

LMS Assistant FAQ

Version 2.1.9

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NOTE: If you receive an error while running LMS Assistant and the following information does not provide the information you are looking for please verify your parameters are correct and send a copy of the LMSAssistant.log file to your License Management Services analyst (the LMSAssistant.log file is located in the same folder that LMS Assistant was started from).

General

["Java Version"](#)

LMS Assistant requires Java 1.6 or greater.

You may have Java 1.6 or newer installed on the machine but an older version is being picked up in the path when the tool is launched from LMSAssistant.bat or LMSAssistant.sh.

To check the version of Java that will be detected when the tool attempts to load, run "Java -version" from the same folder that the LMSAssistant.jar file is located.

To change the Java version that is picked up in the path, edit the LMSAssistant.bat or LMSAssistant.sh file and add the full path to a version of Java that meets the requirements.

Example: **C:\program files\java\jre1.6.0_18\bin\java.exe -Xmx512m -jar LMSAssistant.jar**

After you have added the full path and your screen flashes when trying to open the tool, you might need to put quotes around program files in the Java path. You can run multiple versions of Java on the same machine, thus not affecting other applications. However, if installing a newer version of Java is not an option with your current environment, please run the tool from a workstation where you can install the newest Java version.

["Nothing appears to happen when loading the LMS Assistant."](#)

If "LMSAssistant.bat" or "LMSAssistant.sh" fails to load the LMS Assistant main page there may be an issue with the Java version. Please refer to the "Java Version" section for more details.

["ClassNotFoundException" or "Unsupported Class Version"](#)

The error above will appear in the DOS command window and when there is a Java version issue. Refer to the "Java Version" section for more details.

["Proxy Server support"](#)

By default LMS Assistant does not use the system's proxy settings.

If the environment requires all network traffic to go through a proxy server edit the LMSAssistant.bat and add the "-UseSystemProxy" parameter right after "LMSAssistant.jar".

For example: `java -Xmx512m -jar LMSAssistant.jar -UseSystemProxy`

The environment may require a user name and password in order to authenticate to a proxy server. If this is the case LMS Assistant will prompt for the proxy server user name and password the first time it tries to make a connection.

Note: The proxy server user name and password are not stored by LMS Assistant and will need to be entered each time the tool is loaded.

[“Unable to Connect”](#)

If you are unable to connect there may be a proxy server or firewall blocking the connection. A “...**Malformed reply from SOCKS server...**” message in the LMSAssistant.log file is a good indication that the connection is being blocked by a proxy server.

If your environment is using a proxy server or firewall, you may need to configure the proxy server or firewall to allow the connection. In rare cases you may need to turn off firewall or proxy server altogether while the tool is in use.

To verify or change the proxy settings in a Windows environment open Internet Explorer and go to “Tools → Internet Options → Connections → LAN Settings”.

Note: If changes are made to proxy or firewall settings, it is recommended that you restore the settings after you have finished running LMS Assistant.

[“Java Heap” Out of Memory](#)

The error is caused when Java has reached a memory limit either due to the amount of memory available in the machine or the Java memory configuration parameters.

To increase the Java memory for LMS Assistant, please follow the steps below.

Edit the LMSAssistant.bat file and adjust the maximum limit for the Java maximum heap size (i.e., -Xmx). Set this value to a multiple of 1024 that is greater than 1MB. The default size for this value is measured in bytes. Append the letter 'k' or 'K' to the value to indicate kilobytes, 'm' or 'M' to indicate megabytes, and 'g' or 'G' to indicate gigabytes. Refer to Java parameter documentation for more detail.

[LmsAssistant.log file Reporting Information Adjustment](#)

The LmsAssistant.log file default logging level is INFO. To adjust this, you can override the default level by adding -LogAll to the command line in the Batch file to enable all logging messages.

LDAP

[“Unable to Connect”](#)

In most cases this indicates that the Server Name/IP address, Port number, or the “Use SSL” check box is incorrect. Please verify the parameters entered. Refer to the “**Parameter Definitions for LDAP Connections**” below for more details.

[“Unable to Bind”](#)

Generally speaking the “Unable to Bind” error indicates an invalid user name and/or password. Please verify the parameters entered. Refer to the “**Parameter Definitions for LDAP Connections**” below for more details.

Note: Make sure that the User ID being used has appropriate administrative rights to search the entire tree.

[“Size Limit Exceeded”](#)

The error “LDAPException: (4) Sizelimit Exceeded” indicates that the search result exceed the LDAP server's configured search result size.

The LMS Assistant sets the LDAP Search Constraints value for Max Results to zero (unlimited) when issuing the search request. The LDAP server may be configured in such a way that it ignores the clients request not to limit the search results.

Note: LDAP for Active Directory has a default size limit (i.e., MaxPageSize) of 1000. For more details and how to change the MaxPageSize see <http://support.microsoft.com/kb/315071>.

[“All Referrals Failed”](#)

The error “LDAPException: NDS error: all referrals failed (-626) (80) Other” indicates that as the LDAP server was processing the search request it came across one or more referrals and the server was not able to follow the referrals for some reason.

It could be that "following referrals" has been disabled on the LDAP server or that the communication links required to follow the referrals were not functional. As a result the LMS Assistant may not have received all of the data it requested in the LDAP search.

[“\(91\) Connect Error”](#)

This error indicates that the LDAP client has lost either its connection or cannot establish a connection to the LDAP server. This can be due to a slow link or a link not found, server not responding, network problems, or time-outs.

[“\(32\) No Such Object”](#)

The error "LDAPException: 0000208D: NameErr: (32) No Such Object" is caused because the "User" does not have the proper rights to read/access the objects in the tree. Have these customers using Active directory make sure that the User is a member of the appropriate Administrators, Users, or Readers groups.

Also, please make sure the tool is not being pointed to an LDAP server that has only a partial replica of the tree.

[“LDAPException: Invalid DN Syntax \(34\) Invalid DN Syntax”](#)

This error indicates that the DN(Distinguished name) is most likely not in the correct form. Make sure it is in LDAP typeful notation.

["Confidentiality Required \(13\) Confidentiality Required "](#)

This error indicates the "Use SSL" needs to be checked and/or the wrong port is selected. In some cases it could mean that the correct certificates are not being used.

[“LDAPException: Invalid Credentials \(49\)”](#)

This error indicates that the user id and/or password is incorrect.

[“LDAPException: NDS error: old view \(-6014\)”](#)

This error indicates that a consistent snapshot of the database could not be maintained for the requested operation

A query has been posed against a very large database and the query results in a scan search. If the search runs for more than 40 minutes, the database will abort the operation and return this error. Transactions that have run for less than 40 minutes might also be aborted if the database is in a state where it is trying to reclaim roll-back space (i.e. the rollback log file has grown too large).

Parameter Definitions for LDAP Connections:

Server Name or IP Address	The LDAP server that LMS Assistant will connect to in order to audit the tree. The server may be specified by IP address or DNS name.
Port	The port where LMS Assistant will try to locate LDAP Services on the server specified. Port 636 is the default port to access LDAP via a Secure Sockets Layer (SSL) connection. <i>Note: LDAP server port values are configurable, meaning you could create a different port assignment so using the default values may not be valid.</i>
User ID	The User ID that LMS Assistant will use when connecting to the LDAP server. If you are connecting via SSL this parameter MUST be specified. Be sure the User ID being used has access to all objects in the tree. Be sure to format the User ID using LDAP typeful notation (e.g. cn=admin,o=novell). For the best results, use a user ID and password with administrator equivalent rights.
Password	This is the password for the User ID specified above.
Search Entire Tree	Should be checked as the default.
Specify Search Base	The container in the tree where LMS Assistant will perform its audit. Initially, leave this parameter blank. If you need to enter a value, it must be a valid LDAP DN and formatted in LDAP typeful notation (i.e. ou=dirxml,o=provo).
Use SSL	This box must be checked to access LDAP via Secure Sockets Layer (SSL) connection.

ZCM

["Login Failed" or "Unable to Connect" for ZCM Database connection](#)

The connection error is most likely caused by the user name and/or password. Refer to the **"Parameter Definitions for Database Connections"** below for more details.

When the ZCM database was created there should have been a user id and password created. The database user id and/or password are not usually the same as the those used for ZCC, the Linux root, or the Windows administrator.

If ZCM is installed on a Linux or Windows platform and is using the default database (SQL Anywhere) there is an administrative utility that can be used to get the database user id and password. If this is the case, run "zman dgc" from a terminal or command window. The default user id for the "zman dgc" utility is administrator. The password is normally the same as your ZCM Console password. Once you get the user id and password, you can then copy and paste that information into the LMS Assistant tool.

Note: The password you get from the "zman dgc" utility will be encrypted. You can go ahead and copy and paste the password into the LMS Assistant and it will accept it.

The user id can also be found in the dmaccounts.properties file. The dmaccounts.properties file is located in the same folder as the zdm.xml file.

[Unable to locate the path for "zdm.xml" file for ZENworks Configuration Management](#)

By default the tool assumes the zdm.xml file is local and at a known location. If the file is not found at the default location there is the ability to point the tool to the correct location. The default location for the file is listed below. You can point the tool to the location of the file on a remote machine or you can copy it locally and point to the local copy. (You may need to edit the local copy of the zdm.xml file and change the generic IP

Address (i.e., 127.0.0.1) to the IP Address of the server hosting the database.)

The ZENworks Configuration Management zdm.xml file is used to get the ZCM database connection parameters. Please be aware that in rare cases the .xml file sometimes has configuration parameter values that do not match the products current configuration. In these rare cases it is best to make a local copy which can be updated with the current parameter values without impacting the production environment.

File Locations:

The default locations for the ZENworks Configuration Manager zdm.xml file are:

Linux: "/etc/opt/novell/zenworks/datamodel/zdm.xml"

Windows: "ZENWORKS_HOME/conf/datamodel/zdm.xml" for Windows. Where ZENWORKS_HOME is usually defined as "c:/Program Files/Novell/ZENworks".

Sentinel

["Login Failed" or "Unable to Connect"](#)

A login or connection error is most likely caused by the user name and/or password. Please verify the parameters entered. Refer to the "**Parameter Definitions for Database Connections**" below for more details.

Note: The tool gets the user name from the Sentinel 6.0-6.1 das_query.xml file. For Sentinel RD the tool gets the user name from the das_core.xml file.

[Unable to locate the path for "das_query.xml" file for Sentinel](#)

By default the tool assumes the das_query.xml file is local and at a known location. If the file is not found at the default location there is the ability to point the tool to the correct location. The default location for the file is listed below. You can point the tool to the location of the file on a remote machine or you can copy it locally and point to the local copy. (You may need to edit the local copy of the das_query.xml file and change the generic IP Address (i.e., 127.0.0.1) to the IP Address of the server hosting the database.)

The tool uses the Sentinel das_query.xml file to get the connection parameters for the Sentinel database. It also gets a very small amount of usage data from the .xml file that is not found in the database. Please be aware that in rare cases the .xml file sometimes has configuration parameter values that do not match the products current configuration. In these rare cases it is best to have a local copy which can be updated with the current parameter values without impacting the production environment.

File Locations:

The default location for the Sentinel das_query.xml file is "ESEC_HOME/config/das_query.xml". Where ESEC_HOME is usually defined as "c:/Program Files/Novell/Sentinel6".

Parameter Definitions for Database Connections:

User Name	The user name LMS Assistant will use when connecting to the database. The LMS Assistant gets this parameter from the das_query.xml (Sentinel) file, das_core.xml (Sentinel RD) file, or the zdm.xml (ZENworks Configuration Management) file.
Host	The Host LMS Assistant will use when connecting to the database. The LMS Assistant gets this parameter from the das_query.xml (Sentinel) file, das_core.xml (Sentinel RD) file, or the zdm.xml (ZENworks Configuration Management) file.
Port Number	The Port LMS Assistant will use when connecting to the database. The LMS Assistant gets this parameter from the das_query.xml (Sentinel) file,

	das_core.xml (Sentinel RD) file, or the zdm.xml (ZENworks Configuration Management) file.
Database Name	The name of the database. The LMS Assistant gets this parameter from the das_query.xml (Sentinel) file, das_core.xml (Sentinel RD) file, or the zdm.xml (ZENworks Configuration Management) file.
Password	This is the password for the User Name specified above.
Configuration File	This is the path to the das_query.xml (Sentinel) file, das_core.xml (Sentinel RD) file, or the zdm.xml (ZENworks Configuration Management) file.

GroupWise

[“Directory X needs GroupWise extensions added”](#)

When the LMS Assistant connects to a domain, the interface checks the eDir tree for that domain to make sure all of the schema extensions are in place. This error indicates there are missing schema extensions. Make sure the 8.x GroupWise snapins for Console One are installed. In Console One select the eDirectory tree where the GroupWise domain is located and then select Tools | GroupWise Utilities | Check eDirectory Schema to verify the schema is updated.

[“\(Error -634\) The target server does not have a copy of what the source server is requesting. Or, the source server has no objects that match the request and has no referrals on which to search for the object”](#)

Error -634 means either the URL/IP addresses provided are invalid, or the user id is not valid on that server. Note: The user id must be in NDS format as called out in the instructions.

[“\(Error -610\) Illegal NDS name. Avoid using illegal characters or reduce the number of characters in the object’s name”](#)

This is an input parameter error. As described in the LMS Assistant Instruction document and the mouse over Help in the LMS Assistant itself, the user id is not valid. The user id for the GroupWise connection parameters must be entered in NDS format. For example, you would use “admin.novell” not “cn=admin,o=novell”.

[“EdirAuthenticationException: \(Error -601\) The object name entered could not be found in the context specified. Refer to Help for all listings of possible causes and solutions”](#)

This error means the specified NDS object could not be found on the NDS server that is responding to a request. Make sure that the full NDS context for the user name was used or that it was not mistyped.

Parameter Definitions for GroupWise Connections:

Server Name or IP Address	The server hosting the domain database. The server may be specified by an IP Address or by an NDS name.
User Name	This parameter specifies the User ID that will be used when connecting to the Server. The User Name must be the full context in NDS format (e.g., admin.novell). The User ID you specify must have rights to the domain database.
Password	Password for the specified User ID. The password is required to make the server connection. LMS Assistant does not save the password. If you exit LMS Assistant and restart it, you will need to enter the password again.
Domain Database Path	The complete path to the domain database on the specified server.