

## Troubleshooting Guide

# Novell<sup>®</sup> ZENworks<sup>®</sup> Desktop Management

**7 SP1 IR4/IR4a/IR4b**

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# About This Guide

This guide includes troubleshooting strategies that you can use and error messages that might be displayed for problems that could occur as you use the Remote Management and Workstation Inventory components of Novell® ZENworks® 7 Desktop Management in your production environment.

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

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

- ♦ Part I, “Troubleshooting Remote Management,” on page 11
- ♦ Part II, “Troubleshooting Novell Application Launcher,” on page 25
- ♦ Part III, “Troubleshooting Workstation Inventory,” on page 31
- ♦ Chapter 7, “Troubleshooting Workstation and Server Imaging,” on page 147
- ♦ Part V, “Enabling Debug Logging in ZENworks 7,” on page 157
- ♦ Appendix A, “Documentation Updates,” on page 185

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

## Audience

This guide is intended for system administrators installing ZENworks 7 Desktop Management software.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation, or go to <http://www.novell.com/documentation/feedback/> (<http://www.novell.com/documentation/feedback/feedback/data/hc7znq4j.html>) and enter your comments there.

## Documentation Updates

For the most recent version of the *Novell ZENworks 7 Desktop Management Troubleshooting Guide for Remote Management and Workstation Inventory*, visit the [Novell ZENworks 7 documentation Web site \(http://www.novell.com/documentation/zenworks7\)](http://www.novell.com/documentation/zenworks7).

## Additional Documentation

ZENworks 7 Desktop Management is supported with other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product:

- ♦ *[Novell ZENworks 7 Desktop Management Installation Guide](#)*
- ♦ *[Novell ZENworks 7 Desktop Management Administration Guide](#)*

In addition, the other capabilities included in the ZENworks 7 suite have extensive documentation for your use. For a full list of this documentation, see the ZENworks 7 page at the [Novell ZENworks 7 Web site \(http://www.novell.com/documentation/zenworks7\)](http://www.novell.com/documentation/zenworks7).

## Documentation Conventions

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

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

# Troubleshooting Remote Management

If the Remote Management component of Novell® ZENworks® 7 Desktop Management displays an error message, you can look it up in the Error Messages section. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

- ♦ [Chapter 1, “Remote Management Error Messages,” on page 13](#)
- ♦ [Chapter 2, “Remote Management Troubleshooting Strategies,” on page 19](#)



# Remote Management Error Messages

# 1

The following sections contain detailed explanations of the error messages you might encounter using the Remote Management component of Novell® ZENworks® 7 Desktop Management:

- ♦ [Section 1.1, “Remote Management Errors on Windows Workstations,” on page 13](#)
- ♦ [Section 1.2, “Desktop4.exe Error Messages,” on page 17](#)

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**NOTE:** The information in this section also applies to ZENworks 7 Desktop Management with Support Pack 1.

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## 1.1 Remote Management Errors on Windows Workstations

- ♦ [“1456: The Remote Management Agent is unable to read information from the eDirectory server. Verify that the workstation object is valid and the Middle Tier Server is up and running” on page 13](#)
- ♦ [“1461: The Agent failed to verify the address information. If working across NAT, the option for connections across NAT should be enabled in the property pages” on page 14](#)
- ♦ [“1463: The Agent failed to verify the port information. If working across NAT, the option for connections across NAT should be enabled in the property pages” on page 14](#)
- ♦ [“1481: Unable to obtain the DN of the remote operator logged in to eDirectory” on page 14](#)
- ♦ [“1487: You are attempting to launch the operation from an obsolete or invalid workstation object. Verify that the workstation object is valid” on page 15](#)
- ♦ [“1759: The selected user has not logged in to any workstation” on page 15](#)
- ♦ [“1801: This mode of authentication is currently unavailable on the target machine” on page 16](#)
- ♦ [“1802: This operation is currently unavailable on the target machine” on page 16](#)
- ♦ [“1805: This operation is currently being performed on the target machine and will not be available” on page 16](#)
- ♦ [“1858: The connection with the Remote Management Agent has timed out” on page 16](#)
- ♦ [“1899: The connection with the Remote Management Agent 192.168.0.52 is terminated” on page 17](#)
- ♦ [“1900: Unable to connect to the Remote Management Agent. Ensure that the Agent is running on the target machine and is compatible with this Remote Management Console” on page 17](#)

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Critical

Possible Cause: The workstation is not authenticated to Novell eDirectory™.

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

Possible Cause: The Middle Tier server might be down or configured incorrectly. A Middle Tier Server is required if the managed workstation does not have the Novell Client™ installed.

Action: Contact your system administrator to configure the Middle Tier Server correctly.

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

Action: Contact your system administrator to configure SLP correctly.

Possible Cause: The error occurs because C:\Program Files\Novell\ZENworks is no longer a part of the PATH variable on the workstation.

Action: Add C:\Program Files\Novell\ZENworks directory to the PATH.

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

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

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

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

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

Action: Refresh ConsoleOne.

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

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

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

Source: ZENworks Desktop Management; Remote Management snap-in

Severity: Informational

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

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

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

Action: Do the following:

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

Action: Install the following eDirectory patch builds:

- ◆ For eDirectory 8.6

Patch: eDirectory 8.6.2 SP1 for all platforms

TID # 2962444

File: edir862sp1.exe

Release: 20 June 2002

- ◆ For eDirectory 8.5

Patch: eDirectory update for all platforms

TID # 2962755

File: edir8527.exe

Release: 19 June 2002

- ◆ For eDirectory 8.0

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

TID # 2962807

File: ds880\_a.exe  
Release: 12 June 2002

---

**IMPORTANT:** Prior to installing a patch, you should read the [ZENworks 7 Desktop Management Readme \(http://www.novell.com/documentation/zenworks7\)](http://www.novell.com/documentation/zenworks7) file for specific information.

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

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

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

Action: Import the workstation to the eDirectory tree.

**1802: This operation is currently unavailable on the target machine**

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

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

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

Action: Contact your network administrator.



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

Source: ZENworks Desktop Management; Remote Management Console

Severity: Informational

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

Possible Cause: The Remote Management service was stopped.

Possible Cause: The managed workstation was restarted.

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

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

Source: ZENworks Desktop Management; Remote Management console

Severity: Informational

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

Action: Contact your network administrator.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

## 1.2 Desktop4.exe Error Messages

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

- ♦ [“Unable to get the IP address of managed workstation from Novell eDirectory” on page 17](#)
- ♦ [“The specified operation, server\\_name, is not supported” on page 18](#)
- ♦ [“Permission is denied to perform the Remote Management operation on the managed workstation” on page 18](#)
- ♦ [“Unable to start the Remote Control or the Remote View operation” on page 18](#)

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

Source: ZENworks Desktop Management; `Desktop4.exe`

Severity: Critical

Possible Cause: The Remote Management console is unable to reach eDirectory or eDirectory is not synchronized.

Action: Run `DSREPAIR`.

Possible Cause: Unable to find the workstation object in eDirectory.

Action: Use ConsoleOne to check whether the workstation object is present in eDirectory

Possible Cause: The workstation was not imported correctly into eDirectory.

Action: Import a workstation into eDirectory and retry.

### **The specified operation, *server\_name*, is not supported**

Source: ZENworks Desktop Management; Desktop4.exe

Severity: Informational

Possible Cause: The operation you have specified is not a supported operation of Remote Management.

Action: You can perform only the following Remote Management operations:

- Remote Control
- File Transfer
- Remote View
- Remote Execute
- Diagnostics
- Remote Wake Up

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

Source: ZENworks Desktop Management; Desktop4.exe

Severity: Critical

Possible Cause: You do not have sufficient rights to perform the specified operation.

Action: Ensure that you have sufficient rights to perform the specified operation on the workstation you are trying to remotely control. If the problem persists, contact your system administrator.

### **Unable to start the Remote Control or the Remote View operation**

Source: ZENworks Desktop Management; Desktop4.exe

Severity: Critical

Possible Cause: Rconconsole.exe is not present in the  
*ConsoleOne\_installation\_directory\bin\zen\rclaunch.*

Action: Reinstall Remote Management ConsoleOne snap-ins.

# Remote Management Troubleshooting Strategies

# 2

The following sections provide solutions to problems you might encounter when using the Remote Management component of Novell® ZENworks® 7 Desktop Management:

- ♦ [Section 2.1, “General Troubleshooting,” on page 19](#)
- ♦ [Section 2.2, “Troubleshooting Remote Management Installation,” on page 20](#)
- ♦ [Section 2.3, “Troubleshooting Remote Control,” on page 20](#)
- ♦ [Section 2.4, “Troubleshooting the File Transfer Protocol,” on page 22](#)
- ♦ [Section 2.5, “Troubleshooting the Wake-On-LAN Service,” on page 23](#)

## 2.1 General Troubleshooting

Use the following information to help you troubleshoot problems of a general nature in ZENworks 7 Desktop Management Remote Management:

- ♦ [“From a user object, I am unable to view the IP address of a machine with the Novell Client installed” on page 19](#)

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

Source: ZENworks Desktop Management; Remote Management snap-in

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

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

Possible Cause: The preferred protocol in the Novell Client™ properties from where the user logged in is listed as IPX™ instead of IP.

Action: Do the following:

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

Action: Install the following eDirectory patch builds:

---

**IMPORTANT:** Prior to installing a patch, you should read the [ZENworks 7 Desktop Management Readme \(http://www.novell.com/documentation/zenworks7\)](http://www.novell.com/documentation/zenworks7) file for specific information.

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- ♦ For eDirectory 8.6

Patch: eDirectory 8.6.2 SP1 for all platforms

TID # 2962444

File: edir862sp1.exe

Release: 20 June 2002

- ◆ For eDirectory 8.5

Patch: eDirectory update for all platforms

TID # 2962755

File: edir8527.exe

Release: 19 June 2002

- ◆ For eDirectory 8.0

Patch: NDS<sup>®</sup> 8.x update for NetWare<sup>®</sup> 5.1 ver 8.80d

TID # 2962807

File: ds880\_a.exe

Release: 12 June 2002

## 2.2 Troubleshooting Remote Management Installation

- ◆ [“Installation of the Remote Management snap-ins fails” on page 20](#)

### Installation of the Remote Management snap-ins fails

Source: ZENworks Desktop Management; Remote Management snap-in install

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

Action: Do the following:

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

## 2.3 Troubleshooting Remote Control

- ◆ [“Unable to see the video file \(\\*.mpg\) running on the managed workstation during the Remote Management session” on page 21](#)
- ◆ [“The Remote Control or the Remote View session is slow” on page 21](#)
- ◆ [“The graphics are distorted” on page 22](#)
- ◆ [“The 3D cursor on the managed workstation renders a block-shaped cursor with reverse colors during Remote Control” on page 22](#)
- ◆ [“ConsoleOne snap-ins cause Remote Control to ZENworks for Desktops 3.x with SP3 workstations to fail” on page 22](#)

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

Source: ZENworks Desktop Management; Remote Management; Remote Control Console

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

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

If the video file is running on Windows Media Player 7 or 8:

- 1 In the Windows Media Player window, click *Tools > Options*.
- 2 Click the *Performance* tab > the *Advanced* button.
- 3 Deselect *Use Overlays*.
- 4 Click *OK*.

If the video file is running on RealPlayer:

- 1 In the RealPlayer window, click *View > Preferences*.
- 2 Click the *Performance* tab.
- 3 Deselect the *Use Optimized Video Display* check box.
- 4 Click *OK*.

Action: If the problem persists, disable hardware acceleration on the managed workstation.

On a Windows 2000/XP managed workstation:

- 1 In the Control Panel, double-click *Display*.
- 2 Click the *Settings* tab > the *Advanced* button.
- 3 Click the *Troubleshooting* tab.
- 4 Set *Hardware Acceleration* to *None*.
- 5 Click *OK*.

## The Remote Control or the Remote View session is slow

Source: ZENworks Desktop Management; Remote Management; Remote Control Console

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

Action: Disable hardware acceleration on the managed workstation.

---

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

---

Action: Install the Mirror Driver on the managed workstation.

Action: If you have already installed the Mirror Driver, contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

### **The graphics are distorted**

Source: ZENworks Desktop Management; Remote Management Agent

Explanation: There is a problem with the NVIDIA\* driver installed on the managed workstation.

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

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

Source: ZENworks Desktop Management; Remote Management Agent

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

### **ConsoleOne snap-ins cause Remote Control to ZENworks for Desktops 3.x with SP3 workstations to fail**

Source: ZENworks Desktop Management; Remote Management ConsoleOne snap-in.

Explanation: ZENworks Server Management and ZENworks Desktop Management have different sets of snap-ins. Because Server Management supports launching of Remote Management only from the Server object, it does not contain the snap-ins to launch Remote Management from the Workstation object. When ZENworks 7 Server Management snap-ins are installed over ZENworks for Desktops 3.x snap-ins, the snap-in required to launch Remote Management from the Workstation object cannot load `ndsaccess.dll`, which is replaced during Server Management installation. For this reason, the Remote Management launch fails.

Action: Update the existing snap-ins to ZENworks 7 Desktop Management with Support Pack 1.

## **2.4 Troubleshooting the File Transfer Protocol**

- ♦ [“After successfully uploading a directory from a local machine to a remote machine using the FTP session, I'm unable to open any other directory on the remote machine from FTP” on page 22](#)
- ♦ [“Unable to access ConsoleOne during an FTP session” on page 23](#)

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

Source: ZENworks Desktop Management; Remote Management; File Transfer

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

Action: Do the following:

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

### Unable to access ConsoleOne during an FTP session

Source: ZENworks Desktop Management; Remote Management; File Transfer

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

Action: Use desktop4.exe to transfer large files. For more information, see [Starting Remote Management Operations Without Using ConsoleOne](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 2.5 Troubleshooting the Wake-On-LAN Service

- ♦ “If eDirectory and the Wake-On-LAN service are installed on the same Windows server, the Wake-on-LAN service does not start appropriately after server reboot” on page 23

### If eDirectory and the Wake-On-LAN service are installed on the same Windows server, the Wake-on-LAN service does not start appropriately after server reboot

Source: ZENworks Desktop Management; Remote Management; Wake-On-LAN Service

Possible Cause: The eDirectory service might not have been initialized before the Wake-On-LAN service started.

Action: Restart the Wake-On-LAN service after the server reboot.

Action: Append the following line to the `zenworks_installation_directory\zenworks\remgmt\server\properties\dserror.properties` file:

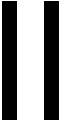
```
*ALL*=1
```

The Wake-On-LAN service attempts to connect to eDirectory for a few minutes and will not exit.





# Troubleshooting Novell Application Launcher



If the Novell Application Launcher component of Novell® ZENworks® 7 Desktop Management displays an error message, you can look it up in the Error Messages section. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

- ♦ [Chapter 3, “Novell Application Launcher Error Messages,” on page 27](#)
- ♦ [Chapter 4, “Novell Application Launcher Troubleshooting Strategies,” on page 29](#)



# Novell Application Launcher Error Messages

# 3

The following section explains the scenarios that you might encounter using the Novell Application Launcher component of Novell® ZENworks® 7 Desktop Management:

- ♦ [“Novell Application fails to launch when the device boots” on page 27](#)
- ♦ [“Retry connecting to Middle Tier Server might take considerable amount of time” on page 27](#)

## Novell Application fails to launch when the device boots

Source: ZENworks Desktop Management; Novell Application Launcher.

Description: A NAL Application shortcut present in the Windows Startup folder fails to launch when the device boots even if the Application Window or Application Explorer shortcut is added to the Windows Startup folder.

Action: Perform the following steps to delay the launch of the NAL application:

1. Open the Registry Editor.
2. Go to  
HKEY\_CURRENT\_USER\SOFTWARE\Novell\ZENworks\NALEplorer.
3. Create a DWORD called DelayExec and set the value of this entry to the required time delay in seconds.

## Retry connecting to Middle Tier Server might take considerable amount of time

Source: ZENworks Desktop Management; Novell Application Launcher.

Description: If the authorization to the Middle Tier Server fails during the first attempt, then the login screen might be displayed after some considerable amount of time because the time interval between two retry attempts is 15 seconds by default.

Action: Before connecting to the Middle Tier Server, reduce the time interval between the retry attempts as follows :

1. Open the Registry Editor.
2. Go to HKEY\_LOCAL\_MACHINE\Software\Novell\LgnXTier\.
3. Create a DWORD called PassiveModeLoginRetryInterval and set the desired value.



# Novell Application Launcher Troubleshooting Strategies

# 4

The following section explains the scenarios that you might encounter using the Novell Application Launcher component of Novell® ZENworks® 7 Desktop Management:

- ♦ “Novell Application Launcher constantly refreshes on the device that is connected to the network using a Virtual Private Network connection” on page 29
- ♦ “On refreshing the Novell Application Launcher on a device that is not connected to the internet, the device takes some time to respond” on page 29
- ♦ “The job that is assigned to a workstation through BITS fails to resume after a system reboot” on page 30

## **Novell Application Launcher constantly refreshes on the device that is connected to the network using a Virtual Private Network connection**

Source: ZENworks Desktop Management; Novell Application Launcher.

Possible Cause: ICMP ping protocol is disabled on the Virtual Private Network (VPN) connection.

Action: Do the following:

- 1 In ConsoleOne®, right-click the User object, then click *Properties*.
- 2 Click the *ZENworks* tab, then click *Launcher Configuration* to display the Launcher Configuration page.
- 3 Click *Add*. In the Launcher Configuration dialog box, select *Configure remote access detection method*.
- 4 Set the value to either *User will always be local*, *User will always be remote*, or *Prompt* because *Auto detect using max interface speed* fails to function on networks on which ICMP ping is disabled.

## **On refreshing the Novell Application Launcher on a device that is not connected to the internet, the device takes some time to respond**

Source: ZENworks Desktop Management; Novell Application Launcher.

Explanation: When the Novell Application Launcher is refreshed on a device that is not connected to the internet, the CPU utilization of the device becomes very high and the device takes some time to respond. This is because the Update Root Certificates component on the device is turned on and the device is unable to connect to the Windows\* Update server on the Internet. The Update Root Certificates component automatically updates trusted root-certificate authorities from the Microsoft\* Update server at regular intervals.

Action: Do one of the following:

- ◆ Connect the device to the internet
- ◆ Disable the update of Root certificates. For more information on disabling the Update Root Certificates component, see [Microsoft Support Site \(http://support.microsoft.com/kb/317541\)](http://support.microsoft.com/kb/317541).

### **The job that is assigned to a workstation through BITS fails to resume after a system reboot**

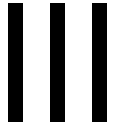
Source: ZENworks Desktop Management; Novell Application Launcher.

Explanation: If a job is assigned to a workstation through BITS and the workstation reboots during the execution of the job, the job might fail to resume after the system reboots. If you want the job to resume after the system reboot, then ensure to set the startup type of BITS service to *manual* when you assign the job to the workstation.

Action: Set the startup type of BITS service to *manual*:

- 1 Run `services.msc` to open the Services window.
- 2 Right-click *Background Intelligent Transfer Service* and click *Properties*.
- 3 Set the *Startup type* option to *Manual*.
- 4 Click *OK*.

# Troubleshooting Workstation Inventory



If the Workstation Inventory component of Novell® ZENworks® 7 Desktop Management displays an error message, you can look it up in the Error Messages section. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

- ♦ [Chapter 5, “Error Messages,” on page 33](#)
- ♦ [Chapter 6, “Troubleshooting Strategies,” on page 131](#)





# Error Messages

# 5

The following sections contain detailed explanations of the error messages you might encounter in the Workstation Inventory component of Novell® ZENworks® 7 Desktop Management:

- ♦ “Service Manager Error Messages” on page 33
- ♦ “Scanner Error Messages” on page 41
- ♦ “Sender and Receiver Error Messages” on page 57
- ♦ “TCP Receiver Error Messages” on page 69
- ♦ “Storer Error Messages” on page 77
- ♦ “AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages” on page 81
- ♦ “Inventory Policy Error Messages” on page 83
- ♦ “Custom Scan Editor Error Messages” on page 91
- ♦ “Configure DB Error Messages” on page 93
- ♦ “Inventory Report Error Messages” on page 94
- ♦ “Custom Attribute Editor Error Messages” on page 96
- ♦ “Data Export Error Messages” on page 96
- ♦ “Inventory Summary Error Messages” on page 110
- ♦ “Desktop4.exe Error Messages” on page 112
- ♦ “Upgrade Service Error Messages” on page 114
- ♦ “Inventory Query Error Messages” on page 116
- ♦ “Inventory Sync Service Error Messages” on page 118
- ♦ “Roll-Up Scheduler Error Messages” on page 119
- ♦ “Selector Error Messages” on page 121
- ♦ “Inventory Removal Service Error Messages” on page 121
- ♦ “Dictionary Provider Error Messages” on page 124
- ♦ “Dictionary Consumer Error Messages” on page 124

## 5.1 Service Manager Error Messages

- ♦ “602: Unable to start the ZENworks Inventory service” on page 34
- ♦ “603: Unable to read the Inventory Service Object in Novell eDirectory” on page 34
- ♦ “604: Unable to read the role of the server” on page 35
- ♦ “605: Unable to identify the NCP server corresponding to the Inventory Service Object in Novell eDirectory” on page 36
- ♦ “606: Unable to read the NCP Server object corresponding to the Inventory Server” on page 36
- ♦ “607: Unable to proceed because of a Novell eDirectory error” on page 36
- ♦ “608: Invalid Scan file path” on page 37
- ♦ “609: The Roll-Up policy is not configured” on page 37

- ◆ “610: The Database Location policy is not configured” on page 38
- ◆ “615: The schedule is not set in the Roll-Up policy” on page 38
- ◆ “616: The schedule in the Roll-Up policy is corrupted” on page 38
- ◆ “622: Unable to get information from the database” on page 38
- ◆ “627: Database version not supported” on page 39
- ◆ “629: An error occurred while reading the configuration file. Reinstall the Inventory server component” on page 39
- ◆ “630: The scan data cannot be rolled up from a Novell ZENworks 7 Inventory server to an Inventory server with older versions of ZENworks for Desktops or ZENworks for Servers installed. You must upgrade the older version of the Inventory server to ZENworks 7” on page 40
- ◆ “631: The database object has not been configured properly in Novell eDirectory. Reconfigure the database object” on page 40
- ◆ “632: Invalid dictionary directory path” on page 40

### **602: Unable to start the ZENworks Inventory service**

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

Severity: Critical

Possible Cause: The Inventory Service is unable to bind to the port specified in the *Inventory\_server\_installation\_directory\zenworks\inv\server\wminv\properties\config.properties* file.

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

Action: Do the following:

- 1** Modify the port number in the *Inventory\_server\_installation\_directory\zenworks\inv\server\wminv\properties\config.properties* file. For more information, see “[Understanding the Server Configuration Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2** Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: The Inventory server is already loaded.

Action: In this case, this message is informational.

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

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

Severity: Critical

Possible Cause: Novell eDirectory™ failed to start.

Action: Ensure that the Novell eDirectory service starts properly, then restart the Inventory service. To troubleshoot the problems related to eDirectory, see the [Novell eDirectory 8.7.3 \(http://www.novell.com/documentation/edir873/index.html\)](http://www.novell.com/documentation/edir873/index.html) or [eDirectory 8.8 \(http://www.novell.com/documentation/edir88/index.html\)](http://www.novell.com/documentation/edir88/index.html) documentation Web sites.

Possible Cause: The tree name or the DN of the Inventory server is invalid in the *Inventory\_server\_installation\_directory\zenworks\inv\server\wminv\properties\config.properties* file.

Action: Ensure that the entries in the *Inventory\_server\_installation\_directory\zenworks\inv\server\wminv\properties\config.properties* file are correct. For more information, see “[Understanding the Server Configuration Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Ensure that the Inventory Service object corresponding to the Inventory server is present.

Action: Do the following:

- 1 Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/lg/ndsedir86/index.html\)](http://www.novell.com/documentation/lg/ndsedir86/index.html).
- 2 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **604: Unable to read the role of the server**

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

Severity: Critical

Explanation: The role of the Inventory server is configured in the Inventory Service object property page. This error occurs if the Service Manager is unable to read the role of the Inventory Service object.

Possible Cause: The tree name or the DN of the Inventory server is invalid in the *Inventory\_server\_installation\_directory\zenworks\inv\server\wminv\properties\config.properties* file.

Action: Ensure that the entries in the *Inventory\_server\_installation\_directory\zenworks\inv\server\wminv\properties\config.properties* file are correct. For more information, see “[Understanding the Server Configuration Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Ensure that the Inventory Service object corresponding to the Inventory server is present.

Action: In Novell ConsoleOne<sup>®</sup>, configure the server settings in the Inventory Service object property page for the Inventory server. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Do the following:

- 1 Run the DSRepair service. For more information, see the [Novell eDirectory documentation Web site \(http://www.novell.com/documentation/lg/ndsedir86/index.html\)](http://www.novell.com/documentation/lg/ndsedir86/index.html).
- 2 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

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

Action: Verify if the *Inventory\_server\_name* for the zenInvHostServer attribute is set correctly in the Inventory Service object. If the problem persists, reinstall Workstation Inventory. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

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

Severity: Critical

Explanation: The NCP Server object should be a trustee of the Inventory Service object in eDirectory. During installation, the NCP Server object is granted trustee rights.

Possible Cause: The Service Manager is unable to read the NCP Server object corresponding to the Inventory server.

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

### **607: Unable to proceed because of a Novell eDirectory error**

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

Severity: Critical

Possible Cause: eDirectory failed to start.

Action: Ensure that the eDirectory service starts properly, then restart the Inventory service. To troubleshoot the problems related to eDirectory, see the [Novell eDirectory 8.7.3 \(http://www.novell.com/documentation/edir873/index.html\)](http://www.novell.com/documentation/edir873/index.html) or [eDirectory 8.8 \(http://www.novell.com/documentation/edir88/index.html\)](http://www.novell.com/documentation/edir88/index.html) documentation Web sites.

Action: Do the following:

- 1 Run the DSRepair service. For more information, see the [Novell eDirectory 8.7.3 \(http://www.novell.com/documentation/edir873/index.html\)](http://www.novell.com/documentation/edir873/index.html) or [eDirectory 8.8 \(http://www.novell.com/documentation/edir88/index.html\)](http://www.novell.com/documentation/edir88/index.html) documentation Web sites.
- 2 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **608: Invalid Scan file path**

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

Severity: Critical

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

Possible Cause: The `scandir` directory is not configured.

Action: In ConsoleOne, configure the `scandir` directory settings in the Inventory Service object. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **609: The Roll-Up policy is not configured**

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

Severity: Critical

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

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

Action: Ensure that the Roll-Up policy is properly configured. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **610: The Database Location policy is not configured**

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

Severity: Critical

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

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

Action: Ensure that the Database Location Policy is properly configured. For more information, see [“Configuring the Database Location Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

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

Action: Set the schedule for roll-up in the Roll-Up policy. For more information, see [“Configuring the Roll-Up Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

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

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

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

Action: Reset the schedule for roll-up in the Roll-Up policy. For more information, see [“Configuring the Roll-Up Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **622: Unable to get information from the database**

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

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

Possible Cause: The network is down.

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

Possible Cause: The database is not up and running.

Action: Bring up the database.

Possible Cause: The database engine is not the correct version

Action: Reinstall the Inventory database. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

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

Action: Choose an IP address in the database object instead of the NetBIOS name in the database object property page. For more information, see “[Setting Up the Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **627: Database version not supported**

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Action: Do the following:

- 1 Ensure that you have installed the recommended database version. For more information about the recommended database version, see “[Preparation](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory database. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

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

Action: Reinstall the Inventory server component. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

**630: The scan data cannot be rolled up from a Novell ZENworks 7 Inventory server to an Inventory server with older versions of ZENworks for Desktops or ZENworks for Servers installed. You must upgrade the older version of the Inventory server to ZENworks 7**

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Possible Cause: A ZENworks 7 Inventory server is configured to roll up to a ZENworks for Servers 3.x or ZENworks for Desktops 4.x Inventory server in the ZENworks 7 Inventory server's Roll-Up policy.

Action: Do one of the following:

- ◆ In the Roll-Up policy, change the DN of the Inventory Service object of next-level server to a ZENworks 7 Inventory server. For more information, see [“Configuring the Roll-Up Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- ◆ Upgrade the ZENworks for Servers 3.x or ZENworks for Desktops 4.x Inventory server to ZENworks 7 Server Management or ZENworks 7 Desktop Management respectively.

For more information on upgrading a ZENworks for Servers 3.x Inventory server to ZENworks 7 Server Management, see [“Server Inventory”](#) in [“Upgrade”](#) in the *Novell ZENworks 7 Server Management Installation Guide*.

For more information on upgrading a ZENworks for Desktops 4.x Inventory server to ZENworks 7 Desktop Management, see [“Upgrade”](#) in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

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

Action: Reconfigure the database object and provide values for all attributes. For more information, see [“Setting Up the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**632: Invalid dictionary directory path**

Source: ZENworks Desktop Management; Workstation Inventory; Service Manager

Severity: Critical

Possible Cause: An error occurred during the installation of the ZENworks 7 Inventory server.



Action: Do the following:

- 1 If you encounter any errors during the ZENworks 7 Inventory server installation, try to resolve them. For more information, see “[Installation Error Messages](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory server component. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

## 5.2 Scanner Error Messages

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- ♦ “003: Insufficient memory. Close some applications” on page 43
- ♦ “004: ZENworks directory created in Windows\_installation\_drive” on page 44
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#### **001: Unable to create ZENworks directory in *Windows\_installation\_drive***

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

The Scanner creates the directory if it does not exist.

Possible Cause: The *Windows\_installation\_directory* might not have the rights to create directories.

Action: Ensure that the *Windows\_installation\_directory* has Create rights.

#### **002: Unable to register to the DMI Service Layer**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

Action: Install DMI.

#### **003: Insufficient memory. Close some applications**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The workstation has insufficient memory.

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

**004: ZENworks directory created in *Windows\_installation\_drive***

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

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

Action: Ensure that MSI support is installed and functional.

**009: Software scan done using Microsoft Installer (MSI)**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

**010: Unable to create the History file (hist.ini) in the *Windows\_installation\_drive/*ZENWORKS directory**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

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

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

Action: Perform a full scan.

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

**012: Unable to create the .str file**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

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

**013: Microsoft Installer is not installed**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

Possible Cause: The key is missing.

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

Possible Cause: The value in the key is invalid.

Action: Re-register the inventoried workstation. For more information, see [“Workstation Registration Files”](#) in [“Automatic Workstation Import and Removal”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**016: Unable to create the key in the registry**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

Possible Cause: The key is missing in the registry.

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

Action: Re-register the workstation. For more information, see [“Workstation Registration Files”](#) in [“Automatic Workstation Import and Removal”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**017: Unable to update the string value in the registry**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

Possible Cause: The key is missing.

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

Possible Cause: The value in the key is invalid.

Action: Re-register the workstation. For more information, see “[Workstation Registration Files](#)” in “[Automatic Workstation Import and Removal](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **018: Unable to find the MAC address of the workstation**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

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

#### **019: Unable to get the local time on the workstation**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

#### **020: The Custom Scan file is corrupted**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

#### **022: Unable to write to the .str file**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

#### **023: Unable to close the .str file**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

Action: Schedule the scan again.

#### **024: Initiated scan successfully**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The inventoried workstation is not registered.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

Action: Make sure that the Selector is loaded on the server so the Selector can process .str files.

Action: Ensure that the Inventory database contains the scan information. This ensures that the Selector has processed the .str file and created the sequence number in the Workstation object. To check whether scan information is present:

- 1 In ConsoleOne, click a container.
- 2 Click *Tools*, then click *Configure DB*.
- 3 Select a ZENworks Database object, then click *OK*.
- 4 View the scan information, right-click the inventoried workstation from ConsoleOne, click *Actions*, then click *Inventory*.



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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Explanation: The Scanner collects the scan data in the `.str` file. The `.str` file for the inventoried workstation is stored in the `scandir` directory. The `scandir` directory path is specified during the installation or in the Inventory Service object property page.

This error occurs if the `scandir` directory location is not properly configured in the Inventory Service object property page.

Action: Ensure that the `scandir` directory path is properly configured in the Inventory Service object. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

Explanation: By default, the Scanner does not collect the software information of the inventoried workstation. If you want the software inventory, you must select the *Enable the Software Scan* option in the Workstation Inventory policy.

Action: Select the *Enable the Software Scan* option in the Workstation Inventory policy. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The Inventory policy associated with the Workstation object does not exist.

Action: Associate the workstation object with an Inventory policy. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **042: Unable to launch the Inventory Scanner**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

#### **043: Unable to read the Software Rules file**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

#### **044: The Software Rules file is corrupted**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

Action: Reinstall the ZENworks 7 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

Action: Reinstall the ZENworks 7 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

**048: Unable to initialize WMI**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: Microsoft\* Windows Management Instrumentation (WMI) is not installed on the inventoried workstation.

Action: Install WMI again on the inventoried workstation.

**049: Unable to initialize COM**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: An internal occur has occurred.

Action: Install WMI again on the inventoried workstation.

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

**050: Unable to initialize COM Security**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: An internal occur has occurred.

Action: Install WMI again on the inventoried workstation.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: WMI is not installed on the inventoried workstation.

Action: Install WMI on the inventoried workstation.

**052: Could not connect to WMI server**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: WMI is not installed on the inventoried workstation.

Action: Install WMI on the inventoried workstation.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Explanation: The ZENworks Agent install copies the `cimmaps.ini` file to the inventoried workstation.

This error occurs if the file is corrupted or does not exist.

Action: Reinstall the ZENworks 7 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server in your inventory tree.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

Action: Configure `custom.ini` and save it in the `Windows_installation_directory\zenworks` directory of the inventoried workstation. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **058: Unable to parse the custom.ini file completely**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

Action: Configure `custom.ini` properly. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **060: Unknown connection type**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Action: Delete the workstation object in the eDirectory and re-register the workstation. For more information about registering the workstation again, see “[Workstation Registration Files](#)” in “[Automatic Workstation Import and Removal](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

Possible Cause: The ZENworks 7 Desktop Management Agent installation program failed to create a registry key, which has the Scanner path under `novell/workstation manager/invscanner` registry key.

Action: Reinstall the ZENworks 7 Desktop Management Agent. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Critical

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

Possible Cause: The file already exists with Read rights.

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

**072: Custom.ini (Line: *line\_number*): Invalid CIM class *Inventory\_class\_name***

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

Action: Ensure that the Inventory class name specified in the `custom.ini` file is valid. For more information, see [“Customizing the Hardware Inventory Information To Be Scanned”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**074: Custom.ini (Line: *line\_number*): The specified regular attribute name for the CIM class *Inventory\_class\_name* is invalid**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

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

Action: Ensure that the regular attribute name specified in the `custom.ini` file is valid. For more information, see [“Customizing the Hardware Inventory Information To Be Scanned”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**075: Custom.ini (Line: *line\_number*): The regular attribute name for the CIM class *Inventory\_class\_name* has been specified more than once**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that the regular attribute name has been specified only once in the `custom.ini` file. For more information, see [“Customizing the Hardware Inventory Information To Be Scanned”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**076: Custom.ini (Line: *line\_number*): The number of the regular attribute names and the number of the regular attribute values are not equal for CIM class *Inventory\_class\_name*. Each regular attribute name must have a corresponding regular attribute value**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that each regular attribute name has a corresponding value in the `custom.ini` file. For more information, see [“Customizing the Hardware Inventory Information To Be Scanned”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**079: Custom.ini (Line: *line\_number*): The custom attribute name or the custom attribute value has not been specified for the CIM class *Inventory\_class\_name***

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that each regular attribute name in the `custom.ini` file has a corresponding value and vice versa. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**080: Custom.ini (Line: *line\_number*): The specified custom attribute name for the CIM class *Inventory\_class\_name* is invalid**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the custom attribute in the Custom Hardware Scan editor using ConsoleOne. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**081: Custom.ini (Line: *line\_number*): The custom attribute name for the CIM class *Inventory\_class\_name* has been specified more than once**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that the custom attribute name has been specified only once in the `custom.ini` file. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**082: Custom.ini (Line: *line\_number*): The custom attribute name and its corresponding value have not been specified for the CIM class *Inventory\_class\_name***

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that you have specified at least one custom attribute name and its corresponding value in the `custom.ini` file. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**083: Custom.ini (Line: *line\_number*): The query for the CIM class *Inventory\_class\_name* is incomplete**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: The custom attributes and their corresponding values have not been configured properly for the Inventory class *Inventory\_class\_name* at the line *line\_number*.

Action: Ensure that you have specified at least one custom attribute name and its corresponding value for each Inventory class in the `custom.ini` file. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**084: Custom.ini (Line: *line\_number*): The End section is missing for the CIM class *Inventory\_class\_name*. Add the End section**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: At the specified line in the `custom.ini` file, add the line [END\_CIM\_OBJECT] to end the section. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**085: Custom.ini (Line: *line\_number*): The Start section is missing for the CIM class *Inventory\_class\_name*. Add the Start section**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: At the specified line in the `custom.ini` file, add the line [START\_CIM\_OBJECT] to start the section. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**086: Custom.ini (Line: *line\_number*): The number of characters of the custom attribute value for the custom attribute *custom\_attribute\_name* exceeds 512**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Ensure that the custom attribute value does not have more than 512 characters. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the `custom.ini` file properly. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.



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

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Action: Configure the `custom.ini` file properly. For more information, see “Customizing the Hardware Inventory Information To Be Scanned” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**093: Inventory Scanning is disabled**

Source: ZENworks Desktop Management; Workstation Inventory; Scanner

Severity: Informational

Possible Cause: The *Enable Scan of Machines* option is not selected in the Inventory Service object's property page.

Action: To start the Inventory scanning, select the *Enable Scan of Machines* option in the Inventory Service object's property page. For more information, see “Configuring the Inventory Service Object” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 5.3 Sender and Receiver Error Messages

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### **301: Unable to create the Property file *filename***

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: For each roll-up scheduled by the Sender, the `.str` files from the `entmergedir` directory are placed in the `entpushdir` directory and compressed to a `.zip` file. The `.zip` file is again compressed with a `.prp` file into a `.zip` file. The `.prp` file contains information about the `.zip` file.

This error occurs if the Sender fails to create the `.prp` file.

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

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

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

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

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

Action: Ensure that the directory has write permission.

### 302: Unable to read the Property file *filename*

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver

Severity: Critical

Explanation: The Property file contains the roll-up information of the `.zip` file. For each roll-up scheduled by the Sender, the `.str` files from the `entmergedir` directory are placed in `entpushdir` directory and compressed to a `.zip` file. The `.zip` file is again compressed with a `.prp` file into a `.zip` file.

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

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

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

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

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

Action: Ensure that the files have Read access.

Action: If the source of the problem is the Receiver component, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, you do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

### 303: Unable to unzip the file *zip\_filename*

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

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

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

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### 304: Unable to open the file *path\_name/filename*

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

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

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

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **306: zip\_filename is corrupted, probably during transmission**

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

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

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

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **307: Unable to create the .zip file filename**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: The Sender creates a .zip file of all .str files. The .zip file is again compressed with a .prp file into a .zip file.

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

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

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

Possible Cause: The directory containing the .str files does not exist.

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

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: The Sender compresses the .str files in the entpushdir directory of the server as a .zip file and also creates a Property file.

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: The Sender compresses the .str files in the `entpushdir` directory of the Inventory server as a .zip file and also creates a Property file.

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

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

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

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

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver

Severity: Warning

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

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

Action: If the source of the problem is the Receiver component, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, you do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

### **311: Could not extract Cascading attributes because sanity check failed**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

Explanation: The Receiver on the Inventory server that has the database attached to it copies the files from the `entpushdir` to the `dbdir` directory after the `.zip` file is received from the lower-level Inventory server.

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

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

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

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

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

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

Action: If the source of the problem is the Receiver component, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, you do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

### **320: Unable to reach the Receiver *receiver\_host\_address***

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

Action: Specify a valid address for the Receiver in the Roll-Up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: The Receiver is down.

Action: Restart the Receiver. If the problem persists, restart the ZENworks 7 Desktop Management components.

Possible Cause: The address is not properly configured in eDirectory.

Action: Verify the Receiver address in eDirectory with the address of the Receiver that the Sender is establishing the connection with.

Possible Cause: The network is down.

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

### 324: Directory *directory\_name* does not exist

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver

Severity: Critical

Explanation: The Inventory component accesses the files in the directory for processing the scan information.

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

Action: If the source of the problem is the Receiver component, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

If the source of the problem is the Sender component, you do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Informational

Explanation: When the Sender is unable to connect with the Receiver, it logs an error message with the cause for the failure in the error log. After the Sender successfully establishes a connection with the Receiver, the status is logged in the error log.

### 328: Unable to read Security Directory from sender.properties

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

Possible Cause: The *sender.properties* file is corrupt.

Action: Reinstall the Inventory server. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

Possible Cause: The securitydir entry is missing from *sender.properties*.

Action: Add the following entry to *sender.properties*:

```
security_directory=sys:\\public\\zenworks\\wminv\\  
properties
```

---

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

---

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

Action: On the next-level Inventory server, start the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**330: Unable to contact the receiver on the server *server\_name***

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

Action: On the next-level Inventory server, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**332: An internal error occurred while getting the zeninvRollupTime**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while getting the zeninvRollupTime.

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

**333: Invalid URL for the CascadeBaseTime service**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Explanation: An internal error occurred while getting the CascadeBaseTime.

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

**334: An internal error occurred while starting the CascadeBaseTimeServer**

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical



Explanation: An internal error occurred while starting the CascadeBaseTimeServer.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

Possible Cause: The next-level Inventory server is not up and running.

Action: Ensure that the next-level Inventory server is up and running.

Possible Cause: The next-level Inventory server is not reachable.

Action: Ensure that the next-level Inventory server is reachable.

Possible Cause: The ZENworks Web Server is not running on the next-level Inventory server.

Action: Ensure that the ZENworks Web Server and the Inventory services are running on the next-level Inventory server.

Possible Cause: This problem might occur on a NetWare Inventory server with Native File Access Pack installed. This NetWare server has one or more volumes exposed as CIFS shares and does not have a DNS name configured.

If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name, and the Roll-up policy assigns the NetBIOS name as the host name.

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

Action: Choose an IP address instead of the NetBIOS name in the Roll-up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

### **339: Invalid URL for the Inventory File Service on the server *server\_name***

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

### **340: The Receiver on server *server\_name* is currently busy with other requests**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

Possible Cause: The next-level Inventory server is not up and running.

Action: Ensure that the next-level Inventory server is up and running.

Possible Cause: The next-level Inventory server is not reachable.

Action: Ensure that the next-level Inventory server is reachable.

Possible Cause: The ZEN Web Server is not running on the next-level Inventory server.

Action: Ensure that the ZEN Web Server and the Inventory services are running on the next-level Inventory server.

Possible Cause: This problem might occur on a NetWare Inventory server with Native File Access Pack installed. This NetWare server has one or more volumes exposed as CIFS shares and does not have a DNS name configured.

If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name, and the Roll-up policy assigns the NetBIOS name as the host name.

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

Action: Choose an IP address instead of the NetBIOS name in the Roll-up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **343: Unable to obtain a lock on the target file**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

### **347: Internal error while connecting to the Receiver on server *server\_name***

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

Action: Restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

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

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

Action: Restart the Receiver from the Service Manager.

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

### **350: File *filename* in dbdir is locked**

Source: ZENworks Desktop Management; Workstation Inventory; Receiver

Severity: Critical

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

Action: Do the following:

- 1** Stop the Storer from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2** Restart the Receiver and the Sender from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 3** Start the Storer. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **351: Error in Sender on the server *server\_name*. Invalid firewall proxy address**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Action: Ensure that the proxy address in the Roll-Up policy is correct. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **352: Error in Sender on the server *server\_name*. Invalid firewall proxy port**

Source: ZENworks Desktop Management; Workstation Inventory; Sender

Severity: Critical

Action: Ensure that the proxy port in the Roll-Up policy is correct. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Sender and Receiver

Severity: Critical

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

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

## **5.4 TCP Receiver Error Messages**

- ♦ “[251: The Upgrade Service has failed](#)” on page 70
- ♦ “[304: Unable to open the file filename](#)” on page 70
- ♦ “[310: Input-output failure. Unable to close the file filename](#)” on page 71
- ♦ “[312: Network connection lost or closed while writing the data to the network. Verify the network connections](#)” on page 71
- ♦ “[313: Network connection lost or closed while reading the data from the network. Verify the network connections](#)” on page 71
- ♦ “[315: Unable to accept connection from the Sender](#)” on page 71
- ♦ “[316: Unexpected data read from the network by the Sender/Receiver. Verify the network connections](#)” on page 71
- ♦ “[319: Unable to send the file filename from the Sender to the Receiver](#)” on page 72

- ♦ “322: Input-output error while closing the buffers” on page 72
- ♦ “324: Directory directory\_name does not exist” on page 72
- ♦ “325: The Receiver could not bind to accept connections from the Sender at Time in Milliseconds value” on page 72
- ♦ “2651: Could not extract Property values because sanity check failed on ZIP\_filename” on page 73
- ♦ “2652: Invalid zip file name ZIP\_filename” on page 73
- ♦ “2653: ZIP\_filename could not be unzipped into the directory directory\_filename” on page 73
- ♦ “2654: Error converting Property file old\_filename to new\_filename” on page 73
- ♦ “2655: Unable to unzip the file ZIP\_filename” on page 74
- ♦ “2656: Unable to close the file ZIP\_filename” on page 74
- ♦ “2657: Invalid number of Property files found: number\_of\_property\_files” on page 74
- ♦ “2658: An internal error occurred while trying to convert .str files” on page 74
- ♦ “2659: Error converting .str files in directory\_name” on page 75
- ♦ “2660: Unable to find .str files in directory\_name for compression” on page 75
- ♦ “2661: Unable to delete file filename in directory directory\_name” on page 75
- ♦ “2662: Unable to move file filename to directory directory\_name” on page 75
- ♦ “2663: Fatal error: ZIP file processing exceeded retry” on page 76
- ♦ “2664: Unable to create directory directory\_name” on page 76
- ♦ “2665: Unable to find files with extension file\_extension in directory\_name” on page 76
- ♦ “2666: Unable to obtain lock on filename with component\_name” on page 77

### **251: The Upgrade Service has failed**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The Upgrade service copies the ZENworks for Desktops 4.x residual files to specific directories and updates zeninvComponentStaus, the Inventory Service object's attribute. The residual files are then converted to the ZENworks 7 Desktop Management format by the TCP Receiver.

Possible Cause: The Upgrade service has not completed copying the residual files.

Action: Restart the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **304: Unable to open the file filename**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

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

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

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

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

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

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

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

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Action: Ensure that the network is up and running.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Action: Ensure that the network is up and running.

### **315: Unable to accept connection from the Sender**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

Possible Cause: The socket has not been created properly.

Action: Ensure that the network is up and running.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

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

Action: Ensure that the network is up and running.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

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

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

Action: Ensure that the network is up and running.

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

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **322: Input-output error while closing the buffers**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Warning

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **324: Directory *directory\_name* does not exist**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The TCP Receiver accesses the files in the directory for processing the scan information.

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver



Severity: Critical

Possible Cause: The default port numbers (between 1025 and 65432) are not available.

Action: Ensure that there are free port numbers in the range 1025 and 65432. If the port numbers are used by other applications, close the applications to free up the ports.

**2651: Could not extract Property values because sanity check failed on *ZIP\_filename***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Explanation: The TCP Receiver processes the .zip files that are remaining after a ZENworks for Desktops 4.0.1 server has been upgraded to ZENworks 7 Desktop Management.

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

Action: None.

**2652: Invalid zip file name *ZIP\_filename***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Explanation: The TCP Receiver processes the .zip files that are remaining after a ZENworks for Desktops 4.0.1 server has been upgraded to ZENworks 7 Desktop Management.

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

Action: None.

**2653: *ZIP\_filename* could not be unzipped into the directory *directory\_filename***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

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

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

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

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

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

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

**2654: Error converting Property file *old\_filename* to *new\_filename***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Explanation: The TCP Receiver processes the .zip files that are remaining after a ZENworks for Desktops 4.x server has been upgraded to ZENworks 7 Desktop Management.

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

Action: None.

#### **2655: Unable to unzip the file ZIP\_filename**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Possible Cause: The .zip file is corrupted.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2656: Unable to close the file ZIP\_filename**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2657: Invalid number of Property files found: number\_of\_property\_files**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

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

Action: None.

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

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**2659: Error converting .str files in *directory\_name***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Informational

Possible Cause: The .str files are not in a valid ZENworks 7 Desktop Management format.

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**2660: Unable to find .str files in *directory\_name* for compression**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: To form a ZENworks 7 Desktop Management .zip file, str files in the directory are collected and compressed.

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**2661: Unable to delete file *filename* in directory *directory\_name***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 7 Desktop Management format and moved to the appropriate directory for processing by ZENworks 7.

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**2662: Unable to move file *filename* to directory *directory\_name***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 7 Desktop Management format and moved to the appropriate directory for processing by ZENworks 7.

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

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

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

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2663: Fatal error: ZIP file processing exceeded retry**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 7 Desktop Management format. During the processing, other Inventory components such as the Storer and the ZENworks 7 Receiver try to obtain a handle on the .zip file for further processing.

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

Action: Restart the Inventory service. For more information, see [“Starting and Stopping the Inventory Service”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2664: Unable to create directory *directory\_name***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted into ZENworks 7 Desktop Management .zip files and are transferred to the appropriate directory for processing by ZENworks 7 Desktop Management components.

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

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2665: Unable to find files with extension *file\_extension* in *directory\_name***

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: Files such as .str and .zip are converted from ZENworks for Desktops 4.x to ZENworks 7 Desktop Management format.

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

Action: Restart the TCP Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **2666: Unable to obtain lock on filename with component\_name**

Source: ZENworks Desktop Management; Workstation Inventory; TCP Receiver

Severity: Critical

Explanation: The ZENworks for Desktops 4.x .zip files are converted to ZENworks 7 Desktop Management format. During the processing, other Inventory components such as the Storer and the ZENworks 7 Desktop Management Receiver tries to obtain a handle on the .zip file for further processing.

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

Action: Restart the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## **5.5 Storer Error Messages**

- ♦ “101: Invalid username or password” on page 77
- ♦ “102: Unable to load the database driver file” on page 78
- ♦ “104: Unable to connect to the database server” on page 78
- ♦ “105: Database connection failed” on page 78
- ♦ “107: This scanned file is corrupt. Unable to store in the database” on page 78
- ♦ “108: The Database is not initialized because it is being upgraded” on page 79
- ♦ “109: This scanned file is not in sequence with the previous one” on page 79
- ♦ “110: Data instance in the scanned file is not found” on page 79
- ♦ “141: Unable to read the mapping file. Map.ser is missing or corrupted” on page 79
- ♦ “142: Unable to read the association file. Association.ser is missing or corrupted” on page 80
- ♦ “143: The database directory (dbdir) does not exist” on page 80
- ♦ “151: Workstation is not found in the database” on page 80
- ♦ “152: Unable to store the rolled-up scan data” on page 81

### **101: Invalid username or password**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

Possible Cause: The username and the password do not match the details in the Inventory database.

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

#### **102: Unable to load the database driver file**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

Action: Do the following:

- ♦ If your Inventory database is running on Sybase\* or Oracle\*, re-install the Inventory server. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- ♦ If your Inventory database is running on MS SQL, perform the steps described in the “[Connecting the Inventory Server and ConsoleOne to the MS SQL 2000 or MS SQL 2005 Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

#### **104: Unable to connect to the database server**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

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

Possible Cause: The Inventory database is down.

Action: Ensure that the Inventory database is up.

#### **105: Database connection failed**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

Explanation: The database is not ready for use, so the Storer waits until the Upgrade Service upgrades an earlier version of ZENworks Inventory database to ZENworks 7 Desktop Management.

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

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

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

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

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

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

#### **110: Data instance in the scanned file is not found**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Informational

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

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

#### **141: Unable to read the mapping file. Map.ser is missing or corrupted**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

Action: Reinstall the Inventory server. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

#### **142: Unable to read the association file. Association.ser is missing or corrupted**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

Action: Reinstall the Inventory server. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

#### **143: The database directory (dbdir) does not exist**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Critical

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

Action: Ensure that the directory path of the `scandir` directory specified in the Inventory Service object property page exists on the Inventory server. For more information on how to access the Inventory Service object, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Also, ensure that `dbdir` exists in the `scandir` directory.

#### **151: Workstation is not found in the database**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Warning

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

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

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

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

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

To enforce a full scan on this workstation object:

- 1 In ConsoleOne, right-click the workstation object, then click *Properties*.



- 2 Click the *ZENworks Inventory* tab, then click the *Workstation Scan Configuration* suboption.
- 3 Select *Start Full Scan*.
- 4 Click *Apply*, then click *Close*.

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

- 1 Enforce a full scan on the Inventory Service object. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **152: Unable to store the rolled-up scan data**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Severity: Warning

Possible Cause: The .zip file is corrupted.

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

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

## **5.6 AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages**

- ♦ “[1001: Unable to connect to the Inventory database. Ensure that the database is up and running](#)” on page 81
- ♦ “[1002: Unable to connect to the Inventory database. Ensure that the database location policy is configured correctly](#)” on page 82
- ♦ “[1003: Database spaces adjusted correctly. Move the database files to the paths specified in alterdb.props and restart the database for the new settings to take effect](#)” on page 82
- ♦ “[1004: The value for COUNT in alterdb.props has not been assigned or the specified value is incorrect](#)” on page 82
- ♦ “[1005: Specified COUNT=0 in alterdb.props is incorrect](#)” on page 83
- ♦ “[1006: Unable to load alterdb.props. Ensure that the file exists and the CLASSPATH includes the directory containing alterdb.props](#)” on page 83
- ♦ “[1008: The database is in use by one or more inventory components. It is required to stop them and run AlterDBSpace service again](#)” on page 83

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

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Important

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

Possible Cause: The database is down.

Action: Ensure that the database is up and running.

Possible Cause: The database properties are incorrectly set.

Action: Ensure that the username, password, and the connection details of the database object are set correctly in the database object. For more information on configuring the database object, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Important

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

Action: Set the Database Location policy to point to the Inventory database. For more information, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Associate the Database Location policy to the correct database. For more information, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **1003: Database spaces adjusted correctly. Move the database files to the paths specified in alterdb.props and restart the database for the new settings to take effect**

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Informational

Action: Move the database files to the paths specified in `alterdb.props` and restart the database.

### **1004: The value for COUNT in alterdb.props has not been assigned or the specified value is incorrect**

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Critical

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

Possible Cause: The COUNT parameter is not assigned correctly.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Critical

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

Possible Cause: The COUNT parameter is not assigned correctly.

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

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

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Critical

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

Possible Cause: The file has been deleted or renamed.

Action: Manually create `alterdb.props` in `Inventory_server\zenworks\inv\server\wminv\properties`. For more information, see [“Organizing the Sybase Database Spaces on NetWare, Windows, or Linux Servers \(AlterDBSpace Tool\)”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; AlterDBSpace

Severity: Warning

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

Possible Cause: The database is used by the Inventory components

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

## 5.7 Inventory Policy Error Messages

Workstation Inventory Policy

- ♦ [“The Inventory Service Object does not exist in this tree. Choose an existing Inventory Service object”](#) on page 84
- ♦ [“The Inventory Service object does not provide Inventory role”](#) on page 85

- ♦ “An error occurred while importing the data from the file” on page 85
- ♦ “An error occurred while exporting the data to the file” on page 85
- ♦ “Unable to write to Novell eDirectory because the data in the file is corrupt” on page 85

#### Inventory Service object Property

- ♦ “Unable to update the rights for the scandir directory” on page 86
- ♦ “Unable to change the server name for the Scan Directory path. Scan Directory path will not be modified” on page 86
- ♦ “Unable to update the NDS attributes for the Inventory Service object” on page 87
- ♦ “Specified directory path does not exist. Change the path or create the specified directory” on page 87
- ♦ “Inventory policies are associated to this Inventory Service object. Remove all the associated Inventory policies and retry” on page 88
- ♦ “Specified change of role is not allowed. Choose a valid role” on page 88
- ♦ “Unable to remove the existing shared directory. Log in as an administrator” on page 88
- ♦ “The specified Scan Directory path does not exist. Change the path or create the specified directory” on page 89
- ♦ “Insufficient rights. Scan Directory path is not modified” on page 89
- ♦ “Unable to read the existing shared directory. Scan Directory path is not modified. Log in as administrator” on page 89

#### Roll-Up Policy

- ♦ “Inventory Service object does not exist. Specify an existing Inventory Service object” on page 89
- ♦ “Inventory Service object does not provide roll-up data” on page 90
- ♦ “You do not have rights to access this object” on page 90

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

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

Severity: Critical

Explanation: The ZENworks 7 Desktop Management program creates the Inventory Service object and copies the Inventory server components on the server. The Inventory Service object to be configured should be in the same tree as the policy.

Possible Cause: The configured Inventory Service object is invalid.

Action: Choose the DN of an existing Inventory Service object in the same eDirectory tree. If the problem persists, reinstall the Workstation Inventory component. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

### **The Inventory Service object does not provide Inventory role**

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

Severity: Critical

Explanation: The ZENworks 7 Desktop Management installation program creates the Inventory Service object and installs the Inventory server components on the server that you specify.

Possible Cause: The server you selected in the Inventory Service object is not a ZENworks 7 Desktop Management Inventory server.

Action: Ensure that the server specified in the Inventory Service object is a ZENworks 7 Desktop Management Inventory server. After the installation, in the Workstation Inventory policy, choose an Inventory Service object that provides an Inventory role. For more information, see [“Configuring the Workstation Inventory Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

If the problem persists, rerun the installation program to install the Inventory components on the server. For more information, see [“Reinstalling Workstation Inventory”](#) in [“Uninstall/Reinstall”](#) in the *Novell ZENworks 7 Desktop Management Installation Guide*.

### **An error occurred while importing the data from the file**

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

Severity: Warning

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

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

### **An error occurred while exporting the data to the file**

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

Severity: Warning

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

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

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

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

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

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

Severity: Warning

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

Action: Ensure that the data in the Configuration Editor is in the specified format. For more information, see [“Customizing the Hardware Inventory Information To Be Scanned”](#) and [“Customizing the Software Inventory Information To Be Scanned For ZENworks 7 Inventoried Workstations”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

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

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

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

**Unable to update the rights for the scandir directory**

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

Severity: Critical

Explanation: The scan data files in the Scan directory (`scandir`) are processed by the Workstation Inventory components.

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

Possible Cause: The network is down.

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

Possible Cause: There is a problem in eDirectory.

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

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

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

Severity: Critical

**Explanation:** When you install ZENworks 7 Desktop Management, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the `scandir` directory path in the Inventory Service object property page.

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

```
server_name_\volume_of_the_server\zenworks\scandir
```

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

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

**Action:** In the Inventory Service object property page, click Browse to specify the path to an existing directory on a NetWare server. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **Unable to update the NDS attributes for the Inventory Service object**

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

**Severity:** Critical

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

**Possible Cause:** The network is down.

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

**Possible Cause:** There might be a problem with eDirectory.

**Action:** Log in with administrator rights and configure the Inventory Service object property page again. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

**Severity:** Warning

**Explanation:** When you install ZENworks 7 Desktop Management, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the `scandir` directory path in the Inventory Service object property page.

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

```
server_name\volume_of_the_server\zenworks\scandir
```

Action: In the Inventory Service object property page, click *Browse* to specify the path to an existing directory on a NetWare server. For more information, see [“Configuring the Inventory Service Object”](#) in [“Workstation Inventory”](#) in the [Novell ZENworks 7 Desktop Management Administration Guide](#).

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

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

Severity: Warning

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

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

Action: Disassociate the Inventory policies.

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

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

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

Severity: Warning

Action: Choose another role for the Inventory server. For more information, see [“Changing the Role of the Inventory Server”](#) in [“Workstation Inventory”](#) in the [Novell ZENworks 7 Desktop Management Administration Guide](#).

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

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

Severity: Warning

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

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



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

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

Severity: Critical

Explanation: When you install ZENworks 7 Desktop Management, you specify the volume on the Inventory server for storing the scan data files. You can modify the volume or the directory of the `scandir` directory path in the Inventory Service object property page.

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

*server\_name\volume\_of\_the\_server\directory*

Action: In the Inventory Service object property page, click *Browse* to specify the path to an existing directory on a NetWare server. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**Insufficient rights. Scan Directory path is not modified**

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

Severity: Critical

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

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

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

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

Severity: Warning

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

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

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

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

Severity: Critical

Possible Cause: The specified DN does not exist.

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

Intermediate Server with Database, Intermediate Server with Database and Inventoried Workstations, Intermediate Server with Inventoried Workstations, Root Server, or Root Server with Inventoried Workstations.

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

Action: Specify an existing Inventory Service object of the next-level Inventory server for roll-up of scan data. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **Inventory Service object does not provide roll-up data**

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

Severity: Critical

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

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

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

Action: Do the following:

- 1** In the Inventory Service object property page, configure the role of the selected server that supports roll-up. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2** In the Roll-Up policy, specify the DN of the roll-up server. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **You do not have rights to access this object**

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

Severity: Critical

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

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

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

## 5.8 Custom Scan Editor Error Messages

- ♦ “Unable to import the Custom Scan file. This file is not a valid file for Custom Scan Editor” on page 91
- ♦ “Total number of application entries in the Custom Scan file is missing” on page 91
- ♦ “Total number of column entries in the Custom Scan file is missing” on page 92
- ♦ “The Custom Scan file is corrupted” on page 92
- ♦ “Unable to open the selected file” on page 92
- ♦ “Unable to export the data” on page 92
- ♦ “The Custom Scan Editor is unable to get the data from Novell eDirectory” on page 93
- ♦ “The Custom Scan Editor is unable to write the data to Novell eDirectory” on page 93

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

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

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

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

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

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

### **The Custom Scan file is corrupted**

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

### **Unable to open the selected file**

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

### **Unable to export the data**

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

Severity: Informational

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

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

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

Severity: Warning

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

---

**IMPORTANT:** This error can occur if a ZENworks for Desktops 4.x inventoried workstation sends inventory data to a ZENworks 7 Desktop Management Inventory server.

---

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

## **5.9 Configure DB Error Messages**

- ♦ [“1022: Unable to connect to the Inventory database. Ensure that the Database object properties are set properly” on page 93](#)
- ♦ [“1023: Unable to connect to the Inventory Database. Check if the database is up and running” on page 94](#)
- ♦ [“Not able to save the configuration across sessions” on page 94](#)

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

Source: ZENworks Desktop Management; Workstation Inventory; Configure DB

Severity: Warning

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

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

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

For more information, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Configure DB

Severity: Warning

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

Action: Ensure that the database server is up and the Inventory database on the database server is loaded.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

Possible Cause: If you configure the Inventory database for the first time when the DNS server is down, the Inventory database configuration fails. Subsequently, if you configure the database when the DNS server is up, the Inventory database configuration again fails because Java caches the DNS resolution entry.

Action: Restart ConsoleOne and configure the database. For more information, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **Not able to save the configuration across sessions**

Source: ZENworks Desktop Management; Workstation Inventory; Configure DB

Severity: Warning

Action: Ensure that you have the Write rights to the ConsoleOne directory.

## **5.10 Inventory Report Error Messages**

- ♦ “[Unable to log into the database. Ensure that the ODBC driver is installed properly](#)” on page 94
- ♦ “[ZENworks Reporting encountered an error because of Crystal Reports. For more information, see the ZENworks error message online documentation at <http://www.novell.com/documentation>](#)” on page 95
- ♦ “[Unable to connect to the database. Ensure that the database is up and running](#)” on page 95

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

Source: ZENworks Desktop Management; Workstation Inventory; Reporting

Severity: Critical

Explanation: ZENworks Reports uses ODBC for connecting to the Sybase or Oracle inventory database. The ODBC client should be installed on the machine running ConsoleOne.

The error occurs if the specific ODBC client required to connect to the Sybase or Oracle inventory database is not installed.

Action: If your inventory database is running on Sybase or Oracle, you must install the recommended ODBC client on the machine. For more information, see “Installing the ODBC Drivers” in “Post-Installation” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

Action: If your inventory database is running on MS SQL, ignore this message and continue by clicking the Run Selected Report button. If the problem persists, contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

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

Source: ZENworks Desktop Management; Workstation Inventory; Reporting

Severity: Critical

Possible Cause: ZENworks Reporting requires Microsoft Data Access Component (MDAC) version 2.6 or later. This error occurs if the recommended MDAC version is not installed on the machine running ConsoleOne.

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

Possible Cause: The ZENworks database is not synchronized with the Inventory ConsoleOne snap-ins of ZENworks 7 Desktop Management.

Action: Install and use the Inventory ConsoleOne snap-ins of ZENworks 7 Desktop Management to view the data from the ZENworks database. For more information, see the *Novell ZENworks 7 Desktop Management Installation Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Reporting

Severity: Warning

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

Action: Ensure that the database server is up and the Inventory database on the database server is loaded.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

Possible Cause: Unable to start the Proxy database.

Action: Ensure that ports 2639 and 2640 are not used by any other application.

## 5.11 Custom Attribute Editor Error Messages

- ♦ “This attribute is a regular attribute” on page 96
- ♦ “This is a reserved name” on page 96
- ♦ “The attribute has an invalid format” on page 96

### This attribute is a regular attribute

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

Severity: Warning

Possible Cause: A regular attribute has been specified as a custom attribute.

Action: Specify a custom attribute. For the list of regular attributes, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### This is a reserved name

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

Severity: Warning

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

Action: Do not specify reserved names such as Class, RegularAttrs, RegularVals, or Action for custom attributes. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### The attribute has an invalid format

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

Severity: Warning

Action: Ensure that the custom attribute does not have any special characters. The allowed characters for the custom attributes are a-z, A-Z, or 0-9. For more information, see “[Customizing the Hardware Inventory Information To Be Scanned](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 5.12 Data Export Error Messages

- ♦ “1101: File filename is not found” on page 98
- ♦ “1102: An error occurred while reading from the file filename. Ensure that no other applications are using the .exp and .cfg files, and run the data export program” on page 98



- ◆ “1103: Attribute attribute\_name does not exist in the Inventory database. Ensure that the .cfg file contains valid Inventory attributes” on page 99
- ◆ “1104: Class class\_name is not found. Unable to connect to the Inventory database because the JDBC driver is not found” on page 99
- ◆ “1105: Unable to connect to the Inventory database using the URL url\_name. SQL exception occurred sql\_error\_details” on page 99
- ◆ “1106: Unable to connect to the Inventory database” on page 100
- ◆ “1108: Unable to disconnect from the Inventory database” on page 101
- ◆ “1110: Filename is not a valid .exp file” on page 101
- ◆ “1111: Input-output error occurred while writing to the file filename” on page 101
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#### **1101: File *filename* is not found**

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

Severity: Critical

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

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

Action: Specify the correct name of the .exp filename and then run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Ensure that the .exp file and the corresponding .cfg file are in the same directory. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

Explanation: The data export configuration files (.exp and .cfg) contain the data export settings for exporting the data from the Inventory database. This error occurs when the data export tool is unable to read the .exp or the .cfg file.

Possible Cause: The files are locked by some other application or the input-output buffers are full.

Action: Ensure that no other application is using the .exp and .cfg files, and then run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

Explanation: The data export .cfg file contains the Inventory attributes that you choose to export.

Possible Cause: The .cfg file contains an attribute that is not a valid Inventory attribute.

Possible Cause: An attribute in the .cfg file does not match the actual Inventory attributes.

Action: Run the Data Export tool. Ensure that the data configuration files (.cfg and .exp) are not corrupted or manually edited. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

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

Severity: Critical

Explanation: Data Export uses JDBC\* to connect to the Inventory database.

Possible Cause: The required JDBC driver is not present.

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

**1105: Unable to connect to the Inventory database using the URL *url\_name*. SQL exception occurred *sql\_error\_details***

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

Severity: Critical

Possible Cause: The database is not running.

Action: Ensure that the database is up and running. Run the Data Export tool. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Ensure that network is up and running. Run the Data Export tool. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Ensure that the correct IP address and port number are specified in the .exp file.

Run the Data Export tool. Ensure that the IP address and port number details are specified in the .exp file. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: The username or the password is not correct.

Action: Verify with the database administrator if the username and the password are valid. Run the Data Export tool. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **1106: Unable to connect to the Inventory database**

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

Severity: Critical

Possible Cause: The database is not running.

Action: Ensure that the database is up and running. Run the Data Export tool. Ensure that the IP address and port number details are specified in the .exp file. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Action: Ensure that the network is up and running.

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

Action: Ensure that correct IP address and port number are specified in the .exp file.

Possible Cause: The username or the password is not correct.

Action: Verify with the database administrator if the username and the password are valid.

### 1108: Unable to disconnect from the Inventory database

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

Severity: Informational

Explanation: This error occurs when the data export is almost completed.

Possible Cause: The database or the network connections are not up and running.

Action: If the data export to the `.csv` file is not complete, ensure that the database is up and running. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### 1110: Filename is not a valid .exp file

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Possible Cause: The `.exp` file should contain the following attributes:

- ◆ `DBVendor = dbvendor_name`
- ◆ `DBUser = dbuser_name`
- ◆ `DBPassword = db_password`
- ◆ `DBIPAddress = database_server_ip_address`
- ◆ `DECfgFile = filename.cfg`
- ◆ `DBPort = port_number`

The attribute names are case sensitive. If any one of the preceding attributes are not present, the file is not a valid `.exp` file.

Action: Run the Data Export tool. Ensure that the data configuration files (`.cfg` and `.exp`) are not corrupted or manually edited. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

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

Severity: Critical

Possible Cause: Disk is full.

Action: Ensure that there is enough disk space. Run the Data Export tool again. For more information, see “Exporting the Inventory Information” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: Some other application is trying to read from or write to the same file.

Action: Ensure that no other application is using the file. Run the Data Export tool again. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

Possible Cause: Disk is full.

Action: Ensure that there is enough disk space. Run the Data Export tool again. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: Some other application is trying to read from or write to the same file.

Action: Ensure that no other application is using the file. Run the Data Export tool again. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

Possible Cause: No Write permission to the file.

Action: Ensure that the file has the write permission. Run the Data Export tool again. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **1116: Parameters *parameters\_list* are not set in the file *filename***

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

Severity: Critical

Possible Cause: In the `.exp` file, one or more of the following values for the attributes is missing:

- ◆ Database vendor name (DBVendor=*dbvendor\_name*)
- ◆ IP address of the server on which the database is running (DBIPAddress=*database\_server\_ip\_address*)
- ◆ Port number of the database (DBPort=*port\_number*)
- ◆ Name of the corresponding `.cfg` file (DECfgFile=*filename*)

Explanation: The `.exp` file should contain the following attributes:

- ◆ `DBVendor = dbvendor_name`
- ◆ `DBUser = dbuser_name`
- ◆ `DBPassword = db_password`
- ◆ `DBIPAddress = database_server_ip_address`
- ◆ `DECfgFile = filename.cfg`
- ◆ `DBPort = port_number`

The attribute names are case sensitive. If any one of the preceding attributes is not present, the file is not a valid `.exp` file.

These values are required to connect to the database and to export the attributes in the corresponding `.cfg` file.

Action: Ensure that these values are assigned correctly. Run the Data Export tool. Ensure that the data configuration files (`.cfg` and `.exp`) are not corrupted or manually edited. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

Possible Cause: Unable to accept command line input.

Action: Run the Data Export tool. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

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

Severity: Informational

Possible Cause: The database vendor, specified in the `.exp` file, should be SYBASE, ORACLE, or MS SQL.

Action: The Workstation Inventory supports Sybase, Oracle, and MS SQL databases. Ensure that the vendor field (`DBVendor=`) in the `.exp` file is SYBASE, ORACLE, or MSSQL. These values are case sensitive.

Run the Data Export tool. Ensure that the data configuration files (.cfg and .exp) are not corrupted or manually edited. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Informational

Possible Cause: The file does not have the Write permission.

Action: Ensure that the file has the necessary rights or run the data export to specify a different CSV filename. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

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

Severity: Critical

Action: Ensure that the database is running, and the network connectivity is working. Run the Data Export tool. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**1127: Configured Inventory database is empty**

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

Severity: Informational

Action: Ensure that the Workstation Inventory policy is properly configured for the inventoried workstations attached to this Inventory database. For more information, see [“Configuring the Workstation Inventory Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Ensure that the inventory scans are being sent to the configured Inventory server. For more information, see [“Viewing the Status of the Last Scan in the Workstation Scan Log”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Ensure that the inventoried workstation is configured to send the inventory scans to the correct Inventory database.

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

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



Severity: Informational

Possible Cause: You are trying to access a database that is older than ZENworks for Desktops 4.x or later.

Action: Ensure that the configured Inventory database is of ZENworks for Desktops 4.x or later.

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

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

Severity: Informational

Possible Cause: The `debug.properties` file is not found.

Action: Using a text editor, Manually create `debug.properties` with the following content in `ConsoleOne_installation_directory\1.2\bin`:

```
DBEXPORT_TRACE=ON
```

Possible Cause: The `debug.properties` file does not contain any data or does not contain the following entry:

```
DBEXPORT_TRACE=ON
```

Action: Ensure that `ConsoleOne_installation_directory\1.2\bin\debug.properties` contains the following entry:

```
DBEXPORT_TRACE=ON
```

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: Before running the Data Export, you must configure the database. This message is displayed when the database is not configured.

Action: Configure the Inventory database, and then run the Data Export tool. For more information, see “[Configuring the Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

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

Action: Ensure that the Database object properties are set properly.

In ConsoleOne, right-click the *Database object*, click *Properties*, then click *ZENworks Database*. Ensure that the properties page contains the properties that are correct for your database configuration. Also, ensure that the JDBC

Properties page is configured properly. For more information, see “[Configuring the Database Location Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Possible Cause: The working directory for the Data Export tool in \consoleone\version\_no\reporting does not exist.

Action: Ensure that the directory exists. If it does not, create the directory structure.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Explanation: The Data Export tool uses the Inventory database populated with the scan data of the workstations. This message is displayed when the database does not contain inventory information of the workstations.

Action: Ensure that the Inventory setup is properly configured, and that the workstations are scheduled for scanning. Verify from the status logs whether the scan data has been stored successfully in the Inventory database. For more information, see “[Monitoring Workstation Inventory Using Status Logs](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**Error in constructing the Data Export Attributes Panel**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: There is some internal error in invoking the Data Export window.

Action: Run the Data Export tool. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**Error in invoking the Data Export Criteria dialog**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: There is some internal error in invoking the Data Export window.

Action: Run the Data Export tool. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **Specified Data Export configuration file does not exist**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to load an existing configuration file (.exp). After you load the .exp file, you can modify the settings for data export and then export the data to a .csv file. This error occurs if the file you specify for opening a saved database query does not exist in the directory.

Action: Ensure that you specify an existing file.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to load an existing configuration file (.exp). After you load the .exp file, you can modify the settings for data export and then export the data to a .csv file. This error occurs if there are problems with the file.

Action: Ensure that the .exp file exists and run the Data Export tool again. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to save the settings that you selected to a data export configuration file (.exp). The settings that are stored are the inventory components you selected and the query formed for filtering the workstations. If you open an existing .exp file, the stored settings are loaded. This error occurs if you do not specify a valid .exp extension.

Action: Ensure that you specify a valid .exp extension.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma-separated value (.csv) file. This error occurs if you do not specify .csv as the file extension.

Action: Ensure that the specified file extension is .csv.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Explanation: The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma-separated value (.csv) file.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma-separated value (.csv) file. This error occurs if the .csv file cannot be created in the specified directory. This tool creates the specified .csv file in the default directory `consoleone\version_no\reporting\export`.

Possible Cause: The disk on the machine is full.

Action: Ensure that there is disk space.

Possible Cause: There is no Write access for the directory.

Action: Ensure that the file has Write access in the specified directory.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Explanation: The configuration file (.exp) contains the locale settings. The `DELocaleLanguage` parameter specifies the language in use.

Action: Ensure that you use a correct locale configuration file (.exp). For example, `DELocalLanguage=US` specifies the locale setting for the English language.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: The configuration file (.exp) contains the data export settings. The settings that are stored are the inventory components you selected and the query formed for filtering the workstations. If you open an existing .exp file, the stored settings are loaded. This error occurs if the file is corrupted and the Data Export tool is unable to read the file.

Action: Run the Data Export tool. Save the data export settings in a configuration file (.exp) file. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Possible Cause: The disk on the machine is full.

Action: Ensure that there is disk space.

Possible Cause: There is no Write access for the directory.

Action: Ensure that the file has Write access in the specified directory.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Warning

Possible Cause: There is no Write access for the directory.

Action: Ensure that the file has write access in the specified directory. Delete the existing file from the directory.

***Filename* configuration file is not found**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: There is an internal error with the file or the file has been accidentally deleted.

Action: Run the Data Export tool. Save the data export settings in the configuration file. For more information, see “[Exporting the Inventory Information](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Explanation: The site names that you have selected do not exist in the Inventory database. By default, this tool exports the data from all databases satisfying the filter conditions specified for the workstations.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Explanation: An internal error has occurred.

Action: Exit from the Data Export tool. Run the Data Export tool again. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Critical

Possible Cause: The content of the `query.properties` file, which is located in the `ConsoleOne_installation_path/bin` directory, is invalid.

Action: Do the following:

- 1** In the `ConsoleOne_installation_path\bin\query.properties` file, ensure that the value of the `insver` parameter is valid.
- 2** Modify the `insver` parameter in `query.properties` to contain any of the following values:

`zfs`: ConsoleOne will have only Server Management snap-in functionality

`zfd` (default): ConsoleOne will have only Desktop Management snap-in functionality

`both`: ConsoleOne will have both Server Management and Desktop Management snap-in functionality

- 3** Run the Data Export tool and save the data export settings in the configuration file. For more information, see [“Exporting the Inventory Information”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Source: ZENworks Desktop Management; Workstation Inventory; Data Export Tool

Severity: Informational

Possible Cause: The schema of the ZENworks for Desktops 4.x Inventory database is different from the schema of ZENworks 7 Inventory database. Consequently, it is necessary to make the query compatible with the ZENworks 7 Inventory database.

Action: Back up the existing query and the configuration files before overwriting them.

## **5.13 Inventory Summary Error Messages**

- ♦ [“Inventory is not present in the configured Inventory database”](#) on page 111
- ♦ [“Unable to connect to configured Inventory database”](#) on page 111
- ♦ [“Invalid database user name or password”](#) on page 111

- ♦ “The configured database is not a compatible database. You are trying to access the older version of the ZENworks database” on page 112
- ♦ “Configured Inventory database is empty” on page 112

### **Inventory is not present in the configured Inventory database**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Severity: Critical

Possible Cause: The scan data of the inventoried workstation is not stored.

Action: Ensure that the scanner on the inventoried workstation is configured to scan the workstation. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Check the workstation scan log to make sure that the inventory scans are being sent to the configured Inventory server. For more information, see “[Viewing the Status of the Last Scan in the Workstation Scan Log](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: You have configured the inventoried workstation to send the scan to some other Inventory database.

Action: Verify that the Inventory database is configured to receive the scan of this inventoried workstation.

### **Unable to connect to configured Inventory database**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Severity: Critical

Possible Cause: The Inventory database is down or not reachable.

Action: Ensure that the database server is reachable. Ping the server to check the connectivity of the server.

Possible Cause: The database object is not configured correctly in the eDirectory.

Action: Ensure that the properties of the database object are configured correctly. For more information, see “[Setting Up the Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **Invalid database user name or password**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Severity: Critical

Action: Ensure that the Database object property values for Database (Read Only) User Name and Password are correct.

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

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Severity: Informational

Possible Cause: You are trying to access a database that is older than ZENworks for Desktops 4.x.

Action: Ensure that the configured Inventory database is ZENworks for Desktops 4.x or later.

**Configured Inventory database is empty**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Severity: Informational

Action: Ensure that the Workstation Inventory policy is properly configured for the inventoried workstations attached to this Inventory database. For more information, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Ensure that the inventory scans are being sent to the configured Inventory server. For more information, see “[Viewing the Status of the Last Scan in the Workstation Scan Log](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Ensure that the inventoried workstation is configured to send the inventory scans to the correct Inventory database.

## 5.14 Desktop4.exe Error Messages

- ♦ “The specified database type `inventory_database_server_type` is invalid. For more information, see the error message documentation” on page 112
- ♦ “The database username has not been specified in `.ini_filename`. For more information, see the error message documentation” on page 113
- ♦ “The database password has not been specified in `.ini_filename`. For more information, see the error message documentation” on page 113
- ♦ “The IP address of the database has not been specified in `.ini_filename`. For more information, see the error message documentation” on page 113
- ♦ “The database port number has not been specified in `.ini_filename`. For more information, see the error message documentation” on page 114
- ♦ “The product scope has not been specified `.ini_filename`. For more information, see the error message documentation” on page 114
- ♦ “The specified operation, `Inventory_operation`, is not supported” on page 114

**The specified database type `inventory_database_server_type` is invalid. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe



Severity: Critical

Explanation: The value of the -d parameter, which indicates the Inventory database server type, is invalid.

Action: Ensure that the value of the -d parameter is Sybase, Oracle, or MS SQL. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The database username has not been specified in .ini\_filename. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The database username has not been specified in the .ini file or the value is invalid.

Action: Ensure that the username specified in the .ini file is a valid database user ID. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The database password has not been specified in .ini\_filename. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The database password has not been specified in the .ini file or the value is invalid.

Action: Ensure that the password specified in the .ini file is a valid database password. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The IP address of the database has not been specified in .ini\_filename. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The IP address of the server on which the Inventory database is running has not been specified in the .ini file or the value is invalid.

Action: In the .ini file, ensure that you have specified a valid IP address of the server on which the Inventory database is running. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The database port number has not been specified in *.ini\_filename*. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The database port number has not been specified in the *.ini* file or the value is invalid.

Action: Ensure that the database port number specified in the *.ini* file is valid. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The product scope has not been specified *.ini\_filename*. For more information, see the error message documentation**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The scope for querying the Inventory database has not been specified in the *.ini* file or the value is invalid.

Action: Ensure that the product scope specified in the *.ini* file is valid. If you have installed only ZENworks 7 Desktop Management, enter ZFD. If you have installed only ZENworks 7 Server Management, enter ZFS. If you have installed Desktop Management and Server Management in the same setup, enter BOTH. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The specified operation, *Inventory\_operation*, is not supported**

Source: ZENworks Desktop Management; Workstation Inventory; Desktop4.exe

Severity: Critical

Explanation: The specified Inventory operation to be performed on the inventoried workstation is not supported by Desktop4.exe.

Action: Using Desktop4.exe, you can perform only Query and Inventory Summary. To perform a query, enter `-c "Query"`. To perform an inventory summary, enter `-c "Inventory"`. For more information, see [“Viewing Inventory Information Without Using ConsoleOne”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 5.15 Upgrade Service Error Messages

- ♦ [“1177: Unable to complete all the operations. The Upgrade Service is exiting with errors”](#) on page 115
- ♦ [“1178: An error occurred while performing the DBSchema migration”](#) on page 115
- ♦ [“1179: An error occurred while performing the DB Data migration”](#) on page 115
- ♦ [“1182: An error occurred while migrating the residue files”](#) on page 115
- ♦ [“The Upgrade Service is migrating the schema to ZENworks 6.5 SP1”](#) on page 116

**1177: Unable to complete all the operations. The Upgrade Service is exiting with errors**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Action: Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**1178: An error occurred while performing the DBSchema migration**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred while migrating the schema of an earlier version of the ZENworks Inventory database to ZENworks 7 Desktop Management.

Action: Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**1179: An error occurred while performing the DB Data migration**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred while migrating the data of the ZENworks for Desktops 4.x database to ZENworks 7.

Action: Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**1182: An error occurred while migrating the residue files**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred during migration of the existing residue files (ZENworks for Desktops 4.x .str) on the Inventory Server before the ZENworks 7 installation.

Action: Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **The Upgrade Service is migrating the schema to ZENworks 6.5 SP1**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service

Severity: Informational

Explanation: The ZENworks 7 Desktop Management Product CD contains ZENworks 6.5 database. After you install this database, it is migrated to ZENworks 7 when you run the Inventory Service for the first time. During the migration, the following message is displayed:

```
The Upgrade Service is migrating the schema to ZENworks 6.5
SP1.
```

The message is displayed only the the first time when you run the Inventory service.

## **5.16 Inventory Query Error Messages**

- ♦ “The attributes in the saved query are not compatible with the current version of the Inventory query. The attributes will not be converted and the saved query will not be loaded” on page 116
- ♦ “The query has been changed for compatibility with the current version. The datatype of the following attributes are converted: attribute list” on page 116
- ♦ “This query has been changed for compatibility with the current version. The following attributes have not been converted and will not be loaded: attributes list” on page 117
- ♦ “An error occurred while loading the saved query / Error opening the query file” on page 117
- ♦ “The data could not be found for this attribute” on page 117
- ♦ “Unable to process the query. Ensure that the database connection is up. For more information, see the error message documentation at <http://www.novell.com/documentation>” on page 117

**The attributes in the saved query are not compatible with the current version of the Inventory query. The attributes will not be converted and the saved query will not be loaded**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: You are attempting to open a ZENworks for Desktops 4.x Inventory query using the latest version of ConsoleOne. The attempt to convert the query in ZENworks for Desktops 4.x failed because there was no equivalent query in ZENworks 7 Desktop Management. The attributes will not be loaded.

Action: You must use the ConsoleOne having ZENworks for Desktops 4.x Inventory snap-ins to open the ZENworks for Desktops 4.x Inventory query.

**The query has been changed for compatibility with the current version. The datatype of the following attributes are converted: *attribute list***

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: Datatypes of the attributes in ZENworks for Desktops 4.x Inventory query are converted to ZENworks 7 Desktop Management. For example, the string datatype of the attribute in ZENworks for Desktops 4.x is converted to an integer datatype in ZENworks 7 Desktop Management.

Action: The conversion does not impact the Inventory query. You can continue to use the Inventory query.

**This query has been changed for compatibility with the current version. The following attributes have not been converted and will not be loaded: *attributes list***

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: No matching attributes were found for conversion in the ZENworks 7 Desktop Management.

Action: To view the original query, use the ConsoleOne having ZENworks for Desktops 4.x Inventory snap-ins. You can continue to use your current version of ConsoleOne, but the attributes will be lost.

**An error occurred while loading the saved query / Error opening the query file**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: The file you are trying to load is a corrupt serialized file or the file is not serializable.

Action: Try re-creating your query. For more information, see “[Viewing Inventory Information by Querying the Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**The data could not be found for this attribute**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Informational

Explanation: You are using the Equal To operator on an attribute that does not have an associated value in the Inventory database. The scanner failed to populate any value for the attribute in the Inventory database.

**Unable to process the query. Ensure that the database connection is up. For more information, see the error message documentation at <http://www.novell.com/documentation>**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Severity: Critical

Explanation: An exception was thrown while executing the query.

Action: Do the following on the workstation running ConsoleOne:

- 1 In `ConsoleOne_installation_directory\1.2\bin`, create `debug.properties` with the following entries:

```
QUERYUI_TRACE=ON  
INVAPI_TRACE=ON
```

---

**NOTE:** If the `debug.properties` file already exists, ensure that the file contains the above entries.

---

- 2 Run ConsoleOne and invoke the query that had this error.
- 3 Refer to the `queryuitrace.log` and `invapitrace.log` files in the `ConsoleOne_installation_directory\1.2\bin` to troubleshoot the problem.
- 4 If the problem persists, contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support) with the logs.

## 5.17 Inventory Sync Service Error Messages

- ♦ “The Inventory Sync Schedule is not configured” on page 118
- ♦ “The Inventory Sync Schedule is corrupted” on page 118
- ♦ “2554: An error occurred while authenticating as Inventory Sync Service” on page 119
- ♦ “2555: An error occurred while creating the Inventory Sync table” on page 119
- ♦ “2556: An error occurred while creating the .str file(s)” on page 119

### The Inventory Sync Schedule is not configured

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Services

Severity: Informational

Possible Cause: The Inventory Sync Schedule attribute is not present in the Novell eDirectory or it is not configured.

Action: Configure the Inventory Sync Schedule again.

To configure the Inventory Sync Schedule:

- 1 In ConsoleOne, right-click the Inventory Service object, then click *Properties*.
- 2 Click the *Inventory Service Object* tab, then select the *Inventory Service Sync Schedule* sub-option.
- 3 Modify the settings for scheduling the Inventory Sync Service.
- 4 Click *Apply*, then click *Close*.

### The Inventory Sync Schedule is corrupted

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Sync Services

Severity: Informational

Possible Cause: The Inventory Sync Service is unable to create a schedule object from the data read from eDirectory.

Action: You must re-create the Inventory Sync Schedule.

#### **2554: An error occurred while authenticating as Inventory Sync Service**

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

Severity: Critical

Possible Cause: The Inventory Sync service is unable to authenticate to eDirectory as an Inventory Service object.

Action: Ensure that the Inventory Service object corresponding to the Inventory server is present.

Action: Do the following:

- 1 Run the `DSREPAIR` service. For more information, see the [eDirectory 8.7.3 documentation Web site \(http://www.novell.com/documentation/edir873/index.html\)](http://www.novell.com/documentation/edir873/index.html) or the [eDirectory 8.8 documentation Web site \(http://www.novell.com/documentation/edir88/index.html\)](http://www.novell.com/documentation/edir88/index.html).
- 2 Restart the Inventory services. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2555: An error occurred while creating the Inventory Sync table**

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

Severity: Critical

Possible Cause: This error occurs if the Inventory Sync service is unable to create an internal table for processing workstation DNS.

Action: Shut down the Inventory Sync service and restart the service.

#### **2556: An error occurred while creating the .str file(s)**

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

Severity: Critical

Possible Cause: This error occurs if the Inventory Sync service is unable to access the `scandir` directory to create the `.str` files.

Action: Ensure that the directory path of the `scandir` directory specified in the Inventory Service object property page exists on the Inventory server and is writable.

## **5.18 Roll-Up Scheduler Error Messages**

- ♦ [“501: Unable to start the Roll-Up Scheduler for the server” on page 120](#)
- ♦ [“502: Unable to refresh the Roll-Up Schedule for the server” on page 120](#)

### **501: Unable to start the Roll-Up Scheduler for the server**

Source: ZENworks Desktop Management; Workstation Inventory; Roll-Up Scheduler

Severity: Critical

Possible Cause: The attributes for the server's Scheduler policy in eDirectory are invalid.

Action: Do the following:

- 1** Stop the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2** Delete the existing Roll-Up policy and create the policy again. For more information, see “Configuring the Roll-Up Policy” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 3** Start the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **502: Unable to refresh the Roll-Up Schedule for the server**

Source: ZENworks Desktop Management; Workstation Inventory; Roll-Up Scheduler

Severity: Critical

Explanation: The attributes for the server's Scheduler policy in eDirectory are invalid.

Action: Do the following:

- 1** Stop the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2** Delete the existing Roll-Up policy and create the policy again. For more information, see “Configuring the Roll-Up Policy” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 3** Start the Inventory Services on the server. For more information, see “Starting and Stopping the Inventory Service” in “Workstation Inventory” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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



## 5.19 Selector Error Messages

- ♦ “401: Unable to access *scanfilename*. The file is either used by some other process or the file is corrupted” on page 121
- ♦ “405: The directories required for the selector to function are not present. Selector services are stopped” on page 121
- ♦ “407: Unable to read the configuration information. Selector exiting...” on page 121

### **401: Unable to access *scanfilename*. The file is either used by some other process or the file is corrupted**

Source: ZENworks Desktop Management; Workstation Inventory; Selector

Severity: Critical

Possible Cause: The scan data file (*.str*) contains invalid data or another application is using this file.

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

### **405: The directories required for the selector to function are not present. Selector services are stopped**

Source: ZENworks Desktop Management; Workstation Inventory; Selector

Severity: Critical

Possible Cause: The selector processes the scan files located in the *scandir* directory and moves these files to the *dbdir* and/or *entmerge* directory within the *scandir* directory. This error occurs if the *scandir\dbdir\entmerge* directory does not exist on the Inventory Server.

Action: Ensure that the directory path of the *scandir* directory specified in the Inventory Service Object property page exists on the inventory server. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Also, ensure that the *dbdir\entmerge* directory exists in the *scandir* directory.

### **407: Unable to read the configuration information. Selector exiting...**

Source: ZENworks Desktop Management; Workstation Inventory; Selector

Severity: Critical

Possible Cause: The Selector was unable to read the attributes of the Inventory Service Object. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: Verify whether the Inventory Service Object exists and is configured correctly.

## 5.20 Inventory Removal Service Error Messages

- ♦ “2564: Unable to get the scan directory (*scandir*) path” on page 122

- ◆ “2565: Unable to find or open inventoryremoval.properties file” on page 122
- ◆ “2566: Unable to read the property \“Filepath”\ in the inventoryremoval.properties file” on page 122
- ◆ “2567: Unable to find or open the inventoryremovallist.txt file” on page 123
- ◆ “2568: An error occurred while creating the delete .str files” on page 123
- ◆ “2569: An error occurred while processing the inventoryremovallist.txt file” on page 123

#### **2564: Unable to get the scan directory (scandir) path**

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

Severity: Critical

Possible Cause: This error occurs if the `scandir` path is not available on the Inventory server.

Action: Ensure that the directory path of the `scandir` directory specified in the Inventory Service object property page exists on the Inventory server. For more information, see “[Configuring the Inventory Service Object](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

#### **2565: Unable to find or open inventoryremoval.properties file**

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

Severity: Critical

Possible Cause: This error occurs if the `inventoryremoval.properties` file does not exist or is deleted in the `install_path\inv\server\properties` directory on the Inventory server.

Action: Run the ZENworks Desktop Management installation to copy the `inventoryremoval.properties` to the specified location. For more information, see “[Uninstalling or Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

#### **2566: Unable to read the property \“Filepath”\ in the inventoryremoval.properties file**

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

Severity: Critical

Possible Cause: This error occurs if the `inventoryremoval.properties` file does not contain the `FilePath` property.

Action: Run the ZENworks Desktop Management installation to copy the `inventoryremoval.properties` file to the `install_path\inv\server\properties` directory. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

### **2567: Unable to find or open the inventoryremovallist.txt file**

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

Severity: Critical

Possible Cause: The Inventory Removal service is unable to access the `inventoryremovallist.txt` file at the location specified by the `FilePath` property in the `inventoryremoval.properties` file.

Action: Configure the `inventoryremovallist.txt` file with the DN names of the inventoried workstations that need to be removed from the database. Copy this file to the location specified by the `FilePath` property in the `inventoryremoval.properties` file. For more information, see [“Removing Redundant Inventoried Workstations from the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **2568: An error occurred while creating the delete .str files**

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

Severity: Critical

Possible Cause: The Inventory Removal service creates a delete `.str` file for each of the DN names listed in the `inventoryremovallist.txt` file. This error occurs if the Inventory Removal service is unable to create the delete `.str` file.

Possible Cause: The `scandir` directory does not exist or there is an error while writing to the file system

Action: Ensure that the directory path of the `scandir` directory specified in the Inventory Service object property page exists on the Inventory server and is writable. For more information, see [“Configuring the Inventory Service Object”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **2569: An error occurred while processing the inventoryremovallist.txt file**

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

Severity: Critical

Possible Cause: The Inventory Removal service encountered errors while parsing the `inventoryremovallist.txt` file.

Action: Ensure that the `inventoryremovallist.txt` file is configured correctly. For more information, see [“Removing Redundant Inventoried Workstations from the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 5.21 Dictionary Provider Error Messages

- ♦ “2700: Unable to start the Dictionary Provider. The error is message\_string” on page 124
- ♦ “2701: Unable to stop the Dictionary Provider. The error is message\_string” on page 124

### **2700: Unable to start the Dictionary Provider. The error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Provider

Severity: Critical

Action: Restart the Dictionary Provider from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

### **2701: Unable to stop the Dictionary Provider. The error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Provider

Severity: Minor

Action: Manually stop the Dictionary Provider from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 5.22 Dictionary Consumer Error Messages

- ♦ “2751: Unable to start the Dictionary Consumer. The error is message\_string” on page 125
- ♦ “2752: Unable to stop the Dictionary Consumer. The error is message\_string” on page 125
- ♦ “2753: Unable to download the Dictionary. The file client error is message\_string” on page 125
- ♦ “2755: Unable to authenticate as DN\_of\_Dictionary\_Update\_policy” on page 126
- ♦ “2756: Dictionary Consumer property file corrupted or missing” on page 126
- ♦ “2757: No schedule configured for dictionary updates” on page 126
- ♦ “2758: No roll-up policy found” on page 127
- ♦ “2759: Corrupted or incomplete update policy” on page 127
- ♦ “2760: No update policy found” on page 128
- ♦ “2761: Internal error message\_string” on page 128
- ♦ “2762: Unable to decompress the dictionary ZIP file” on page 128
- ♦ “2763: Unable to create the temporary directory” on page 128
- ♦ “2766: Unable to merge dictionary files” on page 128
- ♦ “2767: Unable to copy dictionary files from the temporary directory to the dictionary directory” on page 129

**2751: Unable to start the Dictionary Consumer. The error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Action: Restart the Dictionary Consumer from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

**2752: Unable to stop the Dictionary Consumer. The error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Minor

Action: Manually stop the Dictionary Consumer from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**2753: Unable to download the Dictionary. The file client error is *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: The Dictionary Consumer is unable to receive the dictionary updates because the Dictionary Provider is down.

Action: Manually start the Dictionary Provider from the Service Manager running on the Inventory server, which is specified in the Dictionary Update policy. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

For more information on how to access the Dictionary Update policy, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

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

Possible Cause: The address of the Dictionary Provider is not properly configured in the Dictionary Update policy.

Action: Ensure that the address of the Dictionary Provider is same as the IP address or the DNS name of the Inventory server, which is configured in the Dictionary Update policy.

For more information on how to access the Dictionary Update policy, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: The network is down.

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

### **2755: Unable to authenticate as *DN\_of\_Dictionary\_Update\_policy***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: The Dictionary Update policy is not properly configured or is corrupted.

Action: Delete the existing Dictionary Update policy and re-create the policy. For more information on how to create and configure the Dictionary Update policy again, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Possible Cause: An error occurred in eDirectory.

Action: Ensure that the eDirectory is in good health. For more information, see the [Novell eDirectory 8.7.3 \(http://www.novell.com/documentation/edir873/index.html\)](http://www.novell.com/documentation/edir873/index.html) or [eDirectory 8.8 \(http://www.novell.com/documentation/edir88/index.html\)](http://www.novell.com/documentation/edir88/index.html) documentation Web sites.

### **2756: Dictionary Consumer property file corrupted or missing**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: An error occurred during the installation of the ZENworks 7 Inventory server.

Action: Do the following:

- 1** If you encounter any errors during the ZENworks 7 Inventory server installation, try to resolve them. For more information, see “[Workstation Inventory Installation Errors](#)” in “[Installation Error Messages](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- 2** If the problem persists, reinstall the Inventory server component. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

### **2757: No schedule configured for dictionary updates**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Action: Configure the schedule for the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### 2758: No roll-up policy found

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Explanation: This error occurs when you select the “Use the Roll-Up Server as the Update Source” check box in the Dictionary Update policy but the Roll-Up policy has not been configured.

Action: Do the following:

- 1 Configure the Roll-Up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2 Select the *Use the Roll-Up Server as the Update Source* check box in the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

---

**IMPORTANT:** Do not select this option for a Standalone Server or a Root Server. You must manually configure the remaining settings of the policy.

---

Action: In the Dictionary Update policy, deselect the *Use the Roll-Up Server as the Update Source* check box and configure the remaining settings. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### 2759: Corrupted or incomplete update policy

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: An error occurred in eDirectory.

Action: Ensure that eDirectory is in good health. For more information, see the [Novell eDirectory 8.7.3 \(http://www.novell.com/documentation/edir873/index.html\)](http://www.novell.com/documentation/edir873/index.html) or [eDirectory 8.8 \(http://www.novell.com/documentation/edir88/index.html\)](http://www.novell.com/documentation/edir88/index.html) documentation Web sites.

Possible Cause: The Dictionary Update policy is not configured properly.

Action: Ensure that the Dictionary Update policy is properly configured. For more information, see “[Novell ZENworks 7 Desktop Management Administration Guide](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **2760: No update policy found**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Informational or Critical

Action: If you want to manually update the software dictionary, ignore this message. For more information on how to manually update the dictionary, see “[Setting Up Distribution of Dictionary](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*

Action: Create and configure the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **2761: Internal error *message\_string***

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

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

### **2762: Unable to decompress the dictionary ZIP file**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

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

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

Possible Cause: The dictionary files are corrupted.

Action: Reinstall the Inventory server component on the server where the Dictionary Provider runs. For more information, see “[Reinstalling Workstation Inventory](#)” in “[Uninstall/Reinstall](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

### **2763: Unable to create the temporary directory**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

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

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

### **2766: Unable to merge dictionary files**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical



Explanation: The Dictionary Consumer merges the downloaded dictionary with the local dictionary, and stores the merged dictionary files in a temporary directory.

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

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

**2767: Unable to copy dictionary files from the temporary directory to the dictionary directory**

Source: ZENworks Desktop Management; Workstation Inventory; Dictionary Consumer

Severity: Critical

Explanation: The Dictionary Consumer merges the downloaded dictionary with the local dictionary, and stores the merged dictionary files in a temporary directory. Later the merged files are copied to the dictionary directory.

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

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



# Troubleshooting Strategies

# 6

The following sections provide solutions to problems you might encounter when using the Workstation Inventory component of Novell® ZENworks® 7 Desktop Management:

- ♦ “Troubleshooting Workstation Inventory Installation” on page 131
- ♦ “Troubleshooting the Inventory Service Manager” on page 132
- ♦ “Troubleshooting .Str and .Zip File Transfer” on page 133
- ♦ “Troubleshooting the Inventory Scanner or Inventory Agent” on page 134
- ♦ “Troubleshooting the Inventory Policy” on page 135
- ♦ “Troubleshooting the Database Backup” on page 135
- ♦ “Troubleshooting the Data Export” on page 136
- ♦ “Troubleshooting the Inventory Summary” on page 136
- ♦ “Troubleshooting the Inventory Reports” on page 137
- ♦ “Troubleshooting the Inventory Query” on page 138
- ♦ “Troubleshooting the Storer” on page 138
- ♦ “Troubleshooting the Upgrade Service's Inventory Database Migration” on page 142
- ♦ “Troubleshooting the Inventory Sync Service” on page 143
- ♦ “Troubleshooting the Inventory Installation on Linux” on page 144

## 6.1 Troubleshooting Workstation Inventory Installation

- ♦ “Is the installation of Workstation Inventory successful?” on page 131
- ♦ “Double-byte characters are not supported in the SCANDIR path if the Novell Client is not installed on inventoried workstations” on page 132
- ♦ “The ZENworks 7 Desktop Management Inventory policies are not effective” on page 132

### Is the installation of Workstation Inventory successful?

Source: ZENworks Desktop Management; Workstation Inventory; Installation

Action: During the Workstation Inventory installation, choose to view the log files.

After the installation, you can also check the log files in the `ZENworks_installation_drive\novell\zfdtemp` directory to ensure that no errors are reported.

Action: Check to see if the Inventory Service object is created.

Action: Check to see if the `Scan` directory is created and shared on the Inventory server and has the required rights.

## Double-byte characters are not supported in the SCANDIR path if the Novell Client is not installed on inventoried workstations

Source: ZENworks Desktop Management; Workstation Inventory; Installation

Explanation: If the Novell Client™ is not installed on inventoried workstations, and if you use double-byte characters in the Inventory Service object's scan directory (`scandir`) path, the `.str` files are not transferred to the Inventory server.

By default, the `scandir` path is the installation path where the Inventory server-side components and the database are installed, unless you manually changed it after the ZENworks 7 Desktop Management installation by configuring the Inventory Service object.

## The ZENworks 7 Desktop Management Inventory policies are not effective

Source: ZENworks Desktop Management; Workstation Inventory; Installation

Possible Cause: You accidentally deleted the Inventory Service object before reinstalling ZENworks 7 Workstation Inventory, or before installing ZENworks 7 Workstation Inventory over ZENworks for Desktops 4.x

Action: After installing or reinstalling ZENworks 7 Workstation Inventory, configure the ZENworks 7 Workstation Inventory policy with the new Inventory Service object created by the ZENworks 7 Installation program.

For more information on how to configure the Workstation Inventory policy, see “[Configuring the Workstation Inventory Policy](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 6.2 Troubleshooting the Inventory Service Manager

- ♦ “[You are unable to access the database server across NAT](#)” on page 132
- ♦ “[Inventory Service Manager exits with -1 status](#)” on page 133

### You are unable to access the database server across NAT

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

Explanation: If you install the database server on a private network and the database object is configured with the private address, you cannot access this database from the public network (for example, through Novell ConsoleOne®).

Action: Configure the database object with the public address of the database server.

- 1 In ConsoleOne, right-click the database object, then click *Properties*.
- 2 Click the *ZENworks Database* tab.
- 3 In the *Server IP address or DNS Name* field, specify the public address of the database server.
- 4 Click *Apply*, then click *Close*.

## Inventory Service Manager exits with -1 status

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

Explanation: On the Inventory server, the “Unable to connect to the database. Retrying...” message is displayed and the Service Manager eventually exits. The Inventory Service Manager logs this error in the Inventory server's status log with error code 622.

Possible Cause: The Database server is down.

Action: Ensure that the Database server is up and running.

Possible Cause: This problem can also occur on a Novell NetWare<sup>®</sup> Inventory server with the Native File Access Pack installed. This NetWare server has one or more volumes of the server exposed as CIFS shares and does not have a DNS name configured.

If the NetWare server does not have a DNS name configured, the CIFS service is given a NetBIOS name, so during installation the database object assigns the NetBIOS name as the host name. This error occurs if the Inventory service on the NetWare server fails to resolve the NetBIOS name to an IP address.

Action: Choose an IP address instead of the NetBIOS name in the database object property page. For more information, see “[Setting Up the Inventory Database](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 6.3 Troubleshooting .Str and .Zip File Transfer

- ♦ “[The .str files have not been transferred](#)” on page 133
- ♦ “[The Sender is unable to transfer the .zip files to the Receiver](#)” on page 134

### The .str files have not been transferred

Source: ZENworks Desktop Management; Workstation Inventory; .Str and .Zip File Transfer

Action: Ensure that the ZENworks Web Server is up and running.

Action: If an error message is displayed, refer to “[Sender and Receiver Error Messages](#)” on page 57 to troubleshoot the error.

Action: If you have not configured the XML proxy, ensure that the value of Port1 in the `Inventory_Agent_installation_directory\zws.properties` file is same as the value of Port1 in the `ZENworks_Web_Server_installation_directory\zws.properties` file on the Inventory server.

If you have configured the XML proxy, ensure that the following conditions are met:

- ◆ The XML proxy port number entered in the Workstation Inventory policy is the same as the value of Port2 in the `XML_proxy_installation_directory\zws.properties`.
- ◆ The value of Port1 in the `XML_proxy_installation_directory\zws.properties` file is the same as the value of Port1 in the `ZENworks_Web_Server_installation_directory\zws.properties` file on the next-level Inventory server.

### **The Sender is unable to transfer the .zip files to the Receiver**

Source: ZENworks Desktop Management; Workstation Inventory; .Str and .Zip File Transfer

Action: Ensure that the Receiver is up and running.

Action: Ensure that the ZENworks Web Server is up and running.

Action: If an error message is displayed, refer to [“Sender and Receiver Error Messages” on page 57](#) to troubleshoot the error.

Action: If you have not configured the XML proxy, ensure that the value of Port1 in the `ZWS_installation_directory\zws.properties` file on the lower-level Inventory server is same as the value of Port1 in the `ZENworks_Web_Server_installation_directory\zws.properties` file on the next-level Inventory server.

If you have configured the XML proxy, ensure that the following conditions are met:

- ◆ The XML proxy port number entered in the Roll-Up policy is the same as the value of Port2 in the `XML_proxy_installation_directory\zws.properties`.
- ◆ The value of Port1 in the `XML_proxy_installation_directory\zws.properties` file is the same as the value of Port1 in the `ZENworks_Web_Server_installation_directory\zws.properties` file on the Inventory server.

## **6.4 Troubleshooting the Inventory Scanner or Inventory Agent**

- ◆ [“Unable to scan Windows 9x workstations that are attached to a Windows server” on page 134](#)

### **Unable to scan Windows 9x workstations that are attached to a Windows server**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Scanner or Inventory Agent

Action: If you have configured a Windows server as an Inventory server and if you have installed the Novell Client on a Windows 95/98 inventoried workstation that will send the scan data to the Windows server, you must do the following for the scanners to collect data:

- ♦ If there are Novell eDirectory™ users who are also Windows domain users, ensure that the users who are logged in are valid users of the Windows domain in the existing share created by ZENworks 7 Desktop Management.
- ♦ If there are users logged in to a different domain, ensure that the users are Trusted users of the domain in the existing SHARE directory created by ZENworks 7 Desktop Management.
- ♦ If there are eDirectory users who are not users of any Windows domain, ensure that the users are not logged in to eDirectory when you start the workstation. However, these users can log in to eDirectory later.
- ♦ If there are users who do not log in to any Windows domain, or in to eDirectory, but log in to their local workstations with a username and password, ensure that their user names and passwords are also a part of the Windows domain.

## 6.5 Troubleshooting the Inventory Policy

- ♦ “Unable to update the `swrules.ini` file for ZENworks for Desktops 4.x inventoried workstations using ZENworks 7 ConsoleOne snap-ins” on page 135

### Unable to update the `swrules.ini` file for ZENworks for Desktops 4.x inventoried workstations using ZENworks 7 ConsoleOne snap-ins

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Policy

Explanation: If you update the `swrules.ini` file for ZENworks for Desktops 4.x inventoried workstations using the ZENworks 7 ConsoleOne snap-ins, you might encounter the following error:

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

Action: Use ZENworks for Desktops 4.x Inventory ConsoleOne snap-ins to update the ZENworks for Desktops 4.x `swrules.ini`. For more information, see the *ZENworks 4.0.1 Administration Guide* (<http://www.novell.com/documentation/zdpr/index.html>).

## 6.6 Troubleshooting the Database Backup

- ♦ “When you back up the Sybase Inventory database running on a NetWare server, the database backup displays a successful message even though the backup has failed” on page 135
- ♦ “You are unable to view the backup directory that you created” on page 136

### When you back up the Sybase Inventory database running on a NetWare server, the database backup displays a successful message even though the backup has failed

Source: ZENworks Desktop Management; Workstation Inventory; Database Backup

Explanation: When you try to back up the Sybase Inventory database running on a NetWare server, the DB backup displays a successful message even though the backup has failed and creates a file with zero bytes in the database backup directory.

Possible Cause: There is not sufficient disk space in the database backup directory.

Action: Ensure that there is sufficient free disk space in the database backup directory.

### **You are unable to view the backup directory that you created**

Source: ZENworks Desktop Management; Workstation Inventory; Database Backup

Possible Cause: The backup directory you created contains double-byte characters. When you create a backup directory name using double-byte characters, Sybase interprets the double-byte characters as a different name and creates a backup folder using the interpreted name. When you create a new backup, avoid using double-byte characters in the directory name.

Action: Rename the directory.

## **6.7 Troubleshooting the Data Export**

- ♦ [“When you invoke the Data Export tool on a Japanese inventoried machine, the enum values might be displayed in French” on page 136](#)

### **When you invoke the Data Export tool on a Japanese inventoried machine, the enum values might be displayed in French**

Source: ZENworks Desktop Management; Workstation Inventory; Data Export

Action: Before invoking the Data Export tool, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see [“Adding Non-English Enumerated Values for Inventory Attributes into the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## **6.8 Troubleshooting the Inventory Summary**

- ♦ [“The Inventory Summary window does not display the Representative File Information data or displays the message “No Information Found” when you select the Representative File Information attribute” on page 136](#)
- ♦ [“When you invoke the Inventory Summary on a Japanese inventoried machine, the enum values might be displayed in French” on page 137](#)

### **The Inventory Summary window does not display the Representative File Information data or displays the message “No Information Found” when you select the Representative File Information attribute**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Action: Refresh the Inventory Summary window.



### **When you invoke the Inventory Summary on a Japanese inventoried machine, the enum values might be displayed in French**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Summary

Action: Before invoking the Inventory Summary, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see [“Adding Non-English Enumerated Values for Inventory Attributes into the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## **6.9 Troubleshooting the Inventory Reports**

- ♦ [“When you export an Inventory report to PDF, the location to save the file is not requested” on page 137](#)
- ♦ [“You are unable to export Inventory Reports to PDF if the Inventory data is stored in a MS SQL Database” on page 137](#)
- ♦ [“When you invoke the Inventory Reports on a Japanese inventoried machine, the enum values might be displayed in French” on page 137](#)

### **When you export an Inventory report to PDF, the location to save the file is not requested**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Report

Possible Cause: When you run an Inventory report, `exportmoduller.dll` and `crtslv.dll` are automatically registered on the machine.

This error occurs if the registration of these DLLs is corrupted.

Action: Before generating Inventory reports, do the following on the machine where you run the Inventory report:

- 1 Open the Registry Editor.
- 2 Delete `HKEY_CLASSES_ROOT\ExportModeller.EMAdornments`.

### **You are unable to export Inventory Reports to PDF if the Inventory data is stored in a MS SQL Database**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Report

Possible Cause: You are trying to export Inventory reports using ConsoleOne that has been copied to the machine and not installed.

Action: Invoke ConsoleOne from the machine where you have installed it and export the Inventory reports.

### **When you invoke the Inventory Reports on a Japanese inventoried machine, the enum values might be displayed in French**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Report

Action: Before invoking an Inventory Report, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see [“Adding Non-English Enumerated Values for Inventory Attributes into the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 6.10 Troubleshooting the Inventory Query

- ♦ [“When you invoke the Inventory Query on a Japanese inventoried machine, the enum values might be displayed in French”](#) on page 138

### **When you invoke the Inventory Query on a Japanese inventoried machine, the enum values might be displayed in French**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Query

Action: Before invoking the Inventory Query, you must run the AddEnums utility to add the non-English enum values. For more information about how to run the AddEnums utility, see [“Adding Non-English Enumerated Values for Inventory Attributes into the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 6.11 Troubleshooting the Storer

- ♦ [“The .str files are not being stored in the Inventory database”](#) on page 138
- ♦ [“The Storer running on a Windows Inventory server randomly stops updating the workstation scan data in the Inventory database”](#) on page 139
- ♦ [“The CPU utilization of the Inventory server is 100% when the Storer is active”](#) on page 139
- ♦ [“How do I back up the .str file?”](#) on page 140
- ♦ [“How do I change to another Inventory database after the scan data has been stored in the Inventory database?”](#) on page 141
- ♦ [“The Storer takes too much time to store the .str files”](#) on page 141
- ♦ [“The Inventory Storer is unable to store the str files having non-ASCII characters into the Sybase or Oracle Inventory database”](#) on page 141

### **The .str files are not being stored in the Inventory database**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Action: Manually enforce a full scan on the workstation object:

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

Action: If the problem persists:

- 1** Edit the `Inventory_server_installation_path\zenworks\inv\server\wminv\properties\tracerfilter.properties` file to set the Debug level to DEBUG5 or ALL.
- 2** Edit the `Inventory_server_installation_path\zenworks\inv\server\wminv\properties\storerdebug.properties` file to set the value of `trace= true` and `strfiledelete= path_where_you_want_to_back_up_.str_files`.
- 3** Manually enforce a full scan on the workstation object:
  - 3a** In ConsoleOne, right-click the workstation object, then click *Properties*.
  - 3b** Click the *ZENworks Inventory* tab, then click the *Workstation Scan Configuration* suboption.
  - 3c** Select *Start Full Scan*.
  - 3d** Click *Apply*, then click *Close*.

If the problem persists, send the tracer and the backed-up `.str` files to [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

### **The Storer running on a Windows Inventory server randomly stops updating the workstation scan data in the Inventory database**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Explanation: The Storer running on a Windows Inventory server randomly stops updating the workstation scan data in the Inventory database. The Inventory server screen displays a message such as “Logout Exception: [Root exception is com.novell.service.jncp.ClientException: ccode = 34921 (0x8869)] com.novell.java.security.LogoutException: Logout failed.”

Also, the directory contains `.str` and `.zip` files that need to be processed.

Possible Cause: The Storer encounters errors while updating the inventoried workstation scan data in eDirectory. Consequently, the Selector and the Storer stops processing `.str` files.

Action: Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **The CPU utilization of the Inventory server is 100% when the Storer is active**

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Explanation: The CPU utilization of the Inventory server might be 100% when the Storer is storing the scan data (typically, full scans) into the Inventory database.

This error occurs if the memory of the Inventory server is low, or one or more high CPU-utilization applications are running on the Inventory server.

Ignore this problem if you can run any other application on the server. If you cannot run any other application at normal speed, try the actions below.

Action: Dedicate a server to host the Inventory database.

Action: Do the following:

- 1 Stop the Storer by entering `stopser storer` at the server console prompt.
- 2 Configure the following Storer parameters in the `Inventory_server_installation_path\zenworks\inv\server\wminv\properties\storerdebug.properties` file to slow down the processing of `.str` files:  
  
fileyield: Specify a value greater than or equal to 300 but less than 600  
parseyield: Specify a value greater than or equal to 100 but less than 500  
wsdelyield: Specify a value greater than or equal to 100 but less than 500
- 3 Start the Storer by entering `startser storer` at the server console prompt.

If the problem persists, send a copy of `storerdebug.properties` to [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Action: If your Inventory database runs on Sybase, you can improve the Storer performance by also running the Sybindex utility. For more information on how to run Sybindex, see “[Sybase in the NetWare, Windows, or Linux Environment](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### How do I back up the `.str` file?

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Action: Do the following:

- 1 Stop the Storer by entering `stopser storer` at the server console prompt
- 2 Edit the `Inventory_server_installation_path\zenworks\inv\server\wminv\properties\storerdebug.properties` file to set the value of `strfiledelete=path_where_you_want_to_backup_str_file`.  

---

**IMPORTANT:** If your Inventory server is a Windows server, ensure that the path is separated by double slash (`\\`). For example, `c:\\windows\\temp`.  
Ensure that the backup directory already exists on the Inventory server before editing the `storerdebug.properties` file.

---
- 3 Start the Storer by entering `startser storer` at the server console prompt.

## How do I change to another Inventory database after the scan data has been stored in the Inventory database?

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Explanation: After the scan data has been stored, you might want to change your existing Inventory database to a different database. For example, you could change the existing Sybase Inventory database to an Oracle Inventory database.

Action: Do the following:

- 1 Stop the Inventory service of the Inventory server connected to the existing database that you want to change. For more information, see [“Starting and Stopping the Inventory Service”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2 Set up the desired Inventory database. For more information, see [“Setting Up the Inventory Database”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 3 Ensure that the Inventory server is attached to the new Inventory database. For more information, see [“Configuring the Database Location Policy”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 4 Select the *Start Full Scan* option in the Inventory Service object's property page of the Inventory server that is directly connected to this database and also in the lower-level Inventory servers that roll up scan data to this Inventory server.
- 5 Start the Inventory services of the Inventory server to which the new Inventory database is attached to. For more information, see [“Starting and Stopping the Inventory Service”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## The Storer takes too much time to store the .str files

Source: ZENworks Desktop Management; Workstation Inventory; Storer

Action: You must tune the performance of the Inventory database. For more information, see [“Database Parameter Tuning Tips”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

Action: If your Inventory database runs on Sybase, you can improve the performance the Storer performance by running the Syindex utility. For more information on how to run Syindex, see [“Sybase in the NetWare, Windows, or Linux Environment”](#) in [“Workstation Inventory”](#) in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## The Inventory Storer is unable to store the str files having non-ASCII characters into the Sybase or Oracle Inventory database

Source: ZENworks Desktop Management; Workstation Inventory; Storer

**Explanation:** The Inventory Storer freezes while storing the str files having non-ASCII characters such as Japanese and Chinese into the Sybase or Oracle 9i Inventory database.

**Possible Cause:** The length of few entries such as Product Name and Description in the str file exceeds the corresponding database column length.

**Action:** If your Inventory database is running on Sybase:

- 1 Stop the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2 Edit `zenworks\inv\server\wminv\properties\storerdebug.properties` to set the value of `jconn2` to True.
- 3 Start the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

**Title:** If your Inventory database is running on Oracle 9i

- 1 Stop the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.
- 2 Stop the Inventory database.
- 3 Add the following parameter in `Database server Drive:\zenworks\inventory\oracle\database\init.ora`:  
  
`NLS_LENGTH_SEMANTICS=CHAR`
- 4 Start the Inventory database.
- 5 Start sqlplus or isqlplus, and connect to the inventory database as `mw_dba`.
- 6 At the sqlplus prompt, run the `length_semantics.sql` script that is located in `zenworks\inv\server\wminv\properties\sql.zip`.
- 7 Start the Inventory service. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

## 6.12 Troubleshooting the Upgrade Service's Inventory Database Migration

- ♦ “[The Upgrade Service displays database-related errors or exceptions and abnormally terminates](#)” on page 143
- ♦ “[The Upgrade Service takes too much time to migrate the Inventory database](#)” on page 143
- ♦ “[How do I know whether the Upgrade Service is progressing during the Inventory database migration phase?](#)” on page 143

### **The Upgrade Service displays database-related errors or exceptions and abnormally terminates**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service's Inventory Database Migration

Action: Send the inventory traces located in the `Inventory_server_installation_path\zenworks\inv\server\wminv\logs\zenworksinvservice` directory and the migration traces located in the `Inventory_server_installation_path\zenworks\inv\server\wminv\logs\migrationlogs` directory to [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

### **The Upgrade Service takes too much time to migrate the Inventory database**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service's Inventory Database Migration

Action: Do the following:

- 1 Ensure that all the connections to the database are closed.
- 2 Restart the Inventory database and ensure that the database is not accessed from any applications.
- 3 Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Workstation Inventory](#)” in the *Novell ZENworks 7 Desktop Management Administration Guide*.

### **How do I know whether the Upgrade Service is progressing during the Inventory database migration phase?**

Source: ZENworks Desktop Management; Workstation Inventory; Upgrade Service's Inventory Database Migration

Action: You will see progress indication as percentage of completion and the time taken as  $x\%(y)$  on the server console, where  $x$  indicates the percentage amount and  $y$  indicates the time elapsed in seconds.

The progress indicator starts from 0% for both schema and data migration. After the data migration, the progress indicator shows the time to complete the operation.

## **6.13 Troubleshooting the Inventory Sync Service**

- ♦ “[The Inventory Sync Service deletes the workstation objects from the Inventory database even though they exist in Novell eDirectory](#)” on page 143

### **The Inventory Sync Service deletes the workstation objects from the Inventory database even though they exist in Novell eDirectory**

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

Possible Cause: The Inventory Service object does not have the Browse Entry rights, and the Read and Compare Attribute rights to the workstation objects.

Explanation: The Inventory Sync service authenticates as the Inventory Service Object to eDirectory to search for the workstations. The ZENworks Workstation Inventory installation grants the Inventory Service object Browse Entry rights, and Read and Compare Attribute rights to the root of the tree, and also to all workstations in the tree. It also ensures that the Inventory Sync service can search for all the workstations.

However, if you have defined the Inheritance Rights Filters that prevent the rights from flowing down to the workstation objects, the Inventory Sync service cannot find the workstation objects. Consequently, the Inventory Sync service assumes that the workstation objects are removed from eDirectory, and removes the workstations from the inventory database.

Action: Grant the Inventory Service Object Browse Entry rights, and the Read and Compare Attribute rights to the containers containing the workstation objects.

## 6.14 Troubleshooting the Inventory Installation on Linux

- ♦ [“The Windows inventoried workstation displays a message that the .str files are successfully transferred to the Linux Inventory server, but the .str files are not found on the Linux Inventory server” on page 144](#)
- ♦ [“On a Linux Inventory server, the Inventory service abruptly terminates if it is started manually” on page 145](#)

### **The Windows inventoried workstation displays a message that the .str files are successfully transferred to the Linux Inventory server, but the .str files are not found on the Linux Inventory server**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Installation on Linux

Possible Cause: Samba is not up and running on the Linux Inventory server.

Action: Do the following:

- 1 Check if Samba is up and running by entering the following commands at the Linux Inventory server prompt:

```
/etc/init.d/smb status
```

```
/etc/init.d/nmb status
```

- 2 If any of the services are not running, start the service by entering the following command at the Linux Inventory server prompt:

```
/etc/init.d/service_name start
```

Action: If the Inventory server is running on SLES, ensure that the NetBIOS name is unique, that it is different from the server name, and that it contains a maximum of 15 characters.

Action: If the Inventory server is running on OES Linux, ensure that the server's DNS name is same as the server name.

Possible Cause: The Samba version installed on the Inventory server is not the version recommended by ZENworks 7 Desktop Management.



Action: Ensure that the Samba version running on the Inventory server is 3.0.9-2.6.

**On a Linux Inventory server, the Inventory service abruptly terminates if it is started manually**

Source: ZENworks Desktop Management; Workstation Inventory; Inventory Installation on Linux

Possible Cause: The ZWS service is running using the `/etc/init.d/novell-zfs` status.

Action: Restart the ZWS service using `/etc/init.d/novell-zfs start`.

Possible Cause: If the Linux Inventory server is a Standalone server with Sybase database, the Sybase database might be running using the `/etc/init.d/novell-zdm-sybase` status.

Action: Restart the Sybase database using `/etc/init.d/novell-zdm-sybase start`.



# Troubleshooting Workstation and Server Imaging

# 7

This section lists the error message displayed by the Workstation and Server Imaging component of Novell® ZENworks® 7 Desktop Management.

- ♦ [“/opt/novell/eDirectory/bin/ndstrace: error while loading shared libraries” on page 147](#)

## **/opt/novell/eDirectory/bin/ndstrace: error while loading shared libraries**

Severity: Error

Possible Cause: On a SLES10 SP2 64 bit device that has eDirectory 8.8 SP3 64 bit installed, you might be doing one of the following:

- ♦ Upgrading to ZENworks 7 Desktop Management Interim Release 4
- ♦ Running the following Imaging service script:

```
/etc/init.d/novell-zmgserv
```

Action: Do one of the following before upgrading to Interim Release 4 or running the Imaging service script:

- ♦ Run `. /opt/novell/eDirectory/bin/ndspath`
- ♦ Open the `/etc/profile` file using a text editor and add the following line:

```
. /opt/novell/eDirectory/bin/ndspath
```



# Troubleshooting Automatic Workstation Import and Removal

# 8

The following section provides solutions to the problems you might encounter when using the Automatic Workstation Import and Removal component of Novell® ZENworks® 7 Desktop Management:

- ♦ [“Unable to import workstations to a ZENworks Desktop Management server that is running on an Open Enterprise Server \(OES\) 2.0 cluster” on page 149](#)

## **Unable to import workstations to a ZENworks Desktop Management server that is running on an Open Enterprise Server (OES) 2.0 cluster**

Severity: Critical.

Possible Cause: The Server Package policies are not properly associated with the shared resource object in Novell ConsoleOne®.

Action: Perform the following steps to add the Server Package to the associated policy packages of the shared resource object:

1. In ConsoleOne, right-click the object, then click *Properties*.
2. Click *ZENworks > Associated Policy Packages*.
3. Click *Add*.
4. Select the Server Package.
5. Click *OK*.



# Troubleshooting ZENworks Agent

# IV

If the workstation where the ZENworks<sup>®</sup> Agent is installed displays an error message, you can look it up in the Error Messages section. If a problem is not accompanied by an error message, or if specific instructions for an error message are not available, you can try more general troubleshooting strategies to resolve the problem.

- ♦ [Chapter 9, “Troubleshooting ZENworks Agent Error Messages,” on page 153](#)
- ♦ [Chapter 10, “Troubleshooting ZENworks Agent Issues,” on page 155](#)





# Troubleshooting ZENworks Agent Error Messages

# 9

The following section provides solutions to the errors you might encounter on the workstations where the ZENworks Agent is installed:

- ◆ [“Change Password Failed” on page 153](#)

## Change Password Failed

Severity: Error

Explanation: If an eDirectory user authenticates to a server through an OES 2 SP2 or SLES 10 SP3 middle tier server and chooses to change the eDirectory password, the following error is displayed on the workstation even if the password is successfully changed:

Change Password Failed

For more information on changing the password, see [“Using the ZENworks Agent Control Panel Applet To Modify Agent Settings”](#).

Action: Ignore the error message.



# Troubleshooting ZENworks Agent Issues

# 10

The following section provides solutions to problems you might encounter on the workstations where the ZENworks<sup>®</sup> Agent is installed:

- ♦ [“An eDirectory user is prompted to enter user credentials twice to log in to a workstation” on page 155](#)

## **An eDirectory user is prompted to enter user credentials twice to log in to a workstation**

Severity: Error

Explanation: An eDirectory<sup>™</sup> user whose password has expired is prompted to enter credentials twice to log in to a workstation that has both Novell<sup>®</sup> SecureLogin and the ZENworks Desktop Management Agent installed if the user chooses to change the password when prompted by ZENworks.

Action: Do one of the following:

- ♦ Do not change the password when prompted to change by ZENworks.
- ♦ Perform the following steps to prevent ZENworks from prompting you to change the password:
  1. Open the Registry Editor.
  2. Go to HKLM\Software\Novell\LgnXTier.
  3. Create a DWORD called DisablePasswordChangeDlg, and set the value to a non-zero integer.



# Enabling Debug Logging in ZENworks 7



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

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

This section of the Novell ZENworks 7 Troubleshooting Guide includes the following information:

- ♦ [Chapter 11, “Enabling Debug Logging for the ZENworks Desktop Management Installation,” on page 159](#)
- ♦ [Chapter 12, “Enabling Debug Logging for the ZENworks Middle Tier Server,” on page 161](#)
- ♦ [Chapter 13, “Enabling Debug Logging for Automatic Workstation Import and Removal,” on page 163](#)
- ♦ [Chapter 14, “Enabling Debug Logging for Desktop Management Policies,” on page 165](#)
- ♦ [Chapter 15, “Enabling Debug Logging for the Novell Application Launcher,” on page 169](#)
- ♦ [Chapter 16, “Enabling Debug Logging for ZENworks Desktop Management Imaging and Preboot Services,” on page 173](#)
- ♦ [Chapter 17, “Enabling Debug Logging for ZENworks Remote Management,” on page 177](#)
- ♦ [Chapter 18, “Enabling Debug Logging for Workstation Inventory,” on page 179](#)
- ♦ [Chapter 19, “Enabling Debug Logging for ConsoleOne Administration,” on page 183](#)



# Enabling Debug Logging for the ZENworks Desktop Management Installation

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

- ♦ [Section 11.1, “Editing the Registry to Enable Server Installation Debug Logging,” on page 159](#)
- ♦ [Section 11.2, “Editing Group Policies to Enable Agent Installation Debug Logging,” on page 159](#)

## 11.1 Editing the Registry to Enable Server Installation Debug Logging

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

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

## 11.2 Editing Group Policies to Enable Agent Installation Debug Logging

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

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

We recommend that you specify all available modes.

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

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

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



# Enabling Debug Logging for the ZENworks Middle Tier Server

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

- ♦ Section 12.1, “Editing the Registry to Enable NetWare Middle Tier Server Debug Logging,” on page 161
- ♦ Section 12.2, “Editing the Registry to Enable Windows Middle Tier Server Debug Logging,” on page 161
- ♦ Section 12.3, “Editing the Registry to Enable Agent to Middle Tier Communication Debug Logging,” on page 162

## 12.1 Editing the Registry to Enable NetWare Middle Tier Server Debug Logging

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

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

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

## 12.2 Editing the Registry to Enable Windows Middle Tier Server Debug Logging

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

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

## 12.3 Editing the Registry to Enable Agent to Middle Tier Communication Debug Logging

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

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

# Enabling Debug Logging for Automatic Workstation Import and Removal

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

- ♦ [Section 13.1, “Editing the Registry to Enable Agent Import Debug Logging,” on page 163](#)
- ♦ [Section 13.2, “Editing the Configuration File to Enable NetWare Import Server Debug Logging,” on page 163](#)
- ♦ [Section 13.3, “Editing the Registry to Enable Windows Import Server Debug Logging,” on page 164](#)

## 13.1 Editing the Registry to Enable Agent Import Debug Logging

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

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

## 13.2 Editing the Configuration File to Enable NetWare Import Server Debug Logging

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

```
zenwsimp.ncf
zenwsrem.ncf
```

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

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

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

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

## 13.3 Editing the Registry to Enable Windows Import Server Debug Logging

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

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

# Enabling Debug Logging for Desktop Management Policies

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

- [Section 14.1, “Editing the Registry to Enable Policy Debug Logging,” on page 165](#)

## 14.1 Editing the Registry to Enable Policy Debug Logging

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

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

Registry Key	Value Name	Value Type	Data	Notes
HKLM\Software\Novell\ZEN works\Debug	InvPol	DWORD	0 (Off)	Destination: Inventory Policy log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\invpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZEN works\Debug	WMGrpPol	DWORD	0 (Off)	Destination: Group Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmgrppol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZEN works\Debug	WMGrpPol User	DWORD	0 (Off)	Destination: User Group Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmgrppoluserpol.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZEN works\Debug	WMGrpPol Wks	DWORD	0 (Off)	Destination: Workstation Group Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmgrppolwks.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZEN works\Debug	WmiPrint	DWORD	0 (Off)	Destination: iPrint Policy log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmiprint.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZEN works\Debug	WMPM	DWORD	0 (Off)	Destination: Desktop Preferences log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmpm.log
			2 (New)	
			3 (Append)	
HKLM\Software\Novell\ZEN works\Debug	WMPolHlp	DWORD	0 (Off)	Destination: Extensible Policies log file
			1 (Overwrite)	Location: program files\novell\zenworks\debuglogs\wmpolhlp.log
			2 (New)	
			3 (Append)	

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





# Enabling Debug Logging for the Novell Application Launcher

# 15

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

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

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

Registry Key	Value Name	Value Type	Data	Notes
HKLM\Software\NetWare\N AL\1.0\Debug	Level	DWORD	0 (Off)	Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
			1 (Informational messages only)	
			2 (Warning messages only)	
			3 (Informational and Warning messages only)	
			4 (Critical messages only)	
			5 (Informational and Critical messages only)	
			6 (Warning and Critical messages only)	
HKLM\Software\NetWare\N AL\1.0\Debug	LogFileLocat ion	STRING	<i>location_and _filename_of _output_file</i>	Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)

Registry Key	Value Name	Value Type	Data	Notes
HKLM\Software\NetWare\N AL\1.0\Debug	Browser	DWORD	0 (Off) 1 (On)	Destination: Browser log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	Explorer	DWORD	0 (Off) 1 (On)	Destination: Application Explorer log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	IPC	DWORD	0 (Off) 1 (On)	Destination: IPC log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	Library	DWORD	0 (Off) 1 (On)	Destination: Library log file specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	MUP	DWORD	0 (Off) 1 (On)	Destination: MUP log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	Reporting	DWORD	0 (Off) 1 (On)	Destination: Reporting log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	Service	DWORD	0 (Off) 1 (On)	Destination: NT Services log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)

Registry Key	Value Name	Value Type	Data	Notes
HKLM\Software\NetWare\N AL\1.0\Debug	Start	DWORD	0 (Off) 1 (On)	Destination: Startup log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	Workstation	DWORD	0 (Off) 1 (On)	Destination: Workstation log file as specified  Location: program files\novell\zenworks\zfdnal.csv (default location if none is specified)
HKLM\Software\NetWare\N AL\1.0\Debug	MSI	DWORD	0 (Off) 1 (On)	Location: program files\novell\zenworks\zappmsi.log  Alternatively, zappmsi.log is in the path listed in the LogFileLocation string value, if specified



# Enabling Debug Logging for ZENworks Desktop Management Imaging and Preboot Services

This section includes information about how to enable debug logging for Novell® ZENworks® 7 Workstation Imaging and ZENworks Preboot Services in various situations.

- ♦ [Section 16.1, “Using the Command Line to Enable NetWare Imaging Server Debug Logging,” on page 173](#)
- ♦ [Section 16.2, “Using the Command Line to Enable Windows Imaging Server Debug Logging,” on page 173](#)
- ♦ [Section 16.3, “Using the Command Line to Enable Workstation IMG Debug Logging,” on page 174](#)
- ♦ [Section 16.4, “Editing the Registry to Enable ZISWIN Debug Logging,” on page 174](#)
- ♦ [Section 16.5, “Editing the Registry to Enable Windows Preboot Services Debug Logging,” on page 174](#)
- ♦ [Section 16.6, “Using the Command Line to Enable NetWare Preboot Services Debug Logging,” on page 175](#)

## 16.1 Using the Command Line to Enable NetWare Imaging Server Debug Logging

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

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

```
imgserv -debug
```

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

## 16.2 Using the Command Line to Enable Windows Imaging Server Debug Logging

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

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

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

## 16.3 Using the Command Line to Enable Workstation IMG Debug Logging

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

```
ZENIMGLOG=A
```

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

## 16.4 Editing the Registry to Enable ZISWIN Debug Logging

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

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

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

## 16.5 Editing the Registry to Enable Windows Preboot Services Debug Logging

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

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

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

## 16.6 Using the Command Line to Enable NetWare Preboot Services Debug Logging

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

- ♦ [Section 16.6.1, “Adding a Startup Switch to Zenpxe.nlm to Enable Preboot Services Debug Logging,” on page 175](#)
- ♦ [Section 16.6.2, “Editing SYS:SYSTEM\DTS.INI to Enable Transaction Server Debug Logging,” on page 175](#)

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

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

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

### 16.6.2 Editing SYS:SYSTEM\DTS.INI to Enable Transaction Server Debug Logging

- 1 Open `SYS:SYSTEM\DTS.INI` in a text editor.
- 2 Change the value of `MustLog` to 1
- 3 Unload `dts.nlm`.
- 4 Load `dts.nlm`.

The debug log is written to `SYS:SYSTEM\DTS.LOG`.





# Enabling Debug Logging for ZENworks Remote Management

# 17

This section includes information about how to enable debug logging for Novell® ZENworks® 7 Remote Management in various situations.

- [Section 17.1, “Retrieving Target Workstation Debug Logging,” on page 177](#)
- [Section 17.2, “Retrieving Console Workstation Debug Logging,” on page 177](#)
- [Section 17.3, “Editing the Registry to Enable Remote Management Policy Debug Logging,” on page 177](#)

## 17.1 Retrieving Target Workstation Debug Logging

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

## 17.2 Retrieving Console Workstation Debug Logging

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

## 17.3 Editing the Registry to Enable Remote Management Policy Debug Logging

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

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

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



# Enabling Debug Logging for Workstation Inventory

# 18

This section includes information about how to enable debug logging for Novell® ZENworks® 7 Workstation Inventory in various situations.

- [Section 18.1, “Retrieving Inventory Scanner Debug Logging,” on page 179](#)
- [Section 18.2, “Editing the Registry to Enable Inventory Policy Debug Logging,” on page 179](#)
- [Section 18.3, “Retrieving Inventory Service Default Logging,” on page 180](#)
- [Section 18.4, “Editing the Properties File to Enable Inventory Service Debug Logging,” on page 180](#)
- [Section 18.5, “Retrieve Inventory Database Migration Debug Logging,” on page 180](#)
- [Section 18.6, “Enabling eDirectory Debug Logging Reports for the Workstation Inventory Service,” on page 181](#)

## 18.1 Retrieving Inventory Scanner Debug Logging

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

- [Section 18.1.1, “Using the Default Log,” on page 179](#)
- [Section 18.1.2, “Using the Workstation Scan History in ConsoleOne,” on page 179](#)

### 18.1.1 Using the Default Log

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

### 18.1.2 Using the Workstation Scan History in ConsoleOne

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

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

## 18.2 Editing the Registry to Enable Inventory Policy Debug Logging

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

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

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

## 18.3 Retrieving Inventory Service Default Logging

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

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

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

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

```
*default*=BRIEF
```

Change the line as shown below, then save.

```
*default*=ALL
```

## 18.4 Editing the Properties File to Enable Inventory Service Debug Logging

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

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

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

## 18.5 Retrieve Inventory Database Migration Debug Logging

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

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

**Logging Output:** *timestamp\_migrate.log*

## **18.6 Enabling eDirectory Debug Logging Reports for the Workstation Inventory Service**

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

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

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



# Enabling Debug Logging for ConsoleOne Administration

This section includes the following troubleshooting information:

- [Section 19.1, “Editing the Registry to Enable ZENworks Tools Debug Logging,” on page 183](#)

## 19.1 Editing the Registry to Enable ZENworks Tools Debug Logging

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

---

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

---





# Documentation Updates

# A

This section contains information on documentation content changes that have been made in the *Troubleshooting Guide* after the initial release of Novell® ZENworks® 7 Desktop Management. The information helps you to keep current on updates to the documentation.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the changes were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for ZENworks 7 Desktop Management.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ◆ [Section A.1, “May 20, 2010,” on page 185](#)
- ◆ [Section A.2, “November 18, 2009,” on page 186](#)
- ◆ [Section A.3, “September 18, 2009,” on page 186](#)
- ◆ [Section A.4, “July 30, 2009 \(Support Pack 1 Interim Release 4a\),” on page 186](#)
- ◆ [Section A.5, “June 17, 2009 \(Support Pack 1 Interim Release 4\),” on page 187](#)
- ◆ [Section A.6, “December 10, 2008,” on page 187](#)
- ◆ [Section A.7, “April 29, 2008 \(Interim Release 3a\),” on page 188](#)
- ◆ [Section A.8, “July 14, 2006 \(Support Pack 1\),” on page 188](#)
- ◆ [Section A.9, “January 31, 2006,” on page 188](#)
- ◆ [Section A.10, “December 23, 2005,” on page 189](#)
- ◆ [Section A.11, “December 9, 2005,” on page 189](#)

## A.1 May 20, 2010

Updates were made to the following section:

- ◆ [Section A.1.1, “Enabling Debug Logging in ZENworks 7,” on page 185](#)

### A.1.1 Enabling Debug Logging in ZENworks 7

Location	Change
<a href="#">Section 16.6.2, “Editing SYS:SYSTEMDTS.INI to Enable Transaction Server Debug Logging,” on page 175</a>	Edited the section

## A.2 November 18, 2009

Updates were made to the following section:

- ♦ [Section A.2.1, “Troubleshooting ZENworks Agent,”](#) on page 186

### A.2.1 Troubleshooting ZENworks Agent

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Location	Change
<a href="#">“Change Password Failed”</a> on page 153	Updated the section

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## A.3 September 18, 2009

Updates were made to the following section:

- ♦ [Section A.3.1, “Troubleshooting Novell Application Launcher,”](#) on page 186

### A.3.1 Troubleshooting Novell Application Launcher

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Location	Change
<a href="#">“Novell Application Launcher Troubleshooting Strategies”</a> on page 29	Updated the section

---

## A.4 July 30, 2009 (Support Pack 1 Interim Release 4a)

Updates were made to the following section:

- ♦ [Section A.4.1, “Troubleshooting Automatic Workstation Import and Removal,”](#) on page 186
- ♦ [Section A.4.2, “Troubleshooting ZENworks Agent,”](#) on page 187
- ♦ [Section A.4.3, “Troubleshooting Novell Application Launcher,”](#) on page 187

### A.4.1 Troubleshooting Automatic Workstation Import and Removal

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Location	Change
<a href="#">Chapter 8, “Troubleshooting Automatic Workstation Import and Removal,”</a> on page 149	New section

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## A.4.2 Troubleshooting ZENworks Agent

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Location	Change
<a href="#">Part IV, "Troubleshooting ZENworks Agent," on page 151</a>	New section

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## A.4.3 Troubleshooting Novell Application Launcher

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Location	Change
<a href="#">Chapter 4, "Novell Application Launcher Troubleshooting Strategies," on page 29</a>	Updated the section

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## A.5 June 17, 2009 (Support Pack 1 Interim Release 4)

Updates were made to the following section:

- ◆ [Section A.5.1, "Troubleshooting Workstation and Server Imaging," on page 187](#)

### A.5.1 Troubleshooting Workstation and Server Imaging

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Location	Change
<a href="#">Chapter 7, "Troubleshooting Workstation and Server Imaging," on page 147</a>	New Section

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## A.6 December 10, 2008

Updates were made to the following section:

- ◆ [Section A.6.1, "Troubleshooting Novell Application Launcher," on page 187](#)
- ◆ [Section A.6.2, "Enabling Debug Logging in ZENworks 7," on page 188](#)

### A.6.1 Troubleshooting Novell Application Launcher

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Location	Change
<a href="#">Chapter 4, "Novell Application Launcher Troubleshooting Strategies," on page 29</a>	New Section

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## A.6.2 Enabling Debug Logging in ZENworks 7

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Location	Change
<a href="#">Part V, "Enabling Debug Logging in ZENworks 7," on page 157</a>	New Section

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## A.7 April 29, 2008 (Interim Release 3a)

Added the following section:

- ◆ [Section A.7.1, "Novell Application Launcher Error Messages," on page 188](#)

### A.7.1 Novell Application Launcher Error Messages

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Location	Change
<a href="#">Chapter 3, "Novell Application Launcher Error Messages," on page 27</a>	New Section

---

## A.8 July 14, 2006 (Support Pack 1)

Updates were made to the following section:

- ◆ [Section A.8.1, "Remote Management Troubleshooting Strategies," on page 188](#)

### A.8.1 Remote Management Troubleshooting Strategies

The following changes were made in this section:

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Location	Change
<a href="#">"ConsoleOne snap-ins cause Remote Control to ZENworks for Desktops 3.x with SP3 workstations to fail" on page 22</a>	New section.

---

## A.9 January 31, 2006

Updates were made to the following section:

- ◆ [Section A.9.1, "Workstation Inventory," on page 188](#)

### A.9.1 Workstation Inventory

The following changes were made in this section:

Location	Change
<a href="#">Section 5.15, "Upgrade Service Error Messages," on page 114.</a>	Newly added the following error message: <a href="#">"The Upgrade Service is migrating the schema to ZENworks 6.5 SP1" on page 116</a>

## A.10 December 23, 2005

Updates were made to the following section:

- ◆ [Section A.10.1, "Workstation Inventory," on page 189](#)

### A.10.1 Workstation Inventory

The following changes are made in this section:

Location	Change
<a href="#">"Troubleshooting the Storer" on page 138.</a>	Newly added the following troubleshooting scenario: <a href="#">"The Inventory Storer is unable to store the str files having non-ASCII characters into the Sybase or Oracle Inventory database" on page 141</a>

## A.11 December 9, 2005

Page design of the entire guide was reformatted to comply with revised Novell documentation standards.

