

Event Codes

Novell[®] Access Manager

3.1 SP2

June 11, 2010

www.novell.com



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About This Guide

This guide is intended to help you understand and resolve any issues with the event codes that are displayed on error pages or logged in files.

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- ◆ Chapter 2, “Administration Console (009),” on page 11
- ◆ Chapter 3, “Identity Server (001),” on page 51
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Audience

This guide is intended for Access Manager administrators. It is assumed that you have knowledge of evolving Internet protocols, such as:

- ◆ Extensible Markup Language (XML)
- ◆ Simple Object Access Protocol (SOAP)
- ◆ Security Assertion Markup Language (SAML)
- ◆ Public Key Infrastructure (PKI) digital signature concepts and Internet security
- ◆ Secure Socket Layer/Transport Layer Security (SSL/TLS)
- ◆ Hypertext Transfer Protocol (HTTP and HTTPS)
- ◆ Uniform Resource Identifiers (URIs)
- ◆ Domain Name System (DNS)
- ◆ Web Services Description Language (WSDL)

Feedback

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

Documentation Updates

For the most recent version of the *Access Manager Event Codes Guide*, visit the [Novell Access Manager Documentation Web site](http://www.novell.com/documentation/novellaccessmanager) (<http://www.novell.com/documentation/novellaccessmanager>).

Additional Documentation

- ♦ *Novell Access Manager 3.1 SP2 Administration Console Guide*
- ♦ *Novell Access Manager 3.1 SP2 Identity Server Guide*
- ♦ *Novell Access Manager 3.1 SP2 Access Gateway Guide*
- ♦ *Novell Access Manager 3.1 SP2 Policy Guide*
- ♦ *Novell Access Manager 3.1 SP2 Setup Guide*
- ♦ *Novell Access Manager 3.1 SP2 Installation Guide*
- ♦ *Novell Access Manager 3.1 SP2 J2EE Agent Guide*

Event Code Overview

1

Event codes for Access Manager consist of 4 fields that describe the type of code and the module that produced it:

- ◆ Severity (1 digit)
 - ◆ 1 = severe - Describes problems that needs to be resolved in order for the system to run correctly.
 - ◆ 2 = error - Describes that a failure occurred, but the system is operational.
 - ◆ 3 = warn - Describes a situation that may exist that the administrator should be aware of and may need to address. The system is currently running properly
 - ◆ 4 = config - Describes configuration related information.
 - ◆ 5 = info - Describes events that occur.
 - ◆ 6 = debug - Describes execution points within the software.
 - ◆ 9 = internal - Describes an error that is for internal use only. This error code will not be documented in any public documentation.
- ◆ Component issuing the error code (3 digits)
- ◆ Sub-grouping for further classification within a component (2 digits)
- ◆ Event code (three digits)

| | | | |
|-----------------|------------------------|---------------------|-------------------|
| 0 | 000 | 00 | 000 |
| Severity | Component field | Sub-grouping | Event Code |

The following sections divide the event codes by component, then describe them:

- ◆ [Chapter 1, “Event Code Overview,” on page 9](#)
- ◆ [Chapter 2, “Administration Console \(009\),” on page 11](#)
- ◆ [Chapter 3, “Identity Server \(001\),” on page 51](#)
- ◆ [Chapter 4, “Linux Access Gateway Appliance\(045\),” on page 91](#)
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- ◆ [Chapter 12, “Novell Modular Authentication Class \(012\),” on page 147](#)

Administration Console (009)

2

Component 009

- ◆ Subgroup 01: Certificate Manager
- ◆ Subgroup 02: Application
- ◆ Subgroup 03: Platform
- ◆ Subgroup 04: Web UI
- ◆ Subgroup 05: Roma Application
- ◆ Subgroup 06: Policy

| Event Code | Description | Remedy |
|--------------------|--|---|
| Application | | |
| 100901001 | Error getting web manager. | Cause: The Administration Console was not installed correctly or has become corrupt. Action: Verify installation. |
| 100901002 | Error in initializing the dirCerts APIs. | Cause: The Administration Console was not installed correctly or has become corrupt. Specifically, the PKI and/or certificate management jars may be missing or have mismatched versions. Action: Verify that the <code>certmgr.jar</code> file is contained in the <code>/var/opt/novell/tomcat4/webapps/roma/WEB-INF/lib</code> directory and that PKI has been installed. Verify that the Java command line contains the following: <pre>-Djava.library.path=/opt/novell/lib</pre> Verify that <code>npki.jar</code> is in the classpath. |
| 100901003 | Error in init. | Cause: The Administration Console was not installed correctly or has become corrupt. Action: Verify installation. |
| 100901004 | Error in <code>CertHandler.getMultipartParamValue</code> . | Cause: Servlet error when retrieving data from a multipart form. Action: Submit log to Novell Support for analysis and resolution. |

| Event Code | Description | Remedy |
|------------|--|--|
| 100901008 | Could not remove certificate with the given alias from the keystore. | <p>Cause: The keystore that contains the certificate might not exist or might have become corrupt.</p> <p>Action: View the configuration store and find the keystore object and check that the certificate is no longer in the key list. If it is there, manually remove it.</p> <p>Also, find the keystore on the file system of the device and remove the key manually, using the Java keytool program for JKS keystores.</p> |
| 100901010 | Error In CertHandler.doGetSigningCertDN. | <p>Cause: Unable to retrieve the DN of the signing cert.</p> <p>Cause: The signing cert does not exist.</p> <p>Cause: The signing keystore does not exist.</p> <p>Action: View the Identity Server Configuration's Signing keystore to verify that it exists and contains a certificate. If the signing keystore does not exist, there has been an error during the import of an Identity Server or during the creation of an Identity Server Configuration.</p> <p>Check to make sure that there are no corrupt Identity Server configurations. If the signing keystore does exist, add or replace a certificate.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100901011 | Error in creating or configuring one or more of the Identity Server Configuration cluster keystores. | <p>Cause: Test certificates might have been accidentally deleted from the file system.</p> <p>Cause: Error communicating with the Identity Server(s) while pushing down the test certificates.</p> <p>Action: Use the exception stack trace to discover a more detailed description of the error. Go to the Certificates tab and verify that the test-connector, test-signing, test-encryption, test-provider, test-consumer certificates have not been deleted.</p> <p>Also verify they still exist on the file system. Go to the Trusted Roots tab and verify that the configCA trusted root has not been deleted and that it exists in the configuration store. These test certificates are pushed down to each Identity Server during the creation of an Identity Server configuration.</p> <p>You can delete the Identity Server configuration and create a new one and add the Identity Servers back into the new configuration.</p> |
| 100901012 | keystore already exists. | <p>Cause: You are trying to create a keystore that already exists on the device.</p> <p>Action: Use the existing keystore.</p> |
| 100901013 | Error in init (using reflection to call a method has failed in init). | <p>Cause: The java class is unable to locate another java class through reflection.</p> <p>Action: Submit log to Novell Support for analysis and resolution.</p> |
| 700901014 | Cannot add non-existent key to keystore. | <p>Cause: The certificate you are trying to add to a keystore does not exist.</p> <p>Action: Specify a valid key to be added to the keystore.</p> |
| 700901015 | Cannot add key to non-existent keystore. | <p>Cause: The keystore does not exist.</p> <p>Action: Specify a valid keystore or create the keystore.</p> |
| 700901016 | Could not add key to keystore because the alias was too long. | <p>Cause: Some platforms and keystore formats only support a limited number of characters in the alias name.</p> <p>Action: Use a shorter alias.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 700901017 | Could not add key to keystore because the maximum number of keys has been reached. | <p>Cause: Many keystores allow only one key to be contained in it because the keystore has a specific purpose in Access Manager.</p> <p>Action: Remove unused keys from the keystore and try again.</p> |
| 700901020 | Cannot remove non-existent key from keystore. | <p>Cause: The key no longer exists in Access Manager.</p> <p>Action: View the configuration store and find the keystore object and manually remove the key from the key list.</p> |
| 700901021 | Cannot remove key from non-existent keystore. | <p>Cause: The keystore does not exist.</p> <p>Action: Specify a valid keystore.</p> |
| 100901023 | CertHandler.doGetCertFromServer: Could not connect to server IP and port. | <p>Cause: The server IP or DNS name and port combination is not reachable.</p> <p>Action: Verify that the IP address or DNS name exists and that the port is correct. You can try connecting to it with a web browser or other utility.</p> |
| 100901024 | CertHandler.doGetCertFromServer: certificate was not obtained from server IP and port. | <p>Cause: The server IP or DNS name and port combination had no certificate to be presented.</p> <p>Action: Verify that the IP address or DNS name exists and that the port is correct. Verify that the server you are attempting to import the certificate from has a certificate. You can try connecting to it with a web browser or other utility.</p> |
| 100901025 | Error in handleException. | <p>Cause: The exception reported has no details associated with it.</p> <p>Action: Scroll up in the log to see if there is a stack trace immediately above this error, determine what steps you had taken to create this error condition, and submit the log and steps to Novell Support.</p> |
| 100901026 | The node keystore does not exist. Cannot add cluster keys to a non-existent keystore. | <p>Cause: The grouping of Identity Servers (Identity Server Configuration) or Access Gateways is trying to locate a keystore on one of the Identity Server or Access Gateway devices but the keystore cannot be found.</p> <p>Action: Verify that the Identity Servers and Access Gateway devices had no errors during import to the Administration Console. Try to re-import the devices.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100901027 | Error in CertHandler.getNIDPDeviceKeystoreName (The name of the device's keystore was not found). | <p>Cause: The cluster keystore representation object was not found.</p> <p>Cause: The cluster keystore representation did not have a device type specified.</p> <p>Action: Delete and recreate the Identity Server Configuration or Access Gateway Group that is causing the problem and then re-add the members.</p> |
| 100901028 | Error in CertHandler.isTomcatCert (Unable to determine if the specified certificate is the one being used by Tomcat). | <p>Cause: The certificate representation has missing or invalid attributes.</p> <p>Action: Delete this certificate and re-import it.</p> |
| 100901030 | Error in CertHandler.getNodeKeystoreNames (The cluster object was not found in the configuration store, or the cluster server list was empty). | <p>Cause: The cluster object was not found in the configuration store, the type of the cluster could not be determined, or the cluster server list was empty.</p> <p>Action: No action needed unless your devices are unable to communicate. If you are having problems with communication, delete and recreate the Identity Server configuration or Access Gateway cluster that is causing the problem.</p> |
| 100901031 | Error in CertHandler.getClusterDisplayName (The cluster object was not found in the configuration store). | <p>Action: Delete and recreate the Identity Server configuration or Access Gateway cluster that is causing the problem and then re-add the members.</p> |
| 100901032 | The device does not exist but the certificate is in a keystore assigned to that device. | <p>Cause: It's possible the device is in a partially-imported state.</p> <p>Action: Delete the keystore, if possible, and re-import the device.</p> |
| 100901033 | The device does not exist but the keystore is assigned to that device. | <p>Cause: It's possible the device is in a partially-imported state.</p> <p>Action: Delete the keystore, if possible, and re-import the device.</p> |
| 100901034 | Unable to retrieve the primary member of the group. | <p>Cause: The group is corrupt.</p> <p>Action: Delete the group, re-create it, and re-add the members.</p> |
| 100901035 | Unable to remove the node keystore setting off the Access Gateway group device. | <p>Cause: Could not locate the keystore object in the configuration store.</p> <p>Action: No action required.</p> |
| 700901036 | Unable to set the Update Servers status. | <p>Cause: Communication error.</p> <p>Action: Manually restart or update the device.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 700901037 | Unable to remove all keys from keystore. | <p>Cause: The keystore doesn't exist.</p> <p>Cause: There is a corrupt key in the keystore.</p> <p>Action: Manually remove each certificate from the keystore.</p> |
| 700901038 | Unable to reinitialize keystore contents for a particular device in a group or configuration. | <p>Cause: One of the device keystores does not exist.</p> <p>Action: Re-create the keystore or delete and recreate the group or configuration and then re-add the devices to it.</p> <p>Cause: There was an error either removing all certificates from a keystore.</p> <p>Action: Manually remove all certificates from the keystore and then remove and re-add that device to the group/configuration.</p> <p>Cause: There was an error adding the test certificates to a keystore.</p> <p>Action: Verify that the test certificates exist (see error 1.009.01.011 for more detail). Manually add the test certificates to the keystore. Or remove the device from the group/configuration and re-add it.</p> |
| 700901039 | Unable to assess whether the keystore contains a tomcat connector certificate. | <p>Cause: The cluster keystore representation does not exist or is corrupt.</p> <p>Cause: Unable to locate the devices in the group/configuration.</p> <p>Action: Delete and recreate the group/configuration and re-add the devices to it.</p> |
| 700901040 | Error adding a key to keystore during the renew certificate process. | <p>Cause: The original certificate information could not be located.</p> <p>Action: Manually create a new certificate and place it into all the keystores which previously held the certificate being renewed.</p> |
| 100901041 | Unable to extract the public key from a key during the auto-import public certificate process. | <p>Cause: The source keystore does not exist.</p> <p>Action: Select a valid keystore.</p> <p>Cause: The specified source key does not exist.</p> <p>Action: Verify that the key you have specified to export the public certificate from exists.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 100901042 | Unable to set up the initial keys for the cluster. | <p>Cause: When trying to locate the cluster keystores so that their contents can be initialized, one or more of those keystore representations could not be found.</p> <p>Action: Delete and recreate the Identity Server configuration or Access Gateway cluster.</p> |
| 100901043 | The source keystore does not exist. Cannot push keys from a non-existent keystore. | <p>Cause: The source keystore does not exist.</p> <p>Action: Usually the source keystore is a cluster keystore representation. Try deleting and recreating the Identity Server configuration or Access Gateway cluster to ensure those cluster keystore representations get created.</p> |
| | Application | |
| 100902001 | Error - Exception thrown in eventOccurred of vcdn.application.sc.alert.AlertEventListener | <p>Cause: Cannot post alert to internal subsystem.</p> <p>Action: Non-fatal error. No action required.</p> |
| 100902002 | Error - Exception thrown in eventOccurred of vcdn.application.sc.alert.AlertEventListener. | <p>Cause: Cannot post alert to internal subsystem.</p> <p>Action: Submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902003 | Error - Exception thrown in logAlert of vcdn.application.sc.alert.AlertLogger. | <p>Cause: Problem occurred update the Identity Server Alert count.</p> <p>Action: Non-fatal error. May be a symptom of a more serious condition. Submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902004 | Error - Exception thrown in the execute method of vcdn.application.sc.alert.CertUpdateWork. | <p>Cause: Could not update or read the list of trusted server certificates.</p> <p>Action: Be sure the <code>/var/opt/novell/novlwww/devman.cacerts</code> file exists, is a valid Java keystore, and is not corrupted. To check its status, enter the following command:</p> <pre>/opt/novell/java/bin/keytool -v -list -keystore devman.cacerts</pre> <p>Otherwise, be sure the config store is running and functioning properly.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 100902005 | Error - (The specified device) has not been imported. Failed to start device. | <p>Cause: The Identity Server was not properly imported.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902006 | Error importing device (with the specified ID). | <p>Cause: The Server was not properly imported.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) If this fails, reinstall the server component.</p> |
| 100902007 | Error - Import failed. Retrying. | <p>Cause: Unable to communicate with the Server being imported.</p> <p>Action: Be sure the firewall is allowing port 1443 traffic. Otherwise allow the system to retry for several minutes. If the server does not appear in the Server List, click <i>Repair Import</i> to resolve the issue. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902008 | Error auto importing. Retry. | <p>Cause: Unable to communicate with the Server being imported.</p> <p>Action: Be sure the firewall is allowing port 1443 traffic. Otherwise allow the system to retry for several minutes. If the server does not appear in the Server List, click <i>Repair Import</i> to resolve the issue. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902009 | Error - Could not create subcontext: cn=(The specified Context) | <p>Cause: Error creating Server object in config store during import.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902010 | Error - (The given ESP) does not exist! | <p>Cause: There was a error during the Administration Console installation.</p> <p>Action: Reinstall the Administration Console.</p> |
| 100902011 | Error - Exception reading (the given ESP) | <p>Cause: The file required during the import process could not be read.</p> <p>Action: Be sure the indicated file can be read by the <code>novlwww</code> user.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100902012 | Error - Could not import LDIF. | <p>Cause: The error occurred while creating the configuration for the Embedded Service Provider.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902013 | Error - Could not find (the specified DN) | <p>Cause: Error connecting to the config store while importing the Embedded Service Provider.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution. You might need to restart the Administration Console.</p> |
| 100902014 | Error - ESP Configuration was not found, so auto-import failed. | <p>Cause: Could not find the configuration for the imported Embedded Service Provider.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902015 | Error - Exception thrown in importDevice of vcdn.application.sc.alert.RegisterCommand. | <p>Cause: Error during import of server component.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902016 | Error - ImportThread null member vars. | <p>Cause: Internal error occurred during import.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902017 | Error - Could not connect to eDir for certs. | <p>Cause: Either the primary Administration Console is down (if this is a secondary console), or the config store is down.</p> <p>Action: Be sure the config store is operating properly and that port 554 is not blocked by a firewall.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100902018 | Error during execution. | <p>Cause: Error executing an external program during import process.</p> <p>Action: Go to Access Gateway Server List and click <i>Repair Import</i>. (The repair import functionality works for any server type.) Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902019 | Error - Could not get (the given number of) bytes of payload data. | <p>Cause: An error occurred while trying to read data for a command.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902020 | Error - VException thrown while executing command in <code>vcdn.application.sc.alert.AlertCommandHandler</code> . | <p>Cause: Problem executing a command from a server component.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902021 | Error - VCDNException thrown in <code>performConfiguration</code> of <code>vcdn.application.sc.config.AGApplyWork</code> | <p>Cause: Problem occurred while sending configuration to Access Gateway server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902022 | Error - VCDNException thrown in <code>responseReceived</code> method of <code>vcdn.application.sc.config.AGApplyWork</code> | <p>Cause: Error occurred in processing the response from an Access Gateway server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902023 | Error - VCDNException thrown in <code>performConfiguration</code> method of <code>vcdn.application.sc.config.AGConfigWork</code> | <p>Cause: Error occurred while sending configuration to Access Gateway server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902024 | Error - VCDNException thrown in <code>responseReceived</code> method of <code>vcdn.application.sc.config.AGConfigWork</code> | <p>Cause: Error occurred in processing the response from an Access Gateway server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902025 | Error - Exception thrown in <code>processAGResponse</code> method of <code>vcdn.application.sc.config.AGConfigWork</code> | <p>Cause: Error occurred in processing the response from an Access Gateway server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100902026 | Error - VCDNException thrown in performConfiguration method of vcdn.application.sc.config.AgentApplyWork | <p>Cause: Error occurred while sending configuration to J2EE Agent server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902027 | Error - VCDNException thrown in responseReceived method of vcdn.application.sc.config.AgentApplyWork | <p>Cause: Error occurred in processing the response from an J2EE Agent server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902028 | Error - VCDNException thrown in performConfiguration method of vcdn.application.sc.config.AgentConfigWork | <p>Cause: Error occurred while sending configuration to J2EE Agent server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902029 | Error - VCDNException thrown in responseReceived method of vcdn.application.sc.config.AgentConfigWork | <p>Cause: Error occurred in processing the response from an J2EE Agent server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902030 | Error - VCDNException thrown in processAgentResponse method of vcdn.application.sc.config.AgentConfigWork | <p>Cause: Error occurred in processing the response from an J2EE Agent server.</p> <p>Action: Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902031 | Error - SchedulerException thrown in configureDeviceNow method of vcdn.application.sc.config.ConfigManager | <p>Cause: Error occurred while scheduling an immediate apply of the current configuration.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902032 | Error - Exception thrown in the execute method of vcdn.application.sc.config.ConfigWork | <p>Cause: Error occurred while performing pending actions.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902033 | Error setting LDAP attribute in performPendingActions of vcdn.application.sc.config.ConfigWork | <p>Cause: Pending actions could not be completed because of a problem communicating with the config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902034 | Error invoking method in performPendingActions of vcdn.application.sc.config.ConfigWork | <p>Cause: Problem occurred while invoking a method during a pending action.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100902035 | Error executing pending action (name) in performPendingActions of vcdn.application.sc.config.ConfigWork | <p>Cause: Problem occurred while displaying a pending dialog message.</p> <p>Action: This is a non-fatal error. If the problem persists, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902036 | Error - Exception thrown in getConfigXML of vcdn.application.sc.config.ConfigWork | <p>Cause: Error occurred while retrieving XML data from the config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902037 | Error - VException thrown in saveInDB method of vcdn.application.sc.config.ConfigWork | <p>Cause: Error occurred while saving the applied configuration in the config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902038 | Error - VException thrown in configFinished method of vcdn.application.sc.config.DeviceConfigApplyWork | <p>Cause: Error occurred while sending the Audit event for a changed configuration.</p> <p>Action: Ensure the Audit server and the config store are functioning properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902039 | Error - VException thrown in configFinished method of vcdn.application.sc.config.DeviceConfigWork | <p>Cause: Error occurred while sending the Audit event for a changed configuration.</p> <p>Action: Ensure the Audit server and the config store are functioning properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902040 | Error - Exception thrown in processConfigDiff method of vcdn.application.sc.config.DeviceGroupConfigWork | <p>Cause: Error occurred while parsing the XML for a group configuration.</p> <p>Action: Error occurred while sending the Audit event for a changed configuration.</p> <p>Action: Submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902041 | Error - Exception thrown in memberConfigFinished method of vcdn.application.sc.config.DeviceGroupConfigWork | <p>Cause: Error occurred while processing a group member configuration apply response.</p> <p>Action: Ensure the server component is functioning properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902042 | Error - Exception thrown in removePendingFromFailedList method of vcdn.application.sc.config.DeviceGroupConfigWork | <p>Cause: Error occurred while re-applying a server configuration.</p> <p>Action: Submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100902043 | Error - SchedulerException thrown in scheduleMultiDeviceWorks method of vcdn.application.sc.config.DeviceGroupConfigWork | Cause: Error occurred while scheduling a group configuration. Action: Submit the app_sc.0.log file for resolution. |
| 100902044 | Error - Exception thrown in the execute method of vcdn.application.sc.config.DeviceGroupConfigWork | Cause: Error occurred while scheduling a group configuration. Action: Submit the app_sc.0.log file for resolution. |
| 100902045 | Error - VException thrown in performWork method of vcdn.application.sc.config.MultiDeviceConfigWork | Cause: Error occurred while applying configuration to a group member. Action: Ensure the server component is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902046 | Error - Exception thrown in performWork method of vcdn.application.sc.config.MultiDeviceConfigWork | Cause: Error occurred while applying configuration to a group member. Action: Ensure the server component is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902047 | Error - SchedulerException thrown in getDeviceGroupConfigWork method of vcdn.application.sc.config.MultiDeviceConfigWork | Cause: Error occurred while trying to get the scheduled configuration. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902048 | Error - VException thrown in configFinished method of vcdn.application.sc.config.MultiDeviceConfigWork | Cause: Error occurred while importing status from a group member. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902049 | Error - VCDNException thrown in the execute method of vcdn.application.sc.command.AGCommandWork | Cause: Error occurred while sending a command to an Access Gateway server. Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902050 | Error - Exception thrown in the sendCommand method of vcdn.application.sc.command.AGCommandWork | Cause: Error occurred while sending a command to an Access Gateway server. Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |

| Event Code | Description | Remedy |
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| 100902051 | Error - Exception thrown in the processAGResponse method of vcdn.application.sc.command.AGCommandWork | <p>Cause: Error occurred while processing a command response from an Access Gateway server.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902052 | Error - VCDNException thrown in the execute method of vcdn.application.sc.command.AgentCommandWork | <p>Cause: Error occurred while sending a command to a J2EE Agent server.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902053 | Error - Exception thrown in the sendCommand method of vcdn.application.sc.command.AgentCommandWork | <p>Cause: Error occurred while sending a command to a J2EE Agent server.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902054 | Error - Exception thrown in the processAgentResponse method of vcdn.application.sc.command.AgentCommandWork | <p>Cause: Error occurred while processing a command response from a J2EE Agent server.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902055 | Error - IOException thrown in the addCommand method of vcdn.application.sc.command.CertCommand | <p>Cause: Error generating certificate command.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902056 | Error - IOException thrown in the generateCmd method of vcdn.application.sc.command.CertCommand | <p>Cause: Error generating certificate command.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902057 | Error - IOException thrown in the setCertChainData method of vcdn.application.sc.command.CertCommand | <p>Cause: Error generating chained certificate command.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902058 | Error - VCDNException thrown in the execute method of vcdn.application.sc.command.IDPCommandWork | <p>Cause: Error occurred while sending a command to an Identity Server ESP server.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100902059 | Error - VCDNException thrown in the sendCommand method of vcdn.application.sc.command.IDPCommandWork | <p>Cause: Error occurred while sending a command to an Identity Server or ESP server.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902060 | Error - NamingException thrown in the updateNIDPCommandStatus method of vcdn.application.sc.command.IDPCommandWork | <p>Cause: Error occurred while processing a command response from an Identity Server or ESP.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 010090261 | Error - VException thrown in the updateNIDPCommandStatus method of vcdn.application.sc.command.IDPCommandWork | <p>Cause: Error occurred while processing a command response from an Identity Server or ESP.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902062 | Error - Exception thrown in the processIDPResponse method of vcdn.application.sc.command.IDPCommandWork | <p>Cause: Error occurred while processing a command response from an Identity Server or ESP.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902063 | Error - VCDNException thrown in the execute method of vcdn.application.sc.command.JCCCommandWork | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902064 | Error - Exception thrown in the sendCommand method of vcdn.application.sc.command.JCCCommandWork | <p>Cause: Error occurred while sending a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902065 | Error - Exception thrown in the processResponse method of vcdn.application.sc.command.JCCCommandWork | <p>Cause: Error occurred while processing a response from a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902066 | Error - VCDNException thrown in the execute method of vcdn.application.sc.command.SSLVPNCommandWork | <p>Cause: Error occurred while sending an SSLVPN server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100902067 | Error - Exception thrown in the sendCommand method of vcdn.application.sc.command.SSLVPNCCommandWork | Cause: Error occurred while sending an SSLVPN server command. Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902068 | Error - Exception thrown in the processSSLVPNResponse method of vcdn.application.sc.command.SSLVPNCCommandWork | Cause: Error occurred while processing a command response from an SSLVPN Server. Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 300902069 | Exception changing factory LocalAddress. | Cause: Error occurred while changing factory XML during configuration import. Action: Submit the app_sc.0.log file for resolution. |
| 100902070 | Error - ConverterException thrown in the getCurrentDeviceXML method of vcdn.application.sc.core.AGDevice | Cause: Error occurred during translation of NetWare Access Gateway configuration. Action: Submit the app_sc.0.log file for resolution. |
| 100902071 | Error - NamingException thrown in the importDevice method of vcdn.application.sc.core.AGDevice | Cause: Config store could not be accessed or an internal error occurred. Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902072 | Error - VException thrown in the importDevice method of vcdn.application.sc.core.AGDevice | Cause: Config store could not be accessed or an internal error occurred. Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902073 | Error - Exception thrown in the importDevice method of vcdn.application.sc.core.AGDevice | Cause: Config store could not be accessed or an internal error occurred. Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902074 | Error - NamingException thrown in the vcdn.application.sc.core.AuditManager constructor. | Cause: Config store could not be accessed or an internal error occurred. Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902075 | Error - JDOMException thrown in the processDocument method of vcdn.application.sc.core.AuditManager | Cause: Audit XML data could not be parsed. Action: Submit the app_sc.0.log file for resolution. |

| Event Code | Description | Remedy |
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| 100902076 | Error - Exception thrown in the processDocument method of vcdn.application.sc.core.AuditManager | <p>Cause: Invalid data format.</p> <p>Action: Attempt the operation again. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902077 | Error - Exception thrown in the setDefaultServer method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902078 | Error - VException thrown in the writeConfig method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902079 | Error - NamingException thrown in the writeConfig method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902080 | Error - Exception thrown in the writeConfig method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902081 | Error - SException thrown in the getIDPConfigObject method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902082 | Error - NamingException thrown in the getIDPConfigObject method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902083 | Error - Exception thrown in the getIDPConfigObject method of vcdn.application.sc.core.AuditManager | <p>Cause: Config store could not be accessed or an internal error occurred.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902084 | Error - NullPointerException thrown in the logEvent method of vcdn.application.sc.core.AuditManager | <p>Cause: Error logging Novell Audit event.</p> <p>Action: Ensure the Novell Audit server is functioning properly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100902085 | Error - Exception thrown in the createElement method of vcdn.application.sc.core.DeviceConfig | Cause: Internal XML error. Action: Submit the app_sc.0.log file for resolution. |
| 100902086 | Error - Exception thrown in the setLastModified method of vcdn.application.sc.core.DeviceConfig | Cause: Internal XML error. Action: Submit the app_sc.0.log file for resolution. |
| 300902087 | Warning - Exception thrown in the getLastScheduledWorkID method of vcdn.application.sc.core.DeviceGroupManager | Cause: The last executed command status ID could not be read. Action: Non-fatal error. |
| 100902088 | Error - Could not get version from device. Make sure it is running properly. | Cause: Could not get version from device. Action: Make sure the server component is running properly, then click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902089 | Error - NamingException thrown in the importDevice method of vcdn.application.sc.core.DeviceManager | Cause: Error importing device. Action: Make sure the server component is running properly, then click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902090 | Error - VException thrown in the importDevice method of vcdn.application.sc.core.DeviceManager | Cause: Error importing device. Action: Make sure the server component is running properly, then click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902091 | Error - InvocationTargetException thrown in the importDevice method of vcdn.application.sc.core.DeviceManager | Cause: Error importing device. Action: Make sure the server component is running properly, then click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902092 | Error - Exception thrown in the importDevice method of vcdn.application.sc.core.DeviceManager | Cause: Error importing device. Action: Make sure the server component is running properly, then click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution. |
| 100902093 | Error - Could not find esp cfg SCC to remove in cluster container. | Cause: Error deleting improperly imported server. Action: Non-fatal error. |
| 100902094 | Error deleting the trusted IDP entry for ESP. | Cause: Error accessing config store. Action: Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log file for resolution. |

| Event Code | Description | Remedy |
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| 100902095 | Error - NamingException thrown in the setHealthCheck method of vcdn.application.sc.core.DeviceManager | <p>Cause: Error saving health status in config store.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902096 | Error - Could not find the DN specified. | <p>Cause: Error saving health status in config store.</p> <p>Action: Ensure the server component imported correctly and the config store is functioning properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902097 | Error - Exception thrown in the deleteDevice method of vcdn.application.sc.core.DeviceManager | <p>Cause: Error occurred while deleting the server objects.</p> <p>Action: Ensure the config store is functioning properly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100902098 | Error - Exception thrown in the setHealthCheck method of vcdn.application.sc.core.DeviceManager | <p>Cause: Error updating the version following an upgrade of a server component.</p> <p>Action: Allow the operation to try again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 300902099 | Warning - Exception thrown in the getLastScheduledWorkID method of vcdn.application.sc.core.DeviceManager | <p>Cause: The last executed command status ID could not be read.</p> <p>Action: Non-fatal error.</p> |
| 300902100 | Device is not imported. | <p>Cause: Server component is sending health to Administration console that does not recognize the server.</p> <p>Action: Click <i>Repair Import</i> to resolve the issue. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 300902101 | Identity configuration not found for device. | <p>Cause: Identity server configuration not found in config store.</p> <p>Action: Non-fatal error.</p> |
| 100902102 | Error - Exception thrown in the createCertEntry method of vcdn.application.sc.core.KeyManager | <p>Cause: The config store is not reachable or the user doesn't have rights to modify the config store</p> <p>Action: Verify the config store is up and that the user has rights to create objects in the following container:</p> <pre>ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell</pre> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100902103 | Error - Exception thrown in the deleteCertEntry method of vcdn.application.sc.core.KeyManager | <p>Cause: The config store is not reachable or the user doesn't have rights to modify the config store</p> <p>Action: Verify the config store is up and that the user has rights to delete objects in the following container:</p> <pre>ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell</pre> |
| 100902104 | Error - Exception thrown in the modifyCertEntryXml method of vcdn.application.sc.core.KeyManager | <p>Cause: The config store is not reachable or the user doesn't have rights to modify the config store</p> <p>Action: Verify the config store is up and that the user has rights to modify objects in the following container:</p> <pre>ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell</pre> |
| 100902105 | Error - Exception thrown in the createKeyStoreEntry method of vcdn.application.sc.core.KeyManager | <p>Cause: The config store is not reachable or the user doesn't have rights to modify the config store</p> <p>Action: Verify the config store is up and that the user has rights to create objects in the following container:</p> <pre>ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell</pre> |
| 100902106 | Error - Exception thrown in the deleteKeyStoreEntry method of vcdn.application.sc.core.KeyManager | <p>Cause: The config store is not reachable or the user doesn't have rights to modify the config store</p> <p>Action: Verify the config store is up and that the user has rights to delete objects in the following container:</p> <pre>ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell</pre> |
| 100902107 | Error - Exception thrown in the modifyKeyStoreEntryXml method of vcdn.application.sc.core.KeyManager | <p>Cause: The config store is not reachable or the user doesn't have rights to modify the config store</p> <p>Action: Verify the config store is up and that the user has rights to modify objects in the following container:</p> <pre>ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell</pre> |

| Event Code | Description | Remedy |
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| 100902108 | Error - Exception thrown in the createElement method of vcdn.application.sc.core.PolicyConfig | <p>Cause: Error creating an element in the specified XML document.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902109 | Error - Exception thrown in the setLastModified method of vcdn.application.sc.core.PolicyConfig | <p>Cause: Error setting an attribute value on modified elements.</p> <p>Action: Submit the app_sc.0.log file for resolution.</p> |
| 100902110 | Error - NamingException thrown in the importDevice method of vcdn.application.sc.core.SSLVPNDevice | <p>Cause: Error importing device.</p> <p>Action: Click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902111 | Error - VException thrown in the importDevice method of vcdn.application.sc.core.SSLVPNDevice | <p>Cause: Error importing device.</p> <p>Action: Click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902112 | Error - Exception thrown in the importDevice method of vcdn.application.sc.core.SSLVPNDevice | <p>Cause: Error importing device.</p> <p>Action: Click <i>Repair Import</i> to resolve the issue. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902113 | Error - Exception thrown in the sendData method of vcdn.application.sc.core.work.DeleteDeviceWork | <p>Cause: Error communicating with component.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902114 | Error - Exception thrown in the execute method of vcdn.application.sc.core.work.ReimportDeviceWork | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902115 | Error - Exception thrown in the getHealth method of vcdn.application.sc.health.HealthCheck | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902116 | Error - Inner Exception thrown in the execute method of vcdn.application.sc.health.HealthCheck | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100902117 | Error - Outer Exception thrown in the execute method of vcdn.application.sc.health.HealthCheck | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902118 | Error - VException thrown in the eventOccurred method of vcdn.application.sc.health.HealthEventListener | <p>Cause: Error occurred while receiving/logging a health event.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902119 | Error getting Health Module or Service | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100902120 | Error - Exception thrown in the execute method of vcdn.application.sc.health.HealthUpdateWork | <p>Cause: Error occurred while executing a server command.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| | Platform | |
| 100903001 | Error - Unable to find a trusted client certificate. | <p>Cause: There was a problem during the import of the device.</p> <p>Action: Consult the documentation to re-import the device into the Administration Console.</p> |
| 100903002 | Error building delayed response. | <p>Cause: Error occurred while processing a request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100903003 | Error setting return code in HttpServletResponse. | <p>Cause: Error occurred while processing a request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100903004 | Error - DelayedResponseListener thread failed to start. | <p>Cause: Error occurred while processing a delayed response.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100903005 | Error in the ResponseHandler thread of the DelayedResponseListener. | <p>Cause: Error occurred while processing a response.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903006 | Error creating XML Element in ResponseBuilder. | <p>Cause: Error occurred while editing XML.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903007 | Error waiting on mutex in RequestDispatcher. | <p>Cause: Error occurred while getting responses.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903008 | Error notifying mutex in RequestDispatcher. | <p>Cause: Error occurred while receiving a response.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903009 | Error receiving in SendInternal of VConnection. | <p>Cause: Error occurred while receiving an internal response.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903010 | Error getting response code in VConnection. | <p>Cause: Error occurred while getting the code.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903011 | Error in stopScheduledResponses of VConnection. | <p>Cause: Error occurred while attempting to stop scheduled responses.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903012 | Error in ConsumeData of VConnection. | <p>Cause: Error occurred while reading data.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903013 | Error in sendData of VConnection. | <p>Cause: Error occurred while sending data.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|---------------|---|--|
| 100903014 | Error in getHeaders of VConnection. | <p>Cause: Error occurred while getting headers.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100903015 | Error in receive of VConnection. | <p>Cause: Error occurred while receiving a response.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| Web UI | | |
| 100904001 | Error reading manager data in UIManager. | <p>Cause: Error occurred while reading data.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904002 | Error during auto authentication in WebApplicaitonFilter. | <p>Cause: Error occurred while authenticating.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904003 | Error - Exception thrown in doFilter of WebApplicationFilter. | <p>Cause: Error getting panel data.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904004 | Error - Exception thrown in logout of WebApplicationFilter. | <p>Cause: Error occurred while logging out.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904005 | Error - VException thrown in getUserInfo of WebManager. | <p>Cause: Error occurred while getting user information.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904006 | Error - Exception thrown in getDeviceInfo of WebManager. | <p>Cause: Error occurred while getting device information.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904007 | Error - Exception thrown in getPolicyInfo of WebManager. | <p>Cause: Error occurred while getting policy information.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|---|--|
| 100904008 | Error - Exception thrown in getTypeSpecificationInfo of WebManager. | <p>Cause: Error occurred while getting policy type specification information.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904009 | Error - Exception thrown in getDeviceConfig of WebManager. | <p>Cause: Error occurred while getting device configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904010 | Error - Exception thrown in getPolicyConfig of WebManager. | <p>Cause: Error occurred while getting device configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904011 | Error - Exception thrown in getTypeSpecificationConfig of WebManager. | <p>Cause: Error occurred while getting policy type specification configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904012 | Error - Exception thrown in parameterMapToString of WebManager. | <p>Cause: Error occurred while getting parameter information.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904013 | Error while logging out user {0}. | <p>Cause: Error occurred while logging out NDS user object.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904014 | Error - Exception thrown in getSelectionCriteria of WebPanel. | <p>Cause: Error occurred while getting selection criteria.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100904015 | Error - Exception thrown in getPanelVersion of WebPanel. | <p>Cause: Error occurred while getting panel version.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|---|--|
| 100904016 | Error - Group Config failed. | <p>Cause: Error occurred while applying group configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904017 | Error - Schedule Group Config failed. | <p>Cause: Error occurred while scheduling group configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904018 | Error - Update XML and Device Config failed. | <p>Cause: Error occurred while updating configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904019 | Error - Unlock Config failed. | <p>Cause: Error occurred while unlocking the configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904020 | Error - Exception thrown in <code>do_cancelPendingConfig</code> of <code>ConfigWorkDispatcher</code> . | <p>Cause: Error occurred while canceling a pending configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904021 | Error - Exception thrown in <code>do_cancelPendingConfig</code> of <code>ConfigWorkDispatcher</code> . | <p>Cause: Error occurred while canceling a pending configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904022 | Error - Exception thrown in <code>do_reapplyPendingConfig</code> of <code>ConfigWorkDispatcher</code> . | <p>Cause: Error occurred while reapplying a pending configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904023 | Error - Exception thrown in <code>do_deviceConfig</code> of <code>ConfigWorkDispatcher</code> . | <p>Cause: Error occurred while applying configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100904024 | Error - Exception thrown in do_scheduleDeviceConfig of ConfigWorkDispatcher. | <p>Cause: Error occurred while scheduling configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 200904025 | Error - XML VALIDATION FAILED. PLEASE CHECK APP_SC LOG. | <p>Cause: XML created by GUI does not match the XML schema and fails validation.</p> <p>Action: Cancel the changes that were made and try again. In any case, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904026 | Error applying settings in ConfigXmlUpdateDispatcher. | <p>Cause: Error occurred while applying configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904027 | Error - Exception thrown in do_save of ConfigXmlUpdateDispatcher. | <p>Cause: Error occurred while saving configuration.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904028 | Error - Exception thrown in do_cancel of ConfigXmlUpdateDispatcher. | <p>Cause: Error occurred while canceling configuration changes.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904029 | Error - Exception thrown in do_refreshConfig of ConfigXmlUpdateDispatcher. | <p>Cause: Error occurred while refreshing configuration manager panel.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904030 | Error - Exception thrown in setLastModParams of ConfigXmlUpdateDispatcher. | <p>Cause: Error occurred while setting an XML attribute.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904031 | Error - IOException thrown in getXPathMap of ConfigXmlUpdateDispatcher. | <p>Cause: Error occurred while xpath mapping on the current panel.</p> <p>Action: Ensure the server component is functioning correctly. Cancel changes on the current panel, return, and try again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100904032 | Error decoding: {0}. | <p>Cause: Error occurred while xpath mapping on the current panel.</p> <p>Action: Ensure the server component is functioning correctly. Cancel changes on the current panel, return, and try again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904033 | Error - Exception thrown in processRequest of ExceptionDispatcher. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904034 | Error - Exception thrown in the service method of ServletDispatcher. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904035 | Error - Exception thrown in ServletDispatcher. | <p>Cause: Error occurred while inserting dispatchers.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904036 | Error - Exception thrown in processRequest of DeviceCommandHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904037 | Error - VException thrown in setNIDPCommandState of DeviceCommandHandler. | <p>Cause: Error occurred while accessing data store.</p> <p>Action: Ensure the data store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904038 | Error - NamingException thrown in setNIDPCommandState of DeviceCommandHandler. | <p>Cause: Error occurred while accessing data store.</p> <p>Action: Ensure the data store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904039 | Error - Could not find signing keystore for {0}. | <p>Cause: An error occurred during the import of the device.</p> <p>Action: Consult the documentation and re-import the device into the Administration Console.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 10090400 | Error - Could not find encryption keystore for {0}. | <p>Cause: An error occurred during the import of the device.</p> <p>Action: Consult the documentation and re-import the device into the Administration Console.</p> |
| 10090401 | Error - Could not find connector keystore for {0}. | <p>Cause: An error occurred during the import of the device.</p> <p>Action: Consult the documentation and re-import the device into the Administration Console.</p> |
| 10090402 | Error - Could not find trust keystore for {0}. | <p>Cause: An error occurred during the import of the device.</p> <p>Action: Consult the documentation and re-import the device into the Administration Console.</p> |
| 10090403 | Error - Could not find OCSP trust keystore for {0}. | <p>Cause: An error occurred during the import of the device.</p> <p>Action: Consult the documentation and re-import the device into the Administration Console.</p> |
| 10090404 | Error - No keys were assigned to keystore: {0}. | <p>Cause: The keystore does not have any certificates in it. This may or may not be a bad condition. For instance, the OCSP trust store can be empty and that should not cause a problem. The signing, encryption, connector, provider, and consumer keystores should have one certificate in them. If it is empty, either the device import failed or the user manually removed the certificate from the keystore.</p> <p>Action: Check the keystore using the UI. If the keystore shows that it has a certificate, then the device import probably failed. Consult the documentation and re-import the device and also try deleting and re-creating the NIDP configuration. Also, try replacing the certificate in the keystore through the UI.</p> |
| 10090405 | Error - Exception thrown in processRequest of UpgradeDeviceGroupHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|-----------------------------|---|---|
| 100904046 | Error - Exception thrown in processRequest of UpgradeDeviceHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100904047 | Error - Exception thrown in getUpgradeInfo of UpgradeDeviceHandler. | <p>Cause: Error occurred while getting update information.</p> <p>Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| Application Handlers | | |
| 100905001 | Error during repair import. | <p>Cause: Error occurred while attempting to repair import.</p> <p>Action: Delete the server from the list and reinstall. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905002 | Error - Failed to remove server. | <p>Cause: Error occurred while attempting to remove server.</p> <p>Action: Submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905003 | Error setting device groups. | <p>Cause: Error occurred while attempting to mark a server as a member of a group.</p> <p>Action: Delete the server from the group and retry or delete the group and recreate. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905004 | Error setting device admin. | <p>Cause: Error occurred while attempting to give an Administrator access to a server.</p> <p>Action: Submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905005 | Error - Exception thrown while importing appliance. | <p>Cause: Error occurred while importing a server.</p> <p>Action: Delete the server from the list and reinstall. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905006 | Error getting health info. | <p>Cause: Error occurred while getting health information for a server.</p> <p>Action: Ensure the server component and the config store are functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 100905007 | Error canceling appliance creation. | Cause: Internal error. Action: Submit the <code>app_sc.0.log</code> file for resolution. |
| 100905008 | Error creating new CDN. | Cause: Internal error. Action: Submit the <code>app_sc.0.log</code> file for resolution. |
| 100905009 | Error removing CDN. | Cause: Internal error. Action: Submit the <code>app_sc.0.log</code> file for resolution. |
| 100905010 | Error creating new Admin. | Cause: Internal error. Action: Submit the <code>app_sc.0.log</code> file for resolution. |
| 100905011 | Error while changing the cached device port. | Cause: Internal error while processing request. Action: Ensure the Management IP Address is correct or edit as needed. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 100905012 | Error while changing the cached device password. | Cause: Internal error while processing request. Action: Ensure the Management Password is correct or edit as needed. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 100905013 | Error - Exception thrown while processing request in EditApplianceHandler | Cause: Internal error while processing request. Action: Ensure all values on the Server Details Edit page are correct and edit as needed. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 100905014 | Error - Exception thrown while modifying device handler in EditDeviceHandler. | Cause: Error occurred while processing a request. Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 100905015 | Error - Exception thrown while changing password in EditDeviceHandler. | Cause: Error occurred while processing a request. Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905016 | Error - Exception thrown while editing CDN in EditPublisherHandler. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |

| Event Code | Description | Remedy |
|------------|---|---|
| 200905017 | Error - Exception thrown while updating CDN in EditPublisherHandler. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905018 | Error - Failed to update the device groups for this user. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905019 | Error - Failed to update the devices for this user. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905020 | Error - Failed to update the cdns for this user. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905021 | Error - Failed to update user data. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 100905022 | Error processing client certs in GenericPipeHandler. | Cause: Internal error while processing request. Action: Ensure the server component is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905023 | Error accessing XML data item in generic pipe: {0} | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905024 | Error parsing XML data item in generic pipe: {0} | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 200905025 | Error processing XML data item in generic pipe: {0} | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |
| 100905026 | Error - Exception thrown in processRequest of GenericPipeHandler: {0} | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution. |

| Event Code | Description | Remedy |
|------------|---|---|
| 100905027 | Error occurred while creating group {0} : {1}. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly or delete the group and recreate it. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905028 | Error getting device manager in <code>doGroupRemove</code> of <code>GroupCreateHandler</code> . | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly or delete the group again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905029 | Error occurred while removing group {0} : {1}. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly or delete the group again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905030 | Error occurred while getting device manager in <code>doGroupAlertStatus</code> of <code>GroupCreateHandler</code> . | <p>Cause: Unable to get alert status for the group.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905031 | Error occurred while setting alert status for group {0} : {1}. | <p>Cause: Unable to set alert status for the group.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905032 | Error occurred while updating group {0} : {1}. | <p>Cause: Unable to make updates to the group.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905033 | Error occurred while removing devices from group {0} : {1}. | <p>Cause: Unable to remove servers from the group.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905034 | Error - Naming Exception thrown in <code>removeDeviceFromCluster</code> of <code>GroupCreateHandler</code> . | <p>Cause: Unable to remove servers from the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100905035 | Error - Exception thrown in removeDeviceFromCluster of GroupCreateHandler. | <p>Cause: Error occurred while removing servers from the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905036 | Error - Exception thrown in removeDeviceFromCluster of GroupCreateHandler. | <p>Cause: Error occurred while removing servers from the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905037 | Error occurred while adding devices to group {0} : {1}. | <p>Cause: Error occurred while adding servers to the group.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905038 | Error - Naming Exception thrown in addDeviceToCluster of GroupCreateHandler. | <p>Cause: Error occurred while adding servers to the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905039 | Error - Exception thrown in addDeviceToCluster of GroupCreateHandler. | <p>Cause: Error occurred while adding servers to the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905040 | Error - Exception thrown in addDeviceToCluster of GroupCreateHandler. | <p>Cause: Error occurred while adding servers to the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905041 | Error occurred while adding devices to group {0} : {1}. | <p>Cause: Error occurred while adding servers to the cluster.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905042 | Error - VCDNException thrown in processRequest of SyncHandler. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905043 | Error - Exception thrown in processRequest of SyncHandler. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 100905044 | Error - Exception thrown in modifySystemSync of SyncHandler. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905045 | Error - WSEException thrown in isAssignedUser of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905046 | Error - WSEException thrown in isAssignedDevice of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905047 | Error - WSEException thrown in getApplianceByUrl of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905048 | Error - WSEException thrown in generateMembershipList of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905049 | Error - WSEException thrown in getAppGroupByName of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905050 | Error - WSEException thrown in getDescForThisGroup of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905051 | Error - Exception thrown in getDescForThisGroup of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905052 | Error - WSEException thrown in getLastModifiedDate of GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution. |
| 100905053 | Error - Get appliance groups failed in GroupCreateBean. | Cause: Internal error. Action: Ensure the config store is functioning correctly or delete group and recreate it. Otherwise, submit the app_sc.0.log file for resolution. |

| Event Code | Description | Remedy |
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| 100905054 | Error - WSEException thrown in hasAMembershipIn of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly or delete group and recreate it. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905055 | Error - Get appliances failed in GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly or delete group and recreate it. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905056 | Error - Get admins failed in GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905057 | Error - WSEException thrown in getPerDeviceProperties of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905058 | Error - WSEException thrown in getPerUserProperties of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905059 | Error - WSEException thrown in getDeviceGroupProperties of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905060 | Error - NamingException thrown in setDeviceClusterConfig of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905061 | Error - Exception thrown in setDeviceClusterConfig of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905062 | Error - VException thrown in clusterServers of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |
| 100905063 | Error - Exception thrown in clusterServers of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100905064 | Error - VException thrown in getAdminList of GroupCreateBean. | <p>Cause: Internal error.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905065 | Error - Exception thrown in callRestartESP of SPConfigHandler. | <p>Cause: Error occurred while restarting Embedded Service Provider.</p> <p>Action: Ensure the server component and ESP are functioning correctly or restart ESP again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905066 | Error restarting {0}. | <p>Cause: Error occurred while restarting Embedded Service Provider.</p> <p>Action: Ensure the server component and ESP are functioning correctly or restart ESP again. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905067 | Error - Could not lookup {0}. | <p>Cause: Error occurred while looking up DN in config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905068 | {0}. | <p>Cause: Error occurred while accessing config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905069 | Error - Exception thrown in createTrustedIDP of SPConfigHandler. | <p>Cause: Error occurred while accessing config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905070 | Error getting the esp trusted IDP. | <p>Cause: Error occurred while accessing config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905071 | espTrustAccessDN not set. | <p>Cause: Error occurred while accessing config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100905072 | Error deleting trusted IDP config. | <p>Cause: Error occurred while accessing config store.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905073 | Error - VCDNException thrown in processRequest of ScheduleHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905074 | Error - Exception thrown in processRequest of ScheduleHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905075 | Error - Exception thrown in setEnable of ScheduleHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905076 | Error - Exception thrown while removing scheduled work in ScheduleHandler. | <p>Cause: Error occurred while processing request.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905077 | Error - Exception thrown while releasing config lock in ScheduleHandler. | <p>Cause: Error occurred while unlocking configuration.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905078 | Error - Exception thrown in modify method of ScheduleHandler. | <p>Cause: Error occurred while modifying scheduled work.</p> <p>Action: Ensure the config store is functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905079 | Error - Exception thrown in executeNow method of ScheduleHandler. | <p>Cause: Error occurred while scheduling work.</p> <p>Action: Ensure the config store and server component are functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100905080 | Error - ParamNotFoundException thrown in createSchedule method of ScheduleHandler. | <p>Cause: Error occurred while scheduling work.</p> <p>Action: Ensure the config store and server component are functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905081 | Error - Can not forward the request to return page. Nothing can be done. | <p>Cause: Internal error.</p> <p>Action: Ensure server component is functioning correctly and attempt to navigate to desired panels. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905082 | Error - Exception thrown in create method of ScheduleHandler. | <p>Cause: Error occurred while scheduling work.</p> <p>Action: Ensure the config store and server component are functioning correctly. Otherwise, submit the <code>app_sc.0.log</code> file for resolution.</p> |
| 100905083 | Config store Error | <p>Cause: The connection to the config store is experiencing problems.</p> <p>Action: To diagnose time synchronization issues with multiple Administration Consoles, run the following command on the primary server command-line:</p> <pre>/opt/novell/eDirectory/bin/ndsrepair -T</pre> <p>This will check the overall time synchronization status. If the time is not in sync, then you might want to consider configuring NTP on each server.</p> |
| | Policy | |
| 100906000 | Cannot set update status for NULL policy extension. | <p>Cause: The composite ID of the extension specified cannot be resolved to an extension ID.</p> <p>Action: On the device that is not receiving an Update status, make a configuration change to force the Update link to become active.</p> |
| 100906001 | Cannot retrieve policy collection info object for the extension. | <p>Cause: The extension ID specified cannot be found in the configuration store.</p> <p>Action: If you see a problem with your extensions, note this error in the log and call support.</p> |

| Event Code | Description | Remedy |
|------------|---|--|
| 100906002 | Cannot retrieve device info object for a device | <p>Cause: When trying to set the Update status on devices which use an extension, the device info was unable to be located in the configuration store.</p> <p>Action: On the device that is not receiving an Update status, make a configuration change to force the Update link to become active.</p> |
| 500906000 | Attempting to update policy status on devices because the policy extension changed. | <p>Cause: Informational message.</p> <p>Action: No action necessary.</p> |
| 500906001 | Setting update policy status for device. | <p>Cause: Informational message.</p> <p>Action: No action necessary.</p> |

Identity Server (001)

3

Component 001

- ◆ Subgroup 01: End user events
- ◆ Subgroup 02: Web Service Framework (WSF)
- ◆ Subgroup 03: Web Service Consumer (WSC)
- ◆ Subgroup 04: User Authentication

| Event Code | Message | Remedy |
|------------|--|---|
| 100100001 | | Type: SEVERE:NIDP:INITIALIZE:001 |
| 100100002 | | Type: SEVERE:NIDP:INITIALIZE:002 |
| 100101001 | No binding available or set for profile. | Type: SEVERE:NIDP:USERMSG:001 Cause: An action using Liberty or SAML protocols could not be completed because the server and trusted provider are not compatibly configured to interact to complete the action. Action: Set the desired protocol profiles in the administration tool to match those supported at the trusted provider. |
| 100101043 | IDP is unable to load ESP metadata. | Type: SEVERE:NIDP:USERMSG:043 Cause: The IDP cannot connect to the metadata URL for the ESP. The IDP may not be able to resolve the domain name for the ESP or if HTTPS is being used, the IDP may not trust the SSL certificate for the ESP. The ESP might also not be running. Action: Make sure that certificates for ESP are imported and trusted into IDP configuration. Check the metadata URL for the ESP and make sure the metadata can be retrieved from a browser: <code>http://<DNS_name>/nesp/idff/metadata</code> If you are seeing this error after changing the IP address of the Linux Access Gateway, restart Tomcat on the Identity Server. For additional help, see “Troubleshooting 100101043 and 100101044 Liberty Metadata Load Errors” in the <i>Novell Access Manager 3.1 SP2 Identity Server Guide</i> . |

| Event Code | Message | Remedy |
|------------|--|--|
| 100101044 | ESP is unable to load IDP metadata | <p>Type: SEVERE:NIDP:USERMSG:044</p> <p>Cause: The ESP cannot connect to the metadata URL for the IDP. The ESP may not be able to resolve the domain name for the IDP or if HTTPS is being used, the ESP may not trust the SSL certificate for the IDP. The IDP may also not be running</p> <p>Action: Make sure the IDP is running and that all certificates are imported and trusted. Check the metadata URL for the IDP and make sure the metadata can be retrieved from a browser: <code>http://<DNS_name>/nidp/idff/metadata</code> A common cause is the base URL on the IDP is set incorrectly.</p> <p>For additional help, see “Troubleshooting 100101043 and 100101044 Liberty Metadata Load Errors” in the <i>Novell Access Manager 3.1 SP2 Identity Server Guide</i>.</p> |
| 100101045 | An error happened while the request was being sent to the correct cluster member for processing. | <p>Type: SEVERE:NIDP:USERMSG:045</p> <p>Cause: The target cluster member may be unavailable.</p> <p>Action: Ensure that all cluster devices are operating correctly.</p> |
| 100102001 | Incomplete web service configuration. | <p>Type: SEVERE:NIDP:WSF:001</p> <p>Cause: The web service instance type (attribute <code>nidsWsfServiceInstanceType</code> on the <code>nidsWsfService</code> object) is not available in the service definition.</p> <p>Action: Delete the associated web service definition and recreate it.</p> |
| 100102002 | Invalid web service configuration. | <p>Type: SEVERE:NIDP:WSF:002</p> <p>Cause: The web service configuration XML (attribute <code>nidsConfigXML</code> on the <code>nidsWsfService</code> object) has invalid XML.</p> <p>Action: Delete the associated web service definition and recreate it.</p> |
| 100102003 | Unable to instantiate the web service provider authority class. This class will be <code>com.novell.nidp.liberty.wsf.config.authority.Idap.WSFConfigAuthorityLdap</code> . | <p>Type: SEVERE:NIDP:WSF:003</p> <p>Cause: Some Java error (probably a classpath issue) is causing the main authority class to not instantiate.</p> <p>Action: Review how the Access Manager product was installed and attempt to determine if Java class files are being accessed from an unexpected source.</p> |
| 100102004 | Unable to load web services. | <p>Type: SEVERE:NIDP:WSF:004</p> <p>Cause: This error catches all failures encountered while trying to load all web services. The reason will be different depending on where the error happened.</p> <p>Action: Try to delete and recreate the web services.</p> |

| Event Code | Message | Remedy |
|------------|--|--|
| 100102005 | Unable to access Novell Secret Store. | <p>Type: SEVERE:NIDP:WSF:005</p> <p>Cause: The LDAP connection between the IDP and the User Store must be secure LDAP if Novell Secret Store is to be used as the back end storage for Credential Profile.</p> <p>Action: Go to the associated user store and change the connection type to secure LDAP.</p> |
| 100102006 | Unable to create user profile object. | <p>Type: SEVERE:NIDP:WSF:006</p> <p>Cause: A Liberty User Profile Object did not exist for the current user, so an attempt was made to create one. That attempt failed!</p> <p>Action: Determine if the named container exists and that the administrator user has rights to create objects there.</p> |
| 100102007 | Unable to instantiate password callback class. | <p>Type: SEVERE:NIDP:WSF:007</p> <p>Cause: Could not find the password callback class in the classpath.</p> <p>Action: Make sure the password callback class to check UsernameToken that decrypts an encrypted message in WSS is in the classpath.</p> |
| 100102008 | Unable to convert XML into Document. | <p>Type: SEVERE:NIDP:WSF:008</p> <p>Cause: This error occurred when converting XML to Document in WSS (Receiver side). It may happen due to incorrect WSC requests.</p> <p>Action: Check the WSC (Sender side) request and resend it.</p> |
| 100102009 | Unable to process WSSecurity (WSS) message. | <p>Type:SEVERE:NIDP:WSF:009</p> <p>Cause: This error occurred when processing WSS headers (Receiver side). It may happen due to incorrect WSS headers in WSC requests.</p> <p>Action: Check the WSS headers in WSC (Sender side) request and resent it.</p> |
| 100102010 | No WSS header found | <p>Type: SEVERE:NIDP:WSF:010</p> <p>Cause: This error occurred when processing WSS headers (Receiver side). It may happen due to no WSS headers in WSC requests.</p> <p>Action: Check the WSS headers in WSC (Sender side) request and resend it.</p> |

| Event Code | Message | Remedy |
|------------|---|--|
| 100102011 | No processed WSS header found | Type: SEVERE:NIDP:WSF:011 Cause: This error occurred after processing WSS headers (Receiver side). It may happen due to incorrect or no WSS headers in WSC requests. Action: Check the WSS headers in WSC (Sender side) request and resend it. |
| 100102012 | WSS untrusted certificate | Type: SEVERE:NIDP:WSF:012 Cause: This error occurred when validating signature on WSS headers (Receiver side). The certificate used for the signature is not trusted. Action: Check the certificate used to sign the message. The certificate is trusted if either it itself or the certificate of the issuer is installed in the trust store. |
| 100102013 | | Type: SEVERE:NIDP:WSF:013 |
| 100102014 | | Type: SEVERE:NIDP:WSF:014 |
| 100102015 | | Type: SEVERE:NIDP:WSF:015 |
| 100102016 | | Type: SEVERE:NIDP:WSF:016 |
| 100102017 | | Type: SEVERE:NIDP:WSF:017 |
| 100102018 | | Type: SEVERE:NIDP:WSF:018 |
| 100102019 | | Type: SEVERE:NIDP:WSF:019 |
| 100102020 | | Type: SEVERE:NIDP:WSF:020 |
| 100102021 | | Type: SEVERE:NIDP:WSF:021 |
| 100102022 | | Type: SEVERE:NIDP:WSF:022 |
| 100102023 | | Type: SEVERE:NIDP:WSF:023 |
| 100102024 | | Type: SEVERE:NIDP:WSF:024 |
| 100102025 | The Service Discovery Service has not been initialized. | Type: SEVERE:NIDP:WSF:025 Cause: The Discovery Service has not been enabled or created. Action: Create and enable a Liberty Discovery Service using the Access Manager administration utility. |
| 100102026 | | Type: SEVERE:NIDP:WSF:026 |
| 100102027 | | Type: SEVERE:NIDP:WSF:027 |
| 100102028 | | Type: SEVERE:NIDP:WSF:028 |
| 100102029 | | Type: SEVERE:NIDP:WSF:029 |
| 100102030 | | Type: SEVERE:NIDP:WSF:030 |
| 100102031 | | Type: SEVERE:NIDP:WSF:031 |

| Event Code | Message | Remedy |
|------------|---|---|
| 100102032 | | Type: SEVERE:NIDP:WSF:032 |
| 100102033 | | Type: SEVERE:NIDP:WSF:033 |
| 100103001 | Web Service Consumer XML Configuration Parse Exception. | Type: SEVERE:NIDP:WSC:001 Cause: The nidsConfigXML attribute on the nidsWsf object has invalid XML. Action: Delete the nidsConfigXML attribute and reconfigure WSC. |
| 100103002 | | Type: SEVERE:NIDP:WSC:002 |
| 100103003 | | Type: SEVERE:NIDP:WSC:003 |
| 100103004 | | Type: SEVERE:NIDP:WSC:004 |
| 100103005 | | Type: SEVERE:NIDP:WSC:005 |
| 100103006 | | Type: SEVERE:NIDP:WSC:006 |
| 100103007 | | Type: SEVERE:NIDP:WSC:007 |
| 100103008 | | Type: SEVERE:NIDP:WSC:008 |
| 100103009 | | Type: SEVERE:NIDP:WSC:009 |
| 100103010 | | Type: SEVERE:NIDP:WSC:010 |
| 100103011 | | Type: SEVERE:NIDP:WSC:011 |
| 100103012 | | Type: SEVERE:NIDP:WSC:012 |
| 100103013 | | Type: SEVERE:NIDP:WSC:013 |
| 100103014 | | Type: SEVERE:NIDP:WSC:014 |
| 100103015 | | Type: SEVERE:NIDP:WSC:015 |
| 100103016 | | Type: SEVERE:NIDP:WSC:016 |
| 100103017 | | Type: SEVERE:NIDP:WSC:017 |
| 100104105 | Could not initialize Kerberos/GSS | Type: SEVERE:NIDP:USERAUTH:105 Cause: Failure at GSS-API Action: Check the following according the details of the error message: Keytab file - validity, presently only understands DES; Service Principal Name (SPN) |
| 100104107 | Kerberos Configuration is not properly initialized | Type: SEVERE:NIDP:USERAUTH:107 Cause: Kerberos Configuration is not properly initialized in the admin user interface Action: Make sure all the required configuration setting are properly specified in admin UI |

| Event Code | Message | Remedy |
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| 100104108 | SPNEGO/Kerberos method not implemented | Type: SEVERE:NIDP:USERAUTH:108 Cause: SPNEGO/Kerberos NegTokenInit not implemented. Action: NegTokenInit token not implemented as the server side does not need to generate it new. No Action needed. |
| 100105001 | An error happened while forwarding a request to a cluster member. | Type: SEVERE:NIDP:APP:001 Cause: An internal error occurred. Action: Evaluate the error and take appropriate action. |
| 100105002 | Failed to initialize JNDI connections. | Type: SEVERE:NIDP:APP:002 Cause: NIDP attempts to create JNDI connections to each user store replica during NIDP startup. In this case, NIDP was unable to establish connections with the indicated host. Action: Ensure that the host is available and that the configuration information for the replica is correct. |
| 100105003 | Error obtaining SOAP response. | Type: SEVERE:NIDP:APP:003 Cause: A SOAP request was made and a response was expected, but an error happened retrieving the response. Action: Evaluate the indicated reason and take appropriate action. |
| 100105004 | Error in SOAP response format. | Type: SEVERE:NIDP:APP:004 Cause: A SOAP request was made and a response was expected, the response was obtained but the format of it was unexpected. Action: Evaluate the indicated reason and take appropriate action. |
| 100105005 | Error executing Login Policy Check LDAP Extension for user on user store | Type: SEVERE:NIDP:APP:005 Cause: User authenticated using X509. An additional check of the directory's user login policy needs to be made using an LDAP method extension. This check was successfully done using an LDAP extension. However, after the LDAP extension is called, it must be called a second time to update the user account with a success or failure. This second call to the extension failed, so directory user account status may be erroneous. Action: Check with eDirectory documentation for LDAP extension with OID 2.16.840.1.113719.1.39.42.100.25 |
| 100105006 | | Type: SEVERE:NIDP:APP:006 |
| 100105007 | | Type: SEVERE:NIDP:APP:007 |

| Event Code | Message | Remedy |
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| 100105008 | The audit logging system is not operational. | <p>Type: SEVERE:NIDP:APP:008</p> <p>Cause: The audit logging system can, in rare circumstances, become non-operational.</p> <p>Action: Examine the error description supplied and take appropriate action.</p> |
| 100106001 | | Type: SEVERE:NIDP:IDFF:001 |
| 200102001 | Invalid access code found for web service specific user interaction query policy. | <p>Type: ERROR:NIDP:WSF:001</p> <p>Cause: The web service definition has a service level user interaction policy that is not ALWAYS or NEVER. Disallowed values are NO and ONCE.</p> <p>Action: Using Access Manager management tools, edit the policy associated with the web service.</p> |
| 200102002 | Invalid access code found for web service specific user interaction modify policy. | <p>Type: ERROR:NIDP:WSF:002</p> <p>Cause: The web service definition has a service level user interaction policy that is not ALWAYS or NEVER. Disallowed values are NO and ONCE.</p> <p>Action: Using Access Manager management tools, edit the policy associated with the web service.</p> |
| 200102003 | Unrecognized web service. | <p>Type: ERROR:NIDP:WSF:003</p> <p>Cause: The web service definition has a service type specifier (attribute nidsWsfServiceInstanceType on object nidsWsfService) that is not recognized.</p> <p>Action: Using Access Manager management tools, delete the associated web service and recreate it.</p> |
| 200102004 | Error writing user interaction access policy to the data store. | <p>Type: ERROR:NIDP:WSF:004</p> <p>Cause: The IDP received user interaction access policy from the user, but was unable to persist it to the data store.</p> <p>Action: Check the Access Manager Configuration datastore to see if it is available.</p> |
| 200102005 | Cannot read or write web service data because zero data locations are specified. | <p>Type: ERROR:NIDP:WSF:005</p> <p>Cause: When an IDP web service is reading or writing data it follows the configured data locations to know where to perform its operations. If the administrator has not set up any data locations then the operation must fail.</p> <p>Action: Add at least one data location the web service.</p> |

| Event Code | Message | Remedy |
|------------|---|--|
| 200102006 | Cannot read or write web service data because the first data location is unknown. | <p>Type: ERROR:NIDP:WSF:006</p> <p>Cause: When an IDGIS web service is reading or writing data it follows the configured data locations to know where to perform its operations.</p> <p>Action: Delete all data locations from the associated web service and add them back into the list.</p> |
| 200102007 | Unexpected error writing data to web service. | <p>Type: ERROR:NIDP:WSF:007</p> <p>Cause: Writing to web services is prone to various unexpected errors.</p> <p>Action: Evaluate the reason for the error and take appropriate action.</p> |
| 200102008 | Unable to locate the cached NIDPSession object given session id. | <p>Type: ERROR:NIDP:WSF:008</p> <p>Cause: The user session has expired.</p> <p>Action: The user must login again.</p> |
| 200102009 | Cached NIDPPrincipal object has zero NIDPSubject objects. | <p>Type: ERROR:NIDP:WSF:009</p> <p>Cause: The user session has expired.</p> <p>Action: The user must login again.</p> |
| 200102010 | No web service authority available. | <p>Type: ERROR:NIDP:WSF:010</p> <p>Cause: A web service of the provided type did not initialize correctly.</p> <p>Action: Delete the web service and recreate it.</p> |
| 200102011 | No web service available. | <p>Type: ERROR:NIDP:WSF:011</p> <p>Cause: A web service of the provided type does not exist, or is not enabled.</p> <p>Action: Create or enable a web service of this type.</p> |
| 200102012 | Unable to understand the web service request's XML. | <p>Type: ERROR:NIDP:WSF:012</p> <p>Cause: A web service sent a request to the IDP that cannot be parsed or it is missing data such that the request cannot be understood.</p> <p>Action: Notify your system administrator that invalid web service requests are being made to the system.</p> |
| 200102013 | Error processing web service query request. | <p>Type: ERROR:NIDP:WSF:013</p> <p>Cause: Processing web service requests may result in a number of unexpected errors.</p> <p>Action: Evaluate the reason given in the error message, and take appropriate action.</p> |

| Event Code | Message | Remedy |
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| 200102014 | Error processing web service modify request. | Type: ERROR:NIDP:WSF:014 Cause: Processing web service requests may result in a number of unexpected errors. Action: Evaluate the reason given in the error message, and take appropriate action. |
| 200102015 | Unable to locate the user's local identifier in the resource id. | Type: ERROR:NIDP:WSF:015 Cause: The web service resource id, an identifier indicating what user the request is destined for, did not contain the information required to identify the user. Action: Notify your system administrator that invalid web service requests are being made to the system. |
| 200102016 | Unable to locate a cached NIDPPrincipal object given the local id. | Type: ERROR:NIDP:WSF:016 Cause: The user session has expired. Action: The user must login again. |
| 200102017 | Unable to locate a NIDPIdentity object given the local id. | Type: ERROR:NIDP:WSF:017 Cause: The user session has expired. Action: The user must login again. |
| 200103001 | The indicated web service is not available or it has been disabled! An attempt was made to access this service to operate on the indicated data. | Type: ERROR:NIDP:WSC:001 Cause: The Web Service Consumer received a request and one of the data tokens referenced a data item that is not available in any of the services known to the Access Manager. Action: The system has encountered an invalid configuration and should be restarted by the system administrator. |
| 200103002 | Cannot make web service request because there are zero web service resource offerings available. | Type: ERROR:NIDP:WSC:002 Cause: The Web Service Consumer received a request but there were zero service resource offerings provided. So, the web service has no destination service to which a request can be made. Action: The user must login again. |
| 200103003 | Unable to locate an identity id from the authentications available in the provided NIDPSession. | Type: ERROR:NIDP:WSC:003 Cause: The user session has expired. Action: The user must login again. |
| 200104001 | Could not get client certificate. | Type: ERROR:NIDP:USERAUTH:001 Cause: Could not get user certificate from the client browser Action: Install user X509 certificate on the client browser and try again. |

| Event Code | Message | Remedy |
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| 200104003 | Could not read configuration | Type: ERROR:NIDP:USERAUTH:003 Cause: Could not read configuration out of file Action: Make sure the X509 config properties file is present. |
| 200104004 | User Certificate Authentication Failed | Type: ERROR:NIDP:USERAUTH:004 Cause: User Certificate Authentication Failed due to the reasons in detailed message Action: Take appropriate action as per the reasons in the detailed message |
| 200104005 | No matching Principal found. | Type: ERROR:NIDP:USERAUTH:005 Cause: No Principal from X509Certificate found in User store Action: Check the X509Class Method and it's attribute mapping profile as defined using administration tool. Also, make sure the matched user exists in the User store. |
| 200104006 | More than one Principal matched. | Type: ERROR:NIDP:USERAUTH:006 Cause: Principal from X509Certificate Multiple users found in User store which matched Principal from X509Certificate based on X509Class attribute mapping profile. Action: Check the X509Class Method and it's attribute mapping profile as defined using administrator tool. Also, check if multiple user exists in the User store(s). |
| 200104008 | Error loading Trust store | Type: ERROR:NIDP:USERAUTH:008 |
| 200104009 | Client certificate not yet valid. | Type: ERROR:NIDP:USERAUTH:009 Cause: X509 certificate is valid in the future Action: Use a valid certificate |
| 200104010 | Client certificate no longer valid. | Type: ERROR:NIDP:USERAUTH:010 Cause: X509 certificate is expired Action: Use a valid certificate |
| 200104011 | The Certificate has been revoked. | Type: ERROR:NIDP:USERAUTH:011 Cause: The Certificate has been revoked Action: Use a valid certificate which is not revoked. |
| 200104012 | Error Parsing Certificate. | Type: ERROR:NIDP:USERAUTH:012 Cause: Error Parsing Certificate when performing certificate validations Action: Use a valid X509 certificate. |

| Event Code | Message | Remedy |
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| 200104017 | Error getting CRL/OCSP. | Type: ERROR:NIDP:USERAUTH:017 Cause: Could not get to the CRL/OCSP URL for validations. Action: Make sure the CRL/OCSP URLs are accessible Or disable validations in administration. Additionally, can define a different CRL/OCSP URL in the administration tool which the X509Class can also use for validations. |
| 200104018 | Could not verify CRL signature. | Type: ERROR:NIDP:USERAUTH:018 Cause: Could not verify signature on the fetched CRL Action: Make sure the CRL server public key/certificate is in NIDP/ESP trust store. |
| 200104019 | Could not find Key for this server. | Type: ERROR:NIDP:USERAUTH:019 Cause: Could not find Key/Cert for NIDP/ESP server towards authenticating to OCSP server Action: Make sure the NIDP/ESP Signing keystore has appropriate Key/Cert in it. |
| 200104020 | CRL/OCSP is too old; New version already available. | Type: ERROR:NIDP:USERAUTH:020 Cause: During validations, the fetched CRL Or OCSP is stale. Newer version will be available Action: In case of CRLs, next attempt to fetch CRL should get a fresh CRL after purging the cached one. In case of OCSP, notify the OCSP server administrator. |
| 200104021 | No Issuer Certificate found. | Type: ERROR:NIDP:USERAUTH:021 Cause: Issuer of user certificate not found which is required for OCSP validations Action: Make sure the issuer of user/client certificate is either found in certificate-chain or in NIDP/ESP trust store. |
| 200104022 | Error getting OCSP Response. | Type: ERROR:NIDP:USERAUTH:022 Cause: Could not get OCSP Response from the OCSP server Action: Make sure its going to the right OCSP server. |
| 200104023 | Error processing OCSP Response. | Type: ERROR:NIDP:USERAUTH:023 Cause: OCSP response could not be processed Action: Make sure its going to the right OCSP server and that it is operating correctly. |

| Event Code | Message | Remedy |
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| 200104024 | At least one parameter of OCSPProcessor was uninitialized. | Type: ERROR:NIDP:USERAUTH:024 Cause: At least one parameter of OCSPProcessor was uninitialized during OCSP validations Action: Make sure the NIDP/ESP Signing keystore has appropriate Key/Cert in it. Also, that the NIDP/ESP OCSP trust store has the valid public-key/certificate of OCSP server. |
| 200104025 | Request was already generated. | Type: ERROR:NIDP:USERAUTH:025 Cause: OCSP request was already generated for certificate(s) Action: Check the client certificate chain. |
| 200104026 | OCSP response was already processed | Type: ERROR:NIDP:USERAUTH:026 |
| 200104027 | Internal error occurred in the OCSP Server. | Type: ERROR:NIDP:USERAUTH:027 Cause: OCSP server responded to the request with an internal error. Action: Contact OCSP server administrator. |
| 200104028 | Your request did not fit the RFC 2560 syntax. | Type: ERROR:NIDP:USERAUTH:028 Cause: OCSP server responded to the request with malformed request message. Action: Contact OCSP administrator and check the request. |
| 200104029 | Your request was not signed. | Type: ERROR:NIDP:USERAUTH:029 Cause: Request to OCSP server needs to be signed. Action: Enable signing of OCSP requests in X509Class administration. |
| 200104030 | The server was too busy to answer you. | Type: ERROR:NIDP:USERAUTH:030 Cause: OCSP server is too busy to respond to requests. Action: Contact OCSP server administrator. |
| 200104031 | The server could not authenticate you. | Type: ERROR:NIDP:USERAUTH:031 Cause: OCSP server could not authenticate Novell Identity server. Action: Make sure Signing of OCSP requests is enabled and NIDP signing keystore has appropriate key in it. Also, make sure the OCSP server trusts Nidp server. |

| Event Code | Message | Remedy |
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| 200104032 | Unknown OCSPResponse status code. | Type: ERROR:NIDP:USERAUTH:032 Cause: OCSP server responded to the request with unknown status code. Action: Contact OCSP server administrator. |
| 200104033 | No valid OCSPResponse obtained. | Type: ERROR:NIDP:USERAUTH:033 Cause: Invalid OCSP response obtained. Action: Check the OCSP server response version and contact administrator. |
| 200104034 | Response was generated in the future. | Type: ERROR:NIDP:USERAUTH:034 Cause: OCSP response is not yet valid. Action: Disable OCSP validations Or Contact OCSP server administrator. |
| 200104035 | Error verifying responder certificate. | Type: ERROR:NIDP:USERAUTH:035 Cause: This may happen when reading the OCSP trust store during OCSP validations. Action: Make sure OCSP trust store exists on NIDP server. |
| 200104036 | Response seems to be signed with untrusted certificate. | Type: ERROR:NIDP:USERAUTH:036 Cause: OCSP server trusted-root certificate not found in OCSP trust store. Action: Import OCSP server trusted root in Nidp's OCSP trust store. |
| 200104037 | The received responder id does not match your responder certificate. | Type: ERROR:NIDP:USERAUTH:037 Cause: The response ID received in OCSP response does not match. Action: Make sure NIDP's OCSP trust store has the right OCSP server public-key certificate. |
| 200104038 | Could not verify OCSP server response. | Type: ERROR:NIDP:USERAUTH:038 Cause: OCSP server response is incorrect. Action: Verify the OCSP server URL. Make sure NIDP's OCSP trust store has the right OCSP server public-key certificate. |
| 200104039 | No client certificates inside OCSP response. | Type: ERROR:NIDP:USERAUTH:039 Cause: Empty response from OCSP server. Action: Verify the OCSP server URL. |

| Event Code | Message | Remedy |
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| 200104040 | Number of certificates inside OCSP response does not fit to request. | Type: ERROR:NIDP:USERAUTH:040 Cause: OCSP response does not contain the requested number of certificate status. Action: Verify the OCSP server URL. |
| 200104041 | Certificate was revoked in the future. | Type: ERROR:NIDP:USERAUTH:041 Cause: OCSP response not yet valid. Action: Verify the OCSP server URL. |
| 200104042 | Received certificate twice or one, that was not requested. | Type: ERROR:NIDP:USERAUTH:042 Cause: OCSP response does not match request. Action: Verify the OCSP server URL. |
| 200104043 | Request was not accepted. | Type: ERROR:NIDP:USERAUTH:043 Cause: Could not connect to OCSP server. Action: Verify the OCSP server URL. |
| 200104044 | Wrong response type (not application/ocsp-response). | Type: ERROR:NIDP:USERAUTH:044 Cause: Malformed OCSP response. Action: Verify the OCSP server URL. |
| 200104045 | No OCSPResponse message. | Type: ERROR:NIDP:USERAUTH:045 Cause: No OCSPResponse message. Action: Verify the OCSP server URL. |
| 200104046 | Could not read whole OCSPResponse. | Type: ERROR:NIDP:USERAUTH:046 Cause: Malformed OCSP response. Action: Verify the connection to OCSP server URL. |
| 200104047 | Exception Occurred. | Type: ERROR:NIDP:USERAUTH:047 Cause: Error getting CRL. Action: Verify the connection to CRL server URL. |
| 200104051 | Unsupported critical extension OID(s). | Type: ERROR:NIDP:USERAUTH:051 Cause: Some Critical extension OID(s) not understood. Action: Check the certificate for unsupported critical extensions. If needed, add the processing of the critical extension in NDP CertPathChecker class. |
| 200104053 | Error processing CRL Response. | Type: ERROR:NIDP:USERAUTH:053 Cause: Error processing CRL Response. Action: Check X509class config and user/client certificate CRL extension. |

| Event Code | Message | Remedy |
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| 200104054 | Error processing certificate validations. | Type: ERROR:NIDP:USERAUTH:054 Cause: Error processing CRL/OCSP validations. Action: Check X509class config and user/client certificate CRL extension. |
| 200104055 | Protocol not supported or none specified. | Type: ERROR:NIDP:USERAUTH:055 Cause: Transport protocol not supported to fetch CRL. Action: Currently, CRLs can be fetched over http and LDAP protocols. Make sure the X509class config and/or user/client certificate CRL extension does not have any other transport protocol specified. |
| 200104057 | Unable to do X509 Certificate based authentication over non SSL (HTTP) | Type: ERROR:NIDP:USERAUTH:057 Cause: URL protocol is HTTP Action: URL protocol needs to be HTTPS |
| 200104100 | Error processing Authorization header | Type: ERROR:NIDP:USERAUTH:100 Cause: Could not process HTTP Authorization header Action: Try with correct authorization header with base64 encoded SPNEGO token |
| 200104101 | Error processing SPNEGO/Kerberos | Type: ERROR:NIDP:USERAUTH:101 Cause: Error processing SPNEGO/Kerberos. The cause is included in detailed message Action: Take action as per the detailed error message |
| 200104102 | No Kerberos Principal found in the token | Type: ERROR:NIDP:USERAUTH:102 Cause: Failure at GSS-API Action: Make sure the Kerberos keytab file is generated correctly by KDC |
| 200104103 | No SPNEGO Token found | Type: ERROR:NIDP:USERAUTH:103 Cause: No SPNEGO Token found in the request Action: Include the SPNEGO token in the request to use this authentication |
| 200104104 | GSS Context already established | Type: ERROR:NIDP:USERAUTH:104 Cause: GSS Context already established Action: Close the browser and try again |
| 200104106 | Unrecognized SPNEGO Token | Type: ERROR:NIDP:USERAUTH:106 Cause: Unrecognized SPNEGO Token Action: Include the correct SPNEGO token in the request to use this authentication |

| Event Code | Message | Remedy |
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| 200104109 | Malformed SPNEGO NegTokenInit | Type: ERROR:NIDP:USERAUTH:109 Cause: Malformed token NegTokenInit Action: Try again with correct NegTokenInit token |
| 200104110 | Malformed SPNEGO Token field | Type: ERROR:NIDP:USERAUTH:110 Cause: Malformed SPNEGO Token field Action: Try again with correct NegTokenInit token |
| 200104111 | Multiple users matched in the user stores | Type: ERROR:NIDP:USERAUTH:111 Cause: Multiple users matched in the user stores Action: Make sure the users are unique in user stores |
| 200104112 | No user matched in the user stores | Type: ERROR:NIDP:USERAUTH:112 Cause: No user found in the user stores Action: Make sure the user attribute (as defined in admin UI) is populated in correct format. |
| 200107005 | Error building certificate chain during validations. | Type: ERROR:NIDP::005 Cause: This could occur when all the CDPs are unreachable. Action: Change the Certificate with correct CDPs or make sure CDP is up and able to serve. |
| 300101002 | An authenticated subject is required. | Type: WARN:NIDP:USERMSG:002 Cause: An action that can only be performed by an authenticated user was attempted. Action: Provide proper user credentials and retry desired action. |
| 300101003 | An authentication principal is required. | Type: WARN:NIDP:USERMSG:003 Cause: An action that can only be performed by an authenticated user was attempted. Action: User must be authenticated to perform operation. |
| 300101004 | Identity does not exist or is not specified. | Type: WARN:NIDP:USERMSG:004 Cause: An action was attempted that requires a federated identity to exist. Action: Create a federated link prior to performing the action. |

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| 300101005 | Invalid or no provider is specified. | <p>Type: WARN:NIDP:USERMSG:005</p> <p>Cause: An action was requested related to a trusted provider that does not exist.</p> <p>Action: Add the desired provider as a trusted entity or check for invalid access to system.</p> |
| 300101006 | An authenticated session is required. | <p>Type: WARN:NIDP:USERMSG:006</p> <p>Cause: An action that can only be performed by an authenticated user was attempted.</p> <p>Action: Provide proper user credentials and retry desired action.</p> |
| 300101007 | Invalid artifact. | <p>Type: WARN:NIDP:USERMSG:007</p> <p>Cause: An artifact was received from an identity provider that is invalid or has not been used within a reasonable time frame.</p> <p>Action: Make sure that the provider sending the artifact is trusted or check for possible security intrusions.</p> |
| 300101008 | No assertion returned in response. | <p>Type: WARN:NIDP:USERMSG:008</p> <p>Cause: Assertions will not be returned in a response whenever authentication at the identity provider fails. The cause for this can include invalid configurations and canceling the authentication process at the identity provider.</p> <p>This response is also returned when a user has reached the maximum number of sessions and then attempts to access a protected resource that requires authentication.</p> <p>Action: Make sure that both the identity and service providers are configured correctly to trust each other. Provide proper credentials during the authentication process at the identity provider.</p> |
| 300101009 | Invalid issuer. | <p>Type: WARN:NIDP:USERMSG:009</p> <p>Cause: A response was received from a provider that is not trusted.</p> <p>Action: Make sure intended provider is trusted or check for possible intrusions.</p> |
| 300101010 | Response does not match request. | <p>Type: WARN:NIDP:USERMSG:010</p> <p>Cause: A response was received for a request that was not issued.</p> <p>Action: Retry action and check for possible intrusion.</p> |

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| 300101011 | Assertion is being replayed. | <p>Type: WARN:NIDP:USERMSG:011</p> <p>Cause: An assertion has been received that was already used to authenticate a user at the service provider.</p> <p>Action: This is a security mechanism that if persists may require some investigation to determine who is trying to replay the assertion. Assertions are only good for single use.</p> |
| 300101012 | Assertion does not contain an authentication statement. | <p>Type: WARN:NIDP:USERMSG:012</p> <p>Cause: An identity provider has sent an assertion that is not complete.</p> <p>Action: Check with administrator of trusted provider to determine why statement is not being sent.</p> |
| 300101013 | Unable to validate the subject of the assertion. | <p>Type: WARN:NIDP:USERMSG:013</p> <p>Cause: A subject may not have been sent in the assertion or was not valid. This check protects from certain assertion attacks.</p> <p>If the time is not in sync between the identity provider and the service provider, the subject is invalid because of the timestamp sent with the subject.</p> <p>Action: If persistent, check the protocol message sent for a time discrepancy between the providers or a missing subject, then notify the administrator of the trusted site.</p> <p>For more information, see "Federation with External SAML 2.0 Partner Gives 300101013 Error" (http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=3903427&sliceId=2&docTypeID=DT_TID_1_1&dialogID=69860557&stateId=0%200%2069862016).</p> |
| 300101014 | Assertion not yet valid. | <p>Type: WARN:NIDP:USERMSG:014</p> <p>Cause: An assertion was received that is not valid until sometime in the future.</p> <p>Action: Check server's clock for accuracy. Attempt to validate the clock accuracy of the computer generating the assertion.</p> |
| 300101015 | Assertion no longer valid. | <p>Type: WARN:NIDP:USERMSG:015</p> <p>Cause: An assertion was received that had a time validity period that is in the past.</p> <p>Action: Check server's clock for accuracy. Attempt to validate the clock accuracy of the computer generating the assertion. Try to authenticate again.</p> |

| Event Code | Message | Remedy |
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| 300101016 | No matching audience. | <p>Type: WARN:NIDP:USERMSG:016</p> <p>Cause: An assertion was received that was not intended for your server.</p> <p>Action: Determine the origin of the assertion and make sure that you want to accept assertions from it.</p> <p>For more information, see “Access Manager 300101016 Error - No Matching Audience” (http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=3260366&sliceId=2&docTypeID=DT_TID_1_1&dialogID=69860436&stateId=0%20%2069856899).</p> |
| 300101017 | Missing or invalid signature on assertion. | <p>Type: WARN:NIDP:USERMSG:017</p> <p>Cause: The identity provider did not sign.</p> <p>Action: Check with provider of assertion to determine why assertion is not signed.</p> |
| 300101018 | Missing or invalid signature on request/response. | Type: WARN:NIDP:USERMSG:018 |
| 300101020 | Digital signature is required. | <p>Type: WARN:NIDP:USERMSG:020</p> <p>Cause: A protocol message was received that was expected to be digitally signed, but was not.</p> <p>Action: It may be necessary to contact the trusted provider administrator to determine why the message is not signed. Make sure authentication request signing settings match those for the trusted provider.</p> |
| 300101021 | Signature validation failed. | <p>Type: WARN:NIDP:USERMSG:021</p> <p>Cause: The digital signature of a protocol message could not be verified using the public key obtained in the metadata of a trusted provider.</p> <p>Action: Update the metadata of trusted provider. This should ensure you have the latest signing certificate.</p> |
| 300101022 | An undetermined problem in the message format has occurred. | <p>Type: WARN:NIDP:USERMSG:022</p> <p>Cause: An error was detected in the exchange of either a Liberty or SAML protocol message.</p> <p>Action: Turn logging/tracing on to print out the message that is problematic. It may be necessary to contact Novell Technical Services in this case.</p> |
| 300101023 | User lookup failed. | <p>Type: WARN:NIDP:USERMSG:023</p> <p>Cause: An attempt to identify a user failed while attempting to complete a federation at the server.</p> <p>Action: Check the configuration for identifying users for the trusted provider and ensure the specified method can resolve to a single user in your directory.</p> |

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| 300101024 | Failed to load java class. | Type: WARN:NIDP:USERMSG:024 Cause: A Java class failed to be loaded during program execution. Action: Check the logs to determine the class that is failing to load. Make sure the class being loaded is in the classpath of the JVM. |
| 300101025 | | Type: WARN:NIDP:USERMSG:025 |
| 300101026 | | Type: WARN:NIDP:USERMSG:026 |
| 300101027 | | Type: WARN:NIDP:USERMSG:027 |
| 300101028 | SOAP TLS authorization failed. | Type: WARN:NIDP:USERMSG:028 Cause: SSL mutual authentication is being used to authenticate a SOAP back channel session and the credentials cannot be validated. Action: Make sure certificates for back channel communications are trusted on each end. For more information, see " Access Manager 300101028 - SOAP TLS Authorization Failed " (http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=3813149&sliceId=2&docTypeID=DT_TID_1_1&dialogID=69848431&stateId=0%20%2069844751). |
| 300101029 | | Type: WARN:NIDP:USERMSG:029 |
| 300101030 | SOAP fault. | Type: WARN:NIDP:USERMSG:030 Cause: An error was detected in the transmission of protocols using SOAP. Action: Turn tracing on and look for any obvious causes for the problem. |
| 300101031 | Received an identity that does not resolve to the current logged in user. | Type: WARN:NIDP:USERMSG:031 Cause: This is caused when a user is logged in with one identity and then attempts to authenticate as the identity of another user. For a given session, all authentications must resolve to the same user. Action: Log out of the current user and log in again as the desired user. |
| 300101032 | Assertion is expired. | Type: WARN:NIDP:USERMSG:032 Cause: The use of the assertion to authenticate the server did not occur within the time limits specified by the assertion. Action: Try and re-authenticate. Determine if there are any network latencies that may cause the assertion not to arrive in a timely fashion. Look for misuse of the assertion. |

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| 300101033 | IDP return authentication failure. | <p>Type: WARN:NIDP:USERMSG:033</p> <p>Cause: An IDP's attempt to authenticate the server was unsuccessful. This particular authentication came from the IDP's intersite transfer service and was not requested by the server.</p> <p>Action: Check at the IDP for a reason why the authentication was a failure. It may just be necessary to attempt authentication again.</p> |
| 300101034 | No target is defined. | <p>Type: WARN:NIDP:USERMSG:034</p> <p>Cause: A request was made of the server's intersite transfer service without specifying a target resource.</p> <p>Action: Requests for the intersite transfer service must include an id of the intended service provider to be authenticated as well as the target resource to be displayed. To avoid this error, provide an &TARGET="value" on the URL.</p> |
| 300101035 | | Type: WARN:NIDP:USERMSG:035 |
| 300101036 | Not enough memory to process request. | <p>Type: WARN:NIDP:USERMSG:036</p> <p>Cause: The system does not have enough memory to complete the requested action.</p> <p>Action: Wait a few moments for memory to free up and retry request. It may be necessary to add additional memory to the server.</p> |
| 300101037 | Server is not in a running state. | <p>Type: WARN:NIDP:USERMSG:037</p> <p>Cause: A request was made of the server that can only be performed when the server is in a running state.</p> <p>Action: Start the server.</p> |
| 300101038 | JSP file not found. | <p>Type: WARN:NIDP:USERMSG:038</p> <p>Cause: An attempt was made to load a JSP page that does not exist.</p> <p>Action: Determine the JSP not loading and make sure it is in the correct location.</p> |
| 300101039 | Invalid authentication credentials were provided. | <p>Type: WARN:NIDP:USERMSG:039</p> <p>Cause: A user has attempted to authenticate to the system with credentials that are not valid for the account.</p> <p>Action: User needs to enter correct credentials.</p> |

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| 300101040 | User password has expired. | <p>Type: WARN:NIDP:USERMSG:040</p> <p>Cause: A user has attempted to authenticate to the system with a password that is expired.</p> <p>Action: The user needs to create a new password.</p> |
| 300101041 | User account identification failed. | <p>Type: WARN:NIDP:USERMSG:041</p> <p>Cause: Account identification can fail due to: 1. User cancels authentication request 2. User cannot be uniquely identified by Matching Expression 3. Necessary attributes to do user matching or provisioning were not obtained.</p> <p>Action: Check Account Identification configuration for the trusted provider and make sure that necessary attributes are available. If using Matching Expressions, make sure that they include attributes that can resolve to a single user. If using Provisioning, make sure required attributes are all available in the defined attribute set for the trusted provider.</p> <p>For more information, see “Access Manager Error 300101041 Provisioning New Users Using SAML2” (http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=3219302&sliceId=1&docTypeID=DT_TID_1_1&dialogID=69780245&stateId=0%200%2069778277).</p> |
| 300101042 | Invalid assertion conditions. | <p>Type: WARN:NIDP:USERMSG:042</p> <p>Cause: A set of conditions that are not understood were sent as part of an assertion.</p> <p>Action: Check with the provider of the assertion to determine what these conditions are and why they are being sent.</p> |
| 300101046 | Unknown URL host. | <p>Type: WARN:NIDP:USERMSG:046</p> <p>Action: Use logs to determine the problematic host and determine why DNS is failing.</p> |
| 300101047 | An untrusted provider is being referenced in a request or a response. | <p>Type: WARN:NIDP:USERMSG:047</p> <p>Action: Use logs to determine the provider that is untrusted and then create a trusted relationship if desired.</p> |

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| 300101048 | The LDAP servers are too busy to accept more users. | <p>Type: WARN:NIDP:USERMSG:048</p> <p>Cause: There are too many threads waiting to get an available LDAP connection. The LDAP servers are too busy to accept more users.</p> <p>Action: Wait a few moments for the LDAP requests to be processed and retry the request. It may be necessary to add additional LDAP servers or upgrade the hardware specifications of the existing LDAP servers.</p> |
| 300101049 | The HTTPS protocol was not used to access this authentication card. | <p>Type: WARN:NIDP:USERMSG:049</p> <p>Cause: Accessing the site was done via http, not https.</p> <p>Action: Access the site again using https.</p> |
| 300101050 | The Authentication Card specified is not valid. | <p>Type: WARN:NIDP:USERMSG:050</p> <p>Cause: An invalid card identifier was used, most likely due to modifying a url.</p> <p>Action: Specify cards to use only by clicking on them.</p> |
| 300101051 | The user's session limit has been reached. | <p>Type: WARN:NIDP:USERMSG:051</p> <p>Cause: User has already logged in the maximum allowable times.</p> <p>Action: Logout of one or more sessions.</p> |
| 300101052 | A response was expected at the url but none was found. | <p>Type: WARN:NIDP:USERMSG:052</p> <p>Cause: The wrong endpoint may be accessed for the operation desired.</p> <p>Action: Check the action being performed against the url/endpoint being accessed.</p> |
| 300101053 | CardSpace authentication profile failed to load. | <p>Type: WARN:NIDP:USERMSG:053</p> <p>Cause: TrustedProvider failed to load (probably due to certificate errors).</p> <p>Action: Check the certificates for the trusted provider and make sure they are valid.</p> |
| 300101054 | CardSpace authentication fails because a required attribute is not in assertion. | <p>Type: WARN:NIDP:USERMSG:054</p> <p>Cause: A required attribute was not returned in the assertion provided by an STS.</p> <p>Action: Check the attribute value at the STS, or make the attribute optional.</p> |
| 300102001 | No Discovery Service Configured! Unable to create the requested resource offering! | <p>Type: WARN:NIDP:WSF:001</p> <p>Cause: The system administrator did not create or enable a Discovery service.</p> <p>Action: Create or enable a Discovery web service.</p> |

| Event Code | Message | Remedy |
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| 300102002 | Unable to find user object with identifier. | <p>Type: WARN:NIDP:WSF:002</p> <p>Cause: An LDAP search was performed for a user object with a given identifier. This identifier may be a GUID. The search resulted in zero hits. This usually means that web service data cannot be read or written for the user.</p> <p>Action: The user needs to login again.</p> |
| 300102003 | Unrecognized select string for service. | <p>Type: WARN:NIDP:WSF:003</p> <p>Cause: The select string (XPath) is either incorrectly formed or not supported by the web service.</p> <p>Action: The system administrator must enable services to support the select string.</p> |
| 300102004 | Unable to process web service query request! Select string missing! | <p>Type: WARN:NIDP:WSF:004</p> <p>Cause: The select string (XPath) is not in the web service query request.</p> <p>Action: Inform your system administrator that an improperly formatted web service request is being made.</p> |
| 300102005 | Unable to perform trusted user interaction service request. Web service authority was not found. | <p>Type: WARN:NIDP:WSF:005</p> <p>Cause: An internal system error.</p> <p>Action: The system has encountered an invalid configuration and should be restarted by the system administrator.</p> |
| 300102006 | Unable to perform trusted user interaction service request. Unable to obtain trusted user interaction service description from SOAP headers. | <p>Type: WARN:NIDP:WSF:006</p> <p>Cause: The web service making the request did not provide valid or complete information about the trusted user interaction service.</p> <p>Action: The system administrator must complete the definition of the trusted interaction service.</p> |
| 300102007 | Unable to perform trusted user interaction service request. No trusted user interaction service description provided in SOAP headers. | <p>Type: WARN:NIDP:WSF:007</p> <p>Cause: The web service making the request did not provide valid or complete information about the trusted user interaction service.</p> <p>Action: The system administrator must complete the definition of the trusted interaction service.</p> |
| 300102008 | Trusted user interaction service failed. | <p>Type: WARN:NIDP:WSF:008</p> <p>Cause: There are various unexpected reasons for the failure of a trusted user interaction service request to fail.</p> <p>Action: Evaluate the reason and take the appropriate actions.</p> |

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| 300102009 | Error creating user interaction redirection request. | <p>Type: WARN:NIDP:WSF:009</p> <p>Cause: There was an error converting the redirect request to an XML DOM.</p> <p>Action: Evaluate the reason and take the appropriate actions.</p> |
| 300102010 | Unable to perform user interaction redirection request. User intervention service not found. | <p>Type: WARN:NIDP:WSF:010</p> <p>Cause: There must be an interaction service on the IDP creating the user interaction redirection request.</p> <p>Action: If it does not exist, using Access Manager management tools, create one.</p> |
| 300102011 | Error reading data from LDAP data attribute plugin. | <p>Type: WARN:NIDP:WSF:011</p> <p>Cause: If a web service's data locations includes LDAP, then LDAP data attribute plugins are used to read data from the LDAP user store. This error provides descriptions of various errors that can happen while doing this.</p> <p>Action: Evaluate the reason and take the appropriate actions.</p> |
| 300102012 | Error writing data to LDAP data attribute plugin. | <p>Type: WARN:NIDP:WSF:012</p> <p>Cause: If a web service's data locations includes LDAP, then LDAP data attribute plugins are used to write data to the LDAP user store. This error provides descriptions of various errors that can happen while doing this.</p> <p>Action: Evaluate the reason and take the appropriate actions.</p> |
| 300102013 | Cannot read/write Credential Profile data because the user's LDAP user store distinguished name is not available. | <p>Type: WARN:NIDP:WSF:013</p> <p>Cause: All Credential Profile reads and writes end up operating on a user object in a user store. If this user object cannot be found, then the operation must fail. This may happen if a temporary identifier is being used for the authentication.</p> <p>Action: Use a permanent federation to the service provider if your system allows it.</p> |
| 300102014 | A Web Service request was received for a user, but the session for that user is not found. | <p>Type: WARN:NIDP:WSF:014</p> <p>Cause: The user's login has timed out and has been removed from the system.</p> <p>Action: The user must login again.</p> |
| 300102015 | A Web Service request was received for a user, but the session for that user has insufficient data in it. | <p>Type: WARN:NIDP:WSF:015</p> <p>Cause: An internal error has occurred.</p> <p>Action: The user must login again.</p> |

| Event Code | Message | Remedy |
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| 300102016 | A Web Service request was received for a user, but the Liberty User Profile object for that user is unavailable. | Type: WARN:NIDP:WSF:016 Cause: An internal error has occurred. Action: Make sure the administrator user has rights to read, write and create Liberty User Profile objects in the configuration data store. |
| 300102017 | A Web Service request was received for a user, and attempt to read the requested attributes from the Liberty User Profile object was made, but an error occurred. | Type: WARN:NIDP:WSF:017 Cause: An internal error has occurred. Action: Evaluate the reason and take the appropriate actions. |
| 300102018 | A Web Service request was received for a user, While reading user data from an LDAP user object, a mismatch occurred because the LDAP attribute is multi-valued, but the Liberty attribute is single-valued. | Type: WARN:NIDP:WSF:018 Cause: A multi-valued LDAP attribute has been mapped to a single-valued Liberty attribute. Action: Change the attribute mapping. |
| 300102019 | The user used an X509 Certificate to authenticate and we tried to put the cert into the SecretStore as a Base64 DER encoded cert, but we got an encoding error from the security layer when trying to get the DER encoded cert. Result is that there will not be a X509 Certificate in Secret Store for this user. | Type: WARN:NIDP:WSF:019 Cause: The X509 certificate cannot be encoded. Action: Review the type of X509 certificates that are being used for authentication. |
| 300102020 | A SAMLAssertion was requested for a given user. While generating the SAMLAssertion an error occurred. | Type: WARN:NIDP:WSF:020 Cause: The SAMLAssertion cannot be created. Action: Review the reason for the failure and take appropriate actions. |
| 300102021 | | Type: WARN:NIDP:WSF:021 |
| 300102022 | | Type: WARN:NIDP:WSF:022 |
| 300103001 | The web service request did not return a response within the protocol timeout limit. Request abandoned. | Type: WARN:NIDP:WSC:001 Cause: The web service consumer waited for the web service request to return a response, but it did not during the allowed waiting period. Action: This waiting period may be increased by click Access Manager > Identity Servers > Edit > Liberty > Web Service Consumer, and setting the Protocol Timeout to a higher value. |

| Event Code | Message | Remedy |
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| 300103002 | An unexpected error happened in the web service consumer while processing a web service request. | Type: WARN:NIDP:WSC:002 Cause: There are various reasons why a web service request could fail. Action: Evaluate the reason and take appropriate actions. |
| 300103003 | Web service consumer request pending data packet id is not available in request. | Type: WARN:NIDP:WSC:003 Cause: After user interaction, processing of the original request returns to the web service consumer. A data packet containing information about how to continue the request is cached on the web service consumer. The id of that packet must be passed through all redirections and requests associated with the user interaction. If that id is not available when the web service consumer regains control, then the request cannot continue. Action: Submit the request again. |
| 300103004 | The Web service consumer request pending data packet with the indicated id is not available in web service consumer's cache. | Type: WARN:NIDP:WSC:004 Cause: After user interaction, processing of the original request returns to the web service consumer. A data packet containing information about how to continue the request is cached on the web service consumer. The id of that packet must be passed through all redirections and requests associated with the user interaction. That id will be used to access the pending data packet when the web service consumer regains control. If the pending data packet with the corresponding id is no longer available on the system, then the request cannot continue. The data packet may have timed out. Action: Submit the request again. |
| 300104049 | Could not find NIDP PKIX Certificate Path Checker Class. | Type: WARN:NIDP:USERAUTH:049 Cause: PKIX Certificate Path Checker Class not found. Action: Warning message that PKIX Certificate Path Checker Class not found. This optional class is used to process custom certificate extensions. If required, this class needs to be in NIDP classpath. It may not be present on ESP. |
| 300104050 | Could not instantiate NIDP PKIX Certificate Path Checker Class. | Type: WARN:NIDP:USERAUTH:050 Cause: Incorrect class constructor. Action: Make sure the class has the right constructor. |

| Event Code | Message | Remedy |
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| 300105001 | No user Login Policy Check LDAP Extension method available on user store. | Type: WARN:NIDP:APP:001 Cause: User authenticated using X509. An additional check of the directory's user login policy needs to be made using an LDAP method extension. However, the directory indicated does not support the required LDAP extension method. Action: Make sure the LDAP extension method with OID 2.16.840.1.113719.1.39.42.100.25 is present in the user store. Versions 8.7.3 and greater of eDirectory should support this method. |
| 300105002 | | Type: WARN:NIDP:APP:002 |
| 300105003 | | Type: WARN:NIDP:APP:003 |
| 300105004 | | Type: WARN:NIDP:APP:004 |
| 300105005 | | Type: WARN:NIDP:APP:005 |
| 300105006 | | Type: WARN:NIDP:APP:006 |
| 300105007 | | Type: WARN:NIDP:APP:007 |
| 300105008 | | Type: WARN:NIDP:APP:008 |
| 300105009 | | Type: WARN:NIDP:APP:009 |
| 300105010 | | Type: WARN:NIDP:APP:010 |
| 300105011 | | Type: WARN:NIDP:APP:011 |
| 300105012 | | Type: WARN:NIDP:APP:012 |
| 300105013 | | Type: WARN:NIDP:APP:013 |
| 300105014 | | Type: WARN:NIDP:APP:014 |
| 300105015 | | Type: WARN:NIDP:APP:015 |
| 300105016 | | Type: WARN:NIDP:APP:016 |
| 300105017 | | Type: WARN:NIDP:APP:017 |
| 300105018 | | Type: WARN:NIDP:APP:018 |
| 300105019 | | Type: WARN:NIDP:APP:019 |
| 300105020 | | Type: WARN:NIDP:APP:020 |

| Event Code | Message | Remedy |
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| 300105021 | Unable to delete unneeded Image Pool Image File. | <p>Type: WARN:NIDP:APP:21</p> <p>Cause: On startup, the NIDP Image Pool is synchronized from eDirectory to the file system. This allows HTML pages to access images from a well known file system structure. Part of synchronization process involves deleting from the file system images that no longer exist in eDirectory. Also, the reverse is true, images that are new to eDirectory and do not yet exist on the file system are created in directories that reflect the image set. File system errors may occur during this synchronization process if a file or directory cannot be deleted or created.</p> <p>Action: Ensure that no errant files are copied or directories manually created in the file system path [TOMCAT_HOME]/webapps/nidp/images/pool. Make sure the disk is not full.</p> |
| 300105022 | Unable to create a necessary directory for the Image Pool. | <p>Type: WARN:NIDP:APP:22</p> <p>Cause: On startup, the NIDP Image Pool is synchronized from eDirectory to the file system. This allows HTML pages to access images from a well known file system structure. Part of synchronization process involves deleting from the file system images that no longer exist in eDirectory. Also, the reverse is true, images that are new to eDirectory and do not yet exist on the file system are created in directories that reflect the image set. File system errors may occur during this synchronization process if a file or directory cannot be deleted or created.</p> <p>Action: Make sure the disk is not full.</p> |
| 300105023 | Unable to create a necessary directory for the Image Pool. | <p>Type: WARN:NIDP:APP:23</p> <p>Cause: On startup, the NIDP Image Pool is synchronized from eDirectory to the file system. This allows HTML pages to access images from a well known file system structure. Part of synchronization process involves deleting from the file system images that no longer exist in eDirectory. Also, the reverse is true, images that are new to eDirectory and do not yet exist on the file system are created in directories that reflect the image set. File system errors may occur during this synchronization process if a file or directory cannot be deleted or created.</p> <p>Action: Make sure the disk is not full.</p> |

| Event Code | Message | Remedy |
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| 300105024 | Unable to update the "last used" attribute of an identity object. | <p>Type: WARN:NIDP:APP:24</p> <p>Cause: Each time an identity object is accessed, the "last used" time is updated. This allows the system to track identities that have not been used for a configurable time period so that they may be deleted.</p> <p>Action: Make sure the administrator object for the Trust/Config data store has rights to the indicated directory context.</p> |
| 300105025 | Unable to auto delete an identity object. | <p>Type: WARN:NIDP:APP:25</p> <p>Cause: Periodically, the IDP attempts to clean up (delete) identity objects that have not been used for a configurable period of time. If an old unused identity is found, an attempt will be made to delete it. If that delete fails, this error will be logged.</p> <p>Action: Make sure the administrator object for the Trust/Config data store has rights to the indicated directory context.</p> |
| 300105027 | No Filename specified in System property. | <p>Type: WARN:NIDP:APP:27</p> <p>Cause: Trying to read properties from file which is not specified in System property.</p> <p>Action: Make sure the properties file is passed in the appropriate system property .</p> |
| 300105028 | Error trying to delete a CardSpace Issued Card Identity Object. | <p>Type: WARN:NIDP:APP:28</p> <p>Cause: When a CardSpace Managed Card that is backed by a Personal Card is issued, an Identity object is created to represent the "Federation" that allows that card to log into the IDP without supplying any additional credentials. For security reasons, the user may delete that Identity object, or that "federation," when the associated card becomes out of date or compromised. However, when the system attempted to delete the Identity object, the indicated error happened.</p> <p>Action: Examine the supplied error detail and take applicable actions.</p> |
| 300105029 | Cannot load a custom LDAP Store Plugin module. | <p>Type: WARN:NIDP:APP:29</p> <p>Cause: The java.lang.Class.forName() method call failed to load the LDAP Store Plugin class.</p> <p>Action: Ensure a valid Java class file is available in Access Manager's class path for the referenced plugin class file.</p> |

| Event Code | Message | Remedy |
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| 300105030 | Cannot instantiate a custom LDAP Store Plugin module. | <p>Type: WARN:NIDP:APP:30</p> <p>Cause: The java.lang.Class.newInstance() method call failed to instantiate the LDAP Store Plugin class.</p> <p>Action: Ensure a valid Java class file is available in Access Manager's class path for the referenced plugin class file. Also, ensure the LDAP Store Plugin has a zero parameter constructor.</p> |
| 300105031 | A user store was configured with an unrecognized directory type. | <p>Type: WARN:NIDP:APP:031</p> <p>Cause: The configuration was manually modified to include an invalid directory type specifier. Or the configuration has been corrupted. Or there was no valid implementation of an LDAP Store Plugin for this directory type.</p> <p>Action: Examine the supplied error detail and take applicable actions.</p> |
| 300106001 | | Type: WARN:NIDP:IDFF:001 |
| 300106002 | | Type: WARN:NIDP:IDFF:002 |
| 300106003 | | Type: WARN:NIDP:IDFF:003 |
| 300106004 | | Type: WARN:NIDP:IDFF:004 |
| 300106005 | | Type: WARN:NIDP:IDFF:005 |
| 500102001 | The authentication information for the user was successfully found. | <p>Type: INFO:NIDP:WSF:001</p> <p>Scenario: A Web Service request was made to query or modify user attributes. The user's authentication information was successfully found.</p> <p>See Also: 600102001</p> |
| 500102002 | The Liberty User Profile object for the associated user was found in the configuration datastore. | <p>Type: INFO:NIDP:WSF:002</p> <p>Scenario: A Web Service request was made to query or modify user attributes. One of the data locations specified for the service is the Liberty User Profile object and that object was successfully found.</p> |
| 500102003 | Created new user profile object. | <p>Type: INFO:NIDP:WSF:003</p> <p>Scenario: A request was made to query or modify user's attributes. A Liberty User Profile object did not yet exist for this user, so one was created.</p> |
| 500102004 | Read data from user profile object. | <p>Type: INFO:NIDP:WSF:004</p> <p>Scenario: A Web Service request was made to query user attributes. One of the data locations specified for the service is the Liberty User Profile object and that object was successfully read.</p> <p>See Also: 600102002</p> |

| Event Code | Message | Remedy |
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| 500102005 | Attempted to read data from the Liberty User Profile object, but it did not contain the requested data. | Type: INFO:NIDP:WSF:005 Scenario: A Web Service request was made to query user attributes. One of the data locations specified for the service is the Liberty User Profile object. That object was successfully accessed but did not contain the requested data. |
| 500102006 | Read data from attributes obtained when a remote authentication source pushed the attributes to the NIDP. | Type: INFO:NIDP:WSF:006 Scenario: When a user authenticates, the authentication entity can push user attributes to the NIDP as part of the response to the authentication. The NIDP remembers these attributes for the life of that user session. If one of the data locations specified for a Web Service is remote, then these attributes may be returned as part of a query. See Also: 600102005 |
| 500102007 | Read data by making a call to a remote service made available through a user authentication. | Type: INFO:NIDP:WSF:007 Scenario: A request was made to query a user's attributes. One of the data locations for the Web Service was remote. So, a request was made to a remote service to read attributes. See Also: 600102006 |
| 500102008 | Completed building composite data that was read from all data locations for user. | Type: INFO:NIDP:WSF:008 Scenario: A request was made to query a user's attributes. If multiple data locations are specified for the Web Service, then attributes may be read from multiple data locations and then aggregated into a composite data structure. See Also: 600102007 |
| 500102009 | Initiating a user interaction redirect. | Type: INFO:NIDP:WSF:009 Scenario: A request was made to query or modify user's attributes. Policy indicates that the user must be asked if the attribute operation is permitted. The request indicated that a redirect user interaction service should be used to perform user interaction, so redirection is being invoked using the redirection user interaction service protocol. |
| 500102010 | Initiating a user interaction call to a trusted user interaction service. | Type: INFO:NIDP:WSF:010 Scenario: A request was made to query or modify user's attributes. Policy indicates that the user must be asked if the attribute operation is permitted. The request indicated that a trusted user interaction service should be used to perform user interaction, so that service is being invoked using the trusted user interaction service protocol. |

| Event Code | Message | Remedy |
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| 500102011 | Read Credential Profile data from Novell Secret Store. | Type: INFO:NIDP:WSF:011 Scenario: A request was made to query data from a user's Credential Profile. The data was successfully read. See Also: 600102008 |
| 500102012 | Read Credential Profile data from an extended user authentication object attribute. | Type: INFO:NIDP:WSF:012 Scenario: A request was made to query data from a user's Credential Profile. The data was read from an extended schema attribute on the user's authenticated user object. See Also: 600102010 |
| 500102013 | Web service data write denied because the LDAP attribute plugin access for the named data item is read only! | Type: INFO:NIDP:WSF:013 Scenario: The system administrator has marked this data item as read only in the LDAP Attribute Plugin. |
| 500102014 | Override not allowed. Cannot override existing data. | Type: INFO:NIDP:WSF:014 Scenario: The data that is being written already exists in the user's profile. Data override is not allowed so this data cannot be written. |
| 500102015 | Existing data changed since notChangedSince time. | Type: INFO:NIDP:WSF:015 Scenario: User profile data is marked with the last time the data changed. The query request indicated that it did not want the data written if the current data in the profile has been changed since an indicated time. The system determined that the current data in the profile has been changed since the time provided, so this data cannot be written. |
| 500103001 | Filled the user attribute request from data already in the web service consumer cache. | Type: INFO:NIDP:WSC:001 Scenario: When the WSC reads user attributes, it caches the results of each read. In this case, a subsequent request queried attributes already read, so they were provided from the WSC cache. |
| 500103002 | Web service consumer request complete. | Type: INFO:NIDP:WSC:002 Scenario: The WSC was asked to query or modify data for a given user. That request is complete. |
| 500103003 | Web service consumer request requires user interaction. | Type: INFO:NIDP:WSC:003 Scenario: The WSC was asked to query or modify data for a given user. The entity called to perform the operation indicated that the user must be asked if the attribute operation is acceptable. |

| Event Code | Message | Remedy |
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| 500103004 | User interaction policy and data values received. | Type: INFO:NIDP:WSC:004 Scenario: A Web Service request was made to query or modify user attributes. It was determined that the user must be asked if the attribute operation is acceptable. The user's answers have been returned to the NIDP. |
| 500104002 | Getting properties from file (informational) | Type: INFO:NIDP:USERAUTH:002 Scenario: Getting properties from file |
| 500104007 | X509 Authentication matched principal (informational) | Type: INFO:NIDP:USERAUTH:007 Scenario: X509 Authentication matched principal |
| 500104013 | No CRL/OCSP defined by the administrator | Type: INFO:NIDP:USERAUTH:013 Cause: No CRL/OCSP defined by the administrator |
| 500104014 | No CRL/OCSP found in the certificate. | Type: INFO:NIDP:USERAUTH:014 Cause: No CRL/OCSP found in the certificate Action: CRL/OCSP validations are enabled but no CRL/OCSP responder URL was defined by the administrator. CRL/OCSP URLs may be defined if needed. |
| 500104016 | Could not fetch CRL from the local cache (informational) | Type: INFO:NIDP:USERAUTH:016 Scenario: Could not fetch CRL from the local cache, getting it from the CDP |
| 500104048 | Successfully loaded NIDP PKIX Certificate Path Checker Class (informational) | Type: INFO:NIDP:USERAUTH:048 Scenario: Successfully loaded NIDP PKIX Certificate Path Checker Class |
| 500104113 | Kerberos Principal match found in the user store (informational) | Type: INFO:NIDP:USERAUTH:113 Scenario: Kerberos Principal found in the user store |
| 500105001 | Forwarding HTTP request to cluster member. | Type: INFO:NIDP:APP:001 Scenario: A request was received on a cluster member that does not own the authentication information for the associated user. The request must be processed on the cluster member that does own the user authentication information, so the request is being forwarded to that cluster member. |
| 500105002 | Successfully initialized JNDI connections. | Type: INFO:NIDP:APP:002 Scenario: NIDP attempts to create JNDI connections to each user store replica during NIDP startup. In this case, NIDP was able to establish connections with the indicated host. |

| Event Code | Message | Remedy |
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| 500105003 | Failed X509 authentication due to Login Policy Check Extension Method evaluation. | Type: INFO:NIDP:APP:003 Scenario: The directory login policy for the indicated user denied login. |
| 500105004 | An recoverable error happened while forwarding a login request. | Type: INFO:NIDP:APP:004 Scenario: The request landed on the wrong cluster member. An attempt was made to proxy the request, but an error occurred! However, this ESP can process this request, so let execution proceed on this box. |
| 500105005 | | Type: INFO:NIDP:APP:005 |
| 500105006 | | Type: INFO:NIDP:APP:006 |
| 500105007 | | Type: INFO:NIDP:APP:007 |
| 500105008 | | Type: INFO:NIDP:APP:008 |
| 500105009 | | Type: INFO:NIDP:APP:009 |
| 500105010 | | Type: INFO:NIDP:APP:010 |
| 500105011 | | Type: INFO:NIDP:APP:011 |
| 500105012 | | Type: INFO:NIDP:APP:012 |
| 500105013 | | Type: INFO:NIDP:APP:013 |
| 500105014 | | Type: INFO:NIDP:APP:014 |
| 500105015 | | Type: INFO:NIDP:APP:015 |
| 500105016 | | Type: INFO:NIDP:APP:016 |
| 500105017 | | Type: INFO:NIDP:APP:017 |
| 500105018 | | Type: INFO:NIDP:APP:018 |
| 500105019 | | Type: INFO:NIDP:APP:019 |
| 500105020 | | Type: INFO:NIDP:APP:020 |
| 500105021 | | Type: INFO:NIDP:APP:021 |
| 500105022 | | Type: INFO:NIDP:APP:022 |
| 500105023 | | Type: INFO:NIDP:APP:023 |
| 500105024 | | Type: INFO:NIDP:APP:024 |
| 500105025 | | Type: INFO:NIDP:APP:025 |
| 500105026 | | Type: INFO:NIDP:APP:026 |
| 500105027 | | Type: INFO:NIDP:APP:027 |
| 500105028 | | Type: INFO:NIDP:APP:028 |
| 500105029 | | Type: INFO:NIDP:APP:029 |
| 500105030 | | Type: INFO:NIDP:APP:030 |

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| 500105031 | | Type: INFO:NIDP:APP:031 |
| 500105032 | | Type: INFO:NIDP:APP:032 |
| 500105033 | | Type: INFO:NIDP:APP:033 |
| 500105034 | | Type: INFO:NIDP:APP:034 |
| 500105035 | | Type: INFO:NIDP:APP:035 |
| 500105036 | | Type: INFO:NIDP:APP:036 |
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| 500105038 | | Type: INFO:NIDP:APP:038 |
| 500105039 | | Type: INFO:NIDP:APP:039 |
| 500105040 | | Type: INFO:NIDP:APP:040 |
| 500105041 | | Type: INFO:NIDP:APP:041 |
| 500105042 | | Type: INFO:NIDP:APP:042 |
| 500105043 | | Type: INFO:NIDP:APP:043 |
| 500105044 | | Type: INFO:NIDP:APP:044 |
| 500105045 | | Type: INFO:NIDP:APP:045 |
| 500105046 | The specified identity object was deleted because it was not used for a configurable time period. | Type: INFO:NIDP:APP:046 Scenario: Periodically, the IDP attempts to clean up (delete) identity objects that have not been used for a configurable period of time. If an old unused identity is found, an attempt will be made to delete it. When this delete succeeds, this message will be logged. |
| 500106001 | | Type: INFO:NIDP:IDFF:001 |
| 500106002 | | Type: INFO:NIDP:IDFF:002 |
| 500106003 | | Type: INFO:NIDP:IDFF:003 |
| 500106004 | | Type: INFO:NIDP:IDFF:004 |
| 500106005 | | Type: INFO:NIDP:IDFF:005 |
| 500106006 | | Type: INFO:NIDP:IDFF:006 |
| 500106007 | | Type: INFO:NIDP:IDFF:007 |
| 500106008 | | Type: INFO:NIDP:IDFF:008 |
| 600102001 | Verbose user authentication information. | Type: DEBUG:NIDP:WSF:001 Scenario: Adds verbose authentication data to the fact that the user associated with the attribute request was found in the internal databases of the web service provider. See Also: 500102001 |

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| 600102002 | Verbose user authentication information, attribute select string, and data. | Type: DEBUG:NIDP:WSF:002 Scenario: A Web Service request was made to query user attributes. One of the data locations specified for the service is the Liberty User Profile object. The data listed in this message was successfully read for the indicated user using the indicated XPath. See Also: 500102004 |
| 600102003 | Read single-valued attribute from user authentication LDAP object. | Type: DEBUG:NIDP:WSF:003 Scenario: A Web Service request to query user attribute data was received. One of the data locations was LDAP. This message displays the value read from the indicated LDAP attribute for the indicated user. |
| 600102004 | Read multi-valued attribute from user authentication LDAP object. | Type: DEBUG:NIDP:WSF:004 Scenario: A Web Service request to query user attribute data was received. One of the data locations was LDAP. This message displays the value read from the indicated LDAP attribute for the indicated user. |
| 600102005 | Verbose user authentication and attribute information. | Type: DEBUG:NIDP:WSF:005 Scenario: When a user authenticates, the authenticating entity can push user attributes to the NIDP as part of the response to the authentication. The NIDP remembers these attributes for the life of that user session. If one of the data locations specified for a Web Service is remote, then these attributes may be returned as part of a query. See Also: 500102006 |
| 600102006 | Adds verbose user and attribute information to attributes read from a remote service whose description was obtained at authentication time. | Type: DEBUG:NIDP:WSF:006 Scenario: A request was made to query a user's attributes. One of the data locations for the Web Service was remote. So, a request was made to a remote service to read attributes. See Also: 500102007 |
| 600102007 | Adds verbose user and attribute information to the final aggregated result of a web service query! | Type: DEBUG:NIDP:WSF:007 Scenario: A request was made to query a user's attributes. If multiple data locations are specified for the Web Service, then attributes may be read from multiple data locations and then aggregated into a composite data structure. See Also: 500102008 |

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| 600102008 | Adds verbose data to reading Credential Profile data from Novell Secret Store. | Type: DEBUG:NIDP:WSF:008 Scenario: A request was made to query data from a user's Credential Profile. The data was successfully read. See Also: 500102011 |
| 600102009 | The user successfully logged into Novell Secret Store using SAML/SASL. | Type: DEBUG:NIDP:WSF:009 Scenario: To access secrets from Novell Secret Store, the user must authenticate to Novell Secret Store. |
| 600102010 | Adds verbose data to reading Credential Profile data from an extended user authentication object attribute. | Type: DEBUG:NIDP:WSF:010 Scenario: A request was made to query data from a user's Credential Profile. The data was read from an extended schema attribute on the user's authenticated user object. See Also: 500102012 |
| 600105001 | Do not need to proxy HTTP request to other cluster member. Well known URL that does not require the use of a proxy. | Type: DEBUG:NIDP:APP:001 Scenario: The request is one of a well known list of request types that may be processed on any cluster member, so it does not need to be forwarded to another cluster member. |
| 600105002 | Do not need to proxy HTTP request to other cluster member. This cluster member can handle requests for this user. | Type: DEBUG:NIDP:APP:002 Scenario: The request arrived at the cluster member that owns the authentication information for the user. The request may have come straight from the router to this cluster member, or the request may have been forwarded here by another cluster member. |
| 600105003 | Obtained IP address of cluster member handling this users requests from URL parameter. | Type: DEBUG:NIDP:APP:003 Scenario: Each request must be processed on the cluster member that owns the user authentication information. The IP address of that cluster member was found in a URL parameter. |
| 600105004 | Obtained IP address of cluster member handling this users requests from HTTP cookie. | Type: DEBUG:NIDP:APP:004 Scenario: Each request must be processed on the cluster member that owns the user authentication information. The IP address of that cluster member was found in an HTTP cookie. |
| 600105005 | Obtained IP address of cluster member handling this user's requests by asking cluster members which one handles this user session. | Type: DEBUG:NIDP:APP:005 Scenario: Each request must be processed on the cluster member that owns the user authentication information. The IP address of that cluster member was found by asking all cluster members which one knew about the user's session. |

| Event Code | Message | Remedy |
|------------|--|---|
| 600105006 | Must proxy HTTP request to other cluster member. | Type: DEBUG:NIDP:APP:006 Scenario: Each request must be processed on the cluster member that owns the user authentication information. It has been determined that this cluster member is not the correct cluster member to process this request, so the request must be forwarded to another cluster member. |
| 600105007 | Response of proxy HTTP request. | Type: DEBUG:NIDP:APP:007 Scenario: Each request must be processed on the cluster member that owns the user authentication information. It was determined that this cluster member is not the correct cluster member to process this request, so the request was forwarded to another cluster member. The results of the request, as processed on the other cluster member, are displayed here. |
| 600105008 | Successfully obtained SOAP response document. | Type: DEBUG:NIDP:APP:008 Scenario: A SOAP request was made and a response was expected, the response was successfully obtained. |
| 600105009 | | Type:DEBUG:NIDP:APP:009 |
| 600105010 | | Type: DEBUG:NIDP:APP:010 |
| 600105011 | | Type: DEBUG:NIDP:APP:011 |

Linux Access Gateway Appliance(045)

4

Component 045

| Event Code | Description | Remedy |
|---------------|---|---|
| [1-9]04501000 | Multi-homing | See the string value in the message for a description of the cause. |
| [1-9]04502000 | Service manager | See the string value in the message for a description of the cause. |
| [1-9]04503000 | Browser request processing | See the string value in the message for a description of the cause. |
| [1-9]04504000 | Authentication processing | See the string value in the message for a description of the cause. |
| [1-9]04505000 | Authorization processing | See the string value in the message for a description of the cause. |
| [1-9]04506000 | Identity Injection processing | See the string value in the message for a description of the cause. |
| [1-9]04507000 | Form Fill processing | See the string value in the message for a description of the cause. |
| [1-9]04508000 | Caching | See the string value in the message for a description of the cause. |
| [1-9]04509000 | Processing of Web server responses and of responses to browser requests | See the string value in the message for a description of the cause. |
| [1-9]04511000 | Rewriter processing | See the string value in the message for a description of the cause. |
| [1-9]04512000 | SOAP back channel processing | See the string value in the message for a description of the cause. |
| [1-9]04513000 | Device communication channel (VCC) | See the string value in the message for a description of the cause. |
| [1-9]04514000 | VM controller processing | See the string value in the message for a description of the cause. |
| [1-9]04515000 | Connection management | See the string value in the message for a description of the cause. |
| [1-9]04516000 | Core utilities (VXE) | See the string value in the message for a description of the cause. |
| [1-9]04517000 | Data Stream processing | See the string value in the message for a description of the cause. |
| [1-9]04518000 | SSL processing | See the string value in the message for a description of the cause. |

| Event Code | Description | Remedy |
|-------------------|------------------------|---|
| [1-9]04519000 | Command processing | See the string value in the message for a description of the cause. |
| [1-9]04520000 | Profiler | See the string value in the message for a description of the cause. |
| [1-9]04521000 | Proxy start | See the string value in the message for a description of the cause. |
| [1-9]04522000 | Audit event processing | See the string value in the message for a description of the cause. |

Access Gateway Service (046)

5

Component 046

- ◆ Subgroup 00: URL Request Processing
- ◆ Subgroup 01: Authorization Processing
- ◆ Subgroup 02: Identity Injection Processing
- ◆ Subgroup 03: Form Fill Processing

| Event Code | Description | Remedy |
|-------------------------------|--|---|
| URL Request Processing (00) | | |
| 304600404 | Authentication Request: Unknown Contract | Cause: An unknown contract was received from the Embedded Service Provider. This can happen if the configuration of the Identity Server and Access Gateway are not synchronized. Action: Check to see if the Access Gateway or the Identity Server need to be updated. If their status is current, make a small change to both and update their configuration. |
| 504600000 | URL Accessed | A request for access to an unprotected URL has been received. |
| 504600100 | Protected Resource Accessed | A request for access to a protected URL has been received. |
| 504600400 | Authentication Request: Successful | The user authenticated successfully. |
| 504600401 | Login Request: Redirect To ESP | The authentication request was redirected to the Embedded Service Provider |
| 504600402 | Authentication Request: Set Cookie | The request has been redirected to set the cookie. |
| 504600403 | Authentication Request: Redirect URL with Cookie | The original URL request has been redirected to the Embedded Service Provider with a cookie. |
| 504600405 | Authentication Request: NRL Request | The protected resource is configured for non-redirected login. |
| Authorization Processing (01) | | |
| 204601102 | Policy Configuration Reply: Policy Error | Cause: An error was detected while processing a policy configuration request. Action: Check the health of the configuration database. If it is unhealthy, repair it or restore it from a backup. |

| Event Code | Description | Remedy |
|------------------------------------|---|--|
| 204601302 | Policy Evaluation Reply: Policy Error | <p>Cause: An error was detected while processing a policy evaluation request.</p> <p>Action: Verify that the Embedded Service Provider and the proxy service are running.</p> |
| 504601003 | ACL Policy Configuration Request | ACL configuration request is being processed. |
| 504601100 | Policy Configuration Reply: Success | The Authorization policy has been configured successfully. |
| 504601203 | Policy Evaluation Request | A policy evaluation request has been received; the evaluation has started. |
| 504601300 | Policy Configuration Reply: Access allowed, no match | The Authorization policy evaluation results allowed access due to policy default action. |
| 504601301 | Policy Configuration Reply: Access allowed | The Authorization policy evaluation results allowed access. |
| 504601302 | Policy Configuration Reply: Access denied | The Authorization policy evaluation results denied access. |
| Identity Injection Processing (02) | | |
| 204602102 | Policy Configuration Reply: Policy Error | <p>Cause: An error was detected while processing a policy configuration request.</p> <p>Action: Check the health of the configuration database. If it is unhealthy, repair it or restore it from a backup.</p> |
| 204602302 | Policy Evaluation Reply: Policy Error | <p>Cause: An error was detected while processing a policy evaluation request.</p> <p>Action: Verify that the Embedded Service Provider and the proxy service are running.</p> |
| 504602100 | Policy Configuration Reply: Success | The Identity Injection policy has been configured successfully. |
| 504602300 | Policy Evaluation Reply: Inject Authentication Header | This policy injects an authentication header |
| 504602301 | Policy Evaluation Reply: Inject Custom Headers | This policy injects custom headers. |
| 504602302 | Policy Evaluation Reply: Inject Query Parameters | This policy injects query parameters. |
| Form Fill Processing (03) | | |
| 204603102 | Policy Configuration Reply: Policy Error | <p>Cause: An error was detected while processing a policy configuration request.</p> <p>Action: Check the health of the configuration database. If it is unhealthy, repair it or restore it from a backup.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 204603302 | Policy Evaluation Reply: Policy Error | <p>Cause: An error was detected while processing a policy evaluation request.</p> <p>Action: Verify that the Embedded Service Provider and the proxy service are running.</p> |
| 204603304 | Policy Evaluation Reply: Parse Error: Unknown field | <p>Cause: A parsing error was detected while processing a policy evaluation request.</p> <p>Action: Check the Form Fill policy and make sure it matches the form.</p> |
| 504603100 | Policy Configuration Reply: Success | The Form Fill policy has been configured successfully. |
| 504603300 | Policy Evaluation Reply: Success | The Form Fill policy evaluation was successful. |
| 504603301 | Policy Evaluation Reply: No Policy | The Form Fill policy was not found. |
| 504603400 | Get User Attributes | A request has been sent to get user attributes. |
| 504603401 | Set User Attributes | A request has been sent to set user attributes. |

SSL VPN Server (005)

6

Component 005

- ◆ Subgroup 01: Server
- ◆ Subgroup 02: Client. For a description of these event codes, see “[Error Messages](#)” in the *Novell Access Manager 3.1 SP2 SSL VPN User Guide*.

| Event Code | Description | Remedy |
|---------------------------|--|---|
| Server Event Codes | | |
| 20050101200 | Error executing sockd | Cause: The <code>/opt/novell/sslvpn/bin/sockd</code> file may not be present, or not executable or corrupted Action: Check if the binary is present and has correct permissions. Installation may be a problem |
| 20050101201 | Error spawning stunnel | Cause: The <code>/opt/novell/sslvpn/bin/stunnel</code> file may not be present, or not executable or corrupted Action: Check if the binary is present and has correct permissions. Installation may be a problem |
| 20050101202 | Server stunnel conf file could not be opened | Cause: The <code>/etc/opt/novell/sslvpn/stunnel.conf</code> file may be corrupted or not present Action: Configuration may be bad. Check for other configuration errors in the logs |
| 20050101203 | Server sockd conf file could not be opened | Cause: The <code>/etc/opt/novell/sslvpn/sockd.conf</code> file may be corrupted or not present Action: Configuration may be bad. Check for other configuration errors in the logs |
| 20050101204 | Could not find core config file | Cause: The <code>/etc/opt/novell/sslvpn/config.xml</code> file is not present or corrupted Action: Restart the sslvpn service. Apply the changes from device manager and observe for any other errors while applying the changes on the device |

| Event Code | Description | Remedy |
|-------------|---|--|
| 40050101205 | Configuration file does not have proper contents. Parsing configuration failed. Connection Manager has bad configuration data. Could not add new connection | <p>Cause: The <code>/etc/opt/novell/sslvpn/config.xml</code> file is not properly formatted. XML data corruption could have happened</p> <p>Action: Restart the sslvpn service. Apply the changes from device manager and observe for any other errors while applying the changes on the device</p> |
| 20050101206 | Resource allocation failed | <p>Cause: Might be a potential issue</p> <p>Action: Collect all error logs and report to Support</p> |
| 20050101207 | Failed to send stunnel response "1231" to fd "5" | <p>Cause: Stunnel program may have been stop or not running correctly</p> <p>Action: Collect error log reports Restart the sslvpn service</p> |
| 20050101208 | Could not open the file <code>/opt/novell/sslvpn/connmansocket</code> exiting! Could not get File Lock for ConnMan. Another instance may be already running | <p>Cause: The <code>/opt/novell/sslvpn/connmansocket</code> file may have been locked by another instance</p> <p>Action: Forcefully delete this file and restart sslvpn service</p> |
| 20050101209 | Could not open the Unix domain socket | <p>Cause: The <code>/opt/novell/sslvpn/connman</code> file may have been locked</p> <p>Action: Forcefully delete this file and restart sslvpn service</p> |
| 4005010120A | Could not bind the Local socket. TCP socket could not be opened | <p>Cause: Invalid configuration or that particular port may be being used by another service</p> <p>Action: Check the service running on that port. Change the port in the configuration and restart sslvpn service</p> |
| 4005010120B | VCC has not been started. May be VCC port is invalid | <p>Cause: The VCC port is either invalid or some other service is running on that port</p> <p>Action: Check <code>/etc/opt/novell/sslvpn/config.xml</code> file and verify the VCC port is valid. If it is not, change it to the correct value, delete the device from the Administration Console, then restart the JCC-proxy using the <code>/etc/init.d/novell-jcc restart</code> command.</p> |
| 2005010120C | Failed to parse Stunnel certificate. error code = XXXX | <p>Cause: Stunnel Certificate is in bad format</p> <p>Action: Recreate the Stunnel certificate in device manager and apply changes to the device</p> |

| Event Code | Description | Remedy |
|-------------|---|--|
| 2005010120D | SOCKD is not running/registered... cannot add a new connection request. Failed to send disconnect notification to sockd. Failed to send the new connection notification to sockd. Failed to send servlet response to fd. Failed to send servlet init success response to fd, fd. Failed to send servlet response %x to fd %d msgType, fd. Failed to send socks response %x to fd %d msgType, fd | <p>Cause: One of the programs of SSLVPN service is not running. And the SSLVPN Gateway is in bad state</p> <p>Action: Restart the sslvpn service and restart the novell-tomcat where sslvpn servlet is running</p> |
| 2005010120E | Restricting the number of policies for the role %s to %d .. because of insufficient buffer size, tmp->rolename, numRules Restricting the number of policies for the role | <p>Cause: Too many number of traffic rules for that particular role</p> <p>Action: Revisit the configuration and reduce the number of traffic rules for that particular role</p> |
| 2005010120F | Error: Servlet is already registered. Servlet_connect_connection: Servlet is not registered. Received disconnect from servlet. But servlet is not registered | <p>Cause: Communication channel between servlet and connection manager have gone bad</p> <p>Action: Restart the sslvpn service and restart the novell-tomcat where sslvpn servlet is running</p> |
| 30050101210 | Cannot add new connection. Maximum number of connections reached | <p>Cause: Maximum number of connections reached. No more connections can be added</p> <p>Action: Contact system administrator</p> |
| 50050101400 | Failed to connect to connection Manager | <p>Cause: Connection manager may not be running</p> <p>Action: Start the connection using the <code>sslvpnc -up</code> command.</p> |
| 20050101401 | Error in sending message to Connection Manager | <p>Cause: Connection Manager socket would have closed</p> <p>Action: Make sure connection Manager running</p> |
| 20050101402 | Error in receiving message | <p>Cause: May be connection socket would have closed</p> <p>Action: Make sure connection Manager running</p> |
| 20050101403 | Failed to get the lock of the connection Manager socket. Service cannot be stopped | <p>Cause: This happens with down command and If connmanSocket lock is not available</p> <p>Action: Retry</p> |
| 20050101404 | Failed to update SSLVPN Server Configuration | <p>Cause: This happens if the <code>config.xml</code> is not well formed</p> <p>Action: Make sure that <code>config.xml</code> is correct and well formed</p> |

| Event Code | Description | Remedy |
|-------------|--|---|
| 50050101405 | Too many arguments | <p>Cause: User entered the more arguments than the command can use.</p> <p>Action: Type <code>sslvpn -help</code>, read the command syntax, and use it.</p> |
| 50050101406 | Too few arguments | <p>Cause: User entered fewer arguments than the command requires.</p> <p>Action: Type <code>sslvpn -help</code>, read the command syntax, and use it.</p> |
| 50050101407 | Invalid command | <p>Cause: User entered the wrong command</p> <p>Action: Type <code>sslvpn -help</code>, read the command syntax, and use it.</p> |
| 30050101408 | Failed to start SSL VPN service. Check log(/var/log/messages) | <p>Cause: The <code>config.xml</code> file is probably invalid.</p> <p>Action: Check the <code>config.xml</code> file and correct it.</p> |
| 50050101409 | Invalid argument | <p>Cause: The user has entered invalid arguments.</p> <p>Action: Use the <code>sslvpn -help</code> command to discover the valid arguments.</p> |

J2EE Agents (006)

7

Component 006

- ◆ Subgroup 01: Management
- ◆ Subgroup 02: Authentication (JAAS)
- ◆ Subgroup 03: Authorization (JACC)
- ◆ Subgroup 99: Policy PEP

| Event Code | Message | Remedy |
|------------|---|--|
| 100601001 | Could not find initial XML configuration in classPath | Cause: An initial XML configuration should exist in the <code>NidsCommonAgent.jar</code> but doesn't when this error occurs. Action: Verify that Agent files are in the proper place. |
| 100601002 | Could not add agent specific information to initial configuration | Cause: Unexpected XML error, possibly from faulty XML libraries. Action: Submit requested logs and data. |
| 100601003 | Configuration of agent failed | Cause: Invalid configuration was sent to the agent. Action: Submit requested logs and data. |
| 100601004 | Could not create an LDAP connection | Cause: LDAP connection failed due to: 1) Network Outage, 2) DNS configuration, 3) port configurations, 4) Firewall configurations, etc. Action: Verify that the management server can be contacted. |
| 100601005 | Could not read JCC id file | Cause: File rights to the JCC ID file are denied. Action: Verify that the JCC ID file (named <code>JBoss.id</code> or <code>WebSphere.id</code>) is present and the application server has read access to the file. |
| 100601006 | Could not write to JCC id file | Cause: File creation rights to the <code>jcc</code> directory are denied to the application server. Action: Verify that the JCC ID file (named <code>JBoss.id</code> or <code>WebSphere.id</code>) is present and the application server has write access to the file. |
| 100601007 | Could not log configuration | Cause: Missing or outdated log jar files. Action: Check that logging utilities are present |

| Event Code | Message | Remedy |
|------------|--|--|
| 100601008 | Could not determine Agent Type | <p>Cause: Agent Type property not set and/or JACC not configured properly.</p> <p>Action: Verify that these properties are set.</p> |
| 100602000 | A Severe error occurred in the authentication module (JAAS) | <p>Cause: The session might have timed out.</p> <p>Action: Submit requested logs/data.</p> |
| 100602001 | The identity server returned a null or empty user name | <p>Cause: The session might have timed out.</p> <p>Action: Retry</p> |
| 100602002 | Returned -503 due to unconfigured identityServerBaseURL | <p>Cause: The application server URL has not been configured.</p> <p>Action: Configure the agent to have the correct base URL</p> |
| 100602003 | Couldn't configure SAX parser | <p>Cause: Something is wrong with the Java environment, or the XML libraries are not configured.</p> <p>Action: Obtain latest XML libraries from apache.org and put them into the classpath.</p> |
| 100602004 | Couldn't communicate with the identity server due to a null URL for the server | <p>Cause: No trusted identity server is configured.</p> <p>Action: Configure the agent to have a trusted Identity Server.</p> |
| 100602005 | Couldn't open an URL connection to the embedded server provider | <p>Cause: Invalid or missing application URL.</p> <p>Action: Configure the agent to have a valid application URL. Restart the agent or application server where the agent resides.</p> |
| 100602006 | Couldn't read response from the identity server | <p>Cause: Connection might have been interrupted.</p> <p>Action: Retry, verify network connectivity, DNS resolution, etc.</p> |
| 100602007 | Couldn't parse the XML document from the identity server | <p>Cause: Unexpected response from the Identity Server</p> <p>Action: Submit requested logs/data.</p> |
| 100602008 | Could not build the WebSphere principal and credential | <p>Cause: Unexpected error in WebSphere</p> <p>Action: Submit requested logs/data.</p> |
| 100602009 | WebSphere is not configured with global and server security | <p>Cause: WebSphere does not have global security enabled.</p> <p>Action: Enable WebSphere for global and server security.</p> |

| Event Code | Message | Remedy |
|------------|---|--|
| 100602010 | Could not parse system property 'com.novell.nids.agent.sessionVerificationMinutes' | <p>Cause: This property is set to override the default time of 5 minutes. The set value for this property was not a valid Integer and could not be parsed.</p> <p>Action: Check the system property com.novell.nids.agent.sessionVerificationMinutes has a valid number.</p> |
| 100602011 | AuthSessionCache cleanup thread existing | <p>Cause: The session cache cleanup thread was terminated.</p> <p>Action: Check logs to see if other events may have caused this. Send logs to support.</p> |
| 100602012 | An error was encountered in reflection code to get moduleID from HttpServletRequest | <p>Cause: WebLogic API has been changed.</p> <p>Action: Contact Novell Support.</p> |
| 100602013 | An Error occurred decoding a soap response | <p>Cause: Java is corrupt and does not support UTF-8</p> |
| 500602001 | Event occurred: Agent sent a redirect to nesp | |
| 500602002 | Event occurred: Login Servlet received login from nesp | |
| 500602003 | Event occurred: Verifying nidsID | |
| 500602004 | Event occurred: Contacted esp for session and attributes | |
| 500602005 | Event occurred: esp session successfully verified, posting login | |
| 500602006 | Event occurred: LoginModule received login | |
| 500602007 | Event occurred: LoginModule successfully logged in the user | |
| 500603008 | Event occurred: JACC called for permission | |
| 500603009 | Event occurred: JACC decision: permission allowed | |
| 500603010 | Event occurred: JACC decision: permission denied | |
| 100603001 | Failed to construct the policy enforcement points | <p>Cause: An erroneous policy may have been sent from the management console.</p> <p>Action: Search for errors from the 099 subcomponent.</p> |

| Event Code | Message | Remedy |
|------------|--|---|
| 100603002 | An error was encountered during policy evaluation | <p>Cause: An erroneous policy may have been sent from the management console.</p> <p>Action: Search for errors from the 099 subcomponent.</p> |
| 100603003 | Could not obtain a request object during policy evaluation | <p>Cause: Unexpected error occurred evaluating a policy.</p> <p>Action: Submit requested logs/data. Search for errors from the 099 subcomponent.</p> |
| 100603004 | Exception occurred persisting policies/roles to file | <p>Cause: File rights denied access to read/write policy and roles file in WebSphere.</p> <p>Action: Verify that the file exists and can be written to by the application server.</p> |
| 200601000 | A Warning message occurred in the management of the agent | <p>Cause: A Warning message might indicate incorrect configuration.</p> <p>Action: If condition persists, submit requested logs/data.</p> |
| 200602000 | A Warning message occurred in the authentication module (JAAS) | <p>Cause: A Warning message might indicate incorrect configuration.</p> <p>Action: If condition persists, submit requested logs/data.</p> |
| 200603000 | A Warning message occurred in the authorization module (JACC) | <p>Cause: A Warning message might indicate incorrect configuration.</p> <p>Action: Submit requested logs/data.</p> |
| 300601000 | Generic trace/debug message from agent management | <p>Action: A trace/debug message does not indicate failure or misconfiguration, but it might help diagnosing a problem.</p> |
| 030060200 | Generic trace/debug message from authentication module (JAAS) | <p>Action: A trace/debug message does not indicate failure or misconfiguration, but it might help diagnosing a problem.</p> |
| 300603000 | Generic trace/debug message from authorization module (JACC) | <p>Action: A trace/debug message does not indicate failure or misconfiguration, but it might help diagnosing a problem.</p> |
| 200699002 | Invalid input data. Invalid data has been received which prevents policy from being evaluated. | <p>Action: See supplementary messages in logs for indication of specific problem.</p> |

| Event Code | Message | Remedy |
|------------|---|---|
| 200699003 | PEP Configuration Error: invalid policy configuration data. | <p>Cause: The Administration Console has produced an invalid policy configuration document</p> <p>Action: You can take any or all of the following actions:</p> <ol style="list-style-type: none"> 1) Submit the log file (which includes an AM#500699030 log entry containing the policy configuration) to Novell Support to facilitate fixing the Administration Console. 2) Back up to a previous policy configuration that worked until the Administration Console has been fixed. 3) Examine the AM#500699030 log entry and determine the particular policy statement in error and remove it from your configuration until a fix for the Administration Console is available. |
| 200699073 | Policy Evaluation Error: condition data unavailable. | Action: See supplementary message in logs for indication of specific problem. |
| 200699075 | Invalid API arguments. Indicates an internal software error. | Action: See supplementary messages in logs for indication of specific problem. |
| 500699030 | J2EE Agent PEP Configuration: the J2EE Agent PEP has been configured without error. | <p>Cause: Initial policy configuration applied from the Administration Console.</p> <p>Action: None. Informational only.</p> |
| 500699031 | J2EE Agent PEP Policy Evaluation. | <p>Cause: The J2EE Agent PEP has evaluated an access control policy for a protected resource.</p> <p>Action: None. Informational only.</p> |
| 500699032 | J2EE Agent PEP SSL Required Evaluation. | <p>Cause: The J2EE Agent PEP has evaluated if SSL is required for access to a protected resource.</p> <p>Action: No Action. Informational only.</p> |
| 500699033 | J2EE Agent Startup. | <p>Cause: J2EE Agent started.</p> <p>Action: No Action. Informational only.</p> |
| 500699034 | J2EE Agent Shutdown. | <p>Cause: J2EE Agent shutdown.</p> <p>Action: No Action. Informational only.</p> |
| 500699035 | J2EE Agent Reconfigured. | <p>Cause: New policy configuration applied from Access Manager Administration Console.</p> <p>Action: None. Informational only.</p> |

| Event Code | Message | Remedy |
|------------|---|---|
| 500699036 | J2EE Agent Authentication Successful. | <p>Cause: A user requesting access to a protected resource has been successfully authenticated with the Identity Server.</p> <p>Action: None. Informational only.</p> |
| 500699037 | J2EE Agent Authentication Failed. | <p>Cause: A user requesting access to a protected resource has been denied authentication by the Identity Server.</p> <p>Action: None. Informational only.</p> |
| 500699038 | J2EE Agent Web Resource Access Allowed. | <p>Cause: A user has been granted access to a protected web resource.</p> <p>Action: None. Informational only.</p> |
| 500699039 | J2EE Agent Web Resource Access Denied. | <p>Cause: A user has been denied access to a protected web resource.</p> <p>Action: None. Informational only.</p> |
| 500699040 | J2EE Agent Clear Text Access Allowed. | <p>Cause: A user has been granted clear text access to a protected web resource.</p> <p>Action: None. Informational only.</p> |
| 500699041 | J2EE Agent Clear Text Access Denied. | <p>Cause: A user has been denied clear text access to a protected web resource.</p> <p>Action: None. Informational only.</p> |
| 500699042 | J2EE Agent EJB Access Allowed. | <p>Cause: A user has been granted access to a protected EJB resource.</p> <p>Action: None. Informational only.</p> |
| 500699043 | J2EE Agent EJB Access Denied. | <p>Cause: A user has been denied access to a protected EJB resource.</p> <p>Action: None. Informational only.</p> |

Server Communications (JCC) (007)

8

Component 007

- ♦ Subgroup 01: Package com.novell.jcc.cert
- ♦ Subgroup 02: Package com.novell.jcc.client
- ♦ Subgroup 03: Package com.novell.jcc.handler
- ♦ Subgroup 04: Package com.novell.jcc.proxy
- ♦ Subgroup 05: Package com.novell.jcc.schedule
- ♦ Subgroup 06: Package com.novell.jcc.server
- ♦ Subgroup 07: Package com.novell.jcc.servlet
- ♦ Subgroup 08: Package com.novell.jcc.sockets
- ♦ Subgroup 09: Package com.novell.jcc.util

| Event Code | Description | Remedy |
|------------|--|---|
| 100701002 | Cannot interpret PKCS12 data for CertCommand | Cause: The PKCS12 package was corrupted in transit or contained a certificate with a unsupported level encryption for the Java security provider (such as 4096 bit support). Action: Verify that you are using a supported certificate size and try the operation again. |
| 100701003 | Set key entry failed on [store name] | Cause: The Java keystore password became out of sync with the admin server, or an IO error occurred. Action: Try operation again, otherwise submit the <code>app_sc.0.log</code> and <code>jcc-0.log.0</code> files for resolution. |
| 100701004 | KeyStoreException - set certificate entry failed | Cause: The Java keystore password became out of sync with the admin server, or an IO error occurred. Action: Try operation again, otherwise submit the <code>app_sc.0.log</code> and <code>jcc-0.log.0</code> files for resolution. |
| 100701005 | KeyStoreException - delete entry failed | Cause: A keystore entry for the specified alias does not exist. Action: Verify the previous key import commands were successful. Otherwise, submit the <code>app_sc.0.log</code> and <code>jcc-0.log.0</code> files for resolution. |

| Event Code | Description | Remedy |
|------------|---|---|
| 100701006 | Exception - key usage extension failed | <p>Cause: The key usage extension specified by the administration console was invalid.</p> <p>Action: Submit the <code>app_sc.0.log</code> and <code>jcc-0.log.0</code> files for resolution.</p> |
| 100701007 | Exception - get alternate name extension failed | <p>Cause: Alternate name format specified by the administration console was invalid.</p> <p>Action: Submit the <code>app_sc.0.log</code> and <code>jcc-0.log.0</code> files for resolution.</p> |
| 100701008 | KeystoreInfo class has not been initialized | <p>Cause: Likely a previous error occurred during keystore initialization.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100701009 | [key file] is missing required information for keystore named [keystore name] | <p>Cause: The keystore information supplied at installation is missing or corrupt.</p> <p>Action: Reinstall. Otherwise submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100701010 | [key file] is missing | <p>Cause: The keystore information supplied at installation is missing or corrupt.</p> <p>Action: Uninstall and reinstall the server component. Otherwise submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100701011 | Exception - close keystore (persisting) failed | <p>Cause: Could not write the key to the keystore.</p> <p>Action: Try the operation again. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100701012 | Exception - eDirectory keystore initialization failed | <p>Cause: Could not connect to the config store.</p> <p>Action: Restart the server.</p> |
| 100701013 | Exception - Java keystore initialization failed | <p>Cause: The password to the keystore was incorrect, or the keystore file could not be opened.</p> <p>Action: Verify the keystore exists, and try the operation again. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100701014 | Exception PKCS12 keystore initialization failed | <p>Cause: The password to the PKCS12 key was incorrect.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100701015 | Exception - loading keystore failed | <p>Cause: The encrypted keystore_info.xml file could not be read.</p> <p>Action: Reinstall the server component. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| Package com.novell.jcc.client | | |
| 100702001 | Exception sending alert | <p>Cause: Alert could not be sent to the Admin Console.</p> <p>Action: Make sure the server can communicate with the administration console. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702002 | Could not create default response XML | <p>Cause: A problem occurred creating the default XML document.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702003 | Exception while building alert request: [exception], retrying | <p>Cause: The alert information was not saved in XML correctly.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702004 | Configuration for Device Manager not set | <p>Cause: The settings file determining where to send the alert was not found.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702005 | Error getting configuration for Device Manager | <p>Cause: There was a problem reading the settings file.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702006 | Alert could not be sent | <p>Cause: The response from the administration console was not successful.</p> <p>Action: The system will try indefinitely to resend the alert. Make sure the administration console is functioning. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702007 | Bad health URL | <p>Cause: The IP address or port setting for the administration console has been corrupted.</p> <p>Action: Make sure the settings.properties file contains correct information. Restart the novell-jcc service.</p> |
| 100702008 | Error sending alert | <p>Cause: The system cannot communicate with the administration console.</p> <p>Action: Make sure the system can communicate with the administration console and that it is functioning properly.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100702009 | Error sending alert | <p>Cause: The system cannot communicate with the administration console, or some other communication error occurred.</p> <p>Action: Make sure the system can communicate with the administration console and that it is functioning properly.</p> |
| 100702010 | Exception - connection disconnect failed | <p>Cause: An error occurred with reading the alert response or a disconnect error occurred.</p> <p>Action: Make sure the system can communicate with the administration console and that it is functioning properly.</p> |
| 100702011 | Queued alerts cannot be saved | <p>Cause: The class structure has likely changed or the alertdispatch.dat file could not be created.</p> <p>Action: The error is non-fatal, continue running service.</p> |
| 100702012 | Queued alerts cannot be restored | <p>Cause: The code has likely changed or the alertdispatch.dat file could not be read.</p> <p>Action: The error is non-fatal, continue running service.</p> |
| 100702013 | Exception - setting keystore or trust store failed | <p>Cause: The keystore_info.xml file was corrupt or does not exist.</p> <p>Action: Reinstall the server component. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702014 | Exception getting health from [service name] | <p>Cause: Could not communicate to obtain the health from named component.</p> <p>Action: Restart the service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702015 | Exception creating health XML | <p>Cause: A problem occurred reading health data while creating the health XML.</p> <p>Action: The operation will retry. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702016 | MalformedURLException - Bad health URL | <p>Cause: The IP address or port setting for the administration console has been corrupted.</p> <p>Action: Make sure the settings.properties file contains correct information. Restart the novell-jcc service.</p> |
| 100702017 | Error sending periodic health | <p>Cause: The system cannot communicate with the administration console.</p> <p>Action: Make sure the system can communicate with the administration console and that it is functioning properly.</p> |

| Event Code | Description | Remedy |
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| 100702018 | Error sending periodic health | <p>Cause: The system cannot communicate with the administration console, or some other communication error occurred.</p> <p>Action: Make sure the system can communicate with the administration console and that it is functioning properly.</p> |
| 100702019 | Crypto key not found | <p>Cause: The jcc.keystore file was not found.</p> <p>Action: Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702020 | Error calling initializationComplete/ serviceStopComplete | <p>Cause: An RMI error occurred communicating with the novell-jcc service.</p> <p>Action: Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702021 | Server is not connected | <p>Cause: The novell-jcc service is not running.</p> <p>Action: Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702022 | Error binding to RMI port | <p>Cause: The novell-jcc service is not running, or the RMI ports are already bound by some other process.</p> <p>Action: Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702023 | Error registering with server | <p>Cause: The component could not register with the novell-jcc service. Likely and RMI communication error.</p> <p>Action: Restart the novell-jcc service. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702024 | Cannot contact server; retrying | <p>Cause: The novell-jcc service was stopped, likely temporarily.</p> <p>Action: Make sure that the novell-jcc service is running. Otherwise, restart it. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100702025 | Error sending alert to server | <p>Cause: An RMI communication error likely occurred while sending an alert to the novell-jcc service.</p> <p>Action: Make sure that the novell-jcc service is running. Otherwise, restart it. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702026 | Queued alerts cannot be saved | <p>Cause:</p> <p>An RMI communication error likely occurred while saving alerts through the novell-jcc service.</p> <p>Action:</p> <p>Make sure that the novell-jcc service is running. Otherwise, restart it. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100702027 | Queued alerts cannot be restored | <p>Cause: The <code>[name]-alerts.dat</code> file was corrupted.</p> <p>Action: The error is non-fatal, but monitor the file system for further problems.</p> |
| Package com.novell.jcc.handler | | |
| 100703001 | Exception - Response creation failed | <p>Cause: A problem occurred creating the default XML document.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100703002 | Exception - Response creation failed | <p>Cause: The default response information was not saved in XML correctly.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100703003 | Error executing command: response is null | <p>Cause: Command response from a server component was not set.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100703004 | Bad URL from Device Manager "+responseURL+ | <p>Cause: The URL given by the administration server was incorrect.</p> <p>Action: Submit the <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files from the admin console for resolution.</p> |
| 100703005 | Command error | <p>Cause: The protocol used in response to the command was malformed.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100703006 | Command response error, retry # | <p>Cause: The Administration Console is likely temporarily down or restarting.</p> <p>Action: Allow for retry to occur. If all retries fail, ensure that the Administration Console is up and functioning.</p> |
| 100703007 | Major or minor version not supplied [version] | <p>Cause: A server component did not supply the required version information.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100703009 | Content-Length header [total] and actual data length [read] mismatch | <p>Cause: The data read did not match the expected length.</p> <p>Action: Restart the server component. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100703010 | Could not connect to [URL] | <p>Cause: Could not communicate with the Administration Console or the server component.</p> <p>Action: Make sure the system can communicate with the Administration Console and is operating. If the URL is 127.0.0.1, restart the server component.</p> |
| 100703011 | Exception - stats response creation failed | <p>Cause: Could not convert stats XML to be sent to the Administration Console.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100703012 | Exception - version response creation failed | <p>Cause: Could not convert version XML to be sent to the Administration Console.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| | Package com.novell.jcc.proxy | |
| 100704001 | Exception - Cipher socket create key failed | <p>Cause: Could not create socket cipher key.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704002 | AGProxy has not initialized as client is null | <p>Cause: The proxy subcomponent is not initialized.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704003 | Command returned: [response code] [response message], Retry # | <p>Cause: The Access Gateway is processing a previous command.</p> <p>Action: Allow the retry to occur. If it persists, restart the server.</p> |

| Event Code | Description | Remedy |
|------------|-------------------------------------|--|
| 100704004 | Error sending [name] command | <p>Cause: Could not send the command to the Access Gateway.</p> <p>Action: If the problem persists, restart the server. Otherwise submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704005 | Could not send alert | <p>Cause: A problem occurred while sending alert.</p> <p>Action: This is a non-fatal error. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704006 | Exception - update password failed | <p>Cause: Could not read the config user password.</p> <p>Action: Restart the server. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704007 | ecc.cfg does not exist! | <p>Cause: A problem during the installation process occurred.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, then reinstall the server.</p> |
| 100704008 | Error loading ecc.cfg | <p>Cause: Could not read the <code>ecc.cfg</code> file.</p> <p>Action: Allow the operation to retry, otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704009 | Stopped waiting for JCC server | <p>Cause: The server didn't initialize in a timely manner.</p> <p>Action: Restart the <code>novell-jcc</code> service.</p> |
| 100704010 | Cannot write ecc.cfg | <p>Cause: Could not write the specified config file.</p> <p>Action: Allow the operation to retry. If it persists, restart the server.</p> |
| 100704011 | Error reading configuration | <p>Cause: Could not parse Access Gateway configuration data.</p> <p>Action: Allow the operation to retry. If it persists, submit the <code>jcc-0.log.0</code> file for resolution and restart the server.</p> |
| 100704012 | Cannot write ecc.cfg | <p>Cause: Could not write specified file.</p> <p>Action: Allow the operation to retry. If it persists, submit the <code>jcc-0.log.0</code> file for resolution and restart the server.</p> |
| 100704013 | Exception - check esp status failed | <p>Cause: An RMI error occurred while communicating to the ESP component.</p> <p>Action: Allow the operation to retry. If it persists, submit the <code>jcc-0.log.0</code> file for resolution and restart the server.</p> |

| Event Code | Description | Remedy |
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| 100704014 | Error reading password | <p>Cause: Could not read the config user password.</p> <p>Action: Restart the server. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704015 | Exception - Cipher socket create key failed | <p>Cause: Could not create socket cipher key.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704016 | Load settings failed | <p>Cause: The settings could not be loaded for Linux AG.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704017 | LAGProxy has not initialized as client is null | <p>Cause: The proxy subcomponent is not initialized.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704018 | Could not send alert | <p>Cause: An error occurred while sending an alert.</p> <p>Action: This is a non-fatal error. If it persists, restart the novell-jcc service.</p> |
| 100704019 | Stopped waiting for JCC server | <p>Cause: The server didn't initialize in a timely manner.</p> <p>Action: Restart the novell-jcc service.</p> |
| 100704020 | Error reading configuration | <p>Cause: Could not parse Access Gateway configuration data.</p> <p>Action: Allow the operation to retry. If it persists, submit the <code>jcc-0.log.0</code> file for resolution and restart the server.</p> |
| 100704021 | Exception - setting VCC ID failed | <p>Cause: Could not write the <code>config.xml</code> file with the original ID.</p> <p>Action: This error would occur during the re-import process. Click <i>Repair Import</i> on the Administration Console to resolve. Otherwise, submit <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704022 | Linux Proxy is not running | <p>Cause: The proxy novell-vmc service has stopped responding.</p> <p>Action: to restart the proxy service, enter the following command as root user:</p> <pre>/etc/init.d/novell-vmc restart</pre> |

| Event Code | Description | Remedy |
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| 100704023 | SSL VPN load settings failed | <p>Cause: The settings could not be loaded for SSLVPN.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704024 | Exception - Cipher socket create key failed | <p>Cause: Could not create socket cipher key.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704025 | Stopped waiting for JCC server | <p>Cause: The server didn't initialize in a timely manner.</p> <p>Action: Restart the novell-jcc service.</p> |
| 100704026 | Exception - setting change failed | <p>Cause: The settings could not be loaded for SSLVPN.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704027 | Exception - override settings failed | <p>Cause: The settings were changed on the Linux AG, which were to override the SSLVPN settings, but did not.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704028 | Error reading sslvpn.id | <p>Cause: Could not find the <code>sslvpn.id</code> file for reading.</p> <p>Action: The system should have recovered from this error automatically. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704029 | Error writing sslvpn.id | <p>Cause: An IO error occurred while writing the <code>sslvpn.id</code> file.</p> <p>Action: Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100704030 | Error writing [file name] | <p>Cause: An IO error occurred while writing the <code>sslvpn.id</code> file during the reimport process.</p> <p>Action: Restart the novell-jcc service. Click <i>Repair Import</i> in the Administration Console to resolve. Otherwise, submit <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100704031 | Error getting SSLVPN stats | <p>Cause: Could not communicate with SSLVPN service to obtain statistics.</p> <p>Action: To restart the SSLVPN service, enter the following commands:</p> <pre>/etc/init.d/novell-sslvpn stop /etc/init.d/novell-sslvpn start</pre> |
| 100704032 | Error getting SSLVPN health | <p>Cause: Could not communicate with SSLVPN service to obtain the health.</p> <p>Action: To restart the SSLVPN service, enter the following commands:</p> <pre>/etc/init.d/novell-sslvpn stop /etc/init.d/novell-sslvpn start</pre> |
| 100704033 | Cannot communicate with SSLVPN | <p>Cause: Could not communicate with SSLVPN service, which may affect auto-import and other functions from working correctly.</p> <p>Action: To restart the SSLVPN service, enter the following commands:</p> <pre>/etc/init.d/novell-sslvpn stop /etc/init.d/novell-sslvpn start</pre> <p>You might need to kill the process manually. Do this, enter the following commands:</p> <pre>ps ax grep connman</pre> <p>If you see any entries displayed other than <code>grep connman</code>, enter the following command:</p> <pre>killall -9 connman</pre> <p>Then restart the SSL VPN service with the following command:</p> <pre>/etc/init.d/novell-sslvpn start</pre> |
| Package com.novell.jcc.schedule | | |
| 100705001 | Error getting client details | <p>Cause: An RMI communication error likely occurred.</p> <p>Action: Allow the system to retry the operation. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100705002 | Error getting client details | <p>Cause: An RMI communication error likely occurred.</p> <p>Action: Allow the system to retry the operation. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100705003 | Exception getting stats from [name] | <p>Cause: The periodic statistics subsystem was not able to get the stats from the server component.</p> <p>Action: Make sure the component is running. If it persists, restart the component.</p> |
| 100705004 | Exception creating stats XML | <p>Cause: An error occurred while creating statistics XML data.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100705005 | Bad stats URL | <p>Cause: The IP address or port setting for the Administration Console has been corrupted.</p> <p>Action: Make sure the <code>settings.properties</code> file contains correct information. Restart the <code>novell-jcc</code> service.</p> |
| 100705006 | Error sending periodic stats | <p>Cause: The system cannot communicate with the Administration Console.</p> <p>Action: Make sure the system can communicate with the Administration Console and that it is functioning properly.</p> |
| 100705007 | Error sending periodic stats | <p>Cause: The system cannot communicate with the Administration Console, or some other communication error occurred.</p> <p>Action: Make sure the system can communicate with the Administration Console and that it is functioning properly.</p> |
| 100705008 | Error sending statistics | <p>Cause: The system cannot communicate with the Administration Console, or some other communication error occurred.</p> <p>Action: Make sure the system can communicate with the Administration Console and that it is functioning properly.</p> |
| Package com.novell.jcc.server | | |
| 100706001 | [service name] not registered | <p>Cause: The server component was already disconnected.</p> <p>Action: This is a non-fatal error.</p> |
| 100706002 | [service name] not found in registry | <p>Cause: The specified server component was not found so it could not be unregistered.</p> <p>Action: This is a non-fatal error.</p> |
| 100706003 | Client list cannot be saved | <p>Cause: An IO error occurred while saving the list of registered server components.</p> <p>Action: Make sure the file has write access. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|---|
| 100706004 | Client list cannot be restored | <p>Cause: An IO error occurred while reading the list of registered server components.</p> <p>Action: Make sure the file has read access. If an upgrade has been performed, make sure all components on the system have also been upgraded. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706005 | Could not stop connector | <p>Cause: The embedded HTTP server could not be stopped.</p> <p>Action: Allow the system to retry the operation. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706006 | No HTTP connectors were added | <p>Cause: An internal software problem occurred.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706007 | Exception - setting keystore properties on http connector failed | <p>Cause: The <code>keystore_info.xml</code> file could not be read, or was corrupted.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution. Reinstall if necessary.</p> |
| 100706008 | Could not start HTTP server. Retry Number: [n] | <p>Cause: Some other application may be using the port we require to be open.</p> <p>Action: Allow the system to retry the operation. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706009 | Exception during jcc shutdown | <p>Cause: A problem shutting down the embedded HTTP server occurred.</p> <p>Action: This is a non-fatal error. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706010 | Exception in testing HTTP server | <p>Cause: An error testing the HTTP server occurred.</p> <p>Action: This is a non-fatal error.</p> |
| 100706011 | MalformedURLException - HTTP server | <p>Cause: An error testing the HTTP server occurred.</p> <p>Action: This is a non-fatal error.</p> |
| 100706012 | Failed to load eDirectory keystore provider | <p>Cause: Service could not register handler into keystore Java environment handler set.</p> <p>Action: This is a non-fatal error. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
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| 100706013 | Missing keystore information file: [key information file]. Certificate Management functions are unavailable | <p>Cause: An install-time problem occurred where the keystore information file was not created, or was deleted after installation.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706014 | Exception - command failed | <p>Cause: The post-keystore update command failed.</p> <p>Action: Try the operation again. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706015 | Exception - cert command failed | <p>Cause: A certificate operation was unsuccessful.</p> <p>Action: Try the operation again. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706016 | Error during execution | <p>Cause: The external command did not execute properly.</p> <p>Action: Try the operation again. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706017 | Exception - delete info failed | <p>Cause: A problem occurred deleting internal information.</p> <p>Action: This is a non-fatal error.</p> |
| 100706018 | JCC Server startup failed | <p>Cause: A critical error occurred during the startup of the novell-jcc service.</p> <p>Action: To restart the novell-jcc service, enter the following command:</p> <pre>/etc/init.d/novell-jcc restart</pre> <p>If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706019 | Embedded HTTP Server already started | <p>Cause: The internal HTTP server was already started when asked to start.</p> <p>Action: This is a non-fatal error.</p> |
| 100706020 | Error starting embedded tomcat | <p>Cause: Another process is likely using the novell-jcc service port (default 1443).</p> <p>Action: Make sure there are no other processes using this port, then restart the service.</p> |
| 100706021 | RMI problem | <p>Cause: An error occurred during the shutdown process.</p> <p>Action: This is a non-fatal error.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100706022 | RMI exception | <p>Cause: An error occurred during the shutdown process.</p> <p>Action: This is a non-fatal error.</p> |
| 100706023 | Server did not initialize within 60 seconds | <p>Cause: A server component initialization message could not be completed as the novell-jcc service is not finished initializing.</p> <p>Action: To restart the novell-jcc service, enter the following command:</p> <pre>/etc/init.d/novell-jcc restart</pre> <p>If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706024 | Exception - JCC server initialization failed | <p>Cause: A server component initialization message could not be completed.</p> <p>Action: To restart the novell-jcc service, enter the following command:</p> <pre>/etc/init.d/novell-jcc restart</pre> <p>If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706025 | Error binding to RMI [port] | <p>Cause: Another process is likely using the novell-jcc service port (default 1197).</p> <p>Action: Make sure there are no other processes using this port, then restart the service.</p> |
| 100706026 | Error registering remote object | <p>Cause: A problem occurred during the RMI bind process.</p> <p>Action: Make sure that all components are of the same build of Access Manager. Then restart novell-jcc service.</p> |
| 100706027 | Error sending alert | <p>Cause: A problem occurred sending the import command to the Administration Console.</p> <p>Action: Allow the system to retry the operation. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706028 | Error getting client details for import | <p>Cause: An RMI communication error has occurred between the server component and the novell-jcc service.</p> <p>Action: Make sure the server component is functioning properly and try the operation again. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 100706029 | Error sending alert command | <p>Cause: Problem sending a command-type alert to the Administration Console.</p> <p>Action: Make sure the Administration Console is running. Allow the system to retry the operation. If it persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706030 | Exception - get keystore information failed | <p>Cause: A problem occurred sending the keystore information from the <code>keystore_info.xml</code> file.</p> <p>Action: If the server shows up in the Administration Console, click <i>Repair Import</i>. Otherwise, submit <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files for resolution.</p> |
| 100706031 | Error getting key [key name] to [key file] | <p>Cause: A problem occurred receiving the assigned keys during a reimport operation.</p> <p>Action: Ensure the Administration Console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit the <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files for resolution.</p> |
| 100706032 | Could not get keystore information for reimport of [service name] | <p>Cause: A problem occurred receiving the assigned keystore information during a reimport operation.</p> <p>Action: Ensure the admin console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit the <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files for resolution.</p> |
| 100706033 | Exception | <p>Cause: A problem occurred during a reimport operation.</p> <p>Action: Ensure the admin console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit the <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files for resolution.</p> |
| 100706034 | Exception - get key failed | <p>Cause: An assigned key could not be obtained during a reimport operation.</p> <p>Action: Allow the operation to retry. Ensure the admin console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit the <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100706035 | RMI exception during execution of [command name] | <p>Cause: An RMI communication error occurred while executing a command from the administration console.</p> <p>Action: Try the operation again. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706036 | RMI exception | <p>Cause: An RMI communication error occurred while executing a command from the administration console.</p> <p>Action: Try the operation again. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706037 | Error collecting health from [service name] | <p>Cause: An RMI communication error occurred while obtaining the health information from a server component.</p> <p>Action: Allow the operation to try again. Make sure the server component is running properly. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706038 | Error collecting stats from [service name] | <p>Cause: An RMI communication error occurred while obtaining the stats information from a server component.</p> <p>Action: Allow the operation to try again. Make sure the server component is running properly. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706039 | RMI exception | <p>Cause: A communication error occurred.</p> <p>Action: Make sure the server component is running properly. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706040 | RMI exception | <p>Cause: A communication error occurred.</p> <p>Action: Make sure the server component is running properly. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706041 | RMI exception | <p>Cause: A communication error occurred.</p> <p>Action: Make sure the server component is running properly. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100706042 | RMI exception | <p>Cause: A communication error occurred.</p> <p>Action: Make sure the server component is running properly. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

Package `com.novell.jcc.servlet`

| Event Code | Description | Remedy |
|---------------------------------------|---|---|
| 100707001 | Servlet error in [handler name] | <p>Cause: An error occurred responding to a administration console request.</p> <p>Action: Try the operation again. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100707002 | IO error in [handler name] | <p>Cause: An IO error occurred while responding to a administration console request.</p> <p>Action: Try the operation again. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100707003 | No client found with ID [service name] | <p>Cause: The specified server component known to the administration console is not currently running, or cannot communicate with the novell-jcc service.</p> <p>Action: Make sure the server component is running properly. Ensure all components on the system are of the same version and build. Restart the server component. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100707004 | [appliance id] header missing from [IP address] | <p>Cause: An invalid request was submitted to the novell-jcc service.</p> <p>Action: This is likely an un-authorized login attempt. Locate the remote IP address and follow proper security procedures.</p> |
| 100707005 | No handler is registered for [query string] | <p>Cause: An invalid request was submitted to the novell-jcc service.</p> <p>Action: This is likely an un-authorized login attempt. Locate the remote IP address and follow proper security procedures.</p> |
| 100707006 | Exception registering handler | <p>Cause: A problem occurred during start up of the novell-jcc service.</p> <p>Action: Make sure the <code>jcc/webapps/jcc/WEB-INF/web.xml</code> file is not corrupt.</p> |
| Package com.novell.jcc.sockets | | |
| 100708001 | Could not initialize the cipher | <p>Cause: The cipher could not be initialized.</p> <p>Action: Try restarting the novell-jcc service.</p> |
| 100708002 | Could not initialize the cipher | <p>Cause: The cipher could not be initialized.</p> <p>Action: Try restarting the novell-jcc service.</p> |

| Event Code | Description | Remedy |
|------------------------------------|--|--|
| 100708003 | Error creating socket factory | <p>Cause: A possible security problem has been attempted, or the <code>jcc.keystore</code> file is corrupt.</p> <p>Action: Check the <code>jcc.keystore</code> timestamp of last the modification, and if it is different than install-time, you might have a security problem.</p> |
| 100708004 | Could not find keystore_info.xml | <p>Cause: The install process did not complete successfully.</p> <p>Action :Restart the novell-jcc service. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution and reinstall the server component.</p> |
| Package com.novell.jcc.util | | |
| 100709001 | Error saving settings | <p>Cause: An IO error occurred while saving install-time settings.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution and reinstall the server component.</p> |
| 100709002 | Error loading settings | <p>Cause: An IO error occurred while reading install-time settings.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution and reinstall the server component.</p> |
| 100709003 | Error creating JCC key | <p>Cause: A critical error occurred while creating the certificate for communicating with the administration server.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution and reinstall the server component.</p> |
| 100709004 | Error saving settings | <p>Cause: An IO error occurred while saving install-time settings.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution and reinstall the server component.</p> |
| 100709005 | Exception - install trusted roots failed | <p>Cause: A communication error occurred while sending trusted roots to the administration server.</p> <p>Action: Ensure the admin console is running properly. Otherwise, submit the <code>jcc-0.log.0</code> file for resolution and reinstall the server component.</p> |
| 100709006 | Could not get keys | <p>Cause: The default keys could not be obtained from the administration server.</p> <p>Action: Allow the system to retry the operation. If the problem persists, make sure the admin console is operational. Otherwise, submit the <code>jcc-0.log.0</code> and <code>app_sc.0.log</code> files for resolution.</p> |

| Event Code | Description | Remedy |
|------------|---|--|
| 100709007 | Error getting esp ID | <p>Cause: The server component install likely terminated before completion.</p> <p>Action: Reinstall server component.</p> |
| 100709008 | Exception - configure LAG failed | <p>Cause: A problem occurred while setting up keystore information for the Access Gateway.</p> <p>Action: Reinstall the server.</p> |
| 100709009 | Could not get admin name/password from NW | <p>Cause: An install-time error occurred during the CD-install process.</p> <p>Action: Reinstall the server.</p> |
| 100709010 | Could not create keystores | <p>Cause: An error occurred while creating the keystore information during the configuration process.</p> <p>Action: Reinstall the server component.</p> |
| 100709011 | Exception - get key failed | <p>Cause: The default key could not be obtained from the administration console during the initial configuration.</p> <p>Action: Ensure the Administration Console is operational, and reinstall the server component.</p> |
| 100709012 | Exception - Cert not valid | <p>Cause: The default trusted root obtained from the Administration Console is not yet valid.</p> <p>Action: Make sure the system time and time zone matches that of the Administration Console, then reinstall.</p> |
| 100709013 | Exception - Cert not valid | <p>Cause: The default trusted root obtained from the Administration Console is not yet valid.</p> <p>Action: Make sure the system time and time zone matches that of the Administration Console, then reinstall.</p> |
| 100709014 | Error creating key | <p>Cause: A critical error occurred writing the <code>jcc.keystore</code> file.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, reinstall the server component.</p> |
| 100709015 | Exception during configuration | <p>Cause: A fatal problem occurred during installation.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, reinstall the server component.</p> |
| 100709016 | Could not open [jcc log file] | <p>Cause: Make sure the installation succeeded.</p> <p>Action: Restart the server. If the problem persists, submit the <code>jcc-0.log.0</code> file for resolution.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 100709017 | [path]/settings.properties file does not exist | <p>Cause: An install-time error occurred.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, reinstall the server component.</p> |
| 100709018 | No remote management address is set. | <p>Cause: An IP address has not been specified for the administration console.</p> <p>Action: On the server command-line, set an administration console IP address.</p> |
| 100709019 | JCC server certificate was not found in: [keystore file] | <p>Cause: An install-time error occurred.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, reinstall the server component.</p> |
| 100709020 | Exception reading keystore information | <p>Cause: The <code>keystore_info.xml</code> file is missing, or corrupt. Or, the internal keystore has been tampered with, or the certificate is expired.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, reinstall the server component.</p> |
| 100709021 | Exception - get JCC keystore information failed | <p>Cause: The <code>keystore_info.xml</code> file is missing, or corrupt.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution, reinstall the server component.</p> |
| 100709022 | IllegalArgumentException | <p>Cause: An internal component made an invalid call.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100709023 | IllegalStateException | <p>Cause: An internal component made an invalid call.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100709024 | Object could not be saved | <p>Cause: A system setting file cannot be saved.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |
| 100709025 | Object cannot be restored | <p>Cause: A system setting file cannot be restored.</p> <p>Action: Submit the <code>jcc-0.log.0</code> file for resolution.</p> |

Policy Engine (008)

9

Component 008

- ◆ Subgroup 01: Engine
- ◆ Subgroup 02: Condition Handler
- ◆ Subgroup 03: Action Handler
- ◆ Subgroup 04: Configure Information Context
- ◆ Subgroup 05: Information Context
- ◆ Subgroup 06: Response Context

* = any Sub group

| Event Code | Description | Remedy |
|------------|---|---|
| 100801001 | Error No Memory: Memory allocation failed. | Cause: Low system memory. Resource allocation failed. Action: Determine cause for low system memory and resolve. |
| 100802001 | | |
| 100803001 | | |
| 100804001 | | |
| 100805001 | | |
| 100806001 | | |
| 200801002 | Error Bad Data: Policy configuration contains an invalid policy parameter list enumerative value. | Cause: The Administration Console has produced an invalid policy configuration document. Cause: Policy configuration document has been corrupted. Action: Take any or all of the following actions: <ol style="list-style-type: none">1. Submit the log file to Novell Support to aid in determining and fixing the source of the problem.2. Back up to a previously working policy configuration until the problem has been fixed.3. Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available. |
| 200802002 | | |
| 200803002 | | |
| 200804002 | | |
| 200805002 | | |
| 200806002 | | |

| Event Code | Description | Remedy |
|------------|--|--|
| 200801003 | Error Configuration. The policy configuration is syntactically incorrect or malformed. | Cause: The Administration Console has produced an invalid policy configuration document. |
| 200802003 | | |
| 200803003 | | Cause: Policy configuration document has been corrupted. |
| 200804003 | | |
| 200805003 | | Action: Take any or all of the following actions: |
| 200806003 | | <ol style="list-style-type: none"> 1. Submit the log file to Novell Support to aid in determining and fixing the source of the problem. 2. Back up to a previously working policy configuration until the problem has been fixed. 3. Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available. |
| 200801004 | General Failure: Internal software error. | Cause: Unexpected exception caught during policy evaluation. |
| 200802004 | | |
| 200803004 | | Action: Submit log file to Novell Support for analysis and problem resolution. |
| 200804004 | | |
| 200805004 | | |
| 200806004 | | |

| Event Code | Description | Remedy |
|------------|---|---|
| 200801072 | Interface Unavailable: Invalid InformationContext or ResponseContext enumerative value. | Cause: The Administration Console has produced an invalid policy configuration document. |
| 200802072 | | |
| 200803072 | | Invalid PolicyTypeSpec schema. |
| 200804072 | | Cause: Policy configuration document has been corrupted. |
| 200805072 | | |
| 200806072 | | Action: Take any or all of the following actions: <ol style="list-style-type: none"> 1. Submit the log file to Novell Support to aid in determining and fixing the source of the problem. 2. Back up to a previously working policy configuration until the problem has been fixed. 3. Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available. |
| 200801073 | Data Unavailable: Policy Engine could not obtain needed information to complete policy evaluation. | Cause: Inaccessible user store or database. |
| 200802073 | | Action: Ensure user store or database is available. |
| 200803073 | | |
| 200804073 | | Cause: Network connectivity problems. |
| 200805073 | | Action: Ensure network is operational. |
| 200806073 | | |
| 200801074 | Illegal State: Policy Engine caught NullPointerException during policy configuration or evaluation. | Cause: Unexpected software exceptions. |
| 200802074 | | Action: Submit log to Novell Support for analysis and resolution. |
| 200803074 | | |
| 200804074 | | |
| 200805074 | | |
| 200806074 | | |
| 200801075 | Illegal Argument: Internal software error. | Cause: Invalid method argument received. |
| 200802075 | | Action: Submit log to Novell Support for analysis and resolution. |
| 200803075 | | |
| 200804075 | | |
| 200805075 | | |
| 200806075 | | |

| Event Code | Description | Remedy |
|------------|---|--|
| 300801071 | Evaluation Canceled: Active policy evaluation canceled. | Cause: May occur during system shutdown. |
| 300802071 | | Action: If not caused by system shutdown, submit log to Novell Support for analysis and resolution. |
| 300803071 | | |
| 300804071 | | |
| 300805071 | | |
| 300806071 | | |
| 500801000 | Success: Policy operation completed without error. | Cause: Policy Evaluation. |
| 500802000 | | Action: No Action. Informational only. |
| 500803000 | | |
| 500804000 | | |
| 500805000 | | |
| 500806000 | | |
| 500801005 | Operation Pending: Policy operation is in progress | Cause: Policy Evaluation. |
| 500802005 | | Action: No Action. Informational only. |
| 500803005 | | |
| 500804005 | | |
| 500805005 | | |
| 500806005 | | |
| 500803064 | Permit Action: Policy evaluation rendered a Permit Action. | Cause: Permit action executed. |
| | | Action: No Action. Informational only. |
| 500803065 | Deny Action: Policy evaluation rendered a Deny Action. | Cause: Deny action executed. |
| | | Action: No Action. Informational only. |
| 500803066 | Obligation Action: Policy evaluation rendered an Obligation Action. | Cause: Obligation action executed. |
| | | Action: No Action. Informational only. |
| 500801067 | No Action: Policy evaluation rendered no Action. | Cause: No action was executed during a policy evaluation. |
| 500802067 | | Action: No Action. Informational only. |
| 500803067 | | |
| 500804067 | | |
| 500805067 | | |
| 500806067 | | |
| 500802068 | Condition False: Policy condition returned FALSE. | Cause: Policy Evaluation. |
| | | Action: No Action. Informational only. |

| Event Code | Description | Remedy |
|------------|---|--|
| 500802069 | Condition True: Policy condition returned TRUE. | <p>Cause: Policy Evaluation.</p> <p>Action: No Action. Informational only.</p> |
| 200802070 | Condition Unknown. Policy configuration contains an unsupported condition handler definition. | <p>Cause: The Administration Console has produced an invalid policy configuration document.</p> <p>Cause: Policy configuration document has been corrupted.</p> <p>Action: Take any or all of the following actions:</p> <ol style="list-style-type: none"> 1. Submit the log file to Novell Support to aid in determining and fixing the source of the problem. 2. Back up to a previously working policy configuration until the problem has been fixed. 3. Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available. |

SOAP Policy Enforcement Point (011)

10

The SOAP Policy Enforcement Point (PEP) interface is used by the NetWare and Linux Access Gateways for policy evaluation.

Component 011

- ◆ Subgroup 01: General/Configuration
- ◆ Subgroup 02: Authorization PEP
- ◆ Subgroup 03: Identity Injection PEP
- ◆ Subgroup 04: Form Fill PEP

Messages are logged to the catalina.out for trace and application level logging when Identity Server logging is enabled.

| Event Code | Description | Remedy |
|------------------------------|------------------------------|---|
| General/Configuration | | |
| 501101010 | Start Policy Soap Handler | <p>Policy Soap Message Handler received start command.</p> <p>Cause: Embedded Service Provider has been started</p> <p>Action: None. Informational message only.</p> |
| 501101011 | Stop Policy Soap Handler | <p>Policy Soap Message Handler received stop command.</p> <p>Cause: Embedded Service Provider has been stopped</p> <p>Action: None. Informational message only.</p> |
| 101101012 | Policy Evaluator Not Running | <p>The Policy Evaluator has been stopped.</p> <p>Cause: The Embedded Service Provider has been stopped by an administrator</p> <p>Action: Restart the Embedded Service Provider for the device.</p> |
| 101101013 | General Failure | <p>General failure processing policy request.</p> <p>Cause: Most often caused by incorrectly formatted XML.</p> <p>Action: Check catalina.out for stack trace and possibly more detailed information regarding the failure.</p> |

| Event Code | Description | Remedy |
|------------|--------------------------------|--|
| 501101020 | Request Received | <p>Soap request received.</p> <p>Cause: Informational message which logs the type of request received</p> <p>Action: None. Informational message used for checking soap handler interactions.</p> |
| 501101021 | Response Sent | <p>Soap response sent.</p> <p>Cause: Informational message regarding soap response to a request</p> <p>Action: None. Informational message used for checking soap handler interactions.</p> |
| 101101022 | Unsupported request received | <p>A NXPES command other than configure, evaluate or terminate was received.</p> <p>Cause: The policy engine revision is incompatible with the application.</p> <p>Action: Validate the software installation.</p> |
| 201101023 | Unrecognized Policy Identifier | <p>Policy evaluation was requested for an unknown policy.</p> <p>Cause: The policy identifier known to the Access Gateway is stale.</p> <p>Action: Most often, this problem is detected by the Access Gateway and the policies are reconfigured. If the problem persists, send an Apply or Apply Changes to the device from the CLI or Administrative Console.</p> |
| 501101030 | Configure Success | <p>Successful policy configuration.</p> <p>Cause: Policy configuration succeeded</p> <p>Action: None. Informational message used for checking policy configuration.</p> |
| 201101030 | Configure Warning | <p>Policy Configuration Warning.</p> <p>Cause: Policy configuration request reported a problem in retrieving configuration data from the config store</p> <p>Action: Check the policy definitions in the Administration Console to ensure the configuration store is working properly, then reapply the configuration to the device.</p> |

| Event Code | Description | Remedy |
|------------|------------------------------|---|
| 101101031 | Configure Failure | <p>The policy requested is malformed or causes an exception during the configuration process.</p> <p>Cause: This is accompanied with a possible reason for the failure.</p> <p>Action: Check the policy configuration in the administrative console and reapply the configuration to the device.</p> |
| 501101032 | Configure - Empty Policy Set | <p>The set of policies requested either do not apply to the policy enforcement point or the set of policies do not match the categories selected in the policy enforcement list.</p> <p>Cause: This may be normal operation.</p> <p>Action: If a policy is expected, check the category of the policy and make sure the policy is enabled for the device.</p> |
| 501101040 | Terminating policy | <p>The set of policies represented by the policy ID are no longer needed and will be removed from the operating policy set.</p> <p>Cause: This happens each time a configuration is applied to the device.</p> <p>Action: None. This is an informational message only.</p> |
| 501101050 | Evaluating policy | <p>An evaluation request has been received for the set of policies represented by the policy ID.</p> <p>Cause: This happens at least once per user session per configured policy enforcement point.</p> <p>Action: None. This is an informational message only.</p> |

| Event Code | Description | Remedy |
|------------|---|--|
| 501101051 | Policy Evaluation - Invalid User Error | <p>User session received for policy evaluation was not found or contains invalid data.</p> <p>Cause: The Identity Service Provider which authenticated the user is not accessible from the Embedded Service Provider.</p> <p>Action: Most often, this error will automatically restart the user identification process for the Access Gateway.</p> <p>If that doesn't occur:</p> <p>Administrator: If problem persists, check health status of Identity Service Provider and take appropriate action.</p> <p>End User: Retry request. If not redirected to the Identity Service Provider, force a refresh of the current browser page and the Access Gateway/Embedded Service Provider will reinitiate the authentication process.</p> |
| 501101052 | Policy Evaluation - Information Query Error | <p>The Policy Evaluator is unable to gain access to information required by the policy.</p> <p>Cause: This is accompanied with a possible reason for failure.</p> <p>Action: As the administrator, check the health status of Identity Service Provider and take appropriate action.</p> |
| 501101053 | Policy Evaluation - WSC Query Error | <p>An attempt to use the WSC query mechanism of the ESP failed, the requested policy data is unavailable.</p> <p>Cause: This is accompanied with a possible reason for failure.</p> <p>Action: As the administrator, check the health status of Identity Service Provider and take appropriate action.</p> |

| Event Code | Description | Remedy |
|-------------------------------|---|--|
| 501101054 | Policy Evaluation - Cluster Data Query Error | <p>Attempt to retrieve user session data from ESP cluster member failed.</p> <p>Cause: The Embedded Service Provider which authenticated the user may not be accessible from the Embedded Service Provider evaluating the policy.</p> <p>Action: Most often, this error will automatically restart the user identification process for the Access Gateway.</p> <p>If that doesn't occur:</p> <p>End User: Close browser and retry request.</p> <p>Administrator: Check the health status of Embedded Service Provider referenced by IP address in the log and take appropriate action.</p> |
| 501101055 | Policy Evaluation - Cluster Query Retry Count | <p>Informational message containing the number of retries the ESP has made to request policy information from another cluster member.</p> <p>Cause: The Embedded Service Provider which authenticated the user may not be accessible from the Embedded Service Provider evaluating the policy.</p> <p>Action: None, this is an informational message only.</p> |
| Authorization PEP | | |
| 501102050 | Policy Evaluation Trace | <p>Trace of an individual policy evaluation.</p> <p>Cause: Policy evaluation.</p> <p>Action: None. Informational message used for checking policy evaluation.</p> |
| Identity Injection PEP | | |
| 501103050 | Policy Evaluation Trace | <p>Trace of an individual policy evaluation.</p> <p>Cause: Policy evaluation.</p> <p>Action: None. Informational message used for checking policy evaluation.</p> |
| Form Fill PEP | | |
| 501104050 | Policy Evaluation Trace | <p>Trace of an individual policy evaluation.</p> <p>Cause: Policy evaluation.</p> <p>Action: None. Informational message used for checking policy evaluation.</p> |

Backup and Restore (010)

11

Backup and restore are invoked by script files:

- ♦ defbkparm.sh: Created by install. This has the default values for the scripts.
- ♦ getparams.sh: Prompts administrator for information needed to do the backup or restore operation.
- ♦ ambkup.sh: Script to run to perform a backup.
- ♦ amrestore.sh: Script to run to perform a restore.

Other programs used by backup and restore:

- ♦ ICE: This is the Novell eDirectory utility to import and export LDIF file in and out of eDirectory.
- ♦ IdifReverse: This is a program that reverses the order of the records in the LDIF file exported from eDirectory. Reversing the order of records allows the LDIF file to be imported without errors.
- ♦ certtool.jar: This is a eDirectory certificate utility that backs up and restores the CA key, server keys, and trusted roots to a zip file.

Component 010

- ♦ Subgroup 01: Backup
- ♦ Subgroup 02: Restore
- ♦ Subgroup 03: certtool (certificate backup and restore)

Messages are logged to the ambkup.log file.

| Event Code | Description | Remedy |
|---------------|--|---|
| Backup | | |
| 201001001 | Backup failed to export data from the configuration store. | Cause: The ICE utility failed to export directory information to an LDIF file. Action: Make sure that ICE is in the proper location (Linux: /opt/novell/eDirectory/bin). Action: Make sure that the host IP address, port, administrator, password are all correct. Action: Make sure the back up file is writable |

| Event Code | Description | Remedy |
|----------------|--|---|
| 201001002 | Backup failed to format data for a successful restore. | <p>Cause: The <code>ldifReverse</code> utility failed to sort the LDIF records.</p> <p>Action: Make sure that <code>ldifReverse</code> is in the proper location (Same directory as backup command).</p> <p>Action: Make sure the back up file is writable</p> <p>Action: Check for the backup file you specified with <code>"_pre"</code> appended to the file name.</p> <p>If the file exists, run the following command:</p> <pre>ldifReverse bkupfile_pre bkupfile</pre> <p>Replace <code>bkupfile</code> with the filename you specified for the backup file. It should create <code>bkupfile</code> which is the desired back up file.</p> |
| 201001003 | Backup failed to export certificates to the backup zip file. | <p>Cause: The <code>certtool</code> utility failed to export the certificates to a zip file.</p> <p>Action: Make sure that <code>certtool.jar</code> is in the proper location (Same directory as backup command).</p> <p>Action: Make sure the back up file is writable.</p> <p>Action: Manually export the certificates to a zip file:</p> <pre>java -Djava.library.path=/opt/novell/lib -jar certtool.jar -edirTree your_tree - edirIP 000.000.000.000 -edirServer cn=!ServerName.0=novell -edirUser cn=admin.o=novell -edirPwd secret -bkup - file ServerName_20060828_0930.zip -pwd certsecret -trcontainer trustedRoots.access ManagerContainer.novell -caName "your_tree CA"</pre> |
| Restore | | |
| 201002001 | Backup file does not exist. | <p>Cause: The backup file does not exist. The name of the backup file specified in answer to the prompt should not include the final the <code>.ldif</code> or <code>.zip</code> extension.</p> <p>Action: Specify the correct name of the back up file.</p> |
| 201002002 | Backup file does not appear to be valid. | <p>Cause: An simple analysis of the backup file indicates that the LDIF file specified backup file (with <code>.ldif</code> appended to the name) is not a valid backup file.</p> <p>Action: Make sure to specify a backup file that was created by the Access Manager Backup utility.</p> |

| Event Code | Description | Remedy |
|------------|--|--|
| 201002003 | Restore failed to access the configuration store. | <p>Cause: The ICE utility failed to access the eDirectory configuration store.</p> <p>Action: Make sure that ICE is in the proper location (Linux: <code>/opt/novell/eDirectory/bin</code>). Make sure that the host IP address, port, administrator, password are all correct.</p> |
| 201002004 | Restore failed to format the current configuration store data. | <p>Cause: Restore was not able to save a current copy of the configuration store. A current copy of the config store is saved before the import in case the import fails.</p> <p>Action: Make sure that <code>ldifReverse</code> is in the proper location (Same directory as backup command).</p> |
| 201002005 | Restore failed to prepare the configuration store for data import. | <p>Cause: ICE failed. Unknown reason because it has previously been invoked successfully in the restore script.</p> |
| 201002006 | Restore failed to prepare the configuration store for data import. | <p>Cause: ICE failed. Unknown reason because it has previously been invoked successfully in the restore script.</p> |
| 101002007 | Restore failed to restore the backup data. | <p>Cause: ICE failed. Unknown reason because it has previously been invoked successfully in the restore script.</p> <p>Action: Check the configuration store for the following container:</p> <pre>ou=accessManagerContainer,o=novell</pre> <p>If it is not there, locate the <code>recover.ldif</code> file. It should be in the directory where you ran the restore command. Run ICE to recover the configuration store to the state it was in before you attempted the restore. Enter the following command:</p> <pre>/opt/novell/eDirectory/bin/ice -SLDIF -f recover.ldif -C -n -LDAP - sxxx.xxx.xxx.xxx -p636 -k -dcn=admin, o=novell -wadmin_password -F</pre> |
| 101002008 | Failed to restore certificate from backup file. | <p>Cause: The java program restores the certificate failed. The java program is <code>certtool.jar</code> which provides command line access to various eDirectory certificate functions.</p> <p>Action: See the log file (<code>ambkup.log</code>) for more specific details. The log file contains a listing of relevant parameters with each error message. Assuming the back up from which you are trying to restore was successful, failure to restore is probably an incorrectly supplied parameter. Enter the following command:</p> <pre>JAVA -classpath vcdnbkup.jar:cert tool.jar com.novell.nids.bkuputil. Util - userid cn=admin,o=novell -pwd secret - vcdnUser</pre> |

| Event Code | Description | Remedy |
|------------|---|--|
| 101002009 | Failed to reconfigure VCDN user objects. | <p>Cause: The VCDN user objects were not restored with their passwords. Device Manager will not start up until the passwords have been properly set.</p> <p>Action: This is accompanied with an error x01004xxx. Please refer to that error.</p> |
| | certtool utility | |
| 201003002 | IP address is missing. | <p>Cause: The certtool.jar was launched without the -edirIP option. A script file might have been incorrectly modified.</p> <p>Action: Make sure the -edirIP option is specified in the script when it launches the certtool utility.</p> |
| 201003005 | eDirectory user id missing. | <p>Cause: The certtool.jar was launched without the -eDirUser option. A script file might have been incorrectly modified.</p> <p>Action: Make sure the -edirUser cn=admin.o=novell option is specified in the script when it launches the certtool utility.</p> |
| 201003006 | eDirectory user password missing. | <p>Cause: The certtool.jar was launched without the -edirPwd option. A script file may have been incorrectly modified.</p> <p>Action: Make sure the -edirPwd option is specified in the script when it launches the certtool utility.</p> |
| 201003009 | File name missing. | <p>Cause: The certtool.jar was launched without the -file (name of backup file) option. A script file may have been incorrectly modified.</p> <p>Action: Make sure the -file option is specified in the script when it launches the certtool utility.</p> |
| 201003011 | Encryption password missing. | <p>Cause: The certtool.jar was launched without the -pwd option. A script file may have been incorrectly modified.</p> <p>Action: Make sure the -pwd option is specified in the script when it launches the certtool utility.</p> |
| 201003013 | Name of trusted root container missing. | <p>Cause: The certtool.jar was launched without the -trContainer (trusted root container) option. A script file may have been incorrectly modified.</p> <p>Action: Make sure the -trcontainer option is specified in the script when it launches the certtool utility.</p> |
| 201003040 | Failed to open backup file for writing. | <p>Cause: Backup was unable to create or access the backup file in which to save certificate information.</p> <p>Action: Ensure that user running backup sufficient rights.</p> |
| 201003041 | Failed to retrieve certificate names from eDirectory. | <p>Cause: A PKI or eDirectory error.</p> <p>Action: This error will be accompanied by an error string.</p> |

| Event Code | Description | Remedy |
|------------|---|--|
| 201003042 | Failed to retrieve certificate xxxx from eDirectory. | <p>Cause: The certtool failed to retrieve the certificate identified in the error. Problems have been seen trying to export certificate with pending CSRs.</p> <p>Action: This error will be accompanied by an error string.</p> |
| 201003043 | Failed to write certificate xxxx to backup file. | <p>Cause: The certificate identified in the error message did not get saved to the backup file.</p> <p>Action: An exception string included in the message may provide additional information.</p> |
| 301003044 | Error closing backup. | <p>Cause: Likely will not cause a problem.</p> <p>Action: Try extracting the contents of the zip file created by backup to verify the integrity of the zip file.</p> |
| 201003045 | Failed to write trusted root xxxx to backup file. | <p>Cause: The trusted root identified in error messages did not get saved to the backup file.</p> <p>Action: An exception string included in the message might provide additional information.</p> |
| 201003046 | Failed to retrieve trusted root xxxx from eDirectory. | <p>Cause: The certtool failed to retrieve the trusted root identified in the error. Likely a PKI or eDirectory error.</p> <p>Action: This error will be accompanied by an error string.</p> |
| 201003048 | Not all items were backed up. | <p>Cause: See accompanying errors.</p> <p>Action: Refer to previous error messages to identify which certificates or trusted roots were not backed up.</p> |
| 201003049 | Failed to retrieve the CA xxxx from eDirectory. Likely a PKI or eDirectory error. | <p>Cause: The certtool failed to retrieve the CA key identified in the error.</p> <p>Action: This error will be accompanied by an error string.</p> |
| 201003050 | Failed to write CA key xxxx to backup file. | <p>Cause: The CA key identified in the error did not get written to the backup file.</p> <p>Action: An exception string included in the message may provide additional information.</p> |
| 201003051 | Failed to open backup file for reading. | <p>Action: Make sure the backup file exists. Do not include <code>.ldif</code> or <code>.zip</code> in the name of the backup file.</p> <p>Action: Make sure the user logged in has sufficient rights to access the file.</p> |
| 201003052 | Not all items were restored. | <p>Cause: See accompanying errors.</p> <p>Action: Refer to previous error messages to identify which certificates or trusted roots were not backed up.</p> |
| 301003053 | Error closing backup. | <p>Action: This error occurred after all restore operations had completed. Should not cause any problem.</p> |

| Event Code | Description | Remedy |
|------------|---|---|
| 201003056 | Error importing CA key: xxxx | <p>Action: The CA key was not restored. See the accompanying Error for more information. Likely a PKI error.</p> <p>Action: Make sure the password you provided matches the encryption password used when backing up the data.</p> |
| 201003057 | Error importing key: xxxx | <p>Cause: The CA key was not restored. See the accompanying Error for more information. Likely a PKI error.</p> <p>Action: Make sure the password you provided matches the encryption password used when backing up the data.</p> |
| 201003058 | Error importing trusted root: xxxx | <p>Cause: The trusted root was not restored. See the accompanying Error for more information. Likely a PKI error.</p> |
| | VCDN configuration | |
| 201004001 | Failed to configure VCDN objects for data store access. | <p>The VCDN user objects were not restored with their passwords. Device Manager will not start up until the passwords have been properly set.</p> <p>Cause: The vcdnbkup.jar utility failed to reset passwords for VCDN objects. This causes errors starting up device manager.</p> <p>Action: Make sure /opt/volera/roma/conf/vcdn.conf file is present and has the correct information.</p> <p>To fix enter the following command in the /opt/novell/devman/bin directory:</p> <pre>java -jar vcdnbkup.jar -userid cn=admin,o=novell -pwd admin_password - vcdnUser</pre> |
| 201004002 | Application Error. | <p>The VCDN user objects were not restored with their passwords. Device Manager will not start up until the passwords have been properly set. Accompanied by a stack trace with more information.</p> <p>Cause: vcdnbkup.jar utility failed to reset passwords for VCDN objects. This will cause errors starting up device manager.</p> <p>Action: Make sure the information in /opt/volera/roma/conf/vcdn.conf file is correct:</p> <p>Fix the file by running the following command (in /opt/novell/devman/bin):</p> <pre>java -jar vcdnbkup.jar -userid cn=admin,o=novell -pwd admin_password - vcdnUser</pre> |

Novell Modular Authentication Class (012)

12

The Novell Modular Authentication Service (NMAS) Class provides access to a number of advanced authentication mechanisms available from Novell, Inc. and Novell partners.

Component 012

- ◆ Subgroup 01: General/Configuration
- ◆ Log file: catalina.out for trace and application level logging as enabled by the log settings (click *Identity Server > Edit > Logging*)

| Event Code | Description | Remedy |
|------------------------------|---------------------------|--|
| General/Configuration | | |
| 301201001 | NMAS Authentication Class | <p>The log message language resource file could not be located.</p> <p>Cause: The log message language resource file was not found</p> <p>Action: Verify installation.</p> |
| 101201002 | NMAS Authentication Class | <p>Error getting LDAP host address.</p> <p>Cause: System configuration.</p> <p>Action: Verify installation and availability of LDAP host server.</p> |
| 101201003 | NMAS Authentication Class | <p>The NMAS_LOGIN_SEQUENCE initialization property were not provided.</p> <p>Cause: The NMAS_LOGIN_SEQUENCE property was not defined for the authentication class.</p> <p>Action: Use the management interface to add the NMAS_LOGIN_SEQUENCE property to either the class or the method, and assign it the name of a valid NMAS login sequence.</p> |
| 101201004 | NMAS Authentication Class | <p>Unable to write to HTTPResponse</p> <p>Cause: Unknown</p> <p>Action: Check system status.</p> |
| 501201005 | NMAS Authentication Class | <p>UserID not found.</p> <p>Cause: Invalid User ID.</p> <p>Action: Verify username</p> |

| Event Code | Description | Remedy |
|-------------------|---------------------------|--|
| 101201006 | NMAS Authentication Class | Invalid NMAS Login state. Cause: Unknown Action: Check server status. |
| 101201007 | NMAS Authentication Class | NMAS Login Error. Cause: See NMAS Error codes. Action: Indicated by NMAS error code. |
