



Policy and Distribution Services

If Policy and Distribution Services displays an error message, you can look it up in this *Troubleshooting* guide. Specific instructions for resolving many error messages have been provided. 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 4, “Error Messages,” on page 105](#)
- ♦ [Chapter 5, “Troubleshooting Strategies,” on page 141](#)

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Error Messages

The following sections contain detailed explanations of the error messages you may encounter using the Novell® ZENworks® for Servers (ZfS) Policy and Distribution Services:

- ◆ “Installation Errors” on page 105
- ◆ “ConsoleOne Snap-In Errors” on page 106
- ◆ “Novell iManager Errors” on page 109
- ◆ “Tiered Electronic Distribution Errors” on page 111
- ◆ “Policy/Package Agent Errors” on page 123
- ◆ “Policy/Distribution Database Errors” on page 132
- ◆ “ZfS Web Server Errors” on page 134
- ◆ “Miscellaneous Errors Related to Policy and Distribution Services” on page 137

Installation Errors

Policy and Distribution Services installation error messages are listed in [Installation Error Messages](#) in the *Installation* guide:

- ◆ Policy and Distribution Services Installation Errors on NetWare and Windows Servers
- ◆ Policy and Distribution Services Installation Errors on UNIX Servers
- ◆ Policy and Distribution Services Web Component Installation Errors

ConsoleOne Snap-In Errors

- An error occurred while connecting to the remote FTP server
- An error occurred while copying security certificates
- An error occurred while refreshing the Distributor
- An error occurred while setting up the TED Distribution
- An error occurred while writing certificates to the selected location; some necessary certificates may not have been written
- Some of the Subscribers are not running TED or an error occurred while attempting to contact them
- Unable to browse the Distributor's file system

An error occurred while connecting to the remote FTP server

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne® snap-in
- Explanation: When trying to create an FTP type of Distribution, ConsoleOne could not access the files on the specified FTP server.
- Possible Cause: You have provided an incorrect FTP address.
- Action: Double-check the FTP address where the files to distribute are located.
- Possible Cause: You have provided an incorrect user name or password for the FTP site.
- Action: Double-check the user name and password for the FTP site.
- Possible Cause: The FTP site is down.
- Action: Try to create the Distribution at another time.
- Action: Make sure that you can access the FTP site successfully outside of ConsoleOne before attempting to create a Distribution that gathers files from the FTP site.

An error occurred while copying security certificates

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: ConsoleOne needs to copy security certificates from Distributors to Subscribers any time you add a Subscriber or Distribution to a channel or you add a channel to a Subscriber or a Distribution. ConsoleOne is unable to copy the certificates.
- Possible Cause: The ConsoleOne workstation does not have a UNC path connection to one or more Subscriber servers.

- Action: Make sure that the ConsoleOne workstation has UNC path connections to all Subscriber servers.
- Possible Cause: Some of the Subscribers are running UNIX* and therefore ConsoleOne cannot copy the certificates to them.
- Action: Manually resolve the certificates and copy the files to the UNIX Subscriber servers, following the instructions in **Creating and Copying Encryption Certificates** in **Policy and Distribution Services** in the *Administration* guide.
- Action: If you are using the TED Distribution Wizard and you have manually resolved and copied the certificates, deselect the Resolve Certificates option on the last page of the wizard.

An error occurred while refreshing the Distributor

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: Console One communicates with the Distributor server by using the XMLRPC protocol. ConsoleOne was unable to communicate with the Distributor Agent on the Distributor server.
- Action: See **“Make sure that ZENworks for Servers is running on the Distributor”** on page 108.
- Possible Cause: If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.
- Action: Make sure that DNS is set up properly on your system. For assistance, see **Ensuring Successful DNS Name Resolution** in **Setting Up Supporting Software To Meet ZfS System Requirements** in the *Installation* guide.

An error occurred while setting up the TED Distribution

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: ConsoleOne needs access to Novell® eDirectory™ in order to configure a Distribution. ConsoleOne could not access eDirectory.
- Possible Cause: eDirectory is not functioning properly.
- Action: In the error dialog box, click Yes to view the results log. The information there should include an eDirectory error code. Look up the eDirectory error code in **Novell eDirectory Error Codes** (<http://www.novell.com/documentation/lg/ndsedir/index.html>).

An error occurred while writing certificates to the selected location; some necessary certificates may not have been written

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: An I/O error occurred when ConsoleOne tried to write security certificates to a Subscriber server.
- Possible Cause: There is insufficient disk space on the Subscriber server.
- Action: Try resolving the certificates at a later time in case the lack of disk space was temporary.
- Action: Check the available disk space on the Subscriber server and solve the problem so that the certificates can be copied successfully.

Make sure that ZENworks for Servers is running on the Distributor

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: ConsoleOne communicates with Distributor servers by using the XMLRPC protocol. ConsoleOne was unable to communicate with the Distributor Agent on the Distributor server.
- Possible Cause: The Distributor server is down.
- Action: Restart the Distributor server and make sure that it is functioning properly.
- Possible Cause: The Policy and Distribution Services programs are not currently running on the Distributor server.
- Action: Start Policy and Distribution Services by following the instructions in [Starting the Policy and Distribution Services Agents in Installing Policy and Distribution Services on NetWare and Windows Servers](#) in the *Installation* guide.

Some of the Subscribers are not running TED or an error occurred while attempting to contact them

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: ConsoleOne communicates with Distributor servers by using the XMLRPC protocol. ConsoleOne was unable to communicate with the Distributor Agent on one or more Distributor servers.
- Possible Cause: The Distributor server is down.
- Action: Restart the Distributor server and make sure that it is functioning properly.
- Possible Cause: The Policy and Distribution Services programs are not currently running on the Distributor server.

Action: Start Policy and Distribution Services by following the instructions in **Starting the Policy and Distribution Services Agents in Installing Policy and Distribution Services on NetWare and Windows Servers** in the *Installation* guide.

Unable to browse the Distributor's file system

- Source: ZENworks for Servers; Policy and Distribution Services; ConsoleOne snap-in
- Explanation: In order to create a Distribution, ConsoleOne needs access to the Distributor server's file system. The Distributor server's file system is unavailable.
- Possible Cause: The Distributor server is down.
- Action: Restart the Distributor server and make sure that it is functioning properly.
- Possible Cause: The Policy and Distribution Services programs are not currently running on the Distributor server.
- Action: Start Policy and Distribution Services by following the instructions in **Starting the Policy and Distribution Services Agents in Installing Policy and Distribution Services on NetWare and Windows Servers** in the *Installation* guide.

Novell iManager Errors

The following error messages may appear in Novell iManager as you manage Policy and Distribution Services using the Zfs Management role:

- An error occurred while attempting to make the remote XMLRPC call
- An error occurred while attempted to parse the XML results returned from the remote server
- An I/O error occurred while attempting to make the remote XMLRPC call
- XMLRPC error

An error occurred while attempting to make the remote XMLRPC call

- Source: ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in
- Explanation: The Zfs Remote Web Console in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The Remote Web Console was unable to communicate with the Distributor Agent on the Distributor server.
- Action: See **"Make sure that ZENworks for Servers is running on the Distributor"** on page 108.

Possible Cause: If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.

Action: Make sure that DNS is set up properly on your system. For assistance, see [Ensuring Successful DNS Name Resolution](#) in [Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

An error occurred while attempted to parse the XML results returned from the remote server

Source: ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in

Explanation: The ZfS Remote Web Console in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The XMLRPC call was successful but the remote server did not respond as expected.

Possible Cause: Unknown.

Action: Repeat the operation.

Action: Check the Tomcat screen to see the XML code that was returned by the remote server. This may provide a clue to the problem.

Action: Contact [Novell Technical ServicesSM](http://support.novell.com) (<http://support.novell.com>).

An I/O error occurred while attempting to make the remote XMLRPC call

Source: ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in

Explanation: The ZfS Remote Web Console in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The Remote Web Console was unable to communicate with the Distributor Agent on the Distributor server.

Action: See [“Make sure that ZENworks for Servers is running on the Distributor”](#) on [page 108](#).

Possible Cause: If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.

Action: Make sure that DNS is set up properly on your system. For assistance, see [Ensuring Successful DNS Name Resolution](#) in [Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

XMLRPC error

- Source: ZENworks for Servers; Policy and Distribution Services; Novell iManager plug-in
- Explanation: The ZfS Tiered Distribution View in Novell iManager communicates with the Distributor server by using the XMLRPC protocol. The Tiered Distribution View was unable to communicate with the Distributor Agent on the Distributor server.
- Action: See [Make sure that ZENworks for Servers is running on the Distributor](#).
- Possible Cause: If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.
- Action: Make sure that DNS is set up properly on your system. For assistance, see [Ensuring Successful DNS Name Resolution in Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

Tiered Electronic Distribution Errors

Bad variable in configuration property file: variable
Can't replace certificate chain for issuer; delete first
Could not kill all active distributions
Distribution has no agent; thus not scheduled for collection
Error attempting to reauthenticate; this refresh event will be ignored
Error during identity verification; attempting to reauthenticate
Error getting max revisions from NDS: eDirectory_error_code
Error getting subscriber object from NDS: eDirectory_error_code
Error processing reply because NDS object(s) have changed
Error reading distribution_name; gather not started: eDirectory_error_code
Error reading node information from NDS: eDirectory_error_code
Error reading SNMP and/or e-mail requests
Error starting distribution: distribution_name
Error while scheduling distributions: eDirectory_error_code
Error while trying to send immediate distribution: eDirectory_error_code
Error while trying to start reply processing: Java_exception
Event ignored because no working directory defined
I/O error loading/reading certificate file \path\file_name
IP_address: Not configured
IP_address: Signature exception

IP_address: Wrong destination
Request for signature object to sign with failed
Services error reading file system attributes for \path
The dependency tracking file could not be found; therefore, a base line was assumed
The file \path\file_name could not be read; therefore, it could not be gathered
Unable to convert external subscriber to DN using DNS name or IP address
Unable to export CSR
Unable to find host using IP_address
Unable to kill all distributions in the channel_name channel
Unable to resolve DNS_host_name for route node backward compatibility
Version 2 compatibility for IP_address is not possible
Workorder server has fatally shut down

Bad variable in configuration property file: *variable*

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
- Explanation: The configuration property file is the TEDNODE.PROPERTIES file located in the \install_dir\ZENWORKS\PDS\TED directory. When the Distributor Agent reads eDirectory during a refresh, it records Distributor object property information in this file, and then reads from this file until the next refresh.
- A variable appears in the property information that is not defined in the TEDNODE.PROPERTIES file.
- Possible Cause: The TEDNODE.PROPERTIES files has been damaged or tampered with.
- Action: Refresh the Distributor to update the TEDNODE.PROPERTIES file with current information from eDirectory. See [Refreshing the Distributor](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Can't replace certificate chain for *issuer*; delete first

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
- Explanation: The Subscriber Agent is trying to replace a certificate used for encryption with one that does not support encryption.
- Possible Cause: You have manually provided a certificate that supports encryption and later have tried to resolve certificates again in ConsoleOne, which has resulted in a standard security certificate being sent to the Subscriber server.

Action: If you want to provide a new security certificate, use the ZfS Management role in Novell iManager to delete the existing certificate before trying to provide another certificate from the same issuer. See [Managing Security Certificates](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Could not kill all active distributions

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent

Explanation: The Distributor Agent needs to halt processing on a Distribution if a higher priority Distribution arrives or if the Distributor is refreshed. The Distributor Agent is unable to stop its Distribution processing in order to perform the higher priority task.

Possible Cause: Unknown.

Action: Stop Policy and Distribution Services on the server and then restart it again.

Distribution has no agent; thus not scheduled for collection

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: In ZfS 3, the concept of "Distribution agent" became "Distribution type" (File, FTP, HTTP, RPM, Policy Package, Software Package, and Desktop Application), which describes what is being distributed.

Possible Cause: You have not yet provided the information on the Type property page of the Distribution object in eDirectory.

Action: Fully configure the Distribution before attempting to build and send it. See [Creating and Configuring Distributions](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Error attempting to reauthenticate; this refresh event will be ignored

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent has lost its connection to eDirectory and its automatic attempt to reauthenticate has failed. Therefore, the Distributor Agent cannot refresh its eDirectory information at the present time.

Possible Cause: The server from which the Distributor Agent obtains its eDirectory information is currently down.

Action: Wait for the server to come back up, then manually refresh the Distributor. See [Refreshing the Distributor](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Error during identity verification; attempting to reauthenticate

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent has lost its connection to eDirectory and cannot refresh its eDirectory information.

Action: None, if automatic reauthentication is successful.

Action: If automatic reauthentication is not successful, the problem may lie with eDirectory. Refer to the [Novell eDirectory documentation \(http://www.novell.com/documentation/lg/ndsedir86\)](http://www.novell.com/documentation/lg/ndsedir86) for troubleshooting assistance.

Error getting max revisions from NDS: *eDirectory_error_code*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory to determine the maximum number of revisions that are allowed for each Distribution it builds.

Possible Cause: The Distributor Agent does not have rights to access eDirectory.

Possible Cause: The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.

Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.

Action: Look up the eDirectory error code in [Novell eDirectory Error Codes \(http://www.novell.com/documentation/lg/ndsedir/index.html\)](http://www.novell.com/documentation/lg/ndsedir/index.html).

Error getting subscriber object from NDS: *eDirectory_error_code*

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory for information about the Subscribers that receive the Distributions it builds.

Possible Cause: The Subscriber object has been renamed or deleted between the time when the Distributor sent a Distribution to it and when the Subscriber replied back to the Distributor.

Action: If the Subscriber has been renamed, resend the Distribution. See **Forcing a Single Distribution To Be Sent** in **Policy and Distribution Services** in the *Administration* guide.

Action: None, if the Subscriber object has been deleted.

Error processing reply because NDS object(s) have changed

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory for information about the Distributions it builds and the channels in which those Distributions are listed. An object that it needs to access is no longer there.

Possible Cause: An eDirectory object related to the Distribution has been renamed, deleted, or replaced with a different object since the Distribution was originally built.

Action: Rebuild and resend the Distribution. See **Scheduling and Sending Distributions** in **Policy and Distribution Services** in the *Administration* guide.

Error reading *distribution_name*; gather not started: eDirectory_error_code

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent needs to read eDirectory for information about the Distribution to build.

Possible Cause: The Distributor Agent does not have rights to access eDirectory.

Possible Cause: The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.

Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See **Installation User Rights Requirements** in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.

Action: Look up the eDirectory error code in **Novell eDirectory Error Codes** (<http://www.novell.com/documentation/lg/ndsedir/index.html>).

Error reading node information from NDS: *eDirectory_error_code*

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
- Explanation: The Distributor Agent needs to read eDirectory for information about a Subscriber server.
- Possible Cause: The Distributor Agent does not have rights to access eDirectory.
- Possible Cause: The Distributor Agent can access eDirectory but cannot read the properties of the Subscriber object.
- Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See **Installation User Rights Requirements** in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.
- Action: Look up the eDirectory error code in **Novell eDirectory Error Codes** (<http://www.novell.com/documentation/lg/ndsedir/index.html>).

Error reading SNMP and/or e-mail requests

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
- Explanation: SNMP information is stored in the TEDNODE.PROPERTIES file located in the *\install_dir\ZENWORKS\PDS\TED* directory. The Distributor Agent cannot successfully use the information provided in the TEDNODE.PROPERTIES file.
- Possible Cause: The TEDNODE.PROPERTIES file has been damaged or tampered with.
- Action: Refresh the Distributor to update the TEDNODE.PROPERTIES file with current information from eDirectory. See **Refreshing the Distributor** in **Policy and Distribution Services** in the *Administration* guide.

Error starting distribution: *distribution_name*

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent
- Explanation: The Distributor Agent or the Subscriber Agent is unable to send a Distribution to a Subscriber.
- Possible Cause: Unknown.
- Action: Check the status of the Subscriber server. Make sure that it is up and running successfully.

Error while scheduling distributions: *eDirectory_error_code*

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
- Explanation: The Distributor Agent needs to read eDirectory in order to schedule a Distribution.
- Possible Cause: The Distributor Agent does not have rights to access eDirectory.
- Possible Cause: The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.
- Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See **Installation User Rights Requirements** in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.
- Action: Look up the eDirectory error code in **Novell eDirectory Error Codes** (<http://www.novell.com/documentation/lg/ndsedir/index.html>).

Error while trying to send immediate distribution: *eDirectory_error_code*

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
- Explanation: The Distributor Agent needs to read eDirectory in order to send a Distribution.
- Possible Cause: The Distributor Agent does not have rights to access eDirectory.
- Possible Cause: The Distributor Agent can access eDirectory but cannot read the properties of the Distribution object.
- Action: The Distributor Agent needs the same rights that the installation user had when the Distributor Agent was first installed and started. See **Installation User Rights Requirements** in the *Installation* guide. Make sure that the Distributor Agent still has sufficient rights to access eDirectory.
- Action: Look up the eDirectory error code in **Novell eDirectory Error Codes** (<http://www.novell.com/documentation/lg/ndsedir/index.html>).

Error while trying to start reply processing: *Java_exception*

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
- Explanation: When a Subscriber receives a Distribution, it sends a reply to the Distributor that sent it. The Subscriber was unable to reply.
- Possible Cause: Unknown.
- Action: Restart the Subscriber, as described in the *Installation* guide:

- ◆ [Starting the Policy and Distribution Services Agents](#)
- ◆ [Starting the Policy and Distribution Agents on UNIX](#)

Event ignored because no working directory defined

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent and Subscriber Agent
- Explanation: The Distributor Agent and Subscriber Agent cannot run successfully without a working directory. An initial working directory is set up during installation.
- Possible Cause: The Distributor or Subscriber object in eDirectory is no longer configured with a working directory.
- Action: Fully configure the Distributor or Subscriber object, as described in [Configuring TED Objects in Policy and Distribution Services](#) in the *Administration* guide.

I/O error loading/reading certificate file `\path\file_name`

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
- Explanation: This is a general I/O error indicating that the Subscriber Agent cannot read the certificate file for the Distributor that sent the Distribution it is starting to process.
- Possible Cause: Unknown.
- Action: Make sure you have followed the instructions in [Creating and Copying Encryption Certificates in Policy and Distribution Services](#) in the *Administration* guide.

IP_address: Not configured

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent and Subscriber Agent
- Explanation: The Distributor Agent or Subscriber Agent (acting as a parent Subscriber) cannot locate a server with the specified IP address in its eDirectory tree. Therefore, it cannot send a Distribution to that server.
- Possible Cause: The end node Subscriber's trusted tree is not the same as the Distributor's tree.
- Action: Set the Subscriber up as an external Subscriber. See [Sending Distributions Between Trees in Policy and Distribution Services](#) in the *Administration* guide.
- Action: Change the Subscriber's trusted tree.

***IP_address*: Signature exception**

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
- Explanation: A signature exception indicates a security problem.
- Possible Cause: The end node Subscriber does not have a valid certificate from the Distributor of the Distribution that it has just received.
- Action: Send a certificate from the Distributor to the Subscriber. See **Creating Security Certificates** in **Policy and Distribution Services** in the *Administration* guide.
- Possible Cause: The Distribution has been tampered with during the distribution process.
- Action: Resend the Distribution. See **Forcing a Single Distribution To Be Sent** in **Policy and Distribution Services** in the *Administration* guide.

***IP_address*: Wrong destination**

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent
- Explanation: The host name that resolved to a particular IP address on the Distributor server is not the host name that the IP address resolves to on the Subscriber server.
- Possible Cause: DNS is not set up correctly on your system.
- Action: Ensure that DNS name resolution is set up properly. See **Ensuring Successful DNS Name Resolution** in **Setting Up Supporting Software To Meet ZFS System Requirements** in the *Installation* guide.

Request for signature object to sign with failed

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
- Explanation: The Distributor Agent cannot sign an encryption certificate.
- Possible Cause: The .KEYSTORE file has been deleted from the following directory:
install_dir\ZENWORKS\PDS\TED\SECURITY\PRIVATE
- Action: Contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

Security error while importing certificate from `\path\file_name`

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent

Explanation: The Subscriber does not trust a certificate it has received.

Possible Cause: Unknown.

Action: Make sure you have followed the instructions in [Creating and Copying Encryption Certificates](#) in [Policy and Distribution Services](#) in the [Administration](#) guide.

Services error reading file system attributes for `\path`

Source: ZENworks for Servers; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent cannot read the attributes on the directory from which it need to gather files for a Distribution.

Possible Cause: Unknown.

Action: Check the file system that the Distributor Agent needs to access. See if you can manually check the attributes. If you cannot manually check the attributes, contact the administrator of the location from which the Distributor Agent needs to gather files.

Action: If the file system attributes look correct but the Distributor Agent still cannot access the location, contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

The dependency tracking file could not be found; therefore, a base line was assumed

Source: ZENworks for Servers; Tiered Electronic Distribution; Distributor Agent

Explanation: The dependency tracking file (DEPENDENCYLIST.TED) keeps track of the contents of sequential distributions, where only changes are sent, rather than the entire Distribution. This applies to File and Desktop Application types of Distributions. The file is created and maintained by the Distributor Agent in `ZENWORKS\PDS\TED\DIST\distribution_subdirectory`.

Possible Cause: The dependency tracking file has been accidentally deleted.

Action: None. Because the Distributor Agent cannot determine what files have changed since the last time the Distribution was sent, it will sent the complete Distribution and start a new dependency tracking file.

The file `\path\file_name` could not be read; therefore, it could not be gathered

- Source: ZENworks for Servers; Tiered Electronic Distribution; Distributor Agent
- Explanation: This is an I/O error indicating that the Distributor Agent could not read a file that it needs to gather into the Distribution that it is building.
- Whether the Distributor Agent continues building the Distribution after this error has occurred depends on how you have configured the Distribution object. If you set Error Handling to Continue on Error, the Distributor Agent will continue to build the Distribution, skipping the file where the error occurred. If you set Error Handling to Fail on Error, the Distributor Agent will halt processing. For more information, see **Error Handling** in **Policy and Distribution Services** in the *Administration* guide.
- Possible Cause: The file does not exist in the location where the Distributor Agent is attempting to gather it from.
- Action: Verify the information you have provided on the Type property page of the Distribution object, as described in **Creating and Configuring Distributions** in **Policy and Distribution Services** in the *Administration* guide.
- Possible Cause: The Distributor Agent does not have sufficient rights to read the file.
- Possible Cause: The file has been damaged so that the Distributor Agent cannot read it.
- Action: Manually check the file to see what rights it has and to verify that it is not damaged.

Unable to convert external subscriber to DN using DNS name or IP address

- Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent
- Explanation: The Distributor Agent needs to read eDirectory for information about the External Subscribers that receive the Distributions it builds, including an external Subscriber's DNS host name or IP address.
- Possible Cause: The External Subscriber object has been renamed or deleted between the time when the Distributor sent a Distribution to it and when the external Subscriber replied back to the Distributor.
- Action: If the external Subscriber object has been renamed, resend the Distribution. See **Forcing a Single Distribution To Be Sent** in **Policy and Distribution Services** in the *Administration* guide.
- Action: None, if the External Subscriber object has been deleted.

Unable to export CSR

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent

Explanation: The Distributor Agent is unable to send a signed Certificate Signing Request (CSR) back to the Subscriber that requested it.

Possible Cause: Unknown.

Action: Make sure you have followed the instructions in [Creating and Copying Encryption Certificates](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Unable to find host using IP_address

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor and Subscriber Agents

Explanation: The Distributor Agent or Subscriber Agent cannot locate a server that it needs to send information to.

Possible Cause: The DNS name servers used by the Distributor Agent or Subscriber Agent to not have reverse lookup defined for the IP address.

Action: Ensure that DNS name resolution is set up properly. See [Ensuring Successful DNS Name Resolution](#) in [Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

Unable to kill all distributions in the *channel_name* channel

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent

Explanation: The Distributor Agent needs to halt processing on Distributions if the Distributor is refreshed. The Distributor Agent is unable to stop its Distribution processing for some reason.

Possible Cause: Unknown.

Action: Stop Policy and Distribution Services on the server and then restart it again.

Unable to resolve *DNS_host_name* for route node backward compatibility

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent

Explanation: The Distributor Agent or Subscriber Agent (acting as a parent Subscriber) cannot locate the ZfS 2 Subscriber to which it needs to send a Distribution.

Possible Cause: The server where the Distributor or Subscriber Agent is running is not using a DNS name server that can convert the DNS host name to its IP address.

Action: Ensure that DNS name resolution is set up properly. See [Ensuring Successful DNS Name Resolution](#) in [Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

Version 2 compatibility for *IP_address* is not possible

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Distributor Agent or Subscriber Agent

Explanation: The Distributor Agent or Subscriber Agent (acting as a parent Subscriber) cannot locate the ZfS 2 Subscriber to which it needs to send a Distribution.

Possible Cause: The server where the Distributor or Subscriber Agent is running is not using a DNS name server that can convert the IP address to its DNS host name.

Action: Ensure that DNS name resolution is set up properly. See [Ensuring Successful DNS Name Resolution](#) in [Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

Workorder server has fatally shut down

Source: ZENworks for Servers; Policy and Distribution Services; Tiered Electronic Distribution; Subscriber Agent

Explanation: The workorder server is the Subscriber Agent process that listens for incoming Distributions. It is no longer running.

Possible Cause: Unknown.

Action: Restart the Subscriber Agent, as described in the *Installation* guide:

- ♦ [Starting the Policy and Distribution Services Agents](#)
- ♦ [Starting the Policy and Distribution Agents on UNIX](#)

Policy/Package Agent Errors

Could not copy file: `file_name`

process does not have access to process directory: `path`

Error processing system requirements: `error_code`

Error starting TED or ZWS

Exception when reading policy schedule; using default: `schedule_name`

Failed processing software package: `package_name`

Invalid package file
Invalid software package: package_name
Package package_name component component_name failed...
Platform policy not supported on this platform
Policy policy_name had an exception processing unloads
Policy policy_name is unable to process email notifications
Policy processing failed: policy_name
Policy policy_name unable to unload process_or_service
Policy policy_name unable to send message to target
Rollback directory already exists for package: package_name path
process unable to create directory: path
Unable to create rollback directory: path
Unable to down the server because of error: error_message
Unable to open or read software package: package_name
Unable to record...
Unable to reset, restart, or shut down the operating system
XMLRPC Master not responding
ZfS is unable to communicate with the Database

Could not copy file: *file_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; File Copy processor

Explanation: The Policy/Package Agent is unable to copy a file that is included in a Copy Files policy.

Whether the Policy/Package Agent continues enforcing the policy after this error has occurred depends on how you have configured the policy. If you set Error Processing to Continue on Error, the Policy/Package Agent will continue to enforce the policy, skipping the file where the error occurred. If you set Error Processing to Fail on Error, the Policy/Package Agent will halt processing. For more information, see **Copy Files** in **Policy and Distribution Services** in the *Administration* guide.

Possible Cause: The file does not exist in the location where the Policy/Package Agent is attempting to copy it from.

Action: Verify the information you have provided for the Copy Files policy, as described in **Copy Files** in **Policy and Distribution Services** in the *Administration* guide.

Possible Cause: The Policy/Package Agent does not have sufficient rights to read the file.

Possible Cause: The file has been damaged so that the Policy/Package Agent cannot read it.

Action: Manually check the file to see what rights it has and to verify that it is not damaged.

process does not have access to process directory: path

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; File Copy processor

Explanation: The Policy/Package agent needs to create a new directory in the specified location. It does not have sufficient rights to do so.

Possible Cause: Unknown.

Action: Manually check the rights on the specified directory path to see if they are set incorrectly and reset them if necessary.

Error processing system requirements: error_code

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Requirements processor

Explanation: The Policy/Package Agent is trying process a software package and cannot process the system requirement information that accompanies the software package.

Possible Cause: The software package has been damaged.

Action: Re-create and resend the software package. See [Setting Up Server Software Packages](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Error starting TED or ZWS

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Facilitator (Windows* only)

Explanation: On initial startup, the Policy/Package Agent needs to start Tiered Electronic Distribution (TED) and the Zfs Web Server (ZWS) as Windows services. It was unable to do so.

Action: Check the C:/ZFSNTRV.LOG file for startup messages from TED and ZWS for additional information.

Exception when reading policy schedule; using default: *schedule_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; NDS policy manager

Explanation: The Policy/Package Agent could not read the policy-specific schedule information. Therefore, it will use the default schedule for the policy package.

Possible Cause: Unknown.

Action: If the default policy package schedule is not appropriate, make sure the policy-specific schedule is set as desired, then resend the policy package. See [Scheduling Policies](#) and [Distributing Policies](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Failed processing software package: *package_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Requirements processor

Explanation: The Policy/Package Agent is unable to process the software package it has received.

Possible Cause: Unknown.

Action: Recompile and resend the software package. See [Setting Up Server Software Packages](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Invalid package file

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor

Explanation: The Policy/Package Agent has received a .SPK file instead of a .CPK file.

Possible Cause: The software package has not yet been compiled.

Action: Compile the software package following the instructions in [Compiling a Software Package](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Invalid software package: *package_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Software Package plug-in or Package processor

Explanation: The Policy/Package Agent cannot read the software package.

Possible Cause: The software package has been damaged during distribution.

Action: Recompile and resend the software package. See [Setting Up Server Software Packages](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Package *package_name* component *component_name* failed...

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Requirements processor
- Explanation: The Policy/Package Agent is unable to install a software package when any requirements specified in the software are not met on a server where the software package is to be installed.
- Possible Cause: The software package has not been configured correctly for the servers where it is supposed to be installed.
- Action: Reconfigure the software package with the appropriate requirements. See [Setting Up Server Software Packages](#) in [Policy and Distribution Services](#) in the *Administration* guide.
- Possible Cause: The server where the software package arrived is not configured as expected by the software package.
- Action: Reconfigure the server as needed so that the software package can be installed.

Platform policy not supported on this platform

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent
- Explanation: A platform-specific policy in a server policy package has arrived on a platform where it cannot be enforced.
- Possible Cause: The server policy package is not configured correctly.
- Action: Review the server policy package and check the platform-specific information. See [Configuring Distributed Server Package Policies](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Policy *policy_name* had an exception processing unloads

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler
- Explanation: The Policy/Package Agent was unable to successfully perform all of the actions listed on the Ordered Unload page of the Down Server policy in a Server Package.
- Possible Cause: Unknown.

Action: Check the configuration of the policy to see what the Policy/Package Agent needs to be able to do. See **Server Down Process** in **Policy and Distribution Services** in the *Administration* guide. Try to perform the action manually and resolve any problems that occur.

Policy *policy_name* is unable to process email notifications

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler

Explanation: The Policy/Package Agent was unable to process the information configured on the Targeted Messages page of the Server Down policy in a Server Package.

Possible Cause: The policy has been damaged during distribution.

Action: Resend the policy package. See **Distributing Policies** in **Policy and Distribution Services** in the *Administration* guide.

Policy processing failed: *policy_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler or NDS policy enforcer

Explanation: The Policy/Package Agent is unable to process a Server Down policy or an NDS policy.

Possible Cause: The policy has been damaged during distribution.

Action: Resend the policy package. See **Distributing Policies** in **Policy and Distribution Services** in the *Administration* guide.

Policy *policy_name* unable to unload *process_or_service*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler

Explanation: The Policy/Package Agent was unable to successfully unload a process or service listed on the Ordered Unload page of the Down Server policy in a Server Package.

Possible Cause: Unknown.

Action: Check the configuration of the policy to see what the Policy/Package Agent needs to be able to do. See **Server Down Process** in **Policy and Distribution Services** in the *Administration* guide. Try to perform the action manually and resolve any problems that occur.

Policy *policy_name* unable to send message to *target*

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler
- Explanation: The Policy/Package Agent needs to send notification messages as configured on the Targeted Messages page of the Server Down policy in a Server Package. However, the server where it would send such messages is not responding.
- Possible Cause: The Service Location Package where SMTP host information is provided is either not configured or is configured incorrectly.
- Action: Specify an available SMTP host in the Service Location Package.

Rollback directory already exists for package: *package_name path*

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Rollback handler
- Explanation: When you install a software package to update existing software, the previous version of the software is stored in a rollback file, in case you want to return to it. This file is stored in the following directory:
`ZENWORKS\PDS\TED\SMANAGER\WORKING\ROLLBACK`
A rollback file for the software package you are installing already exists.
- Possible Cause: You have installed the identical software package more than once.
- Action: None. You can install the same software package multiple times, but the rollback file is only created during the first installation.

process* unable to create directory: *path

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; File Copy processor
- Explanation: The Policy/Package Agent needs to create a new directory in the specified location but it is unable to do so.
- Possible Cause: Unknown.
- Action: Manually try to create a new directory in the specified location. Resolve any problems that arise.

Unable to create rollback directory: *path*

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Rollback processor

Explanation: When you install a software package to update existing software, the previous version of the software is stored in a rollback file, in case you want to return to it. This file is stored in the following directory:

ZENWORKS\PDS\TED\SMANAGER\WORKING\ROLLBACK

The Policy/Package Agent is unable to create the ROLLBACK directory.

Possible Cause: Unknown.

Action: Try to create the directory manually. Resolve and problems that arise.

Unable to down the server because of error: *error_message*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Down Server event handler

Explanation: The Policy/Package Agent was unable to bring down a server. A platform-specific operating system error message accompanies this error.

Action: Investigate the platform-specific operating system error message in your operating system documentation.

Action: Bring the server down manually.

Unable to open or read software package: *package_name*

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor

Explanation: The Policy/Package Agent is unable to process the specified software package.

Possible Cause: The software package has been damaged during distribution.

Action: Recompile and resend the software package. See [Setting Up Server Software Packages](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Unable to record...

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor

Explanation: The Policy/Package Agent records various information about package processing in the Policy/Distribution database (ZFSLOG.DB). It was unable to access the database.

Action: See [“ZfS is unable to communicate with the Database”](#) on page 131

Unable to reset, restart, or shut down the operating system

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Package processor
- Explanation: The Policy/Package Agent tried to bring a server down and the server did not respond as expected.
- Possible Cause: Unknown.
- Action: Try to bring the server down manually, resolving any platform-specific issues that arise.

XMLRPC Master not responding

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent; Facilitator
- Explanation: The XMLRPC Master is the ZfS Web Server (ZWS), which provides communication between the Policy and Distribution Services agents and management programs such as ConsoleOne and Novell iManager. The Policy/Package Agent has started functioning before the ZfS Web Server. The lag time can last up to a minute, depending on the speed of the server where they are running.
- Action: None. This is normal. The Policy/Package Agent will retry until the ZfS Web Server responds.

ZfS is unable to communicate with the Database

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Package Agent
- Explanation: The Policy/Distribution database stores log messages detailing the successes and failures of Distribution processing for reporting purposes. The ZfS Database object is created in eDirectory during installation and establishes the physical location of the database. The Database Location policy (called the ZENworks Database policy in ZfS 3) associates the database with its eDirectory object. The Policy/Package Agent does not have the information it needs to communicate with the Sybase* database server that writes the log messages to the database.
- Possible Cause: The ZfS Database object or ZENworks Database policy have not been fully configured.
- Action: See [Installing, Setting Up, and Connecting To the ZENworks Database](#) in [Policy and Distribution Services](#) in the *Administration* guide for database setup instructions.

- Possible Cause: The ZENworks Database policy has not yet been distributed to the Subscriber server.
- Action: Distribute the ZENworks Database policy (one of the policies in the Service Location package) to the Subscriber server. See [Distributing Policies](#) and [Forcing a Single Distribution To Be Sent](#) in [Policy and Distribution Services](#) in the *Administration* guide.

Policy/Distribution Database Errors

The role of the Policy/Distribution database (ZFSLOG.DB) is to store status and error messages generated by the TED agents. By default, it is located in the `\install_dir\ZENWORKS\PDS\DB` directory.

- Failed to add action CREATE database entry for *distribution_name*
- Failed to add action EXTRACT database entry for *distribution_name*
- Failed to add action POST PROCESS database entry for *distribution_name*
- Failed to add action SEND database entry for *distribution_name*
- Failed to add distribution version database entry for *distribution_ID*
- Failed to create channel database entry for *channel_name*
- Failed to create channel distribution database entry for *channel_ID* and *distribution_ID*
- Failed to create distribution database entry for *distribution_name*
- Failed to create the TED tables in the database
- Failed to purge the database of actions and versions
- Failed to update action *action_ID* in the database
- Failed to update the size of distribution *distribution_name* version *version_number*
- Location policy not found

Failed to...

- Source: ZENworks for Servers; Policy and Distribution Services; Policy/Distribution database
- Explanation: A variety of database failures can be eliminated by checking for the problems listed below.
- Possible Cause: The Sybase database engine is not running on the server where the Policy/Distribution database (ZFSLOG.DB) is located.
- Action: Start the Sybase database engine:

- ◆ On a NetWare server, load DBSRV7.NLM, located in the `\install_dir\ZENWORKS\DBENGINE` subdirectory.
- ◆ On a Windows server, start the Novell Database - Sybase Windows service.

Possible Cause: The connection between the Sybase database engine (on the server where the Policy/Distribution database is located) and the Distributor Agent or Subscriber Agent has been lost.

Action: Restart the Sybase database engine:

- ◆ On a NetWare server, load DBSRV7.NLM, located in the `\install_dir\ZENWORKS\DBENGINE` subdirectory.
- ◆ On a Windows server, start the Novell Database - Sybase Windows service.

Action: Restart the Distributor Agent or Subscriber Agent where the information to log is originating from, as described in the *Installation* guide:

- ◆ [Starting the Policy and Distribution Services Agents](#)
- ◆ [Starting the Policy and Distribution Agents on UNIX](#)

Possible Cause: The Policy/Distribution database has been damaged, so the Sybase database engine can no longer write to it.

Action: Delete the existing ZFSLOG.DB file. It will be automatically re-created.

Possible Cause: The network connection between the server where the Sybase database engine is running and the server where the Distributor Agent or Subscriber Agent is running is no longer functioning.

Action: Contact the network administrator to resolve the network connectivity problem.

Location policy not found

Source: ZENworks for Servers; Policy and Distribution Services; Policy/Distribution database

Explanation: The ZENworks Database policy in the Service Location package associates the Policy/Distribution database (ZFSLOG.DB) with the ZFS Database object in eDirectory. The default server location for the Policy/Distribution database is the `\install_dir\ZENWORKS\PDS\DB` directory.

After installing the Policy/Distribution database, you must configure the ZENworks Database policy in ConsoleOne.

- Possible Cause: You have installed the Policy/Distribution database but have not yet configured the ZENworks Database policy.
- Action: Follow the instructions in [Installing, Setting Up, and Connecting To the ZENworks Database](#) in [Policy and Distribution Services](#) in the *Administration* guide.
- Possible Cause: You have not yet set up the Search policy, which enables the Distributor Agent to locate the ZENworks Database policy.
- Action: Set up the Search policy.

ZfS Web Server Errors

The role of the ZfS Web server is to facilitate communication between eDirectory administration programs (ConsoleOne and Novell iManager) and the TED agents (Distributor Agent, Subscriber Agent, and Policy/Package Agent). Its configuration information is stored in the ZWS.PROPERTIES file in the `\install_dir\ZENWORKS\ZWS` directory.

Could not find the ZWS.PROPERTIES file; unable to continue

Could not load Zen Web Server configuration properties file; unable to continue

Unable to bind to port port_number; the port is in use by another process

Unable to open any of the ports; shutting down Web server

Unable to start a Web Utility Thread

ZenWebServer - Class not found

Java exit code -1

Java exit code -2

Java exit code -3

Java exit code -4

Could not find the ZWS.PROPERTIES file; unable to continue

- Source: ZENworks for Servers; Policy and Distribution Services; ZfS Web server
- Possible Cause: The ZWS.PROPERTIES file does not exist.
- Action: Reinstall Policy and Distribution Services. See [Reinstalling Policy and Distribution Services on NetWare and Windows Servers](#) in [Reinstalling ZENworks for Servers](#) in the *Installation* guide.
- Possible Cause: On a NetWare server, the ZWSPath setting in the ZENWORKS.PROPERTIES file is missing or incorrect.

- Action: Locate the directory where the ZfS Web server program (ZWS.NCF) is located (*install_dir*\ZENWORKS\ZWS). Edit the ZENWORKS.PROPERTIES file to reflect the program's current location.
- Possible Cause: On a Windows server, the ZWSPath setting in the Windows registry is incorrect.
- Action: Locate the directory where the ZfS Web server program is located (*install_dir*\ZENWORKS\ZWS). Use REGEDIT to set the ZWSPath value data to the correct location.

Could not load Zen Web Server configuration properties file; unable to continue

- Source: ZENworks for Servers; Policy and Distribution Services; ZfS Web server
- Possible Cause: The ZWS.PROPERTIES file is damaged.
- Action: Edit the ZWS.PROPERTIES file and correct any visible problems with the format and content of the file. Restart the TED agents and ZfS Web server as described in the *Installation* guide:
- ◆ [Starting the Policy and Distribution Services Agents](#)
 - ◆ [Starting the Policy and Distribution Agents on UNIX](#)
- Action: Reinstall Policy and Distribution Services on the server. See the *Installation* guide:
- ◆ [Installing Policy and Distribution Services on NetWare and Windows Servers](#)
 - ◆ [Installing Policy and Distribution Services on UNIX Servers](#)

Unable to bind to port *port_number*; the port is in use by another process

- Source: ZENworks for Servers; Policy and Distribution Services; ZfS Web server
- Possible Cause: A port number provided in the ZWS.PROPERTIES file is already in use by another program.
- Action: Edit the ZWS.PROPERTIES file. The Port 1 line specifies the XMLRPC port number used by the ZfS Web server and defaults to 8089. Additional Port*n* lines will be present if you are using SSL, as described in [Security for Inter-Server Communication Across Non-Secured Connections in Policy and Distribution Services](#) in the *Administration* guide. Change the port number that conflicts with another program. Restart the TED agents and ZfS Web server as described in the *Installation* guide:
- ◆ [Starting the Policy and Distribution Services Agents](#)

- ◆ [Starting the Policy and Distribution Agents on UNIX](#)

Action: Reconfigure the other program to use a different port number.

Unable to open any of the ports; shutting down Web server

Source: ZENworks for Servers; Policy and Distribution Services; Zfs Web server

Possible Cause: A port number provided in the ZWS.PROPERTIES file is already in use by another program.

Action: Edit the ZWS.PROPERTIES file. The Port 1 line specifies the XMLRPC port number used by the Zfs Web server and defaults to 8089. Additional Port*n* lines will be present if you are using SSL, as described in [Security for Inter-Server Communication Across Non-Secured Connections](#) in [Policy and Distribution Services](#) in the *Administration* guide. Change the port number that conflicts with another program. Restart the TED agents and Zfs Web server as described in the *Installation* guide:

- ◆ [Starting the Policy and Distribution Services Agents](#)
- ◆ [Starting the Policy and Distribution Agents on UNIX](#)

Action: Reconfigure the other program to use a different port number.

Unable to start a Web Utility Thread

Source: ZENworks for Servers; Policy and Distribution Services; Zfs Web server

Possible Cause: Unknown.

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

ZenWebServer - Class not found

Source: ZENworks for Servers; Policy and Distribution Services; Zfs Web server

Possible Cause: The servlet information in the ZWS.PROPERTIES file is incorrect.

Action: Edit the ZWS.PROPERTIES file and check the following lines:

```
Servlet.1.url
Servlet.1.path
Servlet.1.file
```

Check to see that the locations and files exist as specified. If necessary, correct the information in the ZWS.PROPERTIES file. Restart the Policy and Distribution Services as described in the *Installation* guide:

- ◆ [Starting the Policy and Distribution Services Agents](#)
- ◆ [Starting the Policy and Distribution Agents on UNIX](#)

Java Exit Codes

- Source: ZENworks for Servers; Policy and Distribution Services; Zfs Web server; Java*
- Possible Cause: Unknown.
- Action: Contact [Novell Technical Services \(http://support.novell.com\)](http://support.novell.com).

Miscellaneous Errors Related to Policy and Distribution Services

The error messages listed in this section are not generated by Policy and Distribution Services programs. However, they may be generated by other programs running with Policy and Distribution Services and can be resolved by performing a task related to the Policy and Distribution programs.

- ◆ [A Conn Timeout error occurred](#)
- ◆ [“Authenticated Identity is Distributor_DN” on page 138](#)
- ◆ [“Error -131” on page 138](#)
- ◆ [“Unable to initialize security” on page 138](#)
- ◆ [“Unable to perform the remote call” on page 138](#)
- ◆ [“Warning: Helma XMLRPC.Exception.java.ioexception. Connection refused” on page 139](#)

A Conn Timeout error occurred

- Explanation: A Policy and Distribution Services program was unable to access eDirectory and therefore timed out.
- Possible Cause: The Distributor Agent is running on a server where eDirectory is not installed and has failed to connect to eDirectory.
- Action: Restart Policy and Distribution Services on the Distributor server, as described in [Starting the Policy and Distribution Services Agents in Installing Policy and Distribution Services on NetWare and Windows Servers](#) in the *Installation* guide.
- Possible Cause: Novell iManager and the Policy and Distribution Services plug-in to it are installed on a Windows server where eDirectory is not installed. When logging in to Novell iManager, you provided an incorrect IP address in the Tree field.
- Action: Verify the IP address of the Windows server where Novell iManager is installed.

Authenticated Identity is *Distributor_DN*

Explanation: Even though the Distributor Agent is authenticated, it fails to start.

Possible Cause: Unknown.

Action: Try again to start the Distributor Agent. It should start successfully on the subsequent attempt.

Error -131

Explanation: The Policy/Distribution database experienced an error.

Possible Cause: The object name of a Subscriber, Channel, or Policy Package contains a single quote (').

Action: Do not use single quotes in the object names of Subscribers, Channels, or Policy Packages.

Unable to initialize security

Explanation: ConsoleOne cannot establish a secure connection with the Distributor Agent.

Possible Cause: The GroupWise® snap-ins to ConsoleOne were installed after the ZfS snap-ins were installed.

Action: Reinstall the ZfS snap-ins to ConsoleOne on top of the GroupWise snap-ins. See [Installing Policy and Distribution Services on NetWare and Windows Servers](#) in the *Installation* guide.

Unable to perform the remote call

Explanation: The ZfS Remote Web Console in Novell iManager communicates with the Distributor server using the XMLRPC protocol. The Remote Web Console was unable to communicate with the Distributor Agent on the Distributor server.

Possible Cause: On the Remote Web Console page in Novell iManager, you typed an incorrect IP address or DNS host name.

Action: Select the Distributor, Subscriber, or server instead of typing the information.

Action: See [Make sure that ZENworks for Servers is running on the Distributor](#).

Possible Cause: If this is a new installation and the Remote Web Console has never been able to communicate with the Distributor Agent on a particular server, the IP address or host name of the Distributor server may be incorrect in DNS.

Action: Make sure that DNS is set up properly on your system. For assistance, see [Ensuring Successful DNS Name Resolution](#) in [Setting Up Supporting Software To Meet ZfS System Requirements](#) in the *Installation* guide.

Warning: Helma XMLRPC.Exception.java.ioexception. Connection refused

Explanation: The Subscriber Agent is unable to communicate with the Policy/Package Agent when trying to extract a Distribution.

Possible Cause: The Policy/Package Agent and the ZfS Web Server (ZWS) are not running on the Subscriber server.

Action: Restart Policy and Distribution Services on the server, as described in [Starting the Policy and Distribution Services Agents](#) in [Installing Policy and Distribution Services on NetWare and Windows Servers](#) in the *Installation*.

5

Troubleshooting Strategies

The following section provides solutions to problems you might encounter when using Novell® ZENworks® for Servers (ZfS) Policy and Distribution Services:

- ◆ “General Troubleshooting Strategies” on page 141
- ◆ “Troubleshooting Installation” on page 144
- ◆ “Troubleshooting ConsoleOne” on page 144
- ◆ “Troubleshooting Novell iManager” on page 145
- ◆ “Troubleshooting Distributions” on page 147
- ◆ “Troubleshooting Software Packages” on page 148
- ◆ “Troubleshooting the TED Agents” on page 149

General Troubleshooting Strategies

The general troubleshooting strategies listed below can help with problems that have not been resolved by more specific troubleshooting strategies:

- ◆ “Getting the Most from Log Files” on page 142
- ◆ “Getting the Most from the Remote Web Console” on page 143

Getting the Most from Log Files

Policy and Distribution Services programs write log information to the following log files:

File Name	Location	Purpose
_RES <i>nn</i> .TXT (where <i>nn</i> represents an incrementing number)	C:\TEMP	The Installation Wizard logs installation error messages to this file. Look up error messages found in this file in Installation Error Messages in the Installation guide.
DEFAULTLOG.TXT	ZENWORKS\PDS\TED	The TED agents log startup messages to this file. Look up error messages found in this file in “Tiered Electronic Distribution Errors” on page 111.
TED.LOG (default name)	ZENWORKS\PDS\TED\DIST and ZENWORKS\PDS\TED\SUB (default locations)	The Distributor Agent and the Subscriber Agent log error and status messages to these files. Look up error messages found in these files in “Tiered Electronic Distribution Errors” on page 111.
ZFSINIT.TXT (default name)	ZENWORKS\PDS\SMANAGER (default location)	The Policy/Package Agent logs startup messages to this file. Look up error messages found in this file in “Policy/Package Agent Errors” on page 123.
ZFSLOG.TXT	ZENWORKS\PDS\SMANAGER	After starting successfully, the Policy/Package Agent logs errors to this file. Look up error messages found in this file in “Policy/Package Agent Errors” on page 123.
ZFSLOG.DG	ZENWORKS\PDS\DB (default location)	The Policy/Distribution database logs Distribution status. You can generate status reports as described in Reporting in Policy and Distribution Services in the Administration guide. You can also gather status information using the Remote Web Console as described in Monitoring the Distribution Process and Monitoring Specific Agents in Policy and Distribution Services in the Administration guide.

Getting the Most from the Remote Web Console

The Remote Web Console, available when you install and configure the ZfS Management role in Novell iManager as described in [Installing Web-Based Management for Policy and Distribution Services](#) in the *Installation* guide, provides some excellent troubleshooting tools that are not available in ConsoleOne®. The table below lists the troubleshooting tasks you can perform and how to use the Tiered Electronic Distribution view of the Remote Web Console to perform each task:

Troubleshooting Task	Remote Web Console Tab and Option
View the Distributor and Subscriber event logs, where critical and warning messages are displayed regardless of the messaging level at which the Distributor Agent and Subscriber Agent write to their log files. For assistance resolving event log error messages, see “Tiered Electronic Distribution Errors” on page 111 .	Events > Distributor Event Log or Subscriber Event Log
Check the current status of a Distribution after it has arrived at an end node Subscriber	Distributions > Received Distributions
Check the current status of the various distribution threads started by the TED agents to perform their various functions	Configuration > Threads
Determine the route that a Distribution would take through the routing hierarchy from a Distributor or parent Subscriber to a subordinate Subscriber	Configuration > Route to Subscriber
Check the current status of the various distribution threads started by the TED agents to perform their various functions	Configuration > Threads

Troubleshooting Installation

“The Installation Wizard seems to browse very slowly” on page 144

“Adding Subscriber functionality to a Distributor server turned it into just a Subscriber server” on page 144

The Installation Wizard seems to browse very slowly

Problem: When selecting an installation location for the Policy and Distribution Services software on a NetWare 6 server, directories on a volume do not appear immediately.

Possible Cause: The volume is very large.

Action: None. It may take as many as ten seconds to display the entire file system contents.

Adding Subscriber functionality to a Distributor server turned it into just a Subscriber server

Problem: You wanted to add Subscriber functionality to a Distributor server, but after installation, the server had become a Subscriber and was no longer a Distributor. The same problem can occur if the server was originally a Subscriber and you tried to add Distributor functionality.

Possible Cause: The server was originally a Zfs 2 Distributor or Subscriber and was upgraded to Zfs 3. As a separate installation task, you ran the Installation Wizard and tried to install additional functionality.

Action: Rerun the Installation Wizard and select both the Distributor and Subscriber options.

Troubleshooting ConsoleOne

“Certificates are not being copied to a Subscriber server” on page 144

“The Type page of the Distribution object does not display correctly” on page 145

Certificates are not being copied to a Subscriber server

Problem: Encryption certificates should be automatically copied from Distributors to Subscribers any time you add a Subscriber or Distribution to a channel or you add a channel to a Subscriber or a Distribution. This process is failing.

- Possible Cause: The Subscriber server is running Windows* 2000 and you are not logged in to the Subscriber server with sufficient rights to copy the encryption certificates.
- Action: Set up administrator rights for your user account on your Windows workstation.
- ♦ On a Windows NT* workstation, use User Manager for Domains.
 - ♦ On a Windows 2000 workstation, use Active Directory Users and Computers or Local Users and Groups.

The Type page of the Distribution object does not display correctly

- Problem: The Type property page of a Distribution object displays with some information missing.
- Possible Cause: You installed the Zfs 3 snap-ins to ConsoleOne over the Zfs 2 snap-ins.
- Action: Delete the following file:
CS1path\SNAPINS\TED\TEDNALAGENT.JAR
Restart ConsoleOne.
- Possible Cause: The Start In field of the properties of the ConsoleOne shortcut on the Windows desktop is empty.
- Action: Set the Start In field to the directory where ConsoleOne is installed.

Troubleshooting Novell iManager

- “Novell iManager times out immediately when I try to log in” on page 145
- “The Remote Web Console displays -1 in some fields” on page 145
- “I can’t manage some TED objects in Novell iManager” on page 146

Novell iManager times out immediately when I try to log in

- Problem: When you first log in to Novell iManager, you may return immediately to the Login page, even though you have provided a valid user name, password, and other required login information.
- Action: Log in again. You should be successful on subsequent attempts.

The Remote Web Console displays -1 in some fields

- Problem: Some object property settings display as -1 when that is not a valid value.
- Possible Cause: You have not yet configured some object properties.

Action: If you want to further configure the object, use ConsoleOne or Novell iManager to provide additional configuration information.

I can't manage some TED objects in Novell iManager

Problem: Some objects that can be managed successfully in ConsoleOne cannot be accessed in Novell iManager.

Possible Cause: The object names contain special characters (for example, < > ' & ^ \$ * and so on).

Action: Do not use special characters in TED object names.

Troubleshooting Policies

**“The SNMP Trap Targets and SNMP Community Strings policies don't work”
on page 146**

The SNMP Trap Targets and SNMP Community Strings policies don't work

Problem: You have set up the SNMP Trap Target and SNMP Community Strings policies but they do not seem to be working as expected.

Possible Cause: The latest SNMP.NLM file is not installed on the NetWare server.

Action: Install the SNMP.NLM file from NetWare 6 Support Pack 1 or NetWare 5.1 Support Pack 4.

Possible Cause: The native SNMP stack has not been loaded on the server.

Action: Make sure that the native SNMP stack has been loaded on the server before the Policy/Package Agent tries to enforce the SNMP Trap Targets policy.

A "no enforcer" error is given for a policy

Problem: A "no enforcer" error is given when trying to execute a policy.

Possible Cause: No registered enforcer for the policy.

Action: Enter the following at a server's command line prompt:

```
policy plugins
```

This will display a list of all policy enforcers that ZfS has registered.

If the necessary enforcer is not listed, you need to make sure that the .JAR file for the policy plug-in exists in the

ZfS_installation_path\SMANAGER\SMPLUGINS directory.

Explanation: The **policy plugins** command can be entered on the command line prompt for any platform supported by ZfS. If you cannot access a DOS command line on a Windows server, change the `DosBox=OFF` variable in the `ZfS_installation_path\BIN\ZFSSRV.CFG` file to `DosBox=ON` and you will then be able to access a DOS dialog box.

Troubleshooting Distributions

“A Distribution cannot be built successfully” on page 147

“A Distribution cannot be sent successfully” on page 147

“A Distribution cannot be extracted successfully” on page 147

“An encrypted Distribution is not successfully received” on page 148

A Distribution cannot be built successfully

Problem: The Distributor Agent fails to build a particular Distribution.

Possible Cause: The files in the Distribution include double-byte characters that end with 5C.

Action: Do not use such characters in the names of files that will be gathered into a Distribution. The problem will be addressed in a future version of the NetWare JVM*.

A Distribution cannot be sent successfully

Problem: A Distribution has been built successfully but the Distributor Agent cannot send it.

Possible Cause: The Distribution needs to be sent to a Linux Subscriber and the security certificate for the Distributor has not yet been sent. The copy certificate operation may have appears successful in ConsoleOne or Novell iManager.

Action: Look for the security certificate file from the Distributor in the following directory:

```
\usr\ZENworks\PDS\ted\security\private
```

If the security certificate file from the Distributor is not there, copy it manually from the Distributor to the Subscriber, then resend the Distribution.

A Distribution cannot be extracted successfully

Problem: The Subscriber Agent and Policy/Package Agent have received a Distribution successfully, but the Policy/Package Agent cannot extract it. No errors appeared in the Subscriber event log in Novell iManager.

Possible Cause: The Distribution contained a variable that the Subscriber Agent does not have a value for. The error for this condition is reported in the Subscriber log file on disk but does not display in the Subscriber event log in Novell iManager.

Trustees Are Not Maintained on a Distribution

Problem: When distributing files to a NetWare server, you can select the Maintain Trustees option in ConsoleOne and Novell iManager so that the trustee information on the original files is carried over when the files are distributed. Even though you selected the Maintain Trustee option, the trustee information was not maintained.

Possible Cause: A target directory or variable in the Distribution ends with a backslash (\).

Action: Edit the Distribution contents and remove any extraneous backslash characters from the directories and files listed for distribution. See the Distribution Type table in **Creating a Distribution** in **Policy and Distribution Services** in the *Administration* guide.

An encrypted Distribution is not successfully received

Problem: You sent an encrypted Distribution to a Subscriber, but the Subscriber cannot process it successfully.

Possible Cause: The encrypted Distribution was the first Distribution that the Subscriber received. The Subscriber must receive and process an unencrypted Distribution first, before it can process an encrypted Distribution.

Action: Send an unencrypted Distribution to the Subscriber, then resend the encrypted Distribution. For more information, see **Scheduling and Sending Distributions** in **Policy and Distribution Services** in the *Administration* guide.

Possible Cause: The Distributor sending the encrypted Distribution is also the Subscriber receiving the Distribution. The server where both are running is a Windows 2000 server. A Windows 2000 server that functions as both a Distributor and a Subscriber cannot send an encrypted Distribution to itself.

Action: Route the Distribution through a parent Subscriber. See **Sending Distributions Through Parent Subscribers** in **Policy and Distribution Services** in the *Administration* guide.

Troubleshooting Software Packages

“A software package cannot be edited” on page 149

“A deleted Server Software Package still displays in ConsoleOne” on page 149

A software package cannot be edited

Problem: You cannot edit the properties of a software package in ConsoleOne.

Possible Cause: Zfs 2 software packages cannot be edited in ConsoleOne after you have installed the Zfs 3 ConsoleOne snap-ins.

Action: Obtain the software package conversion utility available in TID 10069358 in the Knowledgebase at [Novell Technical ServicesSM \(http://support.novell.com\)](http://support.novell.com).

A deleted Server Software Package still displays in ConsoleOne

Explanation: You added the Server Software Package in ConsoleOne, then deleted the .SPK file from the file system, but the Server Software Package is still listed in ConsoleOne.

Possible Cause: If you delete the .SPK file manually, the reference to it in ConsoleOne does not get deleted.

Action: Delete the Server Software Package in ConsoleOne, rather than manually deleting the .SPK file.

Troubleshooting the TED Agents

“DNS lookups are not working between Distributor and Subscriber servers” on page 149

“The Distributor Agent does not start” on page 150

“The Distributor event log contains error messages” on page 150

“The Subscriber event log contains error messages” on page 150

“The Remote Web Console Threads page shows that a TED thread has died” on page 150

DNS lookups are not working between Distributor and Subscriber servers

Problem: The TED agents (Distributor and Subscriber) cannot start or communicate properly because DNS has not provided the information they need.

Possible Cause: DNS is not set up correctly on your network.

Action: Follow the instructions in [Ensuring Successful DNS Name Resolution in Setting Up Supporting Software To Meet Zfs System Requirements](#) in the [Installation](#) guide.

Possible Cause: A DNS host name contains an underscore (_) character. The DNS RFC does not support the underscore characters. NetWare permits it but Windows does not.

Action: If a server name includes an underscore character, rename the server to remove the underscore character.

The Distributor Agent does not start

Problem: The Distributor Agent does not start when called by the Policy/Package Agent during a normal startup of Policy and Distribution Services.

Possible Cause: The name of the Organizational Unit object that contains the TED objects includes a slash (/).

Action: Do not use slashes in container objects where TED objects are located.

The Distributor event log contains error messages

Problem: You want to resolve error messages and warnings that are listed in the Distributor event log.

Action: Look up the messages in [“Tiered Electronic Distribution Errors” on page 111](#).

The Subscriber event log contains error messages

Problem: You want to resolve error messages and warnings that are listed in the Distributor event log.

Action: Look up the messages in [“Tiered Electronic Distribution Errors” on page 111](#).

The Remote Web Console Threads page shows that a TED thread has died

Problem: A component of the TED agents has encountered a problem and is no longer running.

Action: Restart Policy and Distribution Services, as described in the *Installation* guide:

- ♦ [Starting the Policy and Distribution Services Agents in Installing Policy and Distribution Services on NetWare and Windows Servers](#)
- ♦ [Starting the Policy and Distribution Agents on UNIX in Installing Policy and Distribution Services on UNIX Servers](#)

Troubleshooting the Policy/Distribution Database

“The Policy/Distribution database is missing entries for some Distributions”
on page 151

The Policy/Distribution database is missing entries for some Distributions

- Problem: Entries for a Distribution are missing from the Policy/Distribution database.
- Possible Cause: The names of the TED objects related to the Distribution contain extended or double-byte characters
- Action: Do not use extended or double-byte characters in the object names of Distributors, Subscribers, Channels, or Distributions.

