installed on the server.

Troubleshooting the Inventory Agent Support Pack 1 Installation

“Unable to restart the TED services after installing the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK)” on page 193

“Unable to upgrade the ZfS3 Inventory Agent through using the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK)” on page 193

“Is the Inventory Agent Support Pack 1 installed?” on page 194

“The Inventory Agent failed after the ZfS 3 Support Pack 1 installation” on page 195

Unable to restart the TED services after installing the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK)

Possible Cause: There is a problem when ZfS automatically starts TED.

Action: After installing the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK), manually start the TED service by entering **TED.NCF** at the server console prompt.

The search path to *ZENworks_installation_path*\PDS\TED\TED.NCF is added only if the ZFS3 Policy and Distribution has been successfully installed.

Unable to upgrade the ZfS3 Inventory Agent through using the Inventory Agent software package (ZFS3SP1INVSPAGN.CPK)

Explanation: If the execution of the ZFS3SP1INVSPAGN.CPK fails due to a problem in unloading Java*, the following error will be reported in SYS:\ETC\INVUPDT.LOG:

Java.nlm could not be unloaded, installation of ZFS3 upgrade will fail

This error occurs if there is a problem in executing the **java -exit** command.

Action: Do the following:

1 Upgrade your JAVA.NLM by doing the following:

1a Download JVM131SP1.EXE (dated 08-08-2002 and is 49 MB in size), which you can obtain from the [Novell Support Connection \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp) by searching for TID 2963237.

Also see TID 2962994 for information on installing the new JVM more quickly (10 minutes versus 4 hours) when you must install remotely across a slow WAN link.

1b Unload Java on the inventoried server.

1c Upgrade JAVA.NLM on the inventoried server by running JVM131SP1.EXE.

We recommend that you restart the server after upgrading JAVA.NLM.

2 Reinstall ZFS3SP1INVSPAGN.CPK.

For more information on how to install ZFS3SP1INVSPAGN.CPK, see the ZfS 3 SP1 Readme on the [ZENworks for Servers 3 documentation Web site \(http://www.novell.com/documentation/lg/zfs302/index.html\)](http://www.novell.com/documentation/lg/zfs302/index.html).

3 Review SYS:\ETC\INVUPDT.LOG to ensure that ZFS3SP1INVSPAGN.CPK has been successfully reinstalled.

Action: If you do not apply the fix to the JVM 1.3.1, do the following:

1 At the server console prompt, enter **java -killall**.

2 At the server console prompt, enter **unload java**.

Before unloading Java, unload other referenced NLM™ (NetWare Loadable Module™), if any.

3 If Java has been successfully unloaded, do the following:

3a Reinstall ZFS3SP1INVSPAGN.CPK.

For more information on how to install ZFS3SP1INVSPAGN.CPK, see the ZfS 3 SP1 Readme on the [ZENworks for Servers 3 documentation Web site \(http://www.novell.com/documentation/lg/zfs302/index.html\)](http://www.novell.com/documentation/lg/zfs302/index.html).

3b Review SYS:\ETC\INVUPDT.LOG to ensure that ZFS3SP1INVSPAGN.CPK has been successfully reinstalled.

4 If Java has not been successfully unloaded, do the following:

4a Upgrade your JAVA.NLM by doing the following:

- ◆ Download JVM131SP1.EXE (dated 08-08-2002 and is 49 MB in size), which you can obtain from the [Novell Support Connection \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp) by searching for TID 2963237.

Also see TID 2962994 for information on installing the new JVM more quickly (10 minutes versus 4 hours) when you must install remotely across a slow WAN link.

- ◆ Unload Java on the inventoried server.
- ◆ Upgrade JAVA.NLM on the inventoried server by running JVM131SP1.EXE.

4b Restart the inventoried server.

4c Reinstall ZFS3SP1INVSPAGN.CPK.

For more information on how to install ZFS3SP1INVSPAGN.CPK, see the Zfs 3 SP1 Readme on the [ZENworks for Servers 3 documentation Web site \(http://www.novell.com/documentation/lg/zfs302/index.html\)](http://www.novell.com/documentation/lg/zfs302/index.html).

4d Review SYS:\ETC\INVUPDT.LOG to ensure that ZFS3SP1INVSPAGN.CPK has been successfully reinstalled.

4e (Recommended) Test the execution of the Inventory Agent when the ZENworks_for_Servers service is not running by entering **sys:\system\InvAgentStop.ncf** at the server console prompt. This command resets the Inventory Agent's internal references and prepares the Inventory Agent for the next invocation.

If this command is successful, test the Inventory Agent scanning procedure by entering **sys:\system\InvAgentStart.ncf** at the server console prompt.

Review SYS:\ETC\INVAGENT.LOG to ensure that the Inventory Agent's scanning has been successfully completed.

If the log file reports the following message: "The Inventory Agent's scanning procedure successfully completed", it indicates that the scanning is successful, the Inventory Agent software package has been successfully installed, and the Inventory Agent is ready to be enforced by the ZENworks_for_Servers policy engine.

If the log file reports the following message: "Failure in initialization of the inventory agent" or "Failure in the scanning procedure", refer to [“Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers” on page 197](#) to troubleshoot the problem.

Is the Inventory Agent Support Pack 1 installed?

Action: On a NetWare server, ensure that version information in the `my server\Software\Novell\ZENworks\ZFS\Inventory Agent\Version` registry entry is 3.0.1.

On a Windows NT/2000 server, ensure that version information in the `HKEY_LOCAL_MACHINE\Software\Novell\ZENworks\ZFS\Inventory Agent\Version` registry entry is 3.0.1.

The Inventory Agent failed after the ZfS 3 Support Pack 1 installation

Action: If SYS:\ETC\INVAGENT.LOG reports the following errors: "Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>" and "Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM", see [“Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM” on page 202](#) to troubleshoot the problem.

If the log file reports only "Unable to initialize the Inventory Agent. For more information, see the ZfS 3.0 error message documentation at <http://www.novell.com/documentation>", execute **INVAGENTSTOP.NCF** from the server console prompt. This resets the previous execution references of the Inventory Agent and prepares the Inventory Agent for new schedules.

Troubleshooting the Support Pack Installation In a Clustered Environment

[“The Inventory service will not start on the secondary node if the Policy and Distribution Service is upgrade to SP1 only on the primary node” on page 195](#)

[“An error occurred while updating the registry through the ZFS3SP1INVREM.CPK” on page 195](#)

The Inventory service will not start on the secondary node if the Policy and Distribution Service is upgrade to SP1 only on the primary node

Possible Cause: If you upgrade Policy and Distribution Service to SP1 only on the primary node, the inventory files (INVENV.NCF) on the secondary nodes will not be automatically upgraded.

Action: Manually edit INVENV.NCF on all secondary nodes to add the following entries:

```
envset tmpopath=$tmpopath;$zws_install_dir\ZenWebServerRes.jar
```

```
envset tmpopath=$tmpopath;$zws_install_dir\xmlrpcextRes.jar
```

Action: Upgrade Policy and Distribution Services to ZfS SP1 on all secondary nodes.

An error occurred while updating the registry through the ZFS3SP1INVREM.CPK

Explanation: You might encounter this problem while installing the Inventory server Support Pack 1 (ZFS3SP1INVREM.CPK) on a fail-over or member node in a cluster.

During the SP1 execution, the ZFS3SP1INVREM.CPK checks for certain registry entries. If ZFS3SP1INVREM.CPK is unable to find these entries, it reports a message.

Action: No remedial action is necessary because this message is only informational in a fail-over or member node cluster environment. This message does not imply that the upgrade is unsuccessful.

Troubleshooting Inventory Service Manager

[“Inventory Service Manager exits with -1 status” on page 195](#)

[“Unable to access the database server across NAT” on page 196](#)

Inventory Service Manager exits with -1 status

Explanation: The Service Manager displays -1 status if the Roll-Up policy or the Database Location policy is not set up or if the policies are not configured properly. These errors can also occur if the Service Manager is unable to authenticate to the Inventory Service object.

Action: See the detailed explanation of these errors in [“Service Manager Error Messages” on page 136](#).

Unable to access the database server across NAT

Explanation: If you install the database server on to a private network and the database object is configured with the private address, you cannot access this database from the public network (for example, through ConsoleOne®).

Action: Configure the database object with the public address of the database server.

- 1 In ConsoleOne, right-click the database object > click Properties.
- 2 Click the ZENworks Database tab.
- 3 In the Server IP address or DNS Name field, specify the public address of the database server.

An internal error has occurred. If the error occurs when you manually stop the Inventory services , ignore it. Else, before restarting the Inventory services, switch to NDAP

Explanation: This error indicates that the Inventory Service Manager has caught an exception that was not handled by any Inventory service (Storer, Selector, etc). This error is an exception and does not occur in a production setup. Some of the possible causes are the bugs in Sun* LDAP code that trigger unexpected failures.

Action: Switch to NDAP:

- 1 Stop the Inventory services.
- 2 Open the `inventory_services_installation_directory\inv\server\wminv\properties\directory.properties` file.
- 3 Change the `DirectoryProtocol=LDAP` value to `DirectoryProtocol=NDAP`.
- 4 Restart the Inventory services.

Troubleshooting .STR and .ZIP File Transfer

[“The .STR files have not been transferred” on page 196](#)

[“The Sender is unable to transfer the .ZIP files to the Receiver” on page 197](#)

The .STR files have not been transferred

Action: Ensure that the Scan Collector is up and running.

Action: Ensure that the ZEN Web Server (ZWS) is up and running.

Action: If an error message is displayed, refer to [“Sender and Receiver Error Messages” on page 126](#).

Action: If you have not configured the XML proxy, ensure that the value of Port1 in the `Inventory_Agent_installation_directory\ZWS.PROPERTIES` file is same as the value of Port1 in the `ZWS_installation_directory\ZWS.PROPERTIES` file on the Inventory server.

If you have configured the XML proxy, ensure that the following conditions are met:

- ♦ The XML proxy port number entered in the Server Inventory policy is the same as the value of Port2 in the `XML_proxy_installation_directory\ZWS.PROPERTIES`.

- ◆ The value of Port1 in the *XML_proxy_installation_directory\ZWS.PROPERTIES* file is the same as the value of Port1 in the *ZWS_installation_directory\ZWS.PROPERTIES* file on the next-level Inventory server.

The Sender is unable to transfer the .ZIP files to the Receiver

- Action: Ensure that the Receiver is up and running.
- Action: Ensure that the ZEN Web Server (ZWS) is up and running.
- Action: If an error message is displayed, refer to [“Sender and Receiver Error Messages” on page 126](#).
- Action: If you have not configured the XML proxy, ensure that the value of Port1 in the *ZWS_installation_directory\ZWS.PROPERTIES* file on the lower-level Inventory server is same as the value of Port1 in the *ZWS_installation_directory\ZWS.PROPERTIES* file on the next-level Inventory server.

If you have configured the XML proxy, ensure that the following conditions are met:

- ◆ The XML proxy port number entered in the Roll-Up policy is the same as the value of Port2 in the *XML_proxy_installation_directory\ZWS.PROPERTIES*.
- ◆ The value of Port1 in the *XML_proxy_installation_directory\ZWS.PROPERTIES* file is the same as the value of Port1 in the *ZWS_installation_directory\ZWS.PROPERTIES* file on the Inventory server.

Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers

- [“Is the Inventory Agent installed?” on page 198](#)
- [“The Inventory Agent has not been properly installed” on page 198](#)
- [“The Inventory Agent is not being enforced by the policy engine” on page 198](#)
- [“Stopping or replacing the current instance of the Inventory Agent” on page 198](#)
- [“The Inventory scan results are not available” on page 198](#)
- [“The initialization of the Inventory Agent failed” on page 199](#)
- [“The Inventory scanning procedure failed” on page 199](#)
- [“Troubleshooting the GUID.ZFS file” on page 200](#)
- [“Successful scans not being transferred to the Inventory server” on page 200](#)
- [“Successful scans are not reaching the Inventory server” on page 200](#)
- [“Successful scans are not reaching the Inventory database” on page 200](#)
- [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#)
- [“How to test the Inventory scanner without using the policy engine?” on page 201](#)
- [“Explicitly executing the Inventory scanner without using the policy engine” on page 201](#)
- [“The Inventory Agent is not running in a cluster environment” on page 201](#)
- [“The Inventory Agent failed after an abnormal shutdown or abend or when the server is restarted” on page 201](#)
- [“The Inventory Agent failed after GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running” on page 202](#)
- [“Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM” on page 202](#)
- [“How to turn off the scanning of Windows .EXE version information?” on page 202](#)

Is the Inventory Agent installed?

Action: Ensure that the INVNATVE.NLM file is installed in SYS:\JAVA\BIN. If INVNATVE.NLM is not installed, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

The Inventory Agent has not been properly installed

Action: Ensure that the following files have been installed at the inventoried server:

SYS:\JAVA\BIN\INVNATVE.NLM (Inventory scanner)

SYS:\SYSTEM\INVAID.NLM

SYS:\SYSTEM\MPKSCAN.NLM

If any of the files have not been installed, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Action: Ensure that the Inventory Agent jar files are installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS and *ZENworks_path*\INV\AGENT directories.

If any of the scanner's .INI files (INVSETUP.INI and HWINVSRC.INI) or the .MAP files (NWAPI.MAP, SMILE.MAP, and SUPPL.MAP) files have been accidentally tampered with or deleted, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

The Inventory Agent is not being enforced by the policy engine

Action: Ensure that the Inventory Agent plug-in (INVAGENTNW.JAR) is installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS directory.

Action: At the ZENworks_for_Servers screen, enter **policy plugins** and ensure that INVAGENTEXECUTENW.JAR is loaded as a registered entry.

Action: Refresh the distribution if the Server Inventory policy has been configured, then re-execute policy plug-ins after ensuring that the new distribution has been received. If the problem persists, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Stopping or replacing the current instance of the Inventory Agent

Action: To stop the current instance of the Inventory Agent, execute SYS:\SYSTEM\INVAGENTSTOP.NCF from the inventoried server system console. The INVAGENTSTOP.NCF will stop the Inventory Agent, reset internal references and also, unload MPKSCAN.NLM and INVAID.NLM.

If you want to replace any of the Inventory Agent files, at the console prompt, enter **java -exit** or **unload java** after executing INVAGENTSTOP.NCF.

The Inventory scan results are not available

Action: Refer to the following log files for additional details:

- ◆ The status information about the Inventory scan is logged into the INVAGENT.LOG and INVNATVE.LOG files, located in the SYS:\ETC directory.

- ♦ If the Inventory scan is being enforced by the policy engine, refer to the INVAGENTPOLICYENFORCER.LOG file to know the status of the current installation.

Action: In the SYS:\SYSTEM\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

Refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

The initialization of the Inventory Agent failed

Action: Ensure that the Inventory Agent has been properly installed. Refer to the SYS:\ETC\INVAGENT.LOG file. If the log file reports a message that "The previous instance of the Inventory Agent is still active..." then the message indicates that the previous instance of Inventory agent execution has not yet been completed and the new instance will not run.

Action: Stop the current instance of the Inventory Agent by executing SYS:\SYSTEM\INVAGENTSTOP.NCF and reschedule a new instance. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

Action: Do the following:

- 1 Verify the various ZENworks_for_Servers and Inventory server services running on this server by executing the **java -show** command.
- 2 Stop the various ZENworks services running on this server.
- 3 At the server console prompt, enter **java -killall** or **java -exit**.
- 4 Execute INVAGENTSTOP.NCF to reset the Inventory Agent.
- 5 Ensure that INVNATVE.NLM is not loaded. If loaded, execute **java -unloadinvnate** or **unload invnate** at the server console prompt.

If the Inventory Agent has been successfully stopped and INVNATVE.NLM has been successfully unloaded, the Inventory Agent will be ready for the next schedule. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201

Action: Reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in *Reinstalling ZENworks for Servers* in the *Installation* guide.

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

The Inventory scanning procedure failed

Action: Ensure that the Inventory Agent has been properly installed.

Action: Ensure that sufficient system resources like disk space and memory are available.

Action: Ensure that you have the Write rights to the SYS:\ETC and SYS:\SYSTEM directories.

Action: If the problem persists, refer to the SYS:\ETC\INVAGENT.LOG and SYS:\ETC\INVNNATVE.LOG files for additional information.

Action: In the SYS:\SYSTEM\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 201.

Refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional

information. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

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

Troubleshooting the GUID.ZFS file

Explanation: The SYS:\SYSTEM\GUID.ZFS file is created and used by the Inventory Agent to report the inventory information.

Action: If there is a problem in writing to GUID.ZFS, ensure that there is sufficient disk space and you have the Write rights to the SYS:\SYSTEM directory.

Action: If there is a problem in reading GUID.ZFS, delete the existing GUID.ZFS and re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

Successful scans not being transferred to the Inventory server

Action: In the SYS:\SYSTEM\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

Refer to the SYS:\SYSTEM\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

Action: Ensure that the Scan Collector service is running on the Inventory server.

If the Scan Collector service is not running, start the service. For more information, see [Services on NetWare Inventory Servers](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 201](#).

If the Scan Collector service is running and the problem persists, refer to [“Error Messages” on page 123](#) and [“Troubleshooting .STR and .ZIP File Transfer” on page 196](#).

Successful scans are not reaching the Inventory server

Action: Ensure that Scan Collector service is running on the Inventory server. For more information, see [Services on NetWare Inventory Servers](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

Action: Ensure that the Scan Collector service is creating the .STR files in the SCANDIR directory on the Inventory server.

Action: Check the status log for any messages indicating failure in transfer of .STR files. See [“Troubleshooting .STR and .ZIP File Transfer” on page 196](#) to resolve .STR file transfer problems.

Successful scans are not reaching the Inventory database

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see [Services on NetWare Inventory Servers](#) in [Understanding the Server Inventory Components](#) in the *Administration* guide.

Action: Verify whether the Storer service is processing the .STR files in the DBDIR directory.

Immediately rescheduling the Inventory Agent using the policy engine

- Action: To reschedule the Inventory Agent immediately without waiting for an elapse of the scheduled time:
- ♦ At the ZENworks_for_Servers screen, enter **policy refresh** or **policy enforce all** or **policy enforce policy_number**.
 - ♦ Ensure that the Inventory Agent is enforced immediately.

How to test the Inventory scanner without using the policy engine?

Explanation: You can execute or test the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- 1 If ZfS is not running the Inventory Agent or if the Inventory Agent is not enforced, execute `SYS:\SYSTEM\INVAGENTSTART.NCF`.
NOTE: Use `INVAGENTSTART.NCF` only for testing. `INVAGENTSTART.NCF` should not be used if the Inventory Agent is scheduled to be enforced by the policy engine.
- 2 Review `SYS:\ETC\INVAGENT.LOG` to ensure that it reports the message, "The Inventory Agent's scanning procedure successfully completed." This message indicates that Inventory scanning is successful on the inventoried server.

Explicitly executing the Inventory scanner without using the policy engine

Explanation: You can explicitly execute the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- ♦ If the ZfS is not running the Inventory Agent or if the Inventory Agent is not enforced, execute `SYS:\SYSTEM\INVAGENTSTART.NCF`.
- ♦ Verify whether `SYS:\ETC\INVAGENT.LOG` reports the message "The Inventory Agent's scanning procedure successfully completed." This message indicates that Inventory scanning is successful on the inventoried server.

The Inventory Agent is not running in a cluster environment

Action: Ensure that the Inventory Agent has been properly installed. If the agent is not properly installed, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in *Reinstalling ZENworks for Servers* in the *Installation* guide.

Action: Ensure that the cluster volume where ZfS has been installed is mounted. Refer to `SYS:\ETC\INVAGENT.LOG` and `SYS:\ETC\INVNATVE.LOG` for additional information. If the problem persists, execute the Inventory scanner explicitly in the debug mode by running `SYS:\SYSTEM\INVAGENTSTART.NCF`.

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

The Inventory Agent failed after an abnormal shutdown or abend or when the server is restarted

Action: Check if `SYS:\ETC\INVAGENT.LOG` reports the message "The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled." If the message has been logged, execute `SYS:\SYSTEM\INVAGENTSTOP.NCF` from the system console. The Inventory Agent resets the previous execution settings and prepares for new schedules.

The Inventory Agent failed after GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running

Explanation: If SYS:\SYSTEM\GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running, the Inventory Agent will fail.

Action: Do the following:

- 1 Stop the ZENworks_for_Servers_service.
- 2 Stop the Inventory Agent by entering **sys:\system\InvAgentStop.ncf** at the server console prompt.
- 3 After successfully stopping the Inventory Agent, restart the ZENworks_for_Servers_service.

The next schedule that enforces the Inventory Agent will be launched successfully and GUID.ZFS will be automatically created.

IMPORTANT: Do not edit or delete GUID.ZFS.

Unsatisfied link error in referencing the SYS:\JAVA\BIN\INVNATVE.NLM

Action: Do the following:

- 1 Check the various ZENworks services running on the server by entering **java -show** at the server console prompt.
- 2 Stop all the ZENworks services running on this server.
- 3 At the server console prompt, enter **java -killall** or **java -exit**.
- 4 Ensure that INVNATVE.NLM is not loaded.
If INVNATVE.NLM is loaded, unload the NLM by entering **java -unloadinvnatve** or **unload invnatve** at the server console prompt.
- 5 Reset the Inventory Agent by entering **INVAGENTSTOP.NCF** at the server console prompt.
- 6 Check the execution results to ensure that the execution is successful and the Inventory Agent is ready for the next schedule.

How to turn off the scanning of Windows .EXE version information?

Action: Edit SYS:\SYSTEM\INVSETUP.INI to add the following entry:

```
invSWScanMode=1
```

This setting will turn off the scanning of Windows .EXE version information only if the software scan has been enabled. The Windows .EXE version information will not be reported in the software inventory results.

By adding this entry in INVSETUP.INI, if you encounter any problem in the Inventory Agent, send the Inventory Agent log files to [Novell Support \(http://suport.novell.com\)](http://suport.novell.com).

Troubleshooting the Inventory Scanner or Inventory Agent on Windows NT/2000 Servers

“Is the Inventory Agent installed?” on page 203

“The Inventory Agent has not been properly installed” on page 203

“The Inventory Agent is not being enforced by the policy engine” on page 203

“Stopping, resetting or replacing the current instance of the Inventory Agent” on page 203

- “The Inventory scan results are not available” on page 204
- “The initialization of the Inventory Agent failed” on page 204
- “The Inventory scanning procedure failed” on page 204
- “Troubleshooting the GUID.ZFS file” on page 204
- “Successful scans not being transferred to the Inventory server” on page 205
- “Successful scans are not reaching the Inventory server” on page 205
- “Successful scans are not reaching the Inventory database” on page 205
- “Immediately rescheduling the Inventory Agent by using the policy engine” on page 205
- “Explicitly executing the Inventory scanner without using the policy engine” on page 206
- “Multiple instances of the same Inventory server is reported in the Inventory Scan Listing” on page 206

Is the Inventory Agent installed?

- Action: Ensure that INVSCAN.EXE is installed in *ZENworks_path*\PDS\BIN. If INVSCAN.EXE is not installed, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

The Inventory Agent has not been properly installed

- Action: On the inventoried server, ensure that INVSCAN.EXE and INVNATVE.DLL have been installed in *ZENworks_path*\PDS\BIN.
- If any of the files have not been installed, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.
- Action: Ensure that the Inventory Agent jar files are installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS and *ZENworks_path*\INV\AGENT directories.
- If the INVSETUP.INI file has been accidentally tampered with or deleted, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

The Inventory Agent is not being enforced by the policy engine

- Action: Ensure that the Inventory Agent plug-in (INVAGENTNT.JAR) is installed in the *ZENworks_path*\PDS\SMANAGER\PLUGINS directory.
- Action: At the ZENworks_for_Servers screen, enter **policy plugins** and ensure that INVAGENTEXECUTENT is loaded as a registered enforcer entry.
- Action: If the problem persists, reinstall the Inventory Agent. For more information, see [Reinstalling Server Inventory on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.

Stopping, resetting or replacing the current instance of the Inventory Agent

- Action: To stop the current instance of the Inventory Agent, execute *Inventory_Agent_installation_directory*\INVAGENTSTOP.BAT from the inventoried server system console. Executing INVAGENTSTOP.BAT terminates the current instance of the Inventory Agent and resets the preferences for fresh executions.
- If you want to replace any of the Inventory Agent files, execute INVAGENTSTOP.BAT and stop the ZfS Policies services.

The Inventory scan results are not available

Action: Refer to the following log files for details:

- ◆ The status information about the Inventory scan is logged into the INVAGENT.LOG and INVNATVE.LOG files, located in the WINDOWS or the WINDOWS TEMP directory.
- ◆ If the Inventory scan is being enforced by the policy engine, refer to the INVAGENTPOLICYENFORCER.LOG file to know the status of the current installation.

Action: In the *Windows_installation_directory*\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 205.

Refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. *Root_directory* is the drive where Windows is installed. The INVAGENTSTRTRANSFER.LOG file provides the information about the .STR transfer.

The initialization of the Inventory Agent failed

Action: Ensure that the Inventory Agent has been properly installed. The INVAGENT.LOG file (located in the WINDOWS or the WINDOWS TEMP directory) will report a message that "The previous instance of the Inventory Agent is still active..." This message indicates that the previous instance of Inventory agent execution has not yet been completed and the new instance will not run.

Action: Stop or reset the current instance of the agent and reschedule a new instance.

Action: Reinstall the Inventory Agent. For more information, see **Reinstalling Server Inventory on NetWare and Windows Servers** in **Reinstalling ZENworks for Servers** in the *Installation* guide.

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

The Inventory scanning procedure failed

Action: Ensure that the Inventory Agent has been properly installed.

Action: Ensure that sufficient system resources like disk space and memory are available.

Action: Ensure that you have the Write rights to the WINDOWS, the WINDOWS TEMP directory and the *Root_directory*\INVSCAN directories. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, refer to the INVAGENT.LOG and INVNNATVE.LOG files for additional information. The log files will be located in the WINDOWS or the WINDOWS TEMP directory.

Action: In the *Windows_installation_directory*\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 205.

Refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. *Root_directory* is the drive where Windows is installed. The INVAGENTSTRTRANSFER.LOG file provides the information about the .STR transfer.

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

Troubleshooting the GUID.ZFS file

Explanation: The GUID.ZFS file is created in the Inventory scan directory and used by the Inventory Agent to report the inventory information.

Action: If there is a problem in writing to GUID.ZFS, ensure that there is sufficient disk space and you have the Write rights to the *Root_directory*\INVSCAN directory. *Root_directory* is the drive where Windows is installed.

Action: If there is a problem in reading GUID.ZFS, delete the existing GUID.ZFS and re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

Successful scans not being transferred to the Inventory server

Action: In the *Windows_installation_directory*\INVSETUP.INI file, set the value of the forceDebug parameter to True. Re-execute the inventory agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

Refer to the *Root_directory*\INVSCAN\INVAGENTSTRTRANSFER.LOG file for additional information. *Root_directory* is the drive where Windows is installed. The INVAGENTSTRTRANSFER.LOG file provides information about the .STR transfer.

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see [Services on Windows NT/2000 Inventory Servers in Understanding the Server Inventory Components](#) in the *Administration* guide.

If the Scan Collector service is not running, start the service. For more information, see [Services on Windows NT/2000 Inventory Servers in Understanding the Server Inventory Components](#) in the *Administration* guide

Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 205](#).

If the Scan Collector service is running and the problem persists, refer to [Chapter 7, “Error Messages,” on page 123](#) and [“Troubleshooting .STR and .ZIP File Transfer” on page 196](#).

Successful scans are not reaching the Inventory server

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see [Services on Windows NT/2000 Inventory Servers in Understanding the Server Inventory Components](#) in the *Administration* guide.

Action: Ensure that the Scan Collector service is creating .STR files in the SCANDIR directory on the Inventory server.

Action: Check the status log for any messages indicating failure in transfer of .STR files. See [Chapter 7, “Error Messages,” on page 123](#) and [“Troubleshooting .STR and .ZIP File Transfer” on page 196](#) to resolve .STR file transfer problems.

Successful scans are not reaching the Inventory database

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see [Services on Windows NT/2000 Inventory Servers in Understanding the Server Inventory Components](#) in the *Administration* guide.

Action: Verify whether the Storer service is processing .STR files in the DBDIR directory.

Immediately rescheduling the Inventory Agent by using the policy engine

Action: To reschedule the Inventory Agent immediately without waiting for an elapse of the scheduled time:

- ◆ At the ZENworks_for_Servers screen, enter **policy refresh** or **policy enforce all** or **policy enforce policy number**.
- ◆ Ensure that the Inventory Agent is enforced immediately.

Explicitly executing the Inventory scanner without using the policy engine

Explanation: You can explicitly execute the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- ◆ If the ZfS is not running the Inventory Agent or if the Inventory Agent is not being enforced, execute INVAGENTSTART.BAT.
- ◆ Verify whether INVAGENT.LOG reports the message "The Inventory Agent's scanning procedure successfully completed." This message indicates that Inventory scanning is successful on the inventoried server.

Multiple instances of the same Inventory server is reported in the Inventory Scan Listing

Explanation: This error occurs if ZfS and ZENworks for Desktops are installed on the same setup and the ZfS and ZfD Inventory agents send the inventory scan results to the same Inventory server.

Possible Cause: The ZfS Inventory Agent running on a Windows NT/2000 server retrieves the Inventory server name from the eDirectory or the DNS. When an Inventory server has eDirectory installed, the server name is appended with "-NDS". For example, if the server name is SYSTST-ZEN-207, the eDirectory name for this server is SYSTST-ZEN-207-NDS.

The ZfS Inventory Agent running on the Windows NT/2000 server does not check for the "-NDS" tag and reports the name of the server with the "-NDS" tag. But the ZfD Inventory Agent reports the name of the Inventory server without the "-NDS" tag. Consequently, multiple instances of the same Inventory server will be stored and reported in Inventory results such as the Inventory Scan Listing report.

Troubleshooting Inventory Summary

[“The Inventory Summary window does not display the IP/IPX inventory information” on page 206](#)

The Inventory Summary window does not display the IP/IPX inventory information

Possible Cause: The Inventory scanner depends on HOSTMIB.NLM to get information associated with the IP/IPX™ stack. If HOSTMIB.NLM is not loaded, the IP/IPX inventory information will not be displayed in the Inventory Summary window.

Action: Ensure that HOSTMIB.NLM has been loaded on the NetWare® server.

If HOSTMIB.NLM is not loaded, you must load it before scheduling the inventory scan. For more information on loading HOSTMIB.NLM, see [HOSTMIB.NLM Load Parameters](#) in [Customizing Agent Configuration](#) in the *Administration* guide.

9

Documentation Updates

This section contains information on documentation content changes that have been made in the *Troubleshooting* guide for Server Inventory since the initial release of Novell® ZENworks® for Servers (ZfS) 3. The information will help you to keep current on updates to the documentation.

If you have purchased ZfS 3.0.2 and have not used or installed ZfS 3 or ZfS 3 SP1, you do not need to review this section.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Server Inventory.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ♦ [“September 27, 2002” on page 207](#)

September 27, 2002

Updates were made to the following sections. The updates are explained below.

- ♦ [Troubleshooting Strategies](#)

Troubleshooting Strategies

The following updates were made in this section:

Location	Change
“Troubleshooting the Inventory Server Support Pack 1 Installation” on page 191	This is a new section.
“Troubleshooting the Inventory Agent Support Pack 1 Installation” on page 192	This is a new section.

Location	Change
<p>“Troubleshooting the Support Pack Installation In a Clustered Environment” on page 195</p>	<p>This is a new section.</p>
<p>“Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers” on page 197</p>	<p>Updated the following troubleshooting scenarios:</p> <ul style="list-style-type: none"> ◆ “The Inventory Agent is not being enforced by the policy engine” on page 198 ◆ “Stopping or replacing the current instance of the Inventory Agent” on page 198 ◆ “The initialization of the Inventory Agent failed” on page 199 <p>Added the following troubleshooting scenarios:</p> <ul style="list-style-type: none"> ◆ “How to test the Inventory scanner without using the policy engine?” on page 201 ◆ “The Inventory Agent failed after GUID.ZFS is accidentally deleted when the ZENworks_for_Servers service is running” on page 202 ◆ “Unsatisfied link error in referencing the SYS:JAVA\BIN\INVNATVE.NLM” on page 202 ◆ “How to turn off the scanning of Windows .EXE version information?” on page 202
<p>“Troubleshooting the Inventory Scanner or Inventory Agent on Windows NT/2000 Servers” on page 202</p>	<p>Added the following troubleshooting scenario:</p> <ul style="list-style-type: none"> ◆ “Multiple instances of the same Inventory server is reported in the Inventory Scan Listing” on page 206