

Troubleshooting Guide for Server Inventory, Remote management, and Management and Monitoring Services

Novell® ZENworks® Server Management

7

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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 Novell® ZENworks® 7 Server Management in your production environment.

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

The guide is intended for network administrators and is divided into the following sections:

- ♦ **Part I, “ZENworks Server Management Generic Messages,” on page 11**
- ♦ **Part II, “Server Inventory,” on page 15**
- ♦ **Part III, “Remote Management,” on page 159**
- ♦ **Part IV, “Management and Monitoring Services,” on page 171**
- ♦ **Appendix A, “Documentation Updates,” on page 265**

Audience

This guide is intended for system administrators installing ZENworks 7 Server 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 www.novell.com/documentation/feedback.html and enter your comments there.

Additional Documentation

ZENworks 7 Server 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 Server Management Installation Guide*
- ♦ *Novell ZENworks 7 Server 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.

ZENworks Server Management

Generic Messages

Most sections in the *Troubleshooting Guide* contain error messages specific to a Novell® ZENworks® 7 Server Management component. However, multiple Server Management components can each display the same error message.

The following section contains detailed explanations of the generic error messages you might encounter using ZENworks 7 Server Management:

- ♦ “Generic Error Messages” on page 13

Generic Error Messages

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- ♦ “DNS Errors” on page 13
- ♦ “eDirectory Object Errors” on page 13

1.1 DNS Errors

- ♦ “105 error - DNS name cannot be resolved, causing TED not to start” on page 13

105 error - DNS name cannot be resolved, causing TED not to start

Explanation: The Tiered Electronic Distribution component of ZENworks® 7 Server Management does not start after the server has been upgraded to NetWare® 5.1 Support Pack 6 (SP6). Error 105 is given, indicating that the DNS name could not be resolved. Therefore, TED cannot be started on that server.

Possible Cause: The `etc\hosts` file on a server contains only the short version of the server's DNS name, such as `Server1`. Tiered Electronic Distribution requires the fully qualified DNS name (FQDN).

This is not an issue for NetWare 6 SP3 because FQDNs are required in this version.

Action: Edit the `etc\hosts` file on the affected NetWare 5.1 SP6 server to change the DNS short name to its FQDN, such as `Server1.Provo.Novell`, so Tiered Electronic Distribution can resolve the DNS name and start.

1.2 eDirectory Object Errors

- ♦ “601 error - Object does not exist” on page 13

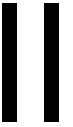
601 error - Object does not exist

Explanation: A 601 error is displayed when you attempt to edit the properties of a ZENworks object.

Possible Cause: This can occur when you have made eDirectory™ additions or changes and they have not yet been replicated to all the servers in the replica ring.

Action: Wait for eDirectory to synchronize, then attempt to edit the object's properties.

Server Inventory



If the Server Inventory component of Novell® ZENworks® 7 Server 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.

This section contains the following topics:

- ♦ [Chapter 2, “Error Messages,” on page 17](#)
- ♦ [Chapter 3, “Troubleshooting Strategies,” on page 131](#)

Error Messages

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This section contains detailed explanations of the error messages you might encounter using the Server Inventory component of Novell® ZENworks® 7 Server Management.

- ♦ “Service Manager Error Messages” on page 17
- ♦ “Sender and Receiver Error Messages” on page 24
- ♦ “Storer Error Messages” on page 36
- ♦ “AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages” on page 39
- ♦ “Inventory Policy Error Messages” on page 42
- ♦ “Custom Scan Editor Error Messages” on page 48
- ♦ “Configure DB Error Messages” on page 51
- ♦ “Inventory Report Error Messages” on page 52
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- ♦ “Selector Error Messages” on page 73
- ♦ “Inventory Removal Service Error Messages” on page 74
- ♦ “Inventory Scanner Error Messages on NetWare Servers” on page 76
- ♦ “Inventory Scanner Error Messages on Windows Servers” on page 97
- ♦ “Inventory Agent Error Messages on NetWare Servers” on page 108
- ♦ “Inventory Agent Error Messages on Windows Servers” on page 117
- ♦ “Dictionary Provider Error Messages” on page 125
- ♦ “Dictionary Consumer Error Messages” on page 126

2.1 Service Manager Error Messages

- ♦ “602: Unable to start the ZENworks Inventory service” on page 18
- ♦ “603: Unable to read the Inventory Service Object in Novell eDirectory” on page 18
- ♦ “604: Unable to read the role of the server” on page 19
- ♦ “605: Unable to identify the NCP server corresponding to the Inventory Service Object in Novell eDirectory” on page 20
- ♦ “606: Unable to read the NCP server object corresponding to the Inventory Server” on page 20
- ♦ “607: Unable to proceed due to an Novell eDirectory error” on page 20
- ♦ “608: Invalid Scan file path” on page 21
- ♦ “609: The Roll-Up policy is not configured” on page 21
- ♦ “610: The Database Location policy is not configured” on page 21

- ♦ “615: Schedule is not set in the Roll-Up policy” on page 22
- ♦ “616: Schedule in the Roll-Up policy is corrupted” on page 22
- ♦ “622: Unable to get information from the database” on page 22
- ♦ “627: Database version not supported” on page 23
- ♦ “629: An error occurred while reading the configuration file. Reinstall the Inventory server component” on page 23
- ♦ “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 23
- ♦ “631: The database object has not been configured properly in Novell eDirectory. Reconfigure the database object” on page 24
- ♦ “632: Invalid dictionary directory path” on page 24

602: Unable to start the ZENworks Inventory service

Source: ZENworks Server Management; Server 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 Inventory Service Manager](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- 2** Restart the Inventory services. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Inventory Service Manager

Severity: Critical

Possible Cause: Novell 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 eDirectory documentation on the [Novell documentation Web site \(http://www.novell.com/documentation/\)](http://www.novell.com/documentation/).

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 Inventory Service Manager**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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 \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).
- 2 Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Server Inventory**” in the *Novell ZENworks 7 Server Management Administration Guide*.

604: Unable to read the role of the server

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

Severity: Critical

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

Possible Cause: The tree name or the DN of the Inventory server is invalid in the *Inventory_server_installation_directory\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 Inventory Service Manager**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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®, 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 “**Server Inventory**” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Do the following:

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

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

Source: ZENworks Server Management; Server 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 Server Inventory. For more information, see “[Policy-Enabled Server Management Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Severity: Critical

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

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 due to an Novell eDirectory error

Source: ZENworks Server Management; Server 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 eDirectory documentation on the [Novell documentation Web site \(http://www.novell.com/documentation/\)](http://www.novell.com/documentation/).

Action: Do the following:

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

Severity: Critical

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

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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

609: The Roll-Up policy is not configured

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

Severity: Critical

Explanation: In an inventory roll-up deployment, the scan data rolls up from the lower-level Inventory servers to the next higher-level Inventory servers. To configure the Inventory 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 for the Inventory server or the policy is not configured correctly.

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

610: The Database Location policy is not configured

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

Severity: Critical

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

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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

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

Severity: Critical

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

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

616: Schedule in the Roll-Up policy is corrupted

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

Severity: Critical

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

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

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

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

622: Unable to get information from the database

Source: ZENworks Server Management; Server Inventory; Service Manager

Severity: Critical

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

Possible Cause: The network is down.

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

Possible Cause: The database is not up and running.

Action: Bring up the database.

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

Action: Reinstall the Inventory database. For more information, see “[Policy-Enabled Server Management Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

Possible Cause: On a NetWare[®] Inventory server with 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

627: Database version not supported

Source: ZENworks Server Management; Server 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 Server Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory database. For more information, see “[Policy-Enabled Server Management Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

Source: ZENworks Server Management; Server 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\wminv\properties` directory.

Action: Reinstall the Inventory server component. For more information, see “[Policy-Enabled Server Management Installation](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 the next-level server to a ZENworks 7 Inventory server. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- ♦ Upgrade the ZENworks for Servers 3.x or ZENworks 6.5 Server Management Inventory server to ZENworks 7 Server Management, or ZENworks for Desktops 4.x or ZENworks 6.5 Desktop Management Inventory server to ZENworks 7 Desktop Management.

For more information on upgrading a ZENworks for Servers 3.x or ZENworks 6.5 Server Management 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 or ZENworks 6.5 Desktop Management 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

632: Invalid dictionary directory path

Source: ZENworks Server Management; Server 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 Server Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory server component. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

2.2 Sender and Receiver Error Messages

- ♦ “301: Unable to create the Property file filename” on page 26

- ◆ “302: Unable to read the Property file filename” on page 26
- ◆ “303: Unable to unzip the file zip_filename” on page 27
- ◆ “304: Unable to open the file path_name / filename” on page 27
- ◆ “306: zip_filename is corrupted, probably during transmission” on page 27
- ◆ “307: Unable to create the .zip file filename” on page 27
- ◆ “308: Compression failure. filename.str is not compressed to a .zip file” on page 28
- ◆ “309: Input-output failure. filename.str is not compressed in to a .zip file” on page 28
- ◆ “310: Input-output failure. Unable to close the file filename” on page 28
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301: Unable to create the Property file *filename*

Source: ZENworks Server Management; Server Inventory; Sender

Severity: Critical

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

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

Possible Cause: The disk 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 Server Management; Server Inventory; Sender and Receiver

Severity: Critical

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

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

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

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

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

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

Action: Ensure that the files have Read access.

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

Severity: Critical

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

Possible Cause: The disk 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Receiver

Severity: Critical

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

Possible Cause: The disk 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

306: *zip_filename* is corrupted, probably during transmission

Source: ZENworks Server Management; Server Inventory; Receiver

Severity: Critical

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

Possible Cause: The disk 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Sender

Severity: Critical

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

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

Possible Cause: The disk 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 Server Management; Server Inventory; Sender

Severity: Critical

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

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

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

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

Source: ZENworks Server Management; Server Inventory; Sender

Severity: Critical

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

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

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

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

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

Possible Cause: The disk 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 Server Management; Server Inventory; Sender and Receiver

Severity: Warning

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

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

Action: If the source of the problem is the Receiver component, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 as sanity check failed

Source: ZENworks Server Management; Server 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 Server Management; Server Inventory; Receiver

Severity: Critical

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

Possible Cause: The disk 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Sender

Severity: Critical

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

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

- Action: Specify a valid address for the Receiver in the Roll-Up policy. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- Possible Cause: The Receiver is down.
 - Action: Restart the Receiver. If the problem persists, restart the ZENworks 7 Server Management components.
- Possible Cause: The address is not properly configured in eDirectory.
 - Action: Ensure that the Receiver address in eDirectory is same as 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 Server Management; Server Inventory; Sender and Receiver
- Severity: Critical
- Explanation: The Inventory component accesses the files in the directory for processing the scan information.
 - Action: Ensure that the directory exists on the Inventory server.
 - Action: If the source of the problem is the Receiver component, restart the Receiver from the Service Manager. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Sender
- Severity: Informational
- Explanation: When the Sender is unable to connect with the Receiver, it logs an error message with the cause for the failure in `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 Server Management; Server 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 “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Sender

Severity: Critical

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

Action: On the next-level Inventory server, start the Receiver from the Service Manager. For more information, see “**Understanding the Inventory Service Manager**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Sender

Severity: Critical

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

Action: On the next-level Inventory server, restart the Receiver from the Service Manager. For more information, see “**Understanding the Inventory Service Manager**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 Server Management; Server 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 Server Management; Server 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 Server Management; Server Inventory; Sender

Severity: Critical

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

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

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

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

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

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).

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

Source: ZENworks Server Management; Server Inventory; Sender

Severity: Critical

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

Action: Contact [Novell 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 Server Management; Server Inventory; Sender

Severity: Critical

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

Action: If the Sender fails to connect to the Receiver even after the retries, contact [Novell 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 Server Management; Server Inventory; Sender

Severity: Critical

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

Action: If the Sender fails to connect to the Receiver even after the retries, contact [Novell 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 Server Management; Server Inventory; Sender

Severity: Critical

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

Action: If the Sender fails to connect to the Receiver even after the retries, contact [Novell 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 Server Management; Server Inventory; Sender

Severity: Critical

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

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.

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).

343: Unable to obtain a lock on the target file

Source: ZENworks Server Management; Server 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 Server Management; Server 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 Server Management; Server Inventory; Receiver

Severity: Critical

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

Severity: Critical

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

Severity: Critical

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

Possible Cause: The disk 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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 Server Management; Server Inventory; Receiver

Severity: Critical

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

Action: Do the following:

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

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

Source: ZENworks Server Management; Server Inventory; Sender

Severity: Critical

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

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

Source: ZENworks Server Management; Server Inventory; Sender

Severity: Critical

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

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

Source: ZENworks Server Management; Server Inventory; Sender and Receiver

Severity: Critical

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

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

355: Unable to write server name to the property file

Source: ZENworks Server Management; Server 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).

2.3 Storer Error Messages

- ♦ “101: Invalid username or password” on page 36
- ♦ “102: Unable to load the database driver file” on page 36
- ♦ “104: Unable to connect to the database server” on page 37
- ♦ “105: Database connection failed” on page 37
- ♦ “107: This scanned file is corrupt. Unable to store in the database” on page 37
- ♦ “108: The Database is not initialized as it is being upgraded” on page 37
- ♦ “109: This scanned file is not in sequence with the previous one” on page 38
- ♦ “110: Data instance in the scanned file is not found” on page 38
- ♦ “141: Unable to read mapping file. Map.ser is missing or corrupted” on page 38
- ♦ “142: Unable to read association file. Association.ser is missing or corrupted” on page 38
- ♦ “143: The database directory (dbdir) does not exist” on page 39
- ♦ “152: Unable to store the rolled-up scan data” on page 39

101: Invalid username or password

Source: ZENworks Server Management; Server Inventory; Storer

Severity: Critical

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

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 Server Management; Server 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 “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server 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 “**Server Inventory**” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 the connectivity of the server.

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

Action: Ensure that the Inventory database is up.

105: Database connection failed

Source: ZENworks Server Management; Server Inventory; Storer

Severity: Critical

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

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

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

Source: ZENworks Server Management; Server Inventory; Storer

Severity: Informational

Explanation: The scan data file (.str) contains invalid data. The Storer enforces a full scan on the inventoried servers that are directly attached to the Inventory server.

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

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

Source: ZENworks Server Management; Server 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 Server 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 Server Management; Server Inventory; Storer

Severity: Informational

Explanation: The scan data file (.str) contains invalid data. The Storer will enforce a full scan on the inventoried servers that are directly attached to the Inventory server.

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 Server Management; Server Inventory; Storer

Severity: Informational

Explanation: The scan data file (.str) contains invalid data. The Storer will enforce a full scan on the inventoried servers that are directly attached to the Inventory server.

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

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

Source: ZENworks Server Management; Server 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 “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

Source: ZENworks Server Management; Server 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 “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

143: The database directory (dbdir) does not exist

Source: ZENworks Server Management; Server Inventory; Storer

Severity: Critical

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

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

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

152: Unable to store the rolled-up scan data

Source: ZENworks Server Management; Server Inventory; Storer

Severity: Critical

Possible Cause: The `.zip` file is corrupted because the `.zip` filename is not of the valid format or the contents of the zip file are corrupted.

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

2.4 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 39
- ♦ “1002: Unable to connect to the Inventory database. Ensure that the database location policy is configured correctly” on page 40
- ♦ “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 40
- ♦ “1004: The value for COUNT in `alterdb.props` has not been assigned or the specified value is incorrect” on page 40
- ♦ “1005: Specified COUNT=0 in `alterdb.props` is incorrect” on page 41
- ♦ “1006: Unable to load `alterdb.props`. Ensure that the file exists and the CLASSPATH includes the directory containing `alterdb.props`” on page 41
- ♦ “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 41

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

Source: ZENworks Server Management; Server Inventory; AlterDBSpace

Severity: Important

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

Possible Cause: The database is down.

Action: Ensure that the database is up and running.

Possible Cause: The database properties are incorrectly set.

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

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

Source: ZENworks Server Management; Server Inventory; AlterDBSpace

Severity: Important

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

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

Severity: Informational

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

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

Source: ZENworks Server Management; Server 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 Server Management; Server 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 Server Management; Server 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 or Windows Servers \(AlterDBSpace Tool\)](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; AlterDBSpace

Severity: Warning

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

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. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2.5 Inventory Policy Error Messages

Server Inventory Policy

- ♦ “Inventory Service Object does not exist in this tree. Choose an existing Inventory Service object” on page 42
- ♦ “Inventory Service object does not provide Inventory role” on page 43
- ♦ “An error occurred while importing the data to the file” on page 43
- ♦ “An error occurred while exporting the data to the file” on page 43
- ♦ “Unable to write to Novell eDirectory as the data in the file is corrupt” on page 43

Inventory Service object Property

- ♦ “Unable to update the rights for the SCANDIR directory” on page 44
- ♦ “Unable to change the server name for the Scan Directory path. Scan Directory path will not be modified” on page 44
- ♦ “Unable to update the NDS attributes for the Inventory Service object” on page 44
- ♦ “Specified directory path does not exist. Change the path or create the specified directory” on page 45
- ♦ “Inventory policies are associated to this Inventory Service object. Remove all the associated Inventory policies and retry” on page 45
- ♦ “Specified change of role is not allowed. Choose a valid role” on page 46
- ♦ “Unable to remove the existing shared directory. Log in as an administrator” on page 46
- ♦ “The specified Scan Directory path does not exist. Change the path or create the specified directory” on page 46
- ♦ “Insufficient rights. Scan Directory path is not modified” on page 46
- ♦ “Unable to read the existing shared directory. Scan Directory path is not modified. Log in as administrator” on page 46
- ♦ “Unable to change the Scan Directory path. Please select the Cluster Volume name” on page 47

Roll-Up Policy

- ♦ “Inventory Service object does not exist. Specify an existing Inventory Service object” on page 47
- ♦ “Inventory Service object does not provide roll-up data” on page 47
- ♦ “You do not have rights to access this object” on page 48

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

Source: ZENworks Server Management; Server Inventory; Server Inventory Policy

Severity: Critical

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

Possible Cause: The configured Inventory Service object is invalid.

Action: Choose the DN of an existing Inventory Service object in the same tree. If the problem persists, reinstall the Server Inventory component. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

Inventory Service object does not provide Inventory role

Source: ZENworks Server Management; Server Inventory; Server Inventory Policy

Severity: Critical

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

This error occurs if the server you selected is not a ZENworks 7 Inventory server.

Action: Do the following:

- 1 Ensure that the specified server is a ZENworks 7 Inventory server. Otherwise, rerun the installation program to install the Inventory components on the server. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.
- 2 After the installation, in the Server Inventory policy, choose an Inventory Service object that provides an Inventory role. For more information, see “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

An error occurred while importing the data to the file

Source: ZENworks Server Management; Server Inventory; Server Inventory Policy

Severity: Warning

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

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

An error occurred while exporting the data to the file

Source: ZENworks Server Management; Server Inventory; Server Inventory Policy

Severity: Warning

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

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

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

Source: ZENworks Server Management; Server Inventory; Server 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 “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Unable to update the rights for the SCANDIR directory

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Critical

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

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

Possible Cause: The network is down.

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

Possible Cause: There is a problem in eDirectory.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: When you install ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Unable to update the NDS attributes for the Inventory Service object

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Critical

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

Possible Cause: The network is down.

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

Possible Cause: There 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Warning

Explanation: When you install ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Warning

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

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

Action: Disassociate the Inventory policies.

- 1 In ConsoleOne, right-click the appropriate policy package.
- 2 Click *Properties > Policy >* the appropriate suboptions.
- 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 Server Management; Server Inventory; Inventory Service Object

Severity: Warning

Action: Choose another role for the Inventory server. For more information, see “[Changing the Role of the Inventory Server](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Warning

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

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

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

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Critical

Explanation: When you install ZENworks 7 Server Management, you specify the volume on the server for storing the scan data files. You can modify the volume or the directory of the `scandir` directory path in the Inventory Service object property page.

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

```
server_name\volume_of_the_server\directory
```

Action: In the Inventory Service object property page, click *Browse* to specify the path to an existing directory on a NetWare server. For more information, see “[Configuring the Inventory Service Object](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Insufficient rights. Scan Directory path is not modified

Source: ZENworks Server Management; Server 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 Server Management; Server 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.

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

Source: ZENworks Server Management; Server Inventory; Inventory Service Object

Severity: Warning

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

Action: In the Inventory Service object property page, choose the cluster volume as the Scan Directory. For more information, see “[Configuring the Inventory Service Object](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Roll-Up Policy

Severity: Critical

Possible Cause: The specified DN does not exist.

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

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

Action: Specify an existing Inventory Service object of the next-level Inventory server for roll-up of scan data. For more information, see “[Configuring the Roll-Up Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Inventory Service object does not provide roll-up data

Source: ZENworks Server Management; Server Inventory; Roll-Up Policy

Severity: Critical

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

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

Possible Cause: This error occurs if 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

You do not have rights to access this object

Source: ZENworks Server Management; Server 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.

2.6 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 48
- ♦ “Total number of application entries in the Custom Scan file is missing” on page 49
- ♦ “Total number of column entries in the Custom Scan file is missing” on page 49
- ♦ “The Custom Scan file is corrupted” on page 49
- ♦ “Unable to open the selected file” on page 50
- ♦ “Unable to export the data to the selected file” on page 50
- ♦ “Unable to export the data” on page 50
- ♦ “The Custom Scan Editor is unable to get the data from Novell eDirectory” on page 50
- ♦ “The Custom Scan Editor is unable to write the data to Novell eDirectory” on page 51

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

Source: ZENworks Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server 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 Servers 3.0.2 documentation Web site \(http://www.novell.com/documentation/zfs302/index.html\)](http://www.novell.com/documentation/zfs302/index.html).

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

Source: ZENworks Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

Possible Cause: The 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 Servers 3.0.2 documentation Web site \(http://www.novell.com/documentation/zfs302/index.html\)](http://www.novell.com/documentation/zfs302/index.html).

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

Source: ZENworks Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

Possible Cause: The 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 Servers 3.0.2 documentation Web site \(http://www.novell.com/documentation/zfs302/index.html\)](http://www.novell.com/documentation/zfs302/index.html).

The Custom Scan file is corrupted

Source: ZENworks Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

Action: Re-create a valid Custom Scan file. For more information, see the [ZENworks for Servers 3.0.2 documentation Web site \(http://www.novell.com/documentation/zfs302/index.html\)](http://www.novell.com/documentation/zfs302/index.html).

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

Unable to open the selected file

Source: ZENworks Server Management; Server 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 Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

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

Unable to export the data to the selected file

Source: ZENworks Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

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

Unable to export the data

Source: ZENworks Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server 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 Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server 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 Server Management; Server Inventory; Custom Scan Editor

Severity: Warning

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

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

2.7 Configure DB Error Messages

- ♦ “1022: Unable to connect to the Inventory database. Ensure the Database object properties are set properly” on page 51
- ♦ “1023: Unable to connect to the Inventory Database. Check if the database is up and running” on page 52
- ♦ “Not able to save the configuration across sessions” on page 52

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

Source: ZENworks Server Management; Server Inventory; Configure DB

Severity: Warning

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

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

Also, ensure that the properties page contains the properties that are correct as per your database configuration.

For more information, see “[Configuring the Database Location Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

Source: ZENworks Server Management; Server Inventory; Configure DB

Severity: Warning

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

Action: Ensure that the database server is up and the Inventory database on the database server is loaded.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

Possible Cause: If you configure the Inventory database for the first time when the DNS server is down, the Inventory database configuration 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 [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*.

Not able to save the configuration across sessions

Source: ZENworks Server Management; Server Inventory; Configure DB

Severity: Warning

Action: Ensure that you have the Write rights to the ConsoleOne directory.

2.8 Inventory Report Error Messages

- ♦ [“Unable to log into the database. Ensure that the ODBC driver is installed properly”](#) on page 52
- ♦ [“ZENworks Reporting requires Microsoft Data Access Component \(MDAC\) version 2.6 or later. You must install the recommended MDAC version”](#) on page 53

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

Source: ZENworks Server Management; Server 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 [“Policy-Enabled Server Management Installation”](#) in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: If your inventory database is running on MS SQL, ignore this message for the first time, 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 requires Microsoft Data Access Component (MDAC) version 2.6 or later. You must install the recommended MDAC version

Source: ZENworks Server Management; Server Inventory; Reporting

Severity: Critical

Possible Cause: The recommended MDAC version is not installed

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

Possible Cause: The ZENworks database is not synchronized with the Inventory ConsoleOne snap-ins for ZENworks 7 Server Management.

Action: Install and use the Inventory ConsoleOne snap-ins for ZENworks 7 Server Management to view the data from the ZENworks database. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

2.9 Data Export Error Messages

- ♦ “1101: File filename is not found” on page 55
- ♦ “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 55
- ♦ “1103: Attribute attribute_name does not exist in the Inventory database. Ensure that the .cfg file contains valid Inventory attributes” on page 55
- ♦ “1104: Class class_name is not found. Unable to connect to the Inventory database because the JDBC driver is not found” on page 56
- ♦ “1105: Unable to connect to the Inventory database using the URL url_name. SQL exception occurred sql_error_details” on page 56
- ♦ “1106: Unable to connect to the Inventory database” on page 57
- ♦ “1108: Unable to disconnect from the Inventory database” on page 57
- ♦ “1110: Filename is not a valid .exp file” on page 57
- ♦ “1111: Input-output error occurred while writing to the file filename” on page 58
- ♦ “1112: Input-output error occurred while closing the file filename” on page 58
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1101: File *filename* is not found

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 run the Data Export tool again. For more information, see “[Exporting the Inventory Information](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*.

1106: Unable to connect to the Inventory database

Source: ZENworks Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*.

1110: Filename is not a valid .exp file

Source: ZENworks Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*.

1112: Input-output error occurred while closing the file *filename*

Source: ZENworks Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*.

1113: Input-output error occurred while opening the file *filename* in the Write mode

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

1116: Parameters *parameters_list* are not set in the file *filename*

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

1117: Unable to accept the DBUsername and DBPassword because of an input-output error

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

1121: Cannot write to the file *filename*. If the file exists, verify the Write permissions

Source: ZENworks Server Management; Server 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 tool to specify a different CSV filename. For more information, see “[Exporting the Inventory Information](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

1125: Unable to retrieve the information from the database. Database or network connections are down

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

1127: Configured Inventory database is empty

Source: ZENworks Server Management; Server Inventory; Running the Data Export Tool using ConsoleOne

Severity: Informational

Action: Ensure that the Server Inventory policy is properly configured for the inventoried servers attached to this Inventory database. For more information, see “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 on the Inventoried Server](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Ensure that the inventoried server 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 Server Management; Server 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 Servers 3.x.

Action: Ensure that the configured Inventory database is of ZENworks for Servers 3.x.

1135: Unable to read the debug.properties file. The trace file, dbexporttracer.txt, will not be created

Source: ZENworks Server Management; Server 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 Server Management; Server Inventory; Data Export Tool

Severity: Warning

Explanation: Before running the Data Export tool, you must configure the Inventory database. This message is displayed when the database is not configured.

Action: Configure the Inventory database before running the Data Export tool. For more information, see “[Configuring the Inventory Database](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Data Export will not proceed. Ensure that the working directory (\consoleone\version_no\reporting) exists

Source: ZENworks Server Management; Server 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 Server Management; Server Inventory; Data Export Tool

Severity: Informational

Explanation: The Data Export tool uses the Inventory database populated with the scan data of the inventoried servers. This message is displayed when the database does not contain inventory information of the inventoried servers.

Action: Ensure that the Inventory setup is properly configured, and that the inventoried servers 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 Server Inventory Using Status Logs](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Error in constructing the Data Export Attributes Panel

Source: ZENworks Server Management; Server Inventory; Data Export Tool

Severity: Critical

Explanation: There is an internal error in invoking the Data Export window.

Action: Run the Data Export tool. For more information, see “[Exporting the Inventory Information](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Data Export Tool

Severity: Critical

Explanation: There is an internal error in invoking the Data Export window.

Action: Run the Data Export tool. For more information, see “[Exporting the Inventory Information](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Configuration will not be saved because the file extension is invalid. Specify .exp as the file extension

Source: ZENworks Server Management; Server 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 inventoried servers. 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 Server Management; Server Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export exports the inventory information of the inventoried servers 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 Server Management; Server Inventory; Data Export Tool

Severity: Informational

Explanation: The Data Export exports the inventory information of the inventoried servers 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 Server Management; Server Inventory; Data Export Tool

Severity: Warning

Explanation: The Data Export exports the inventory information of the inventoried servers from the Inventory database to 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 Inventory server 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 Server Management; Server 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, DELocaleLanguage=*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 Server Management; Server 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 inventoried servers. 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 “**Server Inventory**” in the *Novell ZENworks 7 Server Management Administration Guide*.

Error saving the configuration changes in *filename*. Ensure there is disk space or the directory has Write permissions

Source: ZENworks Server Management; Server 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 Server Management; Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Configured site names are not found in selected database. Resetting the criteria to include all databases

Source: ZENworks Server Management; Server 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 inventoried servers.

Error occurred in the Data Export operation. Retry the export. If the error persists, ensure that you use a valid configuration (Database attributes, Inventory criteria)

Source: ZENworks Server Management; Server Inventory; Data Export Tool

Severity: Critical

Possible Cause: The contents of the configuration files (.exp and .cfg) are invalid.

Action: Run the Data Export tool. Save the data export settings in the configuration file. For more information, see “[Exporting the Inventory Information](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Data Export will not proceed. Unable to identify the type of installation

Source: ZENworks Server Management; Server Inventory; Data Export Tool

Severity: Critical

Possible Cause: The contents 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 from ConsoleOne and save the data export settings in the configuration file. For more information, see “[Exporting the Inventory Information](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Overwriting will not permit the configuration to be opened from an older version of the Data Export tool

Source: ZENworks Server Management; Server Inventory; Data Export Tool

Severity: Informational

Possible Cause: The schema of the ZENworks for Servers 3.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.

2.10 Inventory Summary Error Messages

“Inventory is not present in the configured Inventory database” on page 67

“Unable to connect to configured Inventory database” on page 68

“Invalid database user name or password” on page 68

“The configured database is not a compatible database. You are trying to access the older version of the ZENworks database” on page 68

“Configured Inventory database is empty” on page 68

Inventory is not present in the configured Inventory database

Source: ZENworks Server Management; Server Inventory; Inventory Summary

Severity: Critical

Possible Cause: The scan data of the inventoried server is not stored.

Action: Ensure that the scanner on the inventoried server is configured to scan the server. For more information, see “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Check the server 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 on the Inventoried Server](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Possible Cause: You have configured the inventoried server to send the scan to some other Inventory database.

Action: Verify that the Inventory database is configured to receive the scan of this inventoried server.

Unable to connect to configured Inventory database

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Invalid database user name or password

Source: ZENworks Server Management; Server 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 Server Management; Server Inventory; Inventory Summary

Severity: Informational

Possible Cause: You are trying to access a database that is older than ZENworks for Servers 3.x.

Action: Ensure that the configured Inventory database is ZENworks for Servers 3.x or later.

Configured Inventory database is empty

Source: ZENworks Server Management; Server Inventory; Inventory Summary

Severity: Informational

Action: Ensure that the Server Inventory policy is properly configured for the inventoried servers attached to this Inventory database. For more information, see “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 on the Inventoried Server](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Ensure that the inventoried server is configured to send the inventory scans to the correct Inventory database.

2.11 Upgrade Service Error Messages

- ♦ “1177: Unable to complete all the operations. The Upgrade Service is exiting with errors” on page 69
- ♦ “1178: An error occurred while performing the DBSchema migration” on page 69
- ♦ “1179: An error occurred while performing the DB Data migration” on page 69
- ♦ “1182: An error occurred while migrating the residue files” on page 70
- ♦ “The Upgrade Service is migrating the schema to ZENworks 6.5 SP1” on page 70

1177: Unable to complete all the operations. The Upgrade Service is exiting with errors

Source: ZENworks Server Management; Server Inventory; Upgrade Service

Severity: Critical

Action: Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 Server Management.

Action: Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred while migrating the data of the ZENworks for Servers 3.0.2 database to ZENworks 7.

Action: Restart the Inventory services. For more information, see “**Starting and Stopping the Inventory Service**” in “**Server Inventory**” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Upgrade Service

Severity: Critical

Explanation: An error occurred during migration of the existing residue files (ZENworks for Servers 3.0.2 .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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server Inventory; Upgrade Service

Severity: Informational

Explanation: The ZENworks 7 Server 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.

2.12 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 70
- ♦ “The query has been changed for compatibility with the current version. The datatype of the following attributes are converted: attribute list” on page 71
- ♦ “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 71
- ♦ “An error occurred while loading the saved query / Error opening the query file” on page 71
- ♦ “The data could not be found for this attribute” on page 71
- ♦ “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 72

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 Server Management; Server Inventory; Inventory Query

Severity: Informational

Explanation: You are attempting to open a ZENworks for Servers 3.x Inventory query using the latest version of ConsoleOne. The attempt to convert the query in ZENworks for Servers 3.x failed because there was no equivalent query in ZENworks 7 Server Management. The attributes will not be loaded.

Action: You must use the ConsoleOne 3.x to open the ZENworks for Servers 3.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 Server Management; Server Inventory; Inventory Query

Severity: Informational

Explanation: Datatypes of the attributes in ZENworks for Servers 3.x Inventory query are converted to ZENworks 7 Server Management. For example, the string datatype of the attribute in ZENworks for Servers 3.x is converted to an integer datatype in ZENworks 7 Server 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 Server Management; Server Inventory; Inventory Query

Severity: Informational

Explanation: No matching attributes were found for conversion in the ZENworks 7 Server Management.

Action: To view the original query, use ConsoleOne 3.x. 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 Server Management; Server 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 of Inventoried Servers by Querying the Database](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

The data could not be found for this attribute

Source: ZENworks Server Management; Server 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 Server Management; Server 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.

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

2.13 Roll-Up Scheduler Error Messages

- “501: Unable to start the Roll-Up Scheduler for the server” on page 72
- “502: Unable to refresh the Roll-Up Schedule for the server” on page 73

501: Unable to start the Roll-Up Scheduler for the server

Source: ZENworks Server Management; Server 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 “Server Inventory” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- 3 Start the Inventory Services on the server. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- 3 Start the Inventory Services on the server. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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

2.14 Selector Error Messages

- ♦ “401: Unable to access scanfilename. The file is either used by some other process or the file is corrupted” on page 73
- ♦ “405: The directories required for the selector to function are not present. Selector services are stopped” on page 74
- ♦ “407: Unable to read the configuration information. Selector exiting...” on page 74

401: Unable to access *scanfilename*. The file is either used by some other process or the file is corrupted

Source: ZENworks Server Management; Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Verify whether the Inventory Service Object exists and is configured correctly.

2.15 Inventory Removal Service Error Messages

- ♦ “2564: Unable to get the scan directory (`scandir`) path” on page 74
- ♦ “2565: Unable to find or open `inventoryremoval.properties` file” on page 75
- ♦ “2566: Unable to read the property `\"Filepath\"` in the `inventoryremoval.properties` file” on page 75
- ♦ “2567: Unable to find or open the `inventoryremovallist.txt` file” on page 75
- ♦ “2568: An error occurred while creating the delete str files” on page 76
- ♦ “2569: An error occurred while processing the `inventoryremovallist.txt` file” on page 76

2564: Unable to get the scan directory (`scandir`) path

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2565: Unable to find or open inventoryremoval.properties file

Source: ZENworks Server Management; Server 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 7 Server Management installation to copy `inventoryremoval.properties` to the specified location. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

2566: Unable to read the property \"Filepath\" in the inventoryremoval.properties file

Source: ZENworks Server Management; Server 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 7 Server Management installation to copy `inventoryremoval.properties` to the `install_path\inv\server\properties` directory. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

2567: Unable to find or open the inventoryremovallist.txt file

Source: ZENworks Server Management; Server Inventory; Inventory Removal Service

Severity: Critical

Possible Cause: The Inventory Removal service is unable to access `inventoryremovallist.txt` at the location specified by the `FilePath` property in the `inventoryremoval.properties` file.

Action: Configure `inventoryremovallist.txt` with the DN names of the inventoried servers or inventoried servers 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 Servers from the Inventory Database](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2568: An error occurred while creating the delete str files

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2569: An error occurred while processing the inventoryremovallist.txt file

Source: ZENworks Server Management; Server 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 Servers from the Inventory Database](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2.16 Inventory Scanner Error Messages on NetWare Servers

- ♦ “2001: Unable to open the log file filename. Error code = error_code” on page 79
- ♦ “2002: The initialization file filename is not found. Unable to start Inventory scanning” on page 79
- ♦ “2003: Unable to load initialization file filename. Inventory scanning will not proceed” on page 80
- ♦ “2004: The initialization file filename has been successfully loaded” on page 80
- ♦ “2005: Registration with the SNMP Manager Interface Entity layer failed. The error is message. Ensure that SNMP.NLM is loaded and operational” on page 80
- ♦ “2006: SNMP Manager Interface Entity Layer information: message scan status = message” on page 80
- ♦ “2007: API results: message error code = error_code” on page 80
- ♦ “2008: An import error in message information. Error code = error_code. The mapping files might have changed. Restore the original mapping files” on page 81
- ♦ “2009: Intermediate file information: the possible problem is message” on page 81
- ♦ “2010: Unable to read the initialization file filename. Inventory scanning will not proceed” on page 81

- ♦ “2011: Unable to load the contents of the file filename. Inventory scanning will not proceed” on page 81
- ♦ “2012: Unable to read the mapping file filename. The Inventory scanning results may not be accurate” on page 82
- ♦ “2013: An internal error message occurred in the API interface. The mapping files might have changed. Restore the original mapping files” on page 82
- ♦ “2014: An internal error message occurred in the SNMP interface. The mapping files might have changed. Restore the original mapping files” on page 82
- ♦ “2015: Unable to write the internal system ID and .str filename to a persistent store” on page 83
- ♦ “2016: Unable to read the internal system ID from the persistent store. If this error persists, for more information see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>” on page 83
- ♦ “2017: An internal error occurred in NWUSStandardUnicodeInit. Error code = error_code” on page 83
- ♦ “2018: An internal error occurred in NWUSByteToUnicode. Error code = error_code” on page 83
- ♦ “2019: An internal error occurred in NWUSUnicodeToByte. Error code = error_code” on page 84
- ♦ “2020: Unable to procure qualified DN and Tree name. Error code = error_code” on page 84
- ♦ “2021: Unable to import symbol from MPKSCAN.NLM. Software inventory scanning will not be done” on page 84
- ♦ “2022: Hardware scanning failed. The Inventory scan results will not be available” on page 85
- ♦ “2023: Unable to generate the .str file. Error code = error_code. The Inventory scan results will not be available” on page 85
- ♦ “2024: Unable to create the .str file. Error is message. The Inventory scan results will not be available” on page 85
- ♦ “2025: Software scanning failed. Error code = error_code. The software inventory scan results will not be available” on page 85
- ♦ “2028: An internal error occurred. Unable to initialize the hardware classes” on page 86
- ♦ “2029: Unable to continue scanning. Load the MPKSCAN.NLM software inventory helper application” on page 86
- ♦ “2030: Scanning terminated unsuccessfully. The inventory scan results will not be available” on page 86
- ♦ “2031: Unable to unload the MPKSCAN.NLM software inventory helper application” on page 87
- ♦ “2032: The hardware inventory helper application, INVAID.NLM was not loaded. System Management (SMBIOS) hardware inventory will not be available” on page 87
- ♦ “2033: An internal error occurred in the INVAID.NLM hardware inventory helper application. System Management (SMBIOS) hardware inventory will not be available” on page 87
- ♦ “2034: Unable to unload the INVAID.NLM hardware inventory helper application” on page 88
- ♦ “2035: An internal error occurred in NWUXLoadByteUnicodeConverter. Error code = error_code” on page 88

- ◆ “2036: Unable to read the .str filename from the persistent store. If this error persists, for more information see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>” on page 88
- ◆ “2037: Unable to reset the filename file. The Log file will not be available with correct entries” on page 88
- ◆ “2038: Unable to log status in the filename file. The Log file will not be available with correct entries” on page 89
- ◆ “2040: An internal error error_code occurred while getting the server details. The Inventory scan will terminate unsuccessfully” on page 89
- ◆ “2041: An internal error error_code occurred while attaching NLM to the file server. The Inventory scan will terminate unsuccessfully” on page 89
- ◆ “2042: An internal error error_code occurred in LoginObject(). The Inventory scan results might not be accurate” on page 90
- ◆ “2043: An internal error error_code occurred in getting the NDS Tree name. The Inventory scan results might not be accurate” on page 90
- ◆ “2044: An error error_code occurred while initializing internal Classes. The Inventory scan will terminate unsuccessfully” on page 90
- ◆ “2045: An error error_code occurred while initializing the internal custom dictionary. The Inventory scan will terminate unsuccessfully” on page 90
- ◆ “2046: An error error_code occurred while loading the custom dictionary. The software inventory scan results might not be accurate” on page 91
- ◆ “2047: An error error_code occurred while initializing internal rules. The Inventory scan will terminate unsuccessfully” on page 91
- ◆ “2048: An error error_code occurred while loading rules. The software inventory scan results might not be accurate” on page 91
- ◆ “2051: An internal error occurred in memory allocation when a single processor was online. The Inventory scan will terminate unsuccessfully” on page 91
- ◆ “2052: An internal error error_code occurred in fSWScanInit(). The Inventory scan will terminate unsuccessfully” on page 92
- ◆ “2053: An internal error occurred in memory allocation when processor(s) were online. The Inventory scan will terminate unsuccessfully” on page 92
- ◆ “2054: An internal error error_code occurred in fSWScanInitWork(). The Inventory scan will terminate unsuccessfully” on page 92
- ◆ “2055: An internal error error_code occurred in fSWScanStartWork(). The Inventory scan will terminate unsuccessfully” on page 93
- ◆ “2056: An internal error error_code occurred in the software scan” on page 93
- ◆ “2057: An error error_code occurred in procuring the number of installed products. The software inventory scan results will not be available” on page 93
- ◆ “2058: An error error_code occurred while generating the internal Software report. The software inventory scan results will not be available” on page 93
- ◆ “2059: An error error_code occurred in initializing Thread. The software inventory scan results might not be accurate” on page 94
- ◆ “2060: An error error_code occurred in initializing WorkToDo message. The software inventory scan results might not be accurate” on page 94

- ♦ “2061: An error error_code occurred while scheduling WorkToDo message. The software inventory scan results might not be accurate” on page 94
- ♦ “2062: error_code volume is inactive. The software inventory for this volume will not be available” on page 95
- ♦ “2063: Did not scan any installed products. Software inventory will not be available” on page 95
- ♦ “2063: Did not scan any installed products. Software inventory will not be available” on page 95
- ♦ “2065: Unable to locate the _DMI structures. System Management (SMBIOS) hardware inventory will not be available” on page 95
- ♦ “2066: The _DMI structures do not checksum to 00h. System Management (SMBIOS) hardware inventory will not be available” on page 95
- ♦ “2067: The _SM_ Structure Entry Point structure does not checksum to 00h. System Management (SMBIOS) hardware inventory scan results might not be accurate” on page 95
- ♦ “2068: Unable to read the DMI BIOS structures. System Management (SMBIOS) hardware inventory will not be available” on page 96
- ♦ “2069: Unable to open the inventory information file filename. Error code = error_code. System Management (SMBIOS) hardware inventory will not be available” on page 96
- ♦ “093: Inventory Scanning is disabled” on page 96

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Possible Cause: An error occurred while logging status information.

Action: Ensure that you have Write rights to the `sys:\etc` directory on the inventoried server. Re-execute the Inventory Agent. For more information, see “Successful scans are not being transferred to the Inventory server” on page 139.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Possible Cause: The `sys:\system\hwinvsrvc.ini` file on the inventoried server has been accidentally deleted.

Action: Reinstall the Inventory Agent. For more information, see “Policy-Enabled Server Management Installation” in “Installation” in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: If the problem persists, contact Novell Support (<http://www.novell.com/support>).

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Possible Cause: The `sys:\system\hwinvsrvc.ini` file on the inventoried server has been accidentally deleted.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

2004: The initialization file filename has been successfully loaded

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The scanner initialization succeeded for the various inventory sources in the `sys:\system\hwinvsrvc.ini` file on the inventoried server.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: The Inventory scanner is unable to get the MIB-based inventory information.

Action: Ensure that `snmp.nlm` is loaded.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: This message displays the scanner results for the MIB-based inventory information.

2007: API results: message error code = error_code

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: This message displays the scanner results for the SDK-based inventory information.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The scanner results indicate some failures while retrieving inventory information.

Action: Ignore the message.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Possible Cause: The `sys:\system\hwinvsrvc.ini` file on the inventoried server has been accidentally deleted.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

2015: Unable to write the internal system ID and .str filename to a persistent store

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

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

Action: Ensure that you have Write rights to the `sys:\system` directory on the inventoried server.

2016: Unable to read the internal system ID from the persistent store. If this error persists, for more information see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: The scanner is unable to read its internal references from `guid.zfs` because the file might have been tampered with.

Action: Delete the `sys:\system\guid.zfs` file and re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning software inventory information.

Action: Do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks Server Management console prompt.
- 2 Stop the current instance of the Inventory Agent by executing `sys:\system\invagentstop.ncf`.
- 3 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4 Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while writing inventory scan results.

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

Action: Ensure that you have Write rights to the `sys:\system` directory.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while writing inventory scan results.

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

Action: Ensure that you have Write rights to the `sys:\system` directory.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while scanning for the software inventory information.

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred in the inventory scan during initialization.

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks Server Management console prompt.
- 2 Stop the current instance of the Inventory Agent by executing `sys:\system\invagentstop.ncf`.
- 3 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4 Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Explanation: An error occurred while scanning inventory.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The hardware inventory scan results might be inaccurate.

Action: Do the following:

- 1 Stop the ZfS service by entering `exit` at the ZENworks console screen.
- 2 Stop the current instance of the Inventory Agent by executing `sys:\system\invagentstop.ncf`.
- 3 Start the ZfS service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4 Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: The hardware inventory scan results might be inaccurate.

Action: Do the following:

- 1 Stop the ZfS service by entering `exit` at the ZENworks console screen.
- 2 Stop the current instance of the Inventory Agent by executing `sys:\system\invagentstop.ncf`.

- 3 Start the ZfS service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4 Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Explanation: An error occurred while unloading the helper NLM.

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

Source: ZENworks Server Management, Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2036: Unable to read the .str filename from the persistent store. If this error persists, for more information see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Do the following:

- 1 Delete the `sys:\system\guid.zfs` file.
- 2 Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks console prompt. Wait till it is stopped completely.
- 2 Stop the current instance of Inventory Agent by executing `sys:system\invagentstop.ncf`
- 3 Delete `invagent.log` and `invnatie.log` from the `sys:\etc` directory on the inventoried server.
- 4 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

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

Action: Ensure that you have Write rights to the `sys:\etc` directory on the inventoried server.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140.](#)

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140.](#)

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Re-execute the Inventory Agent after mounting the volume. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 140.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

Action: Ensure that `hostmib.nlm` is loaded, and then re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent using the policy engine” on page 140.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Contact the server's hardware vendor.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

Action: Contact the server's hardware vendor.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on NetWare servers

Severity: Informational

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

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

Action: Ensure that you have Write rights to the `sys:\system` directory.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

093: Inventory Scanning is disabled

Source: ZENworks Server Management; Server 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 “**Server Inventory**” in the *Novell ZENworks 7 Server Management Administration Guide*.

2.17 Inventory Scanner Error Messages on Windows Servers

- ♦ “2001: Unable to open the log file filename. Error code = error_code” on page 98
- ♦ “2002: The inventory scan has terminated unsuccessfully” on page 98
- ♦ “2003: Initiating the hardware inventory scan” on page 98
- ♦ “2005: An internal error error_code occurred in creation of the event synchronization object. The inventory scan will terminate unsuccessfully” on page 99
- ♦ “2006: An internal error error_code occurred in using the event synchronization object. The inventory scan will terminate unsuccessfully” on page 99
- ♦ “2007: An internal error error_code occurred in using the event synchronization object. Unable to stop the inventory scan” on page 99
- ♦ “2008: Unable to initialize WMI” on page 99
- ♦ “2009: Unable to initialize COM” on page 100
- ♦ “2010: Unable to initialize COM Security” on page 100
- ♦ “2011: Unable to create Wbem Locator Interface. This might be because WMI is not installed” on page 100
- ♦ “2012: Unable to connect to the WMI Server” on page 100
- ♦ “2013: Unable to register in to the DMI Service Layer” on page 101
- ♦ “2014: Insufficient memory. Close some applications for the inventory scan to run successfully” on page 101
- ♦ “2015: The scanner configuration file for Jaz and Zip drives was not found. The inventory scan results may not be accurate” on page 101
- ♦ “2016: Unable to initialize. The inventory scan will terminate unsuccessfully” on page 102
- ♦ “2017: Unable to get the MAC Address of this server” on page 102
- ♦ “2018: Unable to get the sequence number to be used in reporting inventory” on page 102
- ♦ “2019: Unable to generate the .str filename. The inventory scan will terminate unsuccessfully” on page 102
- ♦ “2020: The Software scan option is not enabled in the Inventory Policy. The software inventory will not be available” on page 103
- ♦ “2021: Unable to set the event synchronization state to error_code. This may lead to unpredictable behavior of the Inventory Agent. To correct the problem for more information see the ZSM 7 error message documentation at <http://www.novell.com/documentation>” on page 103
- ♦ “2022: Unable to stop the inventory scan, for more information see the ZSM 7 error message documentation at <http://www.novell.com/documentation>” on page 103
- ♦ “2023: The inventory scan failed. The inventory scan results will not be available” on page 104
- ♦ “2024: Unable to write the internal system ID and .str filename to a persistent store” on page 104
- ♦ “2025: Unable to read the internal system ID from the persistent store” on page 104
- ♦ “2026: Unable to read the internal .str filename from the persistent store” on page 105
- ♦ “2027: Unable to get the IP Address of this server” on page 105

- ♦ “2028: Unable to free memory allocated for the inventory scanning” on page 105
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2001: Unable to open the log file *filename*. Error code = *error_code*

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

Possible Cause: An error occurred in logging information.

Action: Ensure that you have Write rights to the windows or the windows temp directory. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147](#).

2002: The inventory scan has terminated unsuccessfully

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Refer to the `invagent.log` and `invnative.log` files located in the windows or windows temp directory for additional information. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147](#).

2003: Initiating the hardware inventory scan

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Informational

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 147.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 147.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

Explanation: An error occurred in stopping the Inventory Agent.

Action: Execute *Inventory_Agent_installation_directory\invagentstop.bat* to stop the Inventory Agent.

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

2008: Unable to initialize WMI

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

2009: Unable to initialize COM

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: Ensure that the WMI core is installed and functional.

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

2010: Unable to initialize COM Security

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

2012: Unable to connect to the WMI Server

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

Action: Ensure that the latest support packs are installed on the inventoried server. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

2013: Unable to register in to the DMI Service Layer

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Ensure that there is sufficient disk space and memory on the inventoried server. Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on [page 147](#).

Action: Ensure that the ZENworks 7 Server Management system requirements are met. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Informational

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Refer to `invagent.log` and `invnative.log` located in the windows or windows temp directory for any additional information. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2017: Unable to get the MAC Address of this server

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2019: Unable to generate the .str filename. The inventory scan will terminate unsuccessfully

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Informational

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

IMPORTANT: This error can occur if a ZENworks for Servers 3.x inventoried server sends inventory data to a ZENworks 7 Server Management Inventory server.

Action: Enable the software scan option in the Inventory policy. For more information, see the [ZENworks for Servers 3.0.2 documentation Web site \(http://www.novell.com/documentation/zfs302/index.html\)](http://www.novell.com/documentation/zfs302/index.html)

2021: Unable to set the event synchronization state to `error_code`. This may lead to unpredictable behavior of the Inventory Agent. To correct the problem for more information see the ZSM 7 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

Explanation: An error occurred while scanning. The inventory scan results are inaccurate.

Action: Stop the current instance of the Inventory Agent by running
`Inventory_Agent_installation_directory\invagentstop.bat`

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2022: Unable to stop the inventory scan, for more information see the ZSM 7 error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Inventory scanner on Windows servers

Severity: Warning

Action: Refer to “[Troubleshooting the Inventory Scanner or Inventory Agent on Windows Servers](#)” on page 143.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

Explanation: An error occurred while scanning. The inventory scan results are inaccurate.

Action: Do the following:

- 1 Stop the current instance of the Inventory Agent by running `Inventory_Agent_installation_directory\invagentstop.bat`.
- 2 Refer to `invagent.log` and `invnative.log` located in the windows or windows temp directory for additional information.
- 3 Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2024: Unable to write the internal system ID and .str filename to a persistent store

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

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

Action: Ensure that you have Write rights to the `root_directory:\invscan` directory, where `Root_directory` is the drive where Windows is installed.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

Possible Cause: The scanner is unable to read its internal references from `root_directory:\invscan\guid.zfs` because the file might have been tampered with.

Action: Do the following:

- 1 Delete the `root_directory:\invscan\guid.zfs` file, where `root_directory` is the drive where Windows is installed.
- 2 Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

2026: Unable to read the internal .str filename from the persistent store

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

Possible Cause: The scanner is unable to read its internal references from *root_directory*:\invscan\guid.zfs because the file might have been tampered with.

Action: Do the following:

- 1 Delete the *root_directory*:\invscan\guid.zfs file, where *root_directory* is the drive where Windows is installed.
- 2 Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 147.

2027: Unable to get the IP Address of this server

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

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

2028: Unable to free memory allocated for the inventory scanning

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

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

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Informational

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

Action: Ensure that MSI support is installed and functional.

Action: Ensure that the ZENworks 7 Server Management system requirements are met. For more information, see “**Preparation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Informational

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

Action: Ensure that MSI support is installed and functional.

2032: Unable to create the .str file

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

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

Action: Ensure that you have Write rights to the windows, the windows temp and the *root_directory*: \invscan directories. *Root_directory* is the drive where Windows is installed.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147.](#)

2033: Unable to write to the .str file

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

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

Action: Ensure that you have Write rights to the windows, the windows temp and the *root_directory*: \invscan directories. *Root_directory* is the drive where Windows is installed.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147.](#)

2034: Unable to flush buffers to the .str file

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Critical

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

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the windows, the windows temp and the *root_directory*: \invscan directories. *Root_directory* is the drive where Windows is installed.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 147.

2035: Unable to read the Software Rules file

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information is not reported using rules.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [“Configuring the Server Inventory Policy”](#) in [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*.

2036: The Software Rules file is corrupted and cannot be used to scan software

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information are not reported using rules.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [“Configuring the Server Inventory Policy”](#) in [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 147.

2037: The Custom Scan file is corrupted and cannot be used to scan software

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information is not reported using custom configuration.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see [“Configuring the Server Inventory Policy”](#) in [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine”](#) on page 147.

2038: Unable to read the Custom Scan file

Source: ZENworks Server Management; Server Inventory; Inventory scanner on Windows servers

Severity: Warning

Explanation: An error occurred in the scanning procedure. The software inventory information is not reported using custom configuration.

Action: Ensure that the Server Inventory policy has been configured properly. For more information, see “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

093: Inventory Scanning is disabled

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2.18 Inventory Agent Error Messages on NetWare Servers

- ♦ “2070: Inventory Agent execution will not proceed. Ensure that the SYS:\\SYSTEM\\INVSCAN working directory exists” on page 109
- ♦ “2071: Unable to initialize the Inventory Agent’s critical settings. Inventory Agent execution will not proceed” on page 109
- ♦ “2072: Unable to initialize the Inventory Agent’s directory references. Inventory Agent execution will not proceed” on page 110
- ♦ “2073: Unable to initialize the Inventory Agent’s alternate directory references. Inventory Agent execution will not proceed” on page 110
- ♦ “2074: Unable to verify the Inventory Agent’s installation. Inventory Agent execution will not proceed” on page 110
- ♦ “2075: Unable to read the Inventory Agent’s settings from the INVSETUP.INI file. Inventory Agent execution will not proceed” on page 110
- ♦ “2077: An internal error occurred. Unable to get the Inventory Agent’s policy handler” on page 111
- ♦ “2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully” on page 111
- ♦ “2079: An internal error occurred in the Inventory Agent’s policy handler execution” on page 111
- ♦ “2080: An internal error occurred. Unable to get the Inventory Agent’s input handler” on page 111
- ♦ “2081: Unable to get the input information required for the Inventory scanning” on page 112
- ♦ “2082: An internal error occurred in the Inventory Agent’s input handler execution” on page 112

- ♦ “2083: Unable to name the .str file. The Inventory scanning results will not be available” on page 112
- ♦ “2084: The Inventory scanning results have been successfully transferred through a .str file” on page 112
- ♦ “2085: Unable to transfer the Inventory scanning results through the .str file” on page 113
- ♦ “2086: An internal error occurred in the Inventory Agent’s output handler execution” on page 113
- ♦ “2087: An internal error occurred, unable to get the Inventory Agent’s output handler” on page 113
- ♦ “2088: The Inventory scan has been disabled by policy” on page 114
- ♦ “2089: The Inventory Agent’s scanning procedure successfully completed” on page 114
- ♦ “2090: The Inventory Agent’s scanning procedure failed” on page 114
- ♦ “2091: Unable to delete the Inventory Agent’s intermediate file” on page 114
- ♦ “2092: Unable to initialize the Inventory Agent. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>” on page 114
- ♦ “2093: Unable to create the Inventory Agent’s intermediate files. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>” on page 115
- ♦ “2094: An error occurred in scheduling the Inventory scan” on page 115
- ♦ “2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled” on page 115
- ♦ “2096: Unable to validate the Inventory Agent’s directory” on page 116
- ♦ “2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file” on page 116
- ♦ “2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file” on page 116
- ♦ “2099: Initiated a scheduled instance of the Inventory Agent” on page 117

2070: Inventory Agent execution will not proceed. Ensure that the SYS:\SYSTEM\INVSCAN working directory exists

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: The Inventory Agent is unable to create the `invscan` directory.

Action: Ensure that there is sufficient disk space on the inventoried server. Also, ensure that you have Write rights to the `sys:\system` directory on the inventoried server.

2071: Unable to initialize the Inventory Agent’s critical settings. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Reschedule the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the `sys:\etc` and `sys:\system` directories on the inventoried server.

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the `sys:\etc` and `sys:\system` directories on the inventoried server.

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

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the `sys:\etc` and `sys:\system` directories on the inventoried server.

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

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the `invsetup.ini` file has been tampered with.

Action: Ensure that the `invsetup.ini` file exists in the `sys:\system` directory on the inventoried server.

2077: An internal error occurred. Unable to get the Inventory Agent's policy handler

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution. The `invscan.int` file is not created or has been tampered with.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

2079: An internal error occurred in the Inventory Agent's policy handler execution

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

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

2080: An internal error occurred. Unable to get the Inventory Agent's input handler

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2081: Unable to get the input information required for the Inventory scanning

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2082: An internal error occurred in the Inventory Agent’s input handler execution

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2083: Unable to name the .str file. The Inventory scanning results will not be available

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution because the STR references could not be initialized.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2084: The Inventory scanning results have been successfully transferred through a .str file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Explanation: The scanning procedure completed successfully and the results have been sent to the Inventory server for processing.

2085: Unable to transfer the Inventory scanning results through the .str file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Scan Collector is not running on the Inventory server.

Action: Ensure that the Scan Collector is running on the target Inventory server. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

Possible Cause: There is a problem with the network connections.

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

Action: Run the Inventory Agent in the debug mode and refer to the `sys:\system\invscan\invagentstrtransfer.log` file on the inventoried server for details.

Action: If the problem persists, see [Chapter 3, “Troubleshooting Strategies,”](#) on [page 131](#).

2086: An internal error occurred in the Inventory Agent’s output handler execution

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2087: An internal error occurred, unable to get the Inventory Agent’s output handler

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2088: The Inventory scan has been disabled by policy

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

2089: The Inventory Agent's scanning procedure successfully completed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Explanation: The inventory scanning procedure has completed but the results are yet to be sent to the Inventory server.

2090: The Inventory Agent's scanning procedure failed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the scanning procedure.

Action: Run the Inventory Agent in the debug mode and refer to the `invagent.log` and `invnative.log` files located in the `sys:\etc` directory for details on the inventoried server.

Action: If the problem persists, see [Chapter 3, "Troubleshooting Strategies," on page 131](#).

2091: Unable to delete the Inventory Agent's intermediate file

Source: ZENworks Server Management; Inventory Agent on NetWare servers

Severity: Warning

Possible Cause: An error occurred in the Inventory Agent execution but the Inventory Agent might recover to send results to the Inventory server.

Possible Cause: The intermediate file has been tampered with.

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

2092: Unable to initialize the Inventory Agent. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: If the problem persists, see **Chapter 3, “Troubleshooting Strategies,”** on **page 131**.

2093: Unable to create the Inventory Agent’s intermediate files. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the following directories: `sys:\etc` and `sys:\system`.

2094: An error occurred in scheduling the Inventory scan

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: The scanning procedure does not execute using `sys:\system\invagentstart.ncf`.

Action: Run the Inventory Agent in the debug mode and refer to the `invagentpolicyenforcer.log` and `sys:\etc\invagent.log` files for details.

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Action: Do the following:

- 1** Stop the ZENworks service by entering `exit` at the ZENworks console prompt. Wait till it is stopped completely.
- 2** Stop the current instance of Inventory Agent by executing `sys:\system\invagentstop.ncf`
- 3** Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4** Increase the time interval associated with the Server Inventory policy.

2096: Unable to validate the Inventory Agent's directory

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the `sys:\etc` and `sys:\system` directories.

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

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Do the following:

- 1** Stop the ZENworks service by entering `exit` at the ZENworks console prompt. Wait till it is stopped completely.
- 2** Stop the current instance of Inventory Agent by executing `sys:system\invagentstop.ncf`
- 3** Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4** Re-execute the Inventory Agent.

For more information, see “[Immediately rescheduling the Inventory Agent using the policy engine](#)” on page 140.

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

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the SYS:\INVAGENT.IME file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the `sys: volume`.

Action: If the problem persists, do the following:

- 1** Stop the Zfs service by entering `exit` at the ZENworks console screen.
- 2** Stop the current instance of the Inventory Agent by executing `sys:\system\invagentstop.ncf`.

- 3 Start the ZfS service by entering `sys:\zenworks\zfs` at the server console prompt.
- 4 Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140.](#)

2099: Initiated a scheduled instance of the Inventory Agent

Source: ZENworks Server Management; Server Inventory; Inventory Agent on NetWare servers

Severity: Informational

Explanation: The policy schedule triggered an inventory scan.

2.19 Inventory Agent Error Messages on Windows Servers

- ♦ [“2070: Inventory Agent execution will not proceed. Ensure that the root_directory\INVSCAN working directory exists” on page 118](#)
- ♦ [“2071: Unable to initialize the Inventory Agent’s critical settings. Inventory Agent execution will not proceed” on page 118](#)
- ♦ [“2072: Unable to initialize the Inventory Agent’s directory references. Inventory Agent execution will not proceed” on page 119](#)
- ♦ [“2073: Unable to initialize the Inventory Agent’s alternate directory references. Inventory Agent execution will not proceed” on page 119](#)
- ♦ [“2074: Unable to verify the Inventory Agent’s installation. Inventory Agent execution will not proceed” on page 119](#)
- ♦ [“2075: Unable to read the Inventory Agent’s settings from the INVSETUP.INI file. Inventory Agent execution will not proceed” on page 119](#)
- ♦ [“2077: An internal error occurred. Unable to get the Inventory Agent’s policy handler” on page 120](#)
- ♦ [“2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully” on page 120](#)
- ♦ [“2079: An internal error occurred in the Inventory Agent’s policy handler execution” on page 120](#)
- ♦ [“2080: An internal error occurred, unable to get the Inventory Agent’s input handler” on page 120](#)
- ♦ [“2081: Unable to get the input information required for the Inventory scanning” on page 121](#)
- ♦ [“2082: An internal error occurred in the Inventory Agent’s input handler execution” on page 121](#)
- ♦ [“2083: Unable to name the .str file. The Inventory scanning results will not be available” on page 121](#)
- ♦ [“2084: The Inventory scanning results have been successfully transferred through a .str file” on page 121](#)
- ♦ [“2085: Unable to transfer the Inventory scanning results through the .str file” on page 122](#)

- ♦ “2086: An internal error occurred in the Inventory Agent’s output handler execution” on page 122
- ♦ “2087: An internal error occurred, unable to get the Inventory Agent’s output handler” on page 122
- ♦ “2088: The Inventory scan has been disabled by policy” on page 123
- ♦ “2089: The Inventory Agent’s scanning procedure successfully completed” on page 123
- ♦ “2090: The Inventory Agent’s scanning procedure failed” on page 123
- ♦ “2091: Unable to delete the Inventory Agent’s intermediate file” on page 123
- ♦ “2092: Unable to initialize the Inventory Agent. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>” on page 123
- ♦ “2093: Unable to create the Inventory Agent’s intermediate files. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>” on page 124
- ♦ “2094: An error occurred in scheduling the Inventory scan” on page 124
- ♦ “2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled” on page 124
- ♦ “2096: Unable to validate the Inventory Agent’s directory” on page 124
- ♦ “2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:INVAGENT.IME file” on page 125
- ♦ “2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the WINDOWS:INVAGENT.IME file” on page 125
- ♦ “2099: Initiated a scheduled instance of the Inventory Agent” on page 125

2070: Inventory Agent execution will not proceed. Ensure that the *root_directory*INVSCAN working directory exists

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Explanation: The inventory agent is unable to create the `invscan` directory.

Action: Ensure that there is sufficient disk space and that there are Write privileges for the *root_directory*, where *root_directory* is the drive where Windows is installed.

2071: Unable to initialize the Inventory Agent’s critical settings. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2072: Unable to initialize the Inventory Agent's directory references. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to *root_directory*, where *root_directory* is the drive where Windows is installed.

Action: If the problem persists, verify whether the Windows installation has been tampered with. Also, ensure that the environment variables are correct.

2073: Unable to initialize the Inventory Agent's alternate directory references. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to *root_directory*, where *root_directory* is the drive where Windows is installed.

Action: If the problem persists, verify whether the Windows installation has been tampered with. Also, ensure that the environment variables are correct.

2074: Unable to verify the Inventory Agent's installation. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to *root_directory*, where *root_directory* is the drive where Windows is installed.

Action: If the problem persists, verify whether the Windows installation has been tampered with.

2075: Unable to read the Inventory Agent's settings from the INVSETUP.INI file. Inventory Agent execution will not proceed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the `invsetup.ini` file has been tampered with.

Action: Ensure that the `invsetup.ini` file exists in the Windows directory.

2077: An internal error occurred. Unable to get the Inventory Agent's policy handler

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the `invsetup.ini` file has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

2078: Unable to retrieve policy information. The Inventory scanning will terminate unsuccessfully

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution. The `invscan.int` file is not created or has been tampered with.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 147.

2079: An internal error occurred in the Inventory Agent's policy handler execution

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent by using the policy engine**” on page 147.

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

2080: An internal error occurred, unable to get the Inventory Agent's input handler

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2081: Unable to get the input information required for the Inventory scanning

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2082: An internal error occurred in the Inventory Agent's input handler execution

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2083: Unable to name the .str file. The Inventory scanning results will not be available

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution because the `.str` references could not be initialized.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2084: The Inventory scanning results have been successfully transferred through a .str file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Informational

Explanation: The scanning procedure completed successfully and the results have been sent to the Inventory server for processing.

2085: Unable to transfer the Inventory scanning results through the .str file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: The Scan Collector is not running on the target Inventory server.

Action: Ensure that the Scan Collector is running on the target Inventory server. For more information, see “[Understanding the Inventory Service Manager](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

Possible Cause: There is a problem with the network connections.

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

Action: Run the Inventory Agent in the debug mode and refer the `root_directory\invscan\invagentstrtransfer.log` file for details. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, see [Chapter 3, “Troubleshooting Strategies,”](#) on [page 131](#).

2086: An internal error occurred in the Inventory Agent’s output handler execution

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2087: An internal error occurred, unable to get the Inventory Agent’s output handler

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Explanation: An error occurred in the Inventory Agent execution.

Action: Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

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

2088: The Inventory scan has been disabled by policy

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Informational

Action: Enable the Inventory scan in the Server Inventory policy. For more information, see “[Configuring the Server Inventory Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2089: The Inventory Agent’s scanning procedure successfully completed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Informational

Explanation: The inventory scanning procedure has completed but the results have not yet been sent to the Inventory server.

2090: The Inventory Agent’s scanning procedure failed

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the scanning procedure.

Action: Run the Inventory Agent in the debug mode and refer to the `root_directory\invscan\invagentstransfer.log` file for details. *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, see [Chapter 3, “Troubleshooting Strategies,” on page 131](#).

2091: Unable to delete the Inventory Agent’s intermediate file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Warning

Possible Cause: An error occurred in the Inventory agent execution but the inventory agent might recover to send results to the Inventory server.

Possible Cause: The intermediate file has been tampered with.

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

2092: Unable to initialize the Inventory Agent. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: The Inventory Agent installation is incomplete or the installation has been tampered with.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: If the problem persists, see **Chapter 3, “Troubleshooting Strategies,”** on **page 131**.

2093: Unable to create the Inventory Agent’s intermediate files. For more information, see the ZENworks 7 Server Management error message documentation at <http://www.novell.com/documentation>

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that there is sufficient disk space.

Action: Ensure that you have Write rights to the following directories in the *Root_directory*: `invscan`, `windows`, and `windows temp`.
Root_directory is the drive where Windows is installed.

2094: An error occurred in scheduling the Inventory scan

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: The scanning procedure does not execute.

Action: Run the Inventory Agent in the debug mode and refer to the `invagentpolicyenforcer.log` and `invagent.log` files for details.

2095: The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Informational

Action: Increase the time interval associated with the Server Inventory policy. To abort the previous instance of the Inventory Agent, execute `inventory_agent_installation_directory\invagentstop.bat`.

2096: Unable to validate the Inventory Agent’s directory

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the following directories in the *root_directory*: *Invscan*, *windows*, and *windows temp*. *Root_directory* is the drive where Windows is installed.

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

2097: Unable to set the state for the Inventory Agent. To ensure correct execution, delete the *WINDOWS:\INVAGENT.IME* file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the *Root_directory:\invscan* directory, where *Root_directory* is the drive where Windows is installed.

Action: If the problem persists, execute *inventory_agent_installation_directory\invagentstop.bat* to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

2098: Unable to reset the state for the Inventory Agent. To ensure correct execution, delete the *WINDOWS:\INVAGENT.IME* file

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Critical

Possible Cause: An error occurred in the Inventory Agent execution.

Action: Ensure that you have Write rights to the Windows directory.

Action: If the problem persists, execute *inventory_agent_installation_directory\invagentstop.bat* to stop the current instance of the Inventory Agent. Re-execute the Inventory Agent. For more information, see “[Immediately rescheduling the Inventory Agent by using the policy engine](#)” on page 147.

2099: Initiated a scheduled instance of the Inventory Agent

Source: ZENworks Server Management; Server Inventory; Inventory Agent on Windows servers

Severity: Informational

Explanation: The policy schedule triggered an inventory scan.

2.20 Dictionary Provider Error Messages

- “[2700: Unable to start the Dictionary Provider. The error is message_string](#)” on page 126
- “[2701: Unable to stop the Dictionary Provider. The error is message_string](#)” on page 126

2700: Unable to start the Dictionary Provider. The error is *message_string*

Source: ZENworks Server Management; Server Inventory; Dictionary Provider

Severity: Critical

Action: Restart the Dictionary Provider from the Service Manager. For more information, see “[Understanding the Server Configuration Service](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2.21 Dictionary Consumer Error Messages

- ♦ “2751: Unable to start the Dictionary Consumer. The error is *message_string*” on page 126
- ♦ “2752: Unable to stop the Dictionary Consumer. The error is *message_string*” on page 127
- ♦ “2753: Unable to download the Dictionary. The file client error is *message_string*” on page 127
- ♦ “2755: Unable to authenticate as DN_of_Dictionary_Update_policy” on page 127
- ♦ “2756: Dictionary Consumer property file corrupted or missing” on page 128
- ♦ “2757: No schedule configured for dictionary updates” on page 128
- ♦ “2758: No roll-up policy found” on page 128
- ♦ “2759: Corrupted or incomplete update policy” on page 129
- ♦ “2760: No update policy found” on page 129
- ♦ “2761: Internal error *message_string*” on page 129
- ♦ “2762: Unable to decompress the dictionary ZIP file” on page 130
- ♦ “2763: Unable to create the temporary directory” on page 130
- ♦ “2766: Unable to merge dictionary files” on page 130
- ♦ “2767: Unable to copy dictionary files from the temporary directory to the dictionary directory” on page 130

2751: Unable to start the Dictionary Consumer. The error is *message_string*

Source: ZENworks Server Management; Server Inventory; Dictionary Consumer

Severity: Critical

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

2753: Unable to download the Dictionary. The file client error is *message_string*

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

For more information on how to access the Dictionary Update policy, see “[Configuring the Dictionary Update Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Possible Cause: An error occurred in eDirectory.

Action: Ensure that the eDirectory is in good health. For more information, see the eDirectory documentation on the [Novell documentation Web site \(http://www.novell.com/documentation/\)](http://www.novell.com/documentation/).

2756: Dictionary Consumer property file corrupted or missing

Source: ZENworks Server Management; Server 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 “[Installation Error Messages](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.
- 2 If the problem persists, reinstall the Inventory server component. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

2757: No schedule configured for dictionary updates

Source: ZENworks Server Management; Server Inventory; Dictionary Consumer

Severity: Critical

Action: Configure the schedule for the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2758: No roll-up policy found

Source: ZENworks Server Management; Server Inventory; Dictionary Consumer

Severity: Critical

Explanation: This error occurs when you select the *Use the Roll-Up Server as the Update Source* option 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- 2 Select the “Use the Roll-Up Server as the Update Source” option in the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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* option and configure the remaining settings. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2759: Corrupted or incomplete update policy

Source: ZENworks Server Management; Server Inventory; Dictionary Consumer

Severity: Critical

Possible Cause: An error occurred in eDirectory.

Action: Ensure that the eDirectory is in good health. For more information, see the eDirectory documentation on the [Novell documentation Web site \(http://www.novell.com/documentation/\)](http://www.novell.com/documentation/).

Possible Cause: The Dictionary Update policy is not configured properly.

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

2760: No update policy found

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Create and configure the Dictionary Update policy. For more information, see “[Configuring the Dictionary Update Policy](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

2761: Internal error *message_string*

Source: ZENworks Server Management; Server 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 Server Management; Server 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 “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

2763: Unable to create the temporary directory

Source: ZENworks Server Management; Server 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 Server Management; Server 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 Server Management; Server 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

3

This section provides solutions to problems you might encounter when using the Server Inventory component of Novell® ZENworks® 7 Server Management.

- ♦ “Troubleshooting the Server 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 NetWare Servers” on page 134
- ♦ “Troubleshooting the Inventory Scanner or Inventory Agent on Windows Servers” on page 143
- ♦ “Troubleshooting the Inventory Policy” on page 148
- ♦ “Troubleshooting the Database Backup” on page 149
- ♦ “Troubleshooting the Data Export” on page 149
- ♦ “Troubleshooting the Inventory Summary” on page 150
- ♦ “Troubleshooting the Inventory Reports” on page 151
- ♦ “Troubleshooting the Inventory Query” on page 151
- ♦ “Troubleshooting the Storer” on page 152
- ♦ “Troubleshooting the Upgrade Service's Inventory Database Migration” on page 155
- ♦ “Troubleshooting the Inventory Installation on Linux” on page 157

3.1 Troubleshooting the Server Inventory Installation

- ♦ “Is the installation of Server Inventory successful?” on page 131

Is the installation of Server Inventory successful?

Source: ZENworks Server Management; Server Inventory; Installation

Action: During the Server Inventory installation, choose to view the installation log files.

After installation, you can also check the log files in the `c:\documents and settings\administrator\local settings\temp` directory to ensure that no errors are reported.

Action: Check to see if the Inventory Service object is created. In Novell eDirectory™, check if the container having the NCP™ server object contains the Inventory Service object (Inventory Service_server_name_).

Action: Check to see if the Scan directory (scandir) is created and shared on the Inventory server and has the required rights.

3.2 Troubleshooting the Inventory Service Manager

- ♦ “Inventory Service Manager exits with -1 status” on page 132
- ♦ “You are unable to access the database server across NAT” on page 132
- ♦ “Could not connect to the database due to invalid NLS data files” on page 133

Inventory Service Manager exits with -1 status

Source: ZENworks Server Management; Server 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® 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

You are unable to access the database server across NAT

Source: ZENworks Server Management; Server 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*.

Could not connect to the database due to invalid NLS data files

Source: ZENworks Server Management 7 with Support Pack 1 ; Server Inventory;
Inventory Service Manager.

Explanation: If you install the inventory server on a Netware machine with English Language and Chinese code page, and try to connect to an Oracle 10g R2 database running on a windows machine with English Locale, the following exception is encountered:

```
ZENInv - Server Config: Unable to connect to the database: NOT  
CONNECTED  
ZENInv - Server Config: checkVersion: DB URL:  
jdbc:oracle:thin:@xxx.xxx.xxx.xxx:1521:orcl  
ZENInv - Server Config: exception  
java.sql.SQLException: ORA-00604: error occurred at recursive SQL level 1  
ORA-12705: Cannot access NLS data files or invalid environment specified
```

Possible Cause: This is due to a bug in the Oracle 10g R2 jdbc driver (10.2.0.1.0). Refer [Oracle Discussion Forum \(http://forums.oracle.com/forums/thread.jspa?messageID=1098480􌋰\)](http://forums.oracle.com/forums/thread.jspa?messageID=1098480􌋰)

Action: Oracle 10g R1 driver is interoperable with 10g R2 database. To resolve this issue, do the following:

- 1 Replace the Oracle 10g R2 jdbc driver (10.2.0.1.0) with Oracle 10g R1 jdbc driver (10.1.0.4.0).
- 2 Download Oracle 10g R1 jdbc driver (`classes12.jar`), and replace the `classes12.jar` (Oracle 10g R2 driver version 10.2.0.1.0) in `zenworks\inv\server\lib` and `consoleone\1.2\ConsoleOneExt` directories.

NOTE: If you have ZENworks 7 setup without Support Pack 1 installed, you can use the `classes12.jar` from it for the replacement.

3.3 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 Server Management; Server Inventory; .Str and .Zip File Transfer

Action: Ensure that the Scan Collector 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 24 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 Server Inventory policy is the same as the value of Port2 in the *XML_proxy_installation_directory\zws.properties*.
- ♦ The value of Port1 in the *XML_proxy_installation_directory\zws.properties* file is the same as the value of Port1 in the *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 Server Management; Server 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 24 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.

3.4 Troubleshooting the Inventory Scanner or Inventory Agent on NetWare Servers

- ♦ “Is the Inventory Agent installed?” on page 135
- ♦ “The Inventory Agent has not been properly installed” on page 135

- ♦ “The Inventory Agent is not being enforced by the policy engine” on page 136
- ♦ “How to stop or replace the current instance of the Inventory Agent” on page 136
- ♦ “The Inventory scan results are not available” on page 137
- ♦ “The initialization of the Inventory Agent failed” on page 137
- ♦ “The Inventory scanning procedure failed” on page 138
- ♦ “Troubleshooting the guid.zfs file” on page 138
- ♦ “Successful scans are not being transferred to the Inventory server” on page 139
- ♦ “Successful scans are not reaching the Inventory server” on page 139
- ♦ “Successful scans are not reaching the Inventory database” on page 139
- ♦ “Immediately rescheduling the Inventory Agent using the policy engine” on page 140
- ♦ “How do I test the Inventory scanner without using the policy engine?” on page 140
- ♦ “Explicitly executing the Inventory scanner without using the policy engine” on page 140
- ♦ “The Inventory Agent failed after an abnormal shutdown or abend or when the server is restarted” on page 141
- ♦ “The Inventory Agent failed after guid.zfs was accidentally deleted when the ZENworks Server Management service was running” on page 141
- ♦ “Unsatisfied link error in referencing sys:\java\bin\invnative.nlm” on page 141
- ♦ “How do I turn off the scanning of Windows .exe version information?” on page 142
- ♦ “The Inventory Agent will not work if you have installed the ZENworks 7 Inventory Agent on the inventoried server using the ZENworks 7 Server Management Program CD, and then reinstalled the ZENworks 7 Inventory Agent using the software package” on page 142
- ♦ “Memory allocation errors on the server” on page 143

Is the Inventory Agent installed?

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Check to see if the `invnative.nlm` file was properly copied to `sys:\java\bin`. If `invnative.nlm` is not copied, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

The Inventory Agent has not been properly installed

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Check to see if the following files have been properly copied at the inventoried server:

```
sys:\java\bin\invnative.nlm
sys:\system\invaid.nlm
sys:\system\mpkscan.nlm
```

If any of the files have not been copied, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: Check to see if the Inventory Agent jar files are properly copied to the `ZENworks_path\pds\smanager\plugins` and `ZENworks_path\inv\agent` directories.

If any of the scanner's .ini files (`invsetup.ini` and `hwinvsrc.ini`) or the .map files (`nwapi.map`, `smile.map`, and `suppl.map`) files have been accidentally tampered with or deleted, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

The Inventory Agent is not being enforced by the policy engine

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Check to see if the Inventory Agent plug-in (`invagentnw.jar`) was installed in the `ZENworks_path\pds\smanager\plugins` directory.

Action: At the ZENworks Server Management console prompt, enter `policy plugins` and ensure that `invagentexecutenw.jar` is loaded as a registered entry.

Action: Refresh the distribution if the Server Inventory policy has been configured, then re-execute policy plug-ins after ensuring that the new distribution has been received.

If the problem persists, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

How to stop or replace the current instance of the Inventory Agent

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks console prompt. Wait till it is stopped completely
- 2 Stop the current instance of Inventory Agent by executing `sys:system\invagentstop.ncf`.
The `invagentstop.ncf` stops the Inventory Agent, resets internal references and also uploads `mpkscan.nlm` and `invalid.nlm`
To replace any of the Inventory Agent files, enter `java -exit` or `unload java` at the console prompt after executing `invagentstop.ncf`.
- 3 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.

The Inventory scan results are not available

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Refer to the following log files for additional details:

- ♦ The status information about the Inventory scan is logged into the `invagent.log` and `invnative.log` files, located in the `sys:\etc` directory.
- ♦ If the Inventory scan is being enforced by the policy engine, refer to the `invagentpolicyenforcer.log` file to know the status of the current installation.

Action: In the `sys:\system\invsetup.ini` file, set the value of the `forceDebug` parameter to `True`. Re-execute the inventory agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

Refer to the `sys:\system\invscan\invagentstrtransfer.log` file for more information about the `.str` transfer.

The initialization of the Inventory Agent failed

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Check to see if the Inventory Agent was properly installed by referring to the `sys:\etc\invagent.log` file. If the log file reports a message that “The previous instance of the Inventory Agent is still active...”, this indicates that the previous instance of Inventory agent execution has not yet been completed and the new instance does not run.

Action: Do the following:

- 1 Stop the ZfS service by entering `exit` at the ZENworks Server Management console prompt.
- 2 Stop the current instance of the Inventory Agent by executing `sys:\system\invagentstop.ncf`.
- 3 Start the ZfS service by entering `sys:\zenworks\zfs` at the server's main console prompt.
- 4 Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

Action: Do the following:

- 1 Verify whether ZENworks Server Management and Inventory Server services are running on this server by executing the `java -show` command.
- 2 Stop the various ZENworks services running on this server.
- 3 At the server console prompt, enter `java -killall` or `java -exit`.

- 4 Execute `invagentstop.ncf` to reset the Inventory Agent.
- 5 Ensure that `invnative.nlm` is not loaded. If loaded, execute `java -unload invnative` or `unload invnative` at the server console prompt.

If the Inventory Agent has been successfully stopped and `invnative.nlm` has been successfully unloaded, the Inventory Agent is ready for the next schedule. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

Action: Reinstall the Inventory Agent. For more information, see “**Policy-Enabled Server Management Installation**” in “**Installation**” in the *Novell ZENworks 7 Server Management Installation Guide*.

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

The Inventory scanning procedure failed

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Check to see if the Inventory Agent was properly installed.

Action: Ensure that sufficient system resources such as disk space and memory are available.

Action: Ensure that you have the Write rights to the `sys:\etc` and `sys:\system` directories.

Action: If the problem persists, refer to the `sys:\etc\invagent.log` and `sys:\etc\invnative.log` files for additional information.

Action: In the `sys:\system\invsetup.ini` file, set the value of the `forceDebug` parameter to `True`. Re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

Refer to the `sys:\system\invscan\invagentstrtransfer.log` file for additional information. The `invagentstrtransfer.log` file provides information about the `.str` transfer.

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

Troubleshooting the guid.zfs file

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Explanation: The `sys:\system\guid.zfs` file is created and used by the Inventory Agent to report the scan data.

Action: If there is a problem in writing to `guid.zfs`, ensure that there is sufficient disk space and you have the Write rights to the `sys:\system` directory.

Action: If there is a problem in reading `guid.zfs`, delete the existing `guid.zfs` and re-execute the Inventory Agent. For more information, see “**Immediately rescheduling the Inventory Agent using the policy engine**” on page 140.

Successful scans are not being transferred to the Inventory server

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: In the `sys:\system\invsetup.ini` file, set the value of the `forceDebug` parameter to `True`. Re-execute the inventory agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

Refer to the `sys:\system\invscan\invagentstrtransfer.log` file for additional information. The `invagentstrtransfer.log` file provides information about the `.str` transfer.

Action: Ensure that the Scan Collector service is running on the Inventory server.

If the Scan Collector service is not running, start the service. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*. Then, re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent using the policy engine” on page 140](#).

If the Scan Collector service is running and the problem persists, refer to [“Error Messages” on page 17](#) and [“Troubleshooting .Str and .Zip File Transfer” on page 133](#).

Successful scans are not reaching the Inventory server

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Ensure that Scan Collector service is running on the Inventory server. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Ensure that the Scan Collector service is creating the `.str` files in the `scandir` directory on the Inventory server.

Action: Check the status log for any messages indicating failure in transfer of `.str` files. See [“Troubleshooting .Str and .Zip File Transfer” on page 133](#) to resolve `.str` file transfer problems.

Successful scans are not reaching the Inventory database

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see [“Understanding the Inventory Service Manager”](#) in [“Server Inventory”](#) in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: Verify whether Selector and Storer are processing the `.str` files.

Immediately rescheduling the Inventory Agent using the policy engine

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: To reschedule the Inventory Agent immediately without waiting for an elapse of the scheduled time:

- ♦ At the ZENworks Server Management console prompt, enter `policy refresh` or `policy enforce all` or `policy enforce policy_number`.
- ♦ Ensure that the Inventory Agent is enforced immediately.

How do I test the Inventory scanner without using the policy engine?

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Explanation: You can execute or test the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- 1 If ZENworks 7 Server Management is not running the Inventory Agent or if the Inventory Agent is not enforced, execute `sys:\system\invagentstart.ncf`.

NOTE: `Invagentstart.ncf` should not be used if the Inventory Agent is scheduled to be enforced by the policy engine.

- 2 Review `sys:\etc\invagent.log` to ensure that it reports the message “The Inventory Agent's scanning procedure successfully completed.” This message indicates that Inventory scanning is successful on the inventoried server.

Explicitly executing the Inventory scanner without using the policy engine

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Explanation: You can explicitly execute the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- 1 If the ZENworks 7 Server Management is not running the Inventory Agent or if the Inventory Agent is not enforced, execute `sys:\system\invagentstart.ncf`.
- 2 Verify whether `sys:\etc\invagent.log` reports the message “The Inventory Agent's scanning procedure successfully completed.” This message indicates that Inventory scanning is successful on the inventoried server.

The Inventory Agent failed after an abnormal shutdown or abend or when the server is restarted

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Check if `sys:\etc\invagent.log` reports the message “The previous instance of the Inventory Agent is still active. The Inventory Agent will not be scheduled.”

If the message has been logged, do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks console prompt. Wait till it is stopped completely.
- 2 Stop the current instance of the Inventory Agent by executing `sys:system\invagentstop.ncf`
- 3 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.

The Inventory Agent resets the previous execution settings and prepares for new schedules.

The Inventory Agent failed after `guid.zfs` was accidentally deleted when the ZENworks Server Management service was running

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Explanation: If `sys:\system\guid.zfs` is accidentally deleted when the ZENworks Server Management service is running, the Inventory Agent fails.

Action: Do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks Server Management console prompt.
- 2 Stop the Inventory Agent by entering `sys:\system\invagentstop.ncf` at the server console prompt.
- 3 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.

The next schedule that enforces the Inventory Agent is launched successfully and `guid.zfs` is automatically created.

IMPORTANT: Do not edit or delete `guid.zfs`.

Unsatisfied link error in referencing `sys:\java\bin\invnative.nlm`

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Do the following:

- 1 Check the various ZENworks services running on the server by entering `java -show` at the server console prompt.
- 2 Stop all the ZENworks services running on this server.

- 3 At the server console prompt, enter `java -killall` or `java -exit`.
- 4 Ensure that `invnative.nlm` is not loaded.
If `invnative.nlm` is loaded, unload the NLM™ by entering `java -unload invnative` or `unload invnative` at the server console prompt.
- 5 Reset the Inventory Agent by entering `invagentstop.ncf` at the server console prompt.
- 6 Check the execution results to ensure that the execution is successful and the Inventory Agent is ready for the next schedule.

How do I turn off the scanning of Windows .exe version information?

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Action: Edit `sys:\system\invsetup.ini` to add the following entry:

```
invSWScanMode=1
```

This setting turns off the scanning of Windows .exe version information only if the software scan has been enabled. The Windows .exe version information is not reported in the software inventory results.

If you encounter problems in the Inventory Agent after adding this entry in `invsetup.ini`, send the Inventory Agent log files to [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support). For more information about the Inventory log files, see “[Monitoring Server Inventory Using Status Logs](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

The Inventory Agent will not work if you have installed the ZENworks 7 Inventory Agent on the inventoried server using the ZENworks 7 Server Management Program CD, and then reinstalled the ZENworks 7 Inventory Agent using the software package

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers

Possible Cause: The ZENworks 7 Server Management Program CD installation creates or updates the value of `InvAgentPath` to `sys:\zenworks\inv` instead of `sys:\zenworks\inv\agent` in the `sys:\system\zenworks.properties` file.

Action: Do the following:

- 1 Stop the ZENworks service by entering `exit` at the ZENworks Server Management console prompt.
- 2 Stop the Inventory Agent by entering `sys:\system\invagentstop.ncf` at the server console prompt.
- 3 Move the following files from `sys:\zenworks\inv` to `sys:\zenworks\inv\agent`:

```
invxmlrpcservices.jar
zeninvserver.jar
desktopcommonutility.jar
zenutility.jar
```

- 4 Edit `sys:\zenworks\zfs.ncf` to add the following lines after the line containing `smplugin.jar`:

```
envset
tedpath=$tedpath;sys:\zenworks\inv\agent\ZenInvServer.jar

envset
tedpath=$tedpath;sys:\zenworks\inv\agent\DesktopCommonUtility.jar

envset
tedpath=$tedpath;sys:\zenworks\inv\agent\ZenUtility.jar

envset
tedpath=$tedpath;sys:\zenworks\inv\agent\InvXmlRpcServices.jar
```

- 5 Ensure that the value of `InvAgentPath` in `sys:\system\zenworks.properties` is `volume_name:\zenworks\inv\agent`.
- 6 Start the ZENworks service by entering `sys:\zenworks\zfs` at the server console prompt.

Memory allocation errors on the server

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on NetWare Servers.

Action: If you face any Server memory related issues in the NetWare server screen, see [NetWare 6.5 Troubleshooting the NetWare Server > Memory Problems \(http://www.novell.com/documentation/nw65/sos__enu/data/hijriurj.html#ac03fcn\)](http://www.novell.com/documentation/nw65/sos__enu/data/hijriurj.html#ac03fcn) and [Managing the NetWare Server > Using the Novell Java Virtual Machine \(NJVM\) on the Server \(http://www.novell.com/documentation/nw65/sos__enu/data/bou0nuu.html#bou0nuu\)](http://www.novell.com/documentation/nw65/sos__enu/data/bou0nuu.html#bou0nuu) for more details to resolve the same.

3.5 Troubleshooting the Inventory Scanner or Inventory Agent on Windows Servers

- ♦ “Is the Inventory Agent installed?” on page 144
- ♦ “The Inventory Agent has not been properly installed” on page 144
- ♦ “The Inventory Agent is not being enforced by the policy engine” on page 144
- ♦ “Stopping, resetting, or replacing the current instance of the Inventory Agent” on page 145
- ♦ “The Inventory scan results are not available” on page 145
- ♦ “The initialization of the Inventory Agent failed” on page 145
- ♦ “The Inventory scanning procedure failed” on page 146
- ♦ “Successful scans are not being transferred to the Inventory server” on page 146

- ♦ “Successful scans are not reaching the Inventory server” on page 147
- ♦ “Successful scans are not reaching the Inventory database” on page 147
- ♦ “Immediately rescheduling the Inventory Agent by using the policy engine” on page 147
- ♦ “Explicitly executing the Inventory scanner without using the policy engine” on page 147
- ♦ “Multiple instances of the same Inventory server are reported in the Inventory Scan Listing” on page 148
- ♦ “Multiple instances of the CD-ROM drive are reported on a Windows 2003 server” on page 148

Is the Inventory Agent installed?

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: Check to see if `invscan.exe` was installed in `ZENworks_path\pds\bin`. If `invscan.exe` is not installed, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

The Inventory Agent has not been properly installed

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: On the inventoried server, ensure that `invscan.exe` and `invnative.dll` have been installed in `ZENworks_path\pds\bin`.

If any of the files have not been installed, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

Action: If the `invsetup.ini` file has been accidentally tampered with or deleted, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

The Inventory Agent is not being enforced by the policy engine

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: Check to see if the Inventory Agent plug-in (`invagentnt.jar`) was installed in the `ZENworks_path\pds\smanager\plugins` directory.

Action: At the ZENworks Server Management console prompt, enter `policy plugins` and ensure that `invagentexecutent` is loaded as a registered enforcer entry.

Action: If the problem persists, reinstall the Inventory Agent. For more information, see “[Policy-Enabled Server Management Installation](#)” in “[Installation](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

Stopping, resetting, or replacing the current instance of the Inventory Agent

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: To stop the current instance of the Inventory Agent, execute `Inventory_Agent_installation_directory\invagentstop.bat` from the inventoried server system console. Executing `invagentstop.bat` terminates the current instance of the Inventory Agent and resets the preferences for fresh executions.

If you want to replace any of the Inventory Agent files, execute `invagentstop.bat` and stop the Novell Zfs Policies services.

The Inventory scan results are not available

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: Refer to the following log files for details:

- ♦ The status information about the Inventory scan is logged into the `invagent.log` and `invnative.log` files, located in the `windows` or the `windows temp` directory.
- ♦ If the Inventory scan is being enforced by the policy engine, refer to the `invagentpolicyenforcer.log` file to see the status of the current installation.

Action: In the `Windows_installation_directory\invsetup.ini` file, set the value of the `forceDebug` parameter to `True`. Re-execute the inventory agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147](#).

Refer to the `Windows_installation_directory\invscan\invagentstrtransfer.log` file for additional information. The `invagentstrtransfer.log` file provides the information about the `.str` transfer.

The initialization of the Inventory Agent failed

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: Ensure that the Inventory Agent has been properly installed. The `invagent.log` file (located in the `windows` or the `windows temp` directory) does not report the message, “The previous instance of the Inventory Agent is still active...”. This message indicates that the previous instance of Inventory agent execution has not yet been completed and the new instance will not run.

Action: Stop or reset the current instance of the agent and reschedule a new instance.

Action: Reinstall the Inventory Agent. For more information, see [“Policy-Enabled Server Management Installation”](#) in [“Installation”](#) in the *Novell ZENworks 7 Server Management Installation Guide*.

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

The Inventory scanning procedure failed

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: Check to see if the Inventory Agent has been properly installed.

Action: Ensure that sufficient system resources such as disk space and memory are available.

Action: Ensure that you have the Write rights to the `\windows`, `Windows\temp`, and the `Windows_installation_directory\invscan` directories.

Action: If the problem persists, refer to the `invagent.log` and `invnntative.log` files for additional information. The log files are located in the `windows` or the `windows temp` directory.

Action: In the `Windows_installation_directory\invsetup.ini` file, set the value of the `forceDebug` parameter to `True`. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147](#).

Refer to the `Windows_installation_directory\invscan\invagentstrtransfer.log` file for additional information. The `invagentstrtransfer.log` file provides the information about the `.str` transfer.

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

Successful scans are not being transferred to the Inventory server

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Action: In the `Windows_installation_directory\invsetup.ini` file, set the value of the `forceDebug` parameter to `True`. Re-execute the Inventory Agent. For more information, see [“Immediately rescheduling the Inventory Agent by using the policy engine” on page 147](#).

Refer to the `Windows_installation_directory\invscan\invagentstrtransfer.log` file for additional information. The `invagentstrtransfer.log` file provides information about the `.str` transfer.

Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see [“Understanding the Inventory Service Manager” in “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*](#).

If the Scan Collector service is not running, start the service. For more information, see [“Understanding the Inventory Service Manager” in “Server Inventory” in the *Novell ZENworks 7 Server Management Administration*](#)

Guide. Then, re-execute the Inventory Agent. For more information, see “Immediately rescheduling the Inventory Agent by using the policy engine” on page 147.

If the Scan Collector service is running and the problem persists, refer to “Error Messages” on page 17 and “Troubleshooting .Str and .Zip File Transfer” on page 133.

Successful scans are not reaching the Inventory server

- Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers
- Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see “Understanding the Inventory Service Manager” in “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*.
- Action: Ensure that the Scan Collector service is creating .str files in the scandir directory on the Inventory server.
- Action: Check the status log for any messages indicating failure in transfer of .str files. For more information, see “Error Messages” on page 17 and “Troubleshooting .Str and .Zip File Transfer” on page 133.

Successful scans are not reaching the Inventory database

- Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers
- Action: Ensure that the Scan Collector service is running on the Inventory server. For more information, see “Understanding the Inventory Service Manager” in “Server Inventory” in the *Novell ZENworks 7 Server Management Administration Guide*.
- Action: Verify whether Selector and Storer are processing .str files in the dbdir directory.

Immediately rescheduling the Inventory Agent by using the policy engine

- Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers
- Action: To reschedule the Inventory Agent immediately without waiting for an elapse of the scheduled time:
- ♦ At the ZENworks Server Management console prompt, enter `policy refresh` or `policy enforce all` or `policy enforce policy number`.
 - ♦ Ensure that the Inventory Agent is enforced immediately.

Explicitly executing the Inventory scanner without using the policy engine

- Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Explanation: You can explicitly execute the Inventory scanner without using the policy engine to verify whether the installed software can report hardware and software inventory of the inventoried server.

Action: Do the following:

- ♦ If the ZENworks 7 Server Management is not running the Inventory Agent or if the Inventory Agent is not being enforced, execute `invagentstart.bat`.
- ♦ Verify whether `invagent.log` reports the message “The Inventory Agent's scanning procedure successfully completed.” This message indicates that Inventory scanning is successful on the inventoried server.

Multiple instances of the same Inventory server are reported in the Inventory Scan Listing

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Explanation: This error occurs if ZENworks 7 Server Management and ZENworks 7 Desktop Management are installed in the same setup, and the Server Management and Desktop Management Inventory agents send the inventory scan results to the same Inventory server.

Possible Cause: The ZENworks Server Management Inventory Agent running on a Windows server retrieves the Inventory server name from the eDirectory or the DNS. When an Inventory server has eDirectory installed, “-NDS” is appended to the server name. For example, if the server name is SYSTST-ZEN-207, the eDirectory name for this server is SYSTST-ZEN-207-NDS.

The ZENworks Server Management Inventory Agent running on the Windows server does not check for the -NDS tag and reports the name of the server with the -NDS tag. But the ZENworks 7 Desktop Management - Inventory Agent reports the name of the Inventory server without the -NDS tag. Consequently, multiple instances of the same Inventory server are stored and reported in Inventory results such as the Inventory Scan Listing report.

Multiple instances of the CD-ROM drive are reported on a Windows 2003 server

Source: ZENworks Server Management; Server Inventory; Inventory Scanner or Inventory Agent on Windows Servers

Explanation: The scanner reports multiple instances of the CD-ROM drive on a Windows 2003 server.

Possible Cause: The CD-ROM drive has not been mounted to a logical drive on the server.

Action: Associate the CD-ROM drive to a logical drive.

After the next scan, the CD-ROM drive instance is reported as a single instance.

3.6 Troubleshooting the Inventory Policy

- ♦ “Unable to update the `swrules.ini` file for ZENworks for Servers 3.x inventoried servers using ZENworks 7 ConsoleOne snap-ins” on page 149

Unable to update the swrules.ini file for ZENworks for Servers 3.x inventoried servers using ZENworks 7 ConsoleOne snap-ins

Source: ZENworks Server Management; Server Inventory; Inventory Policy

Explanation: If you update the `swrules.ini` file for ZENworks for Servers 3.x inventoried servers 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 Servers 3.x Inventory ConsoleOne snap-ins to update the ZENworks for Servers 3.x `swrules.ini`. For more information, see the *ZENworks 3.0.2 Administration Guide* (<http://www.novell.com/documentation/zfs302/index.html>).

3.7 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 149
- “You are unable to view the backup directory that you created” on page 149

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 Server Management; Server Inventory; Database Backup

Explanation: When you try to back up the Sybase Inventory database running on a NetWare server, the database 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 Server Management; Server Inventory; Database Backup

Possible Cause: The backup directory you created contains double-byte characters in its name. 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.

3.8 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 150

When you invoke the Data Export tool on a Japanese inventoried machine, the enum values might be displayed in French

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

3.9 Troubleshooting the Inventory Summary

- ♦ “The Inventory Summary window does not display the IP/IPX inventory information” on page 150
- ♦ “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 150
- ♦ “When you invoke the Inventory Summary on a Japanese inventoried machine, the enum values might be displayed in French” on page 150

The Inventory Summary window does not display the IP/IPX inventory information

Source: ZENworks Server Management; Server Inventory; Inventory Summary

Possible Cause: The Inventory scanner depends on `hostmib.nlm` to get information associated with the IP/IPX™ stack. If `hostmib.nlm` is not loaded, the IP/IPX inventory information is not displayed in the Inventory Summary window.

Action: Ensure that `hostmib.nlm` has been loaded on the NetWare server.

If `hostmib.nlm` is not loaded, you must load it before scheduling the inventory scan. For more information on loading `hostmib.nlm`, see “[hostmib.nlm Load Parameters](#)” in “[Management and Monitoring Services](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

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 Server Management; Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

3.10 Troubleshooting the Inventory Reports

- ♦ “When you export an Inventory report to PDF, the location to save the file is not requested” on page 151
- ♦ “You are unable to export Inventory Reports to PDF if the Inventory data is stored in an MS SQL Database” on page 151
- ♦ “When you invoke the Inventory Reports on a Japanese inventoried machine, the enum values might be displayed in French” on page 151

When you export an Inventory report to PDF, the location to save the file is not requested

Source: ZENworks Server Management; Server Inventory; Inventory Reports

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 an MS SQL Database

Source: ZENworks Server Management; Server Inventory; Inventory Reports

Possible Cause: You are trying to export Inventory reports using an instance of 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 Server Management; Server Inventory; Inventory Reports

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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

3.11 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 152

When you invoke the Inventory Query on a Japanese inventoried machine, the enum values might be displayed in French

Source: ZENworks Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

3.12 Troubleshooting the Storer

- ♦ “The .str files are not being stored in the Inventory database” on page 152
- ♦ “The Storer running on a Windows Inventory server randomly stops updating the scan data in the Inventory database” on page 152
- ♦ “The CPU utilization of the Inventory server is 100% when the Storer is active” on page 153
- ♦ “How do I back up the .str file?” on page 153
- ♦ “How do I change to another Inventory database after the scan data has been stored in the Inventory database?” on page 154
- ♦ “The Storer takes too much time to store the .str files” on page 154
- ♦ “The Inventory Storer is unable to store the str files having non-ASCII characters into the Sybase or Oracle Inventory database” on page 155

The .str files are not being stored in the Inventory database

Source: ZENworks Server Management; Server Inventory; Storer

Action: Verify whether the Storer is processing .str files.

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

The Storer running on a Windows Inventory server randomly stops updating the scan data in the Inventory database

Source: ZENworks Server Management; Server Inventory; Storer

Explanation: The Storer running on a Windows Inventory server randomly stops updating the 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: code = 34921 (0x8869)] com.novell.java.security.LoginException: Logout failed.”

Also, the scandir directory contains .str and .zip files that need to be processed.

Possible Cause: The Storer encountered errors while updating the inventoried server scan data in eDirectory. Consequently, the Selector and the Storer stop processing .str files.

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

The CPU utilization of the Inventory server is 100% when the Storer is active

Source: ZENworks Server Management; Server 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>).

Action: If your Inventory database runs on Sybase, you can improve the Storer performance by also running the Sybindx utility. For more information on how to run Sybindx, see “**Database Parameter Tuning Tips**” in “**Server Inventory**” in the *Novell ZENworks 7 Server Management Administration Guide*.

How do I back up the `.str` file?

Source: ZENworks Server Management; Server 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_back_up_.str_file`.

IMPORTANT: If your Inventory server is a Windows server, make sure that the path is separated by a 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.
- 2 Set up the desired Inventory database. For more information, see “[Setting Up the Inventory Database](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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. For more information, see “[Starting and Stopping the Inventory Service](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

The Storer takes too much time to store the .str files

Source: ZENworks Server Management; Server Inventory; Storer

Action: You must tune the performance of the Inventory database. For more information, see “[Database Parameter Tuning Tips](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

Action: If your Inventory database runs on Sybase, you can improve the performance the Storer performance by also running the Sybindex utility. For more information on how to run Sybindex, see “[Performance Tips for the Inventory Server \(Support Pack 1\)](#)” in “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

3.13 Troubleshooting the Upgrade Service's Inventory Database Migration

- ♦ “The Upgrade Service displays database-related errors or exceptions and abnormally terminates” on page 156

- ♦ “The Upgrade Service takes too much time to migrate the Inventory database” on page 156
- ♦ “How do I know whether the Upgrade Service is progressing during the Inventory database migration phase?” on page 156

The Upgrade Service displays database-related errors or exceptions and abnormally terminates

Source: ZENworks Server Management; Server 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 Server Management; Server 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 “[Server Inventory](#)” in the *Novell ZENworks 7 Server Management Administration Guide*.

How do I know whether the Upgrade Service is progressing during the Inventory database migration phase?

Source: ZENworks Server Management; Server 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.

3.14 Troubleshooting the Inventory Installation on Linux

- ♦ “The Windows inventoried server 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 157
- ♦ “On a Linux Inventory server, the Inventory service abruptly terminates if it is started manually” on page 157

The Windows inventoried server 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 Server Management; Server 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:

```
/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 Server 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 Server Management; Server Inventory; Inventory Installation on Linux

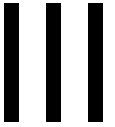
Possible Cause: The ZWS service is running using the /etc/init.d/novell-zfs status.

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`.

Remote Management



If Remote Management component of Novell® ZENworks® 7 Server 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.

This section contains the following topics:

- ♦ [Chapter 4, “Remote Management Error Messages,” on page 161](#)
- ♦ [Chapter 5, “Remote Management Troubleshooting Strategies,” on page 167](#)

Remote Management Error Messages

4

This section contains detailed explanations of the error messages you might encounter using the Novell® ZENworks® 7 Server Management Remote Management.

- ♦ [Section 4.1, “Remote Management Error Messages on NetWare Servers,” on page 161](#)
- ♦ [Section 4.2, “Remote Management Error Messages on Windows 2000/2003 Servers,” on page 163](#)

4.1 Remote Management Error Messages on NetWare Servers

- ♦ [“Unknown host” on page 161](#)
- ♦ [“Cannot connect to...” on page 161](#)
- ♦ [“Connected to proxy at...” on page 162](#)
- ♦ [“Connection failed” on page 162](#)
- ♦ [“Not a proxy at...” on page 162](#)
- ♦ [“RCONAG6: Error / dev/nsp/ Unable to open the transport endpoint” on page 162](#)
- ♦ [“RCONPRXY: Error. Unable to open the agent transport endpoint” on page 162](#)
- ♦ [“RCONPRXY: Error. Unable to connect the agent transport endpoint” on page 163](#)
- ♦ [“RCONPRXY: Error. Unable to obtain the IP or IPX address for SERVER” on page 163](#)
- ♦ [“RCONPRXY: Error. Listener cannot bind the transport endpoint” on page 163](#)

Unknown host

Source: ZENworks 7 Server Management; RConsoleJ

Severity: Important

Possible Cause: The IP or IPX™ address, DNS, or server name of the target server was not found.

Action: Type a valid server name and try again.

Possible Cause: The server is down.

Action: Restart the server.

Cannot connect to...

Source: ZENworks 7 Server Management; RConsoleJ

Severity: Critical

Possible Cause: RConsoleJ cannot connect to the target or the proxy server indicated in this message.

Action: Enter the correct port number and reconnect.

Action: Reload the target proxy server NLM™ with the required port number.

Connected to proxy at...

Source: ZENworks 7 Server Management; RConsoleJ

Severity: Informational

Possible Cause: The server whose IP address or the DNS name was entered in the *Server* field of Novell RConsoleJ is functioning as a proxy server only.

Action: Ensure that `rconag6.nlm` is loaded on the server.

Connection failed

Source: ZENworks 7 Server Management; RConsoleJ

Severity: Important

Possible Cause: The server whose IP address or the DNS name was entered in the *Server* field of Novell RConsoleJ is not responding.

Action: Ensure that `rconag6.nlm` is loaded on the server.

Not a proxy at...

Source: ZENworks 7 Server Management; RConsoleJ

Severity: Important

Possible Cause: The server whose IP address or the DNS name was entered in the Proxy Address field of Novell RConsoleJ is not functioning as a proxy server.

Action: Ensure that `rconprxy.nlm` is loaded on the server.

Possible Cause: The port number specified in the *Proxy Port* field of RConsoleJ is incorrect.

Action: Specify the port number on which `rconprxy.nlm` is running.

RCONAG6: Error / dev/inspx/ Unable to open the transport endpoint

Source: ZENworks 7 Server Management; RConsoleJ; `rconag6.nlm`

Severity: Important

Possible Cause: The `spxs.nlm` file was not loaded on the NetWare® 5.1 or NetWare 6.0 target server prior to loading RCONAG6.

Action: Load `spxs.nlm` on the NetWare 5.1 or NetWare 6.0 target server prior to loading RCONAG6.

RCONPRXY: Error. Unable to open the agent transport endpoint

Source: ZENworks 7 Server Management; RConsoleJ; `rconprxy.nlm`

Severity: Important

Possible Cause: The `spxs.nlm` file is not loaded on the NetWare 5.1 or NetWare 6.0 server.

Action: Load the `spxs.nlm` file on all the NetWare 5.1 or NetWare 6.0 servers.

RCONPRXY: Error. Unable to connect the agent transport endpoint

Source: ZENworks 7 Server Management; RConsoleJ; rconrxy.nlm

Severity: Important

Possible Cause: RCONAG6 on the target server is not listening on the port specified in the message.

Action: Specify the port number being used by RCONAG6 on the target server.

RCONPRXY: Error. Unable to obtain the IP or IPX address for *SERVER*

Source: ZENworks 7 Server Management; RConsoleJ; rconprxy.nlm

Severity: Important

Possible Cause: The server name is an invalid DNS name.

Action: Specify the correct DNS name of the target server.

RCONPRXY: Error. Listener cannot bind the transport endpoint

Source: ZENworks 7 Server Management; RConsoleJ; rconspxs.nlm

Severity: Important

Possible Cause: The TCP port specified is used by another application.

4.2 Remote Management Error Messages on Windows 2000/2003 Servers

- ♦ “1802: This operation is currently unavailable on the target machine” on page 163
- ♦ “1805: This operation is currently being performed on the target machine and will not be available” on page 164
- ♦ “1806: The operation is not supported by the Remote Management Agent running on the target machine” on page 164
- ♦ “1810: Invalid command line parameter. Remote Management Session failed” on page 164
- ♦ “1851: Unable to start Remote Control Listener because the port number specified in rmpports.ini is in use. Change the port number and restart ConsoleOne” on page 164
- ♦ “1863: Unable to start the Remote Management Agent because the port is in use. Contact your system administrator” on page 165
- ♦ “1899: Connection terminated at the other side” on page 165
- ♦ “1899: 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 166

1802: This operation is currently unavailable on the target machine

Source: ZENworks 7 Server Management; Remote Management for Windows 2000/2003 servers

Severity: Informational

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

Action: Enable the Remote Management operation in the Server Remote Management policy and distribute the policy. For more information, see “[Configuring the Server Remote Management Policy](#)” in “[Remote Management for Windows Servers](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

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

Source: ZENworks 7 Server Management; Remote Management for Windows 2000/2003 servers

Severity: Informational

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

Action: Restart the Novell ZENworks Remote Management Server

1806: The operation is not supported by the Remote Management Agent running on the target machine

Source: ZENworks 7 Server Management; Remote Management for Windows 2000/2003 servers

Severity: Informational

Explanation: The Remote Management component of ZENworks 7 Server Management supports only the Remote Control and Remote View operations.

1810: Invalid command line parameter. Remote Management Session failed

Source: ZENworks 7 Server Management; Remote Management for Windows 2000/2003 servers

Severity: Important

Explanation: The Remote Management session is launched using invalid parameters.

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

1851: Unable to start Remote Control Listener because the port number specified in rmpports.ini is in use. Change the port number and restart ConsoleOne

Source: Remote Control Listener

Severity: Informational

Explanation: The Remote Control Listener cannot bind to the port number specified in *ConsoleOne_installation_directory\1.2\bin\rmpports.ini* because it is used by another application.

Possible Cause: This error occurs when you invoke ConsoleOne® across multiple sessions of a terminal server. The current release of ZENworks 7 Remote Management does not support the Remote Control Listener across multiple terminal server sessions.

Action: Close ConsoleOne on all sessions and restart it in the current session.

Possible Cause: Another application might be using the port required by the Remote Control Listener.

Action: The Remote Control Listener must listen on a unique port number, which should not be used by any other application. You can either change the port number of the Remote Control Listener or that of the other application.

To change the port number on which the Remote Control Listener listens:

- 1 Enter the port number in the `rmports.ini` file in the `consoleone_installation_directory\bin` directory.
- 2 Restart ConsoleOne.
- 3 On the managed server, edit the `rmcfg.ini` file in the `ZENworks_agent_installation_directory\rmagent` directory
- 4 In the Remote Control Listener Ports section, specify the port number provided in Step 1.
- 5 Restart the Novell ZENworks Remote Management service.

**1863: Unable to start the Remote Management Agent because the port is in use.
Contact your system administrator**

Source: Remote Management Agent

Severity: Informational

Possible Cause: The Remote Management Agent communication port (1761, by default) is used by another application.

Action: The Remote Management Agent must listen on a unique port number, which should not be used by any other application. You can either change the port number of the Remote Management Agent or that of the other application.

To change the port number on which the Remote Management Agent listens:

- 1 On the managed server, edit the `rmcfg.ini` file in the `ZENworks_directory\rmagent` directory.
- 2 Change the value of DEFAULTCOMMPORT on which you want the Remote Management Agent to listen.
- 3 Restart the Novell ZENworks Remote Management service.
- 4 Enter the value specified in Step 2 in the Remote Management Agent port section of `rmports.ini` file in the `ConsoleOne_installation_directory\bin` directory.

Possible Cause: The network is down.

Action: Ensure that the network is up.

1899: Connection terminated at the other side

Source: ZENworks for Servers; Remote Management for Windows 2000/2003 servers

Severity: Informational

Possible Cause: The Remote Management operation was terminated by the user at the managed server.

Possible Cause: The Remote Management service was stopped.

Possible Cause: The managed server was restarted.

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

Possible Cause: The network is down.

Action: Ensure that the network is up.

1899: 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: Remote Management Console

Severity: Informational

Possible Cause: Remote Management is not running on the managed server.

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

Possible Cause: Remote Management is not running on the port as specified in the `rmports.ini` file in the `ConsoleOne_installation_directory\bin` directory.

Action: Specify the port number on which the Remote Management Agent is listening in the `rmports.ini` file.

Possible Cause: The IP address or DNS name specified in the *Agent* field is incorrect.

Action: Specify the correct IP address or DNS name.

Possible Cause: The network is down.

Action: Ensure that the network is up.

Remote Management Troubleshooting Strategies

5

This section provides solutions to problems you might encounter when using Novell® ZENworks® 7 Server Management's Remote Management component.

- ♦ “Troubleshooting Remote Management for NetWare Servers” on page 167
- ♦ “Troubleshooting Remote Management Installation” on page 168

5.1 Troubleshooting Remote Management for NetWare Servers

This section provides information to help you troubleshoot the following Remote Management problems on NetWare® servers:

- ♦ “Using ConsoleOne, I'm unable to remotely control a NetWare 5.1 SP5 server with ZENworks 7 Server Management installed” on page 167
- ♦ “Installation of the Remote Management snap-ins fails” on page 167
- ♦ “File copy fails during Remote Management Agent upgrade” on page 167

Using ConsoleOne, I'm unable to remotely control a NetWare 5.1 SP5 server with ZENworks 7 Server Management installed

Source: ZENworks Server Management; Remote Management

Action: Do the following:

- 1 Stop ConsoleOne®.
- 2 Reinstall the ZENworks 7 Server Management ConsoleOne snap-ins.
- 3 Start RConsoleJ from ConsoleOne.

Installation of the Remote Management snap-ins fails

Source: ZENworks Server 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.

File copy fails during Remote Management Agent upgrade

Source: ZENworks Server Management; Remote Management Agent Install

Possible Cause: During upgrade, if the Remote Management session is in progress, some files might be locked and become Read-Only.

Action: Do the following:

- 1 Close the Remote Control session before upgrade.
- 2 Reinstall the Remote Management component.

5.2 Troubleshooting Remote Management Installation

This section provides information to help you troubleshoot the following Remote Management problems on Windows servers:

- ♦ “Installation of the Remote Management snap-ins fails” on page 168
- ♦ “Upgrading the Remote Management Agent might fail” on page 168
- ♦ “ConsoleOne snap-ins cause Remote Control to ZENworks for Desktop 3.x with SP3 workstations to fail” on page 168

Installation of the Remote Management snap-ins fails

Source: ZENworks Server 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 is 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.

Upgrading the Remote Management Agent might fail

Source: ZENworks Server Management; Remote Management Agent Install

Possible Cause: During the upgrade of the Remote Management Agent, a Remote Control or a Remote View session might be in progress. This prevents some Remote Management files from being replaced with the newer version.

Action: Do the following:

- 1 Stop the Remote Control or Remote View session.
- 2 Reinstall ZENworks 7 Remote Management Agent. For more information on installing the Remote Management Agent, see “[Remote Management Configuration](#)” “[Novell ZENworks 7 Server Management Installation Guide](#)”.

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

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

Explanation: ZENworks Server Management and ZENworks Desktop Management have different set of snap-ins. Because Server Management supports launching of Remote Management only from server object, it does not contain the snap-ins to launch Remote Management from 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 workstation object cannot load `ndsaccess.dll`, that is replaced during Server Management installation. Hence, the Remote Management launch fails.

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

Management and Monitoring Services

IV

If Management and Monitoring Services component of Novell® ZENworks® 7 Server 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.

This section contains the following topics:

- ♦ [Chapter 6, “Management and Monitoring Services Error Messages,” on page 173](#)
- ♦ [Chapter 7, “Management and Monitoring Services Troubleshooting Strategies,” on page 233](#)

Management and Monitoring Services Error Messages

6

This section contains detailed explanations of the error messages you might encounter using the Novell® ZENworks® 7 Server Management's Management and Monitoring Services:

- ♦ Section 6.1, “Atlas Manager Error Messages,” on page 173
- ♦ Section 6.2, “Discovery Error Messages,” on page 175
- ♦ Section 6.3, “Health Reports Error Messages,” on page 182
- ♦ Section 6.4, “Management and Monitoring Services Database Error Messages,” on page 185
- ♦ Section 6.5, “Management and Monitoring Services Reports Error Messages,” on page 186
- ♦ Section 6.6, “MIB Compiler Error Messages,” on page 188
- ♦ Section 6.7, “Service Manager Error Messages,” on page 212
- ♦ Section 6.8, “Traffic Analysis Error Messages,” on page 213
- ♦ Section 6.9, “Traffic Analysis Agent for NetWare Error Messages,” on page 221
- ♦ Section 6.10, “Traffic Analysis Agent for Windows NT Error Messages,” on page 225
- ♦ Section 6.11, “Probe Manageability Error Messages,” on page 228
- ♦ Section 6.12, “View Builder Error Messages,” on page 229
- ♦ Section 6.13, “Trap Configuration Error Messages,” on page 231
- ♦ Section 6.14, “Installation Error Messages,” on page 232

6.1 Atlas Manager Error Messages

- ♦ “An error occurred while retrieving objects from the server. Ensure that Atlas Manager is running at the server, and refresh the ZENworks Server Management sites to see the view again” on page 173
- ♦ “Could not connect to Atlas Manager at IP_address” on page 174
- ♦ “The network number of at least one interface must match with the network number of the segment” on page 175

An error occurred while retrieving objects from the server. Ensure that Atlas Manager is running at the server, and refresh the ZENworks Server Management sites to see the view again

Source: ZENworks Server Management; Management and Monitoring Services; Atlas Manager

Possible Cause: Atlas Manager is not running at the site server.

Action: Check if Atlas Manager is running at the site server:

- 1 Check the log files generated in
`ZENworks_installation_directory\zenworks\mms\logfiles\sloader.`

2 Select the `sloader-bignumber.txt` file that contains the latest modified time stamp.

3 Search for the following string:

```
AtlasManager:CmdServerObjThread.java  
:com.novell.managewise.AtlasCmdServerObj[XXXXX]  
is ready.
```

(XXXXX will be replaced by some detailed information in the file.)

If this string does not exist, you might need to wait for about 4-5 minutes for the services to start. If they do not start automatically, you need to restart them.

Possible Cause: The ZENworks Server Management server processes were stopped and restarted when ConsoleOne® was running.

Action: Perform the following tasks:

1 In ConsoleOne, select *ZENworks Server Management Site*.

2 Click *Refresh*.

If the error message persists, close the ConsoleOne session that is currently running. Launch ConsoleOne again.

Possible Cause: The ConsoleOne snap-ins and the site server have different ZENworks Server Management versions.

Action: Perform the following tasks:

1 Ensure that the ConsoleOne snap-ins and the site server are using the same ZENworks Server Management version. The ZENworks for Servers 3.x snap-ins do not work with the ZENworks 7 Server Management site server, and vice versa.

2 Install the latest ZENworks Server Management version of the snap-ins on the console and the latest version of the site server on the server and restart the processes.

Could not connect to Atlas Manager at *IP_address*

Source: ZENworks Server Management; Management and Monitoring Services; Atlas Manager

Possible Cause: Atlas Manager is not running at the ZENworks Server Management server.

Action: Check if Atlas Manager is running:

1 Check the log files generated in
`ZENworks_installation_directory\zenworks\mms\logfiles\sloader`.

2 Select the `sloader-bignumber.txt` file, which contains the latest modified time stamp.

3 Search for the following string:

```
AtlasManager:CmdServerObjThread.java:com.novell.managewise.AtlasCmdServerObj[XXXXX] is ready.
```

(XXXXX will be replaced by some detailed information in the file).

If this string does not exist, you might need to wait for about 4-5 minutes for the services to start. If they do not start automatically, you need to restart them.

Possible Cause: The ZENworks Server Management server processes were stopped and restarted when ConsoleOne was running.

Action: Perform the following tasks:

- 1 In ConsoleOne, select the *ZENworks Server Management Site*.
- 2 Click *Refresh*.

If the error message persists to display, close the ConsoleOne session that is currently running. Launch ConsoleOne again.

Possible Cause: The ConsoleOne version and the site server have different ZENworks Server Management versions.

Action: Perform the following tasks:

- 1 Ensure that the ConsoleOne snap-ins and the site server have the same ZENworks Server Management version. The ZENworks for Servers 3.x snap-ins do not work with ZENworks 7 Server Management site server, and vice versa.
- 2 Install the latest ZENworks Server Management version on the console and the server and restart the processes.

The network number of at least one interface must match with the network number of the segment

Source: ZENworks Server Management; Management and Monitoring Services; View Builder

Severity: Important

Explanation: This error occurs while adding a node using the Database Object editor in an unnumbered link segment.

Possible Cause: ZENworks 7 Server Management does not support adding a node to an unnumbered link segment using the Database Object Editor.

6.2 Discovery Error Messages

- ♦ “NetExplorer: Warning: The available disk space on volume volname is only 'x' byte(s)” on page 176
- ♦ “NetExplorer: Warning: The available disk space on volume volname is less than 2 blocks” on page 176
- ♦ “Unable to remove files: datfilename with path. You need to manually remove the files from the directory. Restart discovery” on page 176
- ♦ “Unable to remove NetExplorer .dat files in zfs_install_volume:\zfs_install_folder\zenworks\mms\mwserver\nmdisk\dat” on page 177
- ♦ “The server does not contain an IP or IPX address. You need to specify an IP or an IPX address. Restart discovery” on page 177

- ♦ “Unable to load the nxpip.nlm file. An IP address is not bound to any of the interfaces. Specify an IP address and restart discovery” on page 178
- ♦ “Waiting for netexplor.nlm to load” on page 178
- ♦ “Unable to open IPCache. Please check to see if the following .ddf files exist on the server: attrib.ddf, field.ddf, file.ddf, ndex.ddf” on page 178
- ♦ “Input file discnodes.txt not found. To use File-Based Discovery, you can create a new input file” on page 179
- ♦ “Unable to find the DNS name server information in the resolv.cfg file. Ensure that the DNS server is configured correctly” on page 179
- ♦ “Unable to update the NetExplorer configuration file” on page 180
- ♦ “Insufficient memory. Exit NetExplorer and try later” on page 180
- ♦ “Changes cannot be activated from here. Reload NetExplorer to activate the changes in the following: changelist” on page 180
- ♦ “Error starting Naming Service. Naming Service already running on port portnumber” on page 181
- ♦ “Error starting Naming Service. The address is already in use” on page 181
- ♦ “NXPLANZ: Internal error in finding server MAC address” on page 182

NetExplorer: Warning: The available disk space on volume *volname* is only 'x' byte(s)

Source: ZENworks 7 Server Management; Management and Monitoring Services;
netexplor.nlm

Severity: Warning

Explanation: The volume where the Management Site Server is installed does not have sufficient memory.

Action: Delete unnecessary files to free up memory.

NetExplorer: Warning: The available disk space on volume *volname* is less than 2 blocks

Source: ZENworks 7 Server Management; Management and Monitoring Services;
netexplor.nlm

Severity: Warning

Explanation: The volume where the site server is installed does not have sufficient memory.

Action: Delete unnecessary files to free up memory.

Unable to remove files: *datfilename with path*. You need to manually remove the files from the directory. Restart discovery

Source: ZENworks 7 Server Management; Management and Monitoring Services;
netexplor.nlm

Severity: Critical

Explanation: The NetExplorer™ server was unable to remove the .dat files created during the early cycles of discovery.

Possible Cause: ZENworks Server Management services were started using the `sloader.ncf` command before starting discovery NLM™ software (`netexplor.ncf`).

Possible Cause: Discovery was stopped and started without stopping the ZENworks Server Management services.

Action: Perform the following tasks:

- 1 Stop the discovery services.

Enter `stopdis.ncf` at the Management server prompt to stop the consolidator, SN3 discovery, and Bridge discovery services.

Wait until these services are completely stopped.

- 2 Start NetExplorer.

- 3 Start the discovery services.

To start the discovery services, enter `startdis.ncf`.

**Unable to remove NetExplorer .dat files in
`zfs_install_volume:\zfs_install_folder\zenworks\mms\mwserver\nmdisk\dat`**

Source: ZENworks Server Management; Management and Monitoring Services;
`netexplor.nlm`

Severity: Critical

Explanation: The NetExplorer server was unable to remove the `.dat` files created during the early cycles of discovery.

Possible Cause: ZENworks Server Management services were started using the `sloader.ncf` command before starting discovery NLM software (`netexplor.ncf`).

Possible Cause: Discovery was stopped and started without stopping the ZENworks Server Management services.

Action: Perform the following tasks:

- 1 Stop the discovery services.

Enter `stopdis.ncf` at the Management server prompt to stop the Consolidator, SN3 discovery, and Bridge discovery services.

Wait until these services are completely stopped.

- 2 Start NetExplorer.

- 3 Start the discovery services.

To start the discovery services, enter `startdis.ncf`.

The server does not contain an IP or IPX address. You need to specify an IP or an IPX address. Restart discovery

Source: ZENworks Server Management; Management and Monitoring Services;
NetExplorer

Severity: Critical

Explanation: Discovery was unable to obtain a valid IP/IPX™ binding on the local host.

Possible Cause: The IP/IPX address is not bound to any interfaces of the machine.

Action: Verify that the TCP/IP and SPX™/IPX stacks are configured correctly. Ensure that the IP or IPX address is bound to an interface.

Unable to load the nxpip.nlm file. An IP address is not bound to any of the interfaces. Specify an IP address and restart discovery

Source: ZENworks Server Management; Management and Monitoring Services;
nxpip.nlm

Severity: Critical

Explanation: The nxpip.nlm was unable to obtain the IP address of the local host.

Possible Cause: An IP address is not bound on this machine. TCP/IP is not configured on this machine.

Action: Verify that a valid IP address is bound to an interface and TCP/IP is configured correctly.

Waiting for netxplor.nlm to load

Source: ZENworks Server Management; Management and Monitoring Services;
nxpip.nlm, nxplanz.nlm

Severity: Critical

Explanation: The NetExplorer server is unable remove the .dat files created by earlier cycles of discovery.

Possible Cause: Unable to initialize the NetExplorer server.

Action: Perform the following tasks:

- 1 Stop the discovery services.

Enter `stopdis.ncf` at the Management server prompt to stop the Consolidator, SN3 discovery, and Bridge discovery services

- 2 Start NetExplorer.

- 3 Start the discovery services.

To start the discovery services, enter `startdis.ncf`.

Unable to open IPCache. Please check to see if the following .ddf files exist on the server: attrib.ddf, field.ddf, file.ddf, ndex.ddf

Source: ZENworks Server Management; Management and Monitoring Services;
ipgroper.nlm, nxplanz.nlm

Severity: Critical

Explanation: An error occurred while opening IPCACHE. The discovery NLM programs were loaded in the wrong sequence. In `netxplor.ncf`, the `nxpip.nlm` must be loaded before `ipgroper.nlm` and `nxplanz.nlm`.

Possible Cause: `Netxplor.ncf` has been manually edited.

Action: Perform the following tasks:

- 1 Copy the `netxplor.ncf` and `nxp.ini` files from the *ZENworks 7 Server Management* product CD to the `ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk` directory.
- 2 Edit the `nxp.ini` file to set the value of [IPCACHE] PATH to `ZENworks_installation_directory\zenworks\mms\mwserver\ipcache`.
- 3 Restart discovery.

Possible Cause: The `nxp.ini` file is corrupted and does not have the [IPCACHE] section.

Action: Perform the following tasks:

- 1 Copy the `nxp.ini` file from the *ZENWorks 7 Server Management* product CD into `ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk`.
- 2 Edit the `nxp.ini` file to set the value of [IPCACHE] PATH to `ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk\ipcache`.
- 3 Restart discovery.

Input file `discnodes.txt` not found. To use File-Based Discovery, you can create a new input file

Source: ZENworks Server Management; Management and Monitoring Services;
`ipgroper.nlm`

Severity: Informational

Explanation: File-based discovery has been configured to run without specifying an input file.

Possible Cause: The input file has not been configured.

Action: If you want to discover hosts using file-based discovery, create the `discnodes.txt` input file in the `ZENworks_installation_directory\mwserver\nmdisk` directory. For more information, see “[File-Based Discovery](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

Unable to find the DNS name server information in the `resolv.cfg` file. Ensure that the DNS server is configured correctly

Source: ZENworks Server Management; Management and Monitoring Services;
`ipgroper.nlm`

Severity: Important

Explanation: The `sys:\etc\resolv.cfg` file does not contain the information on the DNS server to be queried to retrieve the DNS names.

Possible Cause: The server has not been configured with any DNS server to resolve names.

Action: Configure the NetWare® server to query a DNS server.

Action: You can also manually edit the `resolv.cfg` file to create an entry for the DNS server. For example: *domaindomainname nameserver IP address of the DNS server.*

Unable to update the NetExplorer configuration file

Source: ZENworks Server Management; Management and Monitoring Services;
`nxpcon.nlm`

Severity: Critical

Explanation: The configuration that needs to be updated in the `nxp.ini` configuration file in the `ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk` directory could not be performed.

Possible Cause: The `nxp.ini` file is corrupted or does not exist.

Action: Perform the following tasks:

- 1 Stop NetExplorer by entering `unxp` at the Management server prompt.
- 2 If `sloader` is started, stop the Java discovery processes.
To stop the discovery processes, enter `stopdis`.
Wait for all the Java discovery processes to stop.
- 3 Copy the `nxp.ini` file from the ZENworks Server Management product CD into the following directory:
`ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk`.
- 4 Edit the `nxp.ini` file to set the value of `[IPCACHE] PATH` to
`ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk\ipcache`.
- 5 Start NetExplorer by entering `netxpexplor` at the Management server prompt.
- 6 Start the Java discovery processes by entering `startdis`.
Use `NXPCON` to configure NetExplorer.

Insufficient memory. Exit NetExplorer and try later

Source: ZENworks Server Management; Management and Monitoring Services;
`nxpcon.nlm`

Severity: Critical

Explanation: The program was unable to allocate sufficient memory.

Possible Cause: The server is running low on memory.

Action: Check and unload unnecessary processes to free up the memory and try again.

Changes cannot be activated from here. Reload NetExplorer to activate the changes in the following: *changelist*

Source: ZENworks Server Management; Management and Monitoring Services;
`nxpcon.nlm`

Severity: Informational

Explanation: You have changed certain configuration parameters like the IP discovery scope, which require the NetExplorer system to be restarted. These changes cannot be updated within the NetExplorer system while the other modules are running.

Possible Cause: You have made the changes to suboptions other than SNMP using Configuration Options.

Action: Perform the following tasks:

- 1 Stop NetExplorer by entering `unxp` at the Management server prompt.
- 2 If `sloader` has been started, stop the Java discovery processes by entering `stopdis`.
Wait for all the Java discovery processes to stop.
- 3 Start NetExplorer by entering `netxp`.
- 4 Start the discovery processes by entering `startdis`.

Error starting Naming Service. Naming Service already running on port *portnumber*

Source: ZENworks Server Management; Management and Monitoring Services; Naming Server

Severity: Informational

Explanation: A prior instance of the Naming Server Java process is already running and an attempt was made to start it again.

Possible Cause: You have entered `mwserver` twice at the command prompt.

Possible Cause: You have attempted to restart the services without killing the Naming Server Java process.

Action: Perform the following tasks:

- 1 Stop the Naming Server Java process by entering `mmsNaming -exit` at the server prompt.
- 2 Restart the Naming Server Java process by entering `mwserver` at the server prompt.

Error starting Naming Service. The address is already in use

Source: ZENworks Server Management; Management and Monitoring Services; Naming Server

Severity: Important

Explanation: The NetWare server has not released the port associated with a prior instance of the Naming Server Java process. Therefore, a subsequent attempt to restart the Naming Server on the same port failed.

Possible Cause: An attempt to stop and start the Naming Server Java process was made too quickly.

Action: Wait for a longer time interval (at least a minute) before restarting the Naming Server Java process.

NXPLANZ: Internal error in finding server MAC address

Source: ZENworks Server Management; Management and Monitoring Services;
ipgroper.nlm

Severity: Informational

Possible Cause: You are trying an unsupported load balancing configuration.

Action: Ensure that only one network interface card (Ethernet Card) is the primary interface for only one network.

6.3 Health Reports Error Messages

- ♦ “Unable to locate the Health Report service on the server. Check if the Health Report service is running on the server” on page 182
- ♦ “A communication error has occurred at the server. Failed to complete the attempted operation” on page 182
- ♦ “The Health Profiles are missing. Try restarting the site server” on page 183
- ♦ “The Health Report is not available for viewing. Try the following: Generate Health Report before viewing. Check the publish directory configuration for profiles” on page 184
- ♦ “The agent is not responding - please check if agent and connection is operational” on page 184
- ♦ “The agent might not be instrumented for Health Reports - please check installation of agent” on page 184
- ♦ “The SNMP properties are not complete and cannot get the trend values” on page 184
- ♦ “The agent is not trending required attributes for health data computation” on page 184

Unable to locate the Health Report service on the server. Check if the Health Report service is running on the server

Source: ZENworks Server Management; Management and Monitoring Services;
Health Reports

Severity: Critical

Possible Cause: The Health Report service is not running on the site server.

Action: Do the following:

- 1 Select *Tools > Management Site Server Status*.
- 2 Check the status of the health submodule of the Service Manager.
- 3 Start the Health Report service, if it is stopped.

A communication error has occurred at the server. Failed to complete the attempted operation

Source: ZENworks Server Management; Management and Monitoring Services;
Health Reports

Severity: Informational

Possible Cause: The communication between the Health Report client and the Health Report server was lost because the Health Report service running on the site server was down during the operation.

Action: Do the following:

- 1 Select *Tools > Management Site Server Status*.
- 2 Check the status of the health sub-module of the Service Manager.
- 3 Start the Health Report service if it is stopped.

Possible Cause: The `healthreportslib.jar` file version on the site server and on the machine where you have installed ConsoleOne is not the same version because the TID's `.jar` file is updated on the site server or on the machine where you have installed ConsoleOne.

Action: Check if the `healthreportslib.jar` file is identical on the site server and the machine where you installed ConsoleOne. If not, update the older version with the new version. The `healthreportslib.jar` file is in the following location:

- ♦ **Site Server:** `volume:\zenworks\mms\lib\mw`
- ♦ **Machine where ConsoleOne is installed:**
`ConsoleOne\1.2\lib\mw`

Possible Cause: Communication between the Health Report client and the Health Report server was lost because the network connection between the machine where you installed ConsoleOne and the site server was lost.

Action: Check the network connectivity. Reconnect if necessary.

The Health Profiles are missing. Try restarting the site server

Source: ZENworks Server Management; Management and Monitoring Services; Health Reports

Severity: Critical

Possible Cause: The site server was not installed correctly. The Health profiles are created during installation.

Action: In ConsoleOne, check the SNMP settings from the properties of the site. If most of the values are -1, then problems exists in the installation. Do either of the following:

- ♦ Reinstall the site server.
- ♦ Enter the following SQL calls on the database from any of the database interaction tools:

```
call MW_DBA.initializeDB(0);
call
Globalc$SNMPCommunicationParameters(p$Timeout=2
50,p$Retries=2,p$IP_Port=161,p$IPX_Port=36879,p
$read_authentication=0,p$write_authentication=0
,p$ReadCommunity='public',p$WriteCommunity='pub
lic');
call
Health.c$addHealthProfileTypes('sys:\zenworks\m
ms\mwserver\bin');
commit;
```

The Health Report is not available for viewing. Try the following: Generate Health Report before viewing. Check the publish directory configuration for profiles

Source: ZENworks Server Management; Management and Monitoring Services; Health Reports

Severity: Informational

Possible Cause: The Health Reports are not generated at a specific location.

Action: Define a new Health Report in ConsoleOne and run it immediately using the *Now* option.

Action: Launch `index.html` from where you have published the report.

The agent is not responding - please check if agent and connection is operational

Source: ZENworks Server Management; Management and Monitoring Services; Health Reports

Severity: Informational.

Possible Cause: The SNMP service might be down.

Action: Start the SNMP service.

Possible Cause: Insufficient timeout value.

Action: Increase the timeout value.

Possible Cause: The node might be down.

Action: Start the node.

The agent might not be instrumented for Health Reports - please check installation of agent

Source: ZENworks Server Management; Management and Monitoring Services; Health Reports.

Severity: Informational.

Possible Cause: The SNMP agent might not be running on the machine.

Action: Install the relevant agents, such as `nwtrnd` and `nttrend`.

The SNMP properties are not complete and cannot get the trend values

Source: ZENworks Server Management; Management and Monitoring Services; Health Reports.

Severity: Informational.

Possible Cause: Incorrect SNMP Read community string.

Action: Specify the correct SNMP Read community string.

The agent is not trending required attributes for health data computation

Source: ZENworks Server Management; Management and Monitoring Services; Health Reports.

Severity: Informational.

Possible Cause: The attributes required for health calculation are not being trended.

Action: Trending must be enabled on all the attributes, that are used for health calculation.

6.4 Management and Monitoring Services Database Error Messages

- ♦ “An error occurred while connecting to the database” on page 185
- ♦ “An error occurred during database backup” on page 185
- ♦ “An error occurred while updating the database” on page 185
- ♦ “An error occurred while updating NDS” on page 186
- ♦ “Database cannot be started -- mw.log is an invalid transaction log” on page 186

An error occurred while connecting to the database

Source: ZENworks Server Management; Management and Monitoring Services; Change Database Password snap-ins and Database Backup snap-ins at the Properties page at the site server level

Severity: Critical

Explanation: Connection to the database could not be established.

Possible Cause: The database might be down.

Action: Check whether the database is down. To bring up the database, enter `mgmt dbs` at the management server prompt.

An error occurred during database backup

Source: ZENworks Server Management; Management and Monitoring Services; Database Backup snap-ins at the Properties page at the site server level

Severity: Important

Explanation: The database backup operation could not be performed.

Possible Cause: The database might be down.

Action: Check whether the database is down. To bring up the database, enter `mgmt dbs` at the management server prompt.

An error occurred while updating the database

Source: ZENworks Server Management; Management and Monitoring Services; Change Database Password snap-ins at the Properties page at the site server level

Severity: Important

Explanation: The password for the database could not be changed.

Possible Cause: The database might down.

Action: Check whether the database is down. To bring up the database, enter `mgmt dbs` at the management server prompt.

An error occurred while updating NDS

- Source: ZENworks Server Management; Management and Monitoring Services; Change Database Password snap-ins at the Properties page at the site server level
- Severity: Important
- Explanation: When you attempted to change the database password, Novell eDirectory™ could not be updated with the new password.
- Possible Cause: There is a problem with eDirectory.
- Action: Check the eDirectory error code to see what the problem is. If you are unable to resolve the error, copy the exception stack trace and report it to [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Database cannot be started -- mw.log is an invalid transaction log

- Source: ZENworks Server Management; Management and Monitoring Services; Database Backup
- Severity: Critical
- Possible Cause: The mw.log file mismatches with the existing Management and Monitoring Services database files (mw.db).
- Action: Do the following on the site server having the Management and Monitoring Services database:

- 1** In `sys:\system\mgmt dbs.ncf`, search for the following line:

```
load SYS:\ZENWORKS\DBENGINE\dbsrv8.nlm -c 99M -x tcpip -tl
300 -ti 0 -gn 50 -m -n 164.99.151.33
SYS:\ZENWORKS\mms\db\mw.db
```

And include the -F option as shown below:

```
load SYS:\ZENWORKS\DBENGINE\dbsrv8.nlm -c 99M -x tcpip -tl
300 -ti 0 -gn 50 -m -n 164.99.151.33 -F
SYS:\ZENWORKS\mms\db\mw.db
```

- 2** Restart the Management and Monitoring Services database by entering `mgmt dbs` at the server command prompt.
- 3** Shut down the Management and Monitoring Services database by pressing the Q key at the Sybase console.
- 4** Remove the -F option from `sys:\system\mgmt dbs.ncf`, which was added in Step 1.
- 5** Restart the Management and Monitoring Services database by entering `mgmt dbs` at the server command prompt.

6.5 Management and Monitoring Services Reports Error Messages

- ♦ “ZENworks Reporting requires Microsoft Access Data Component (MDAC) version 2.6 or later. You must install the recommended MDAC version” on page 187

- ♦ “Unable to connect to the database. Ensure that the database is up and running” on page 187
- ♦ “Unable to log into the database. Ensure that the ODBC driver is installed properly” on page 187

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

Source: ZENworks Server Management; Management and Monitoring Services; Reporting

Severity: Critical

Possible Cause: The MDAC version you have installed on you Management server is not the recommended version. As a minimum requirement, you must install MDAC 2.6 SP1 to run MMS reports on Windows NT.

Action: Check the MDAC version of the you have installed.

- 1 From the desktop console, click *Start > Settings > Control Panel > ODBC Data Sources*.
- 2 Select the *About* tab.
The minimum version required is 3.520.7326.0
- 3 Upgrade the ODBC core components if the version does not match the minimum required version specified. Download the MDAC 2.6 SP1 from the [Microsoft Download Center \(http://www.microsoft.com/downloads/\)](http://www.microsoft.com/downloads/).

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

Source: ZENworks Server Management; Management and Monitoring Services; Reporting

Severity: Warning

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

Action: Ensure that the MMS database is up and the MMS database is loaded on the database server.

Possible Cause: The network connection is down.

Action: Ensure that the network connection is up.

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

Source: ZENworks Server Management; Management and Monitoring Services; Reporting

Severity: Warning

Possible Cause: The driver provided with the *ZENworks Server Management* Companion CD is not installed.

Action: You must install the ODBC client on the machine from the *ZENworks 7 Companion 2* CD. The ODBC client `sybaseodbc.zip` is available in the `\database drivers` directory on the *ZENworks 7 Companion 2* CD.

Possible Cause: The driver files are copied at a location other than the default location.

Action: Do the following:

- 1 Ensure that the following files are present in
c:\programfiles\sybase\adaptive server anywhere
8.0\win32:

dbcon8.dll
dblggen8.dll
dbodbc8.dll
- 2 If you are unable to locate the above files, install the Sybase ODBC driver again. If you are unable to copy the DLLs to the
c:\programfiles\sybase\adaptive server anywhere
8.0\win32 directory, you must manually change the all the
occurrences of the path in the sybaseodbc.reg file. Double-click
sybaseodbc.reg to install the driver again.

6.6 MIB Compiler Error Messages

- ♦ “MIBCERR102: Incorrect INDEX clause. The syntax should be INDEX {object name}” on page 190
- ♦ “MIBCERR103: Unable to parse the value for an unknown or aggregate type. Check the spelling and the format” on page 190
- ♦ “MIBCERR104: A duplicate number exists in the name-number list” on page 191
- ♦ “MIBCERR105: Incorrect syntax: Expected '('” on page 191
- ♦ “MIBCERR106: Incorrect syntax: Expected ')'” on page 191
- ♦ “MIBCERR107: Incorrect syntax: Expected ', ' or '}'” on page 191
- ♦ “MIBCERR108: Incorrect syntax: Expected '{' after DEFVAL” on page 192
- ♦ “MIBCERR109: Incorrect syntax: Expected '{' after VARIABLES” on page 192
- ♦ “MIBCERR110: Incorrect syntax: Expected '{'” on page 192
- ♦ “MIBCERR111: Incorrect syntax: Specify a non-negative integer” on page 193
- ♦ “MIBCERR112: Incorrect syntax: Specify the SMI type” on page 193
- ♦ “MIBCERR113: Incorrect syntax: Specify an integer” on page 193
- ♦ “MIBCERR114: Incorrect syntax: Specify an octet string” on page 193
- ♦ “MIBCERR115: Incorrect syntax: Specify a filename after HELP” on page 194
- ♦ “MIBCERR116: Incorrect syntax: Specify the HELPTAG number after HELPTAG” on page 194
- ♦ “MIBCERR117: Incorrect syntax: Specify an identifier after ACCESS” on page 194
- ♦ “MIBCERR118: Incorrect syntax: Specify an identifier after STATUS” on page 194
- ♦ “MIBCERR119: Incorrect syntax: Specify an identifier” on page 195
- ♦ “MIBCERR120: Incorrect syntax: Specify the index object or the index type” on page 195
- ♦ “MIBCERR121: Incorrect syntax: Specify the module reference” on page 196
- ♦ “MIBCERR122: Incorrect syntax: Specify a number between 0 and 9” on page 196
- ♦ “MIBCERR123: Incorrect syntax: Expected a string after DESCRIPTION” on page 196

- ◆ “MIBCERR124: Incorrect syntax: Specify a string after REFERENCE” on page 196
- ◆ “MIBCERR125: Incorrect trap annotation: Expected a string after SUMMARY” on page 197
- ◆ “MIBCERR126: Incorrect trap annotation: Specify a string after TYPE” on page 197
- ◆ “MIBCERR127: Incorrect trap annotation: Specify a time index number after TIMEINDEX” on page 197
- ◆ “MIBCERR128: Specify the keyword as INTEGER or OPTIONAL” on page 197
- ◆ “MIBCERR129: Incorrect syntax: Expected ::=” on page 198
- ◆ “MIBCERR130: Incorrect syntax: Expected ACCESS” on page 198
- ◆ “MIBCERR131: Incorrect syntax: Expected BEGIN” on page 198
- ◆ “MIBCERR132: Incorrect syntax: Expected DEFINITIONS” on page 199
- ◆ “MIBCERR133: Incorrect syntax: Expected ENTERPRISE” on page 199
- ◆ “MIBCERR134: Incorrect syntax: Specify HELPTAG after HELP” on page 199
- ◆ “MIBCERR135: Incorrect syntax: Expected NULL” on page 200
- ◆ “MIBCERR136: Incorrect syntax: Specify an identifier after STATUS” on page 200
- ◆ “MIBCERR137: Incorrect syntax: Expected SYNTAX” on page 200
- ◆ “MIBCERR138: Incorrect syntax: Expected ’, ’ or FROM” on page 201
- ◆ “MIBCERR139: Specify an identifier or SMI type in the IMPORT clause” on page 201
- ◆ “MIBCERR140: Specify a valid SMI type in the INDEX clause” on page 201
- ◆ “MIBCERR141: Insufficient memory to compile the MIBs” on page 202
- ◆ “MIBCERR142: Check for the premature truncation of the file” on page 202
- ◆ “MIBCERR143: A syntax error occurred in the object ID” on page 202
- ◆ “MIBCERR147: Incorrect alarm trap annotation: Too many arguments after ARGUMENTS.” on page 202
- ◆ “MIBCERR148: Specify the identifier” on page 203
- ◆ “MIBCERR149: Specify the SMI type” on page 203
- ◆ “MIBCERR150: Specify the module name in the IMPORT statement” on page 204
- ◆ “MIBCERR151: The definition already exists” on page 204
- ◆ “MIBCERR152: Specify the missing term in the OBJECT IDENTIFIER definition” on page 204
- ◆ “MIBCERR153: Specify a valid token” on page 205
- ◆ “MIBCERR154: Specify a valid SMI type after SEQUENCE OF” on page 205
- ◆ “MIBCERR155: Unrecognized ASN.1 type after SYNTAX” on page 205
- ◆ “MIBCERR156: Unrecognized value for SEVERITY” on page 205
- ◆ “MIBCERR157: The print operation is aborted” on page 206
- ◆ “MIBCERR158: Incorrect syntax: Specify a string after DISPLAY-HINT” on page 206
- ◆ “MIBCERR201: Incorrect syntax: Specify a string after UNITS” on page 206
- ◆ “MIBCERR205: Incorrect syntax: Expected OBJECTS” on page 206
- ◆ “MIBCERR212: Incorrect syntax: Expected LAST-UPDATED” on page 207
- ◆ “MIBCERR214: Incorrect syntax: Expected ORGANIZATION” on page 207

- ♦ “MIBCERR215: Incorrect syntax: Specify a string after ORGANIZATION” on page 207
- ♦ “MIBCERR216: Incorrect syntax: Specify a string after CONTACT-INFO” on page 207
- ♦ “MIBCERR217: Incorrect syntax: Specify a string after REVISION” on page 208
- ♦ “MIBCERR218: Incorrect syntax: Expected CONTACT-INFO” on page 208
- ♦ “MIBCERR219: Incorrect syntax: Expected DESCRIPTION” on page 208
- ♦ “MIBCERR223: Specify a correct symbol in the IMPORT statements” on page 209
- ♦ “MIBCERR226: Incorrect Syntax: Specify an identifier after OBJECTS” on page 209
- ♦ “MIBCERR227: Incorrect syntax: Expected NOTIFICATIONS” on page 210
- ♦ “MIBCERR228: Incorrect syntax: Specify an identifier after NOTIFICATIONS” on page 210
- ♦ “MIBCWAR001: Unrecognized ACCESS type” on page 210
- ♦ “MIBCWAR002: Unrecognized STATUS type” on page 211
- ♦ “MIBCWAR003: The value in the name-number list has exceeded 32767” on page 211
- ♦ “MIBCWAR004: Specify the missing trap annotation” on page 211

MIBCERR102: Incorrect INDEX clause. The syntax should be INDEX {object name}

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Possible Cause: The syntax in the INDEX clause is incorrect.

Action: Ensure that the syntax of the INDEX clause is `INDEX List of ObjectNames`.

The list of object names should be separated by commas.

For example,

```
nwUserVolUsageEntry OBJECT-TYPE
    INDEX nwUserVolUserID, nwUserVolVolID
```

The object names in this example are `nwUserVolUserID` and `nwUserVolVolID`.

MIBCERR103: Unable to parse the value for an unknown or aggregate type. Check the spelling and the format

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler attempts to understand a value through the type that is referenced. If that type is not known, the MIB Compiler cannot interpret the value.

Possible Cause: The type is unknown and the MIB Compiler cannot interpret the value.

Action: Make sure the spelling and format of the type are correct.

Action: Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR104: A duplicate number exists in the name-number list

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The named number lists contain elements consisting of a label and an associated number. The labels provide meaning to the assigned numbers. The numbers must be unique in a named number list.

Possible Cause: The same number has been incorrectly assigned to multiple list entries.

Action: Ensure that the numbers are unique.

MIBCERR105: Incorrect syntax: Expected '('

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The enumerated list consists of name strings and the associated integer value. The integers should be enclosed in parentheses.

Possible Cause: The MIB file has invalid characters or characters between the name string and the opening parenthesis.

Action: Make sure the name string is a single word and does not contain white space.

Possible Cause: The name string might be incorrectly made up of spaces, or other white space characters.

Action: Delete any non-white-space characters (characters other than the white space characters such as tab or space) between the name string and the integer value.

Possible Cause: The integer value might be missing entirely, or the enclosing parentheses might be missing or replaced by braces.

Action: Enclose the integer value in parentheses.

MIBCERR106: Incorrect syntax: Expected ')'

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The integer value should be enclosed in parentheses. The closing right parenthesis was not found.

Possible Cause: Non-numerical or non-white-space characters (characters other than the white space characters such as tab or space) are present between the integer and the closing parentheses.

Possible Cause: The closing parenthesis for the integer value is missing.

Possible Cause: The value has non-numerical invalid characters inserted between digits.

Action: Ensure that there are no non-white-space characters between the integer value and that the closing parenthesis is present.

MIBCERR107: Incorrect syntax: Expected ', ' or '}'

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

- Explanation: The possible lists are either an enumerated list or a variable list. The lists should be made up of list items, enclosed within opening and closing braces, and commas are used to separate the list items. This error is declared when this format is not present.
- Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present between the list items and the separating comma.
- Possible Cause: The closing brace is missing.
- Action: Delete any non-white-space characters between items in the list or between the last item and the closing braces. Separate list items with commas.

MIBCERR108: Incorrect syntax: Expected '{' after DEFVAL

- Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler
- Explanation: DEFVAL defines a predefined value for a variable. The value to be used should be enclosed within opening and closing braces.
- Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present between the DEFVAL and the opening brace.
- Action: Delete any non-white-space characters. Enclose characters within opening and closing braces.

MIBCERR109: Incorrect syntax: Expected '{' after VARIABLES

- Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler
- Explanation: The VARIABLES keyword is followed by a list of object names in the MIB. The names should be separated by commas and enclosed within opening and closing braces.
- Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present between the VARIABLES keyword and the opening braces.
- Action: Delete any non-white-space characters.
- Possible Cause: The opening brace is missing.
- Action: Enclose characters within opening and closing braces.

MIBCERR110: Incorrect syntax: Expected '{'

- Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler
- Explanation: The SEQUENCE keyword is followed by a list of items making up a sequence. Each item of the list is made up of an object name and an object value pair. The list items should be separated by commas and enclosed within opening and closing braces.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present between the SEQUENCE keyword and the opening brace.

Action: Delete any invalid characters between the SEQUENCE keyword and the opening brace.

Possible Cause: The opening brace is missing.

Action: Specify the opening parenthesis.

MIBCERR111: Incorrect syntax: Specify a non-negative integer

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The integer can be digits from 0 to 9 only. The format allows for leading zeros.

Possible Cause: The specified integer value is incorrect.

Action: Check that the integer value is expressed in the expected format.

MIBCERR112: Incorrect syntax: Specify the SMI type

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The SMI type can either be a built-in standard SMI type or a user-defined type.

Possible Cause: The SMI type does not refer to a built-in standard SMI type or a user-defined type.

Action: Ensure that the SMI type is a valid type defined in the MIB file. Use the IMPORT statement to add the SMI type from a MIB file. Ensure that the spelling of the SMI type is correct.

MIBCERR113: Incorrect syntax: Specify an integer

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The integer can be digits from 0 to 9 only. The format allows for leading zeros and a sign (optional). White space can exist between the sign and the digits.

Possible Cause: The specified integer value is incorrect.

Action: Ensure that the integer value is expressed in the expected format.

MIBCERR114: Incorrect syntax: Specify an octet string

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The string should be enclosed in quotes. It can be standard text (alphanumeric with punctuation characters), binary string (0s and 1s), or hexadecimal string (all digits, A,B,C,D,E,F, a, b, c, d, e, f).

Possible Cause: The required string is not present.

Action: Ensure that the string is provided and is expressed in the expected format.

MIBCERR115: Incorrect syntax: Specify a filename after HELP

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The HELP clause is optional. The HELP keyword should be followed by a filename, which is used for the alarm system in ConsoleOne.

Possible Cause: The expected filename is missing after the HELP keyword.

Action: Check that a filename is provided after the HELP keyword.

MIBCERR116: Incorrect syntax: Specify the HELPTAG number after HELPTAG

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The integer number corresponds to the appropriate offset in the online help file named in the HELP clause.

Possible Cause: No number was found after the HELPTAG keyword.

Action: Delete the non-negative integer after the HELPTAG keyword.

Possible Cause: The number was not in the expected integer format.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR117: Incorrect syntax: Specify an identifier after ACCESS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ACCESS clause defines the access levels in terms of identifiers. The identifiers can be:

- ♦ read-only
- ♦ read-write
- ♦ write-only
- ♦ not-accessible

Possible Cause: The keyword in the ACCESS clause does not belong to the defined set.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space). Specify a valid identifier.

MIBCERR118: Incorrect syntax: Specify an identifier after STATUS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The STATUS clause defines the implementation support required for this object using identifiers. The supported values are:

- ♦ mandatory, optional (support is mandatory or optional)

- ♦ deprecated (must be supported, but might be removed from the next version)
- ♦ obsolete (the managed nodes no longer need to support this object)

Possible Cause: The identifier is absent completely.

Action: Specify a valid identifier.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present between the STATUS and the identifier.

Action: Delete any non-white-space characters.

Possible Cause: The keyword in the OBJECT clause might not be a valid identifier.

Action: Specify a valid identifier.

Action: Delete any non-white-space characters.

MIBCERR119: Incorrect syntax: Specify an identifier

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The TRAP-TYPE macro contains either an enumerated list or a variable list. The list should be made up of items separated with commas and enclosed within opening and closing braces.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present before the name.

Action: Delete any non-white-space characters between the list items.

Possible Cause: The name was not found.

Action: Enclose list items within opening and closing braces, without any invalid non-white-space characters.

Possible Cause: An identifier after the GROUP clause is not present.

Action: Specify a valid identifier. Delete non-white-space characters.

MIBCERR120: Incorrect syntax: Specify the index object or the index type

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The INDEX clause contains a list of object names separated by commas. The list of object names should be enclosed within opening and closing braces.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present.

Action: Delete any non-white-space characters in the clause.

Possible Cause: The Index Object type or Index type is not the name of an object in the MIB.

Action: Express names in the proper format.

MIBCERR121: Incorrect syntax: Specify the module reference

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: When the MIB Compiler applies ASN.1 syntax, by convention, the module names should begin with an uppercase letter.

Possible Cause: The name of the module starts with a lowercase letter.

Action: Ensure that the module name begins with an uppercase letter.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR122: Incorrect syntax: Specify a number between 0 and 9

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The integer can be digits from 0 to 9 only. The format allows for leading zeros and a sign (optional). White space can be between the sign and the digits.

Possible Cause: The integer value is incorrect.

Action: Ensure that the integer value is expressed in the expected format.

MIBCERR123: Incorrect syntax: Expected a string after DESCRIPTION

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The DESCRIPTION clause has a quoted string, which is the description for that particular object in the MIB.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks.

Action: Use double quotation marks (" ") on any quotes within the string quoted to avoid confusion with the closing quotation marks.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present before the beginning of the string.

Action: Ensure that non-white-space characters do not precede the string.

MIBCERR124: Incorrect syntax: Specify a string after REFERENCE

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The REFERENCE clause has a quoted string, which is the description for that particular object in the MIB.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotes.

Action: Use double quotation marks (" ") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Non-white-space characters are present before the beginning of the string.

Action: Ensure that non-white-space characters do not precede the string.

MIBCERR125: Incorrect trap annotation: Expected a string after SUMMARY

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The SUMMARY clause has a quoted string, which is the description for that particular object in the MIB.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks.

Action: Use double quotation marks (" ") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Non-white-space (characters other than the white space characters such as tab or space) might be present before the beginning of the string.

Action: Ensure that non-white-space characters do not precede the string.

MIBCERR126: Incorrect trap annotation: Specify a string after TYPE

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: In the TRAP-TYPE macro, the TRAP TYPE clause has a quoted string, which is the description for that particular trap in the MIB.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks.

Action: Use double quotation marks (" ") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Non-white-space characters might be present before the beginning of the string.

Action: Ensure that non-white-space characters do not precede the string.

MIBCERR127: Incorrect trap annotation: Specify a time index number after TIMEINDEX

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The integer can be digits from 0 to 9 only. The format allows for leading zeros and a sign (optional). White space can exist between the sign and the digits.

Possible Cause: The non-negative integer value is incorrect or is not present.

Action: Check that the integer value is expressed in the expected format.

MIBCERR128: Specify the keyword as INTEGER or OPTIONAL

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The OPTIONAL keyword signifies that the preceding term in the INDEX clause is not mandatory. It must be the last term in the clause and must be preceded by an INTEGER only.

Possible Cause: The OPTIONAL keyword is not the last term in the INDEX clause.

Action: Ensure that the keyword is the last term in the clause.

Possible Cause: The OPTIONAL keyword is preceded by a type other than INTEGER.

Action: Ensure that the term preceding the OPTIONAL keyword is INTEGER. Delete any invalid non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR129: Incorrect syntax: Expected ::=

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The symbol ::= has multiple uses, such as in object definitions, textual conventions, and demarcation of MIB modules.

Possible Cause: The ::= symbol is missing.

Action: Ensure that the expression has the correct form. This is important for object definitions when macros are being used.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present between the previous term and the ::= symbol.

Action: Delete any non-white-space characters in the expression.

MIBCERR130: Incorrect syntax: Expected ACCESS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: In ASN.1 syntax, the ACCESS keyword forms part of the OBJECT-TYPE macro, which defines the access level of that particular object.

Possible Cause: The ACCESS keyword is missing.

Action: Ensure that the ACCESS keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present in the place of the ACCESS keyword.

Action: Delete any non-white-space characters.

MIBCERR131: Incorrect syntax: Expected BEGIN

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ASN.1 syntax notation allows for objects to be defined within a separate module. A MIB file can contain one or more modules. These modules, by definition, begin with *module_name* DEFINITIONS ::= BEGIN.

Possible Cause: The BEGIN keyword is missing.

Action: Ensure that the BEGIN keyword is present. Delete any invalid non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR132: Incorrect syntax: Expected DEFINITIONS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ASN.1 syntax notation allows for objects to be defined within a separate module. A MIB file can contain one or more modules. These modules, by definition, begin with *module_name* DEFINITIONS ::= BEGIN.

Possible Cause: The DEFINITIONS keyword is missing.

Action: Ensure that the DEFINITIONS keyword is present. Delete any invalid non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR133: Incorrect syntax: Expected ENTERPRISE

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ENTERPRISE keyword forms part of the TRAP-TYPE macro and describes to which ENTERPRISE the trap belongs. The ENTERPRISE is usually the group that defines that particular MIB.

Possible Cause: The ENTERPRISE keyword is missing.

Action: Ensure that the ENTERPRISE keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present in the place of the ENTERPRISE keyword.

Action: Delete any non-white-space characters before the ENTERPRISE keyword.

MIBCERR134: Incorrect syntax: Specify HELPTAG after HELP

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The HELPTAG and HELP items form part of the trap definition. The item HELP defines the Help files to be used for the alarm system on the console. The HELPTAG refers to a particular offset in that file, pertaining to this particular trap.

Possible Cause: The HELPTAG item is not present.

Possible Cause: The keyword has been spelled incorrectly or is not present.

Action: Ensure that the keyword is present and is spelled correctly.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present in the place of the ENTERPRISE keyword.

Action: Delete any non-white-space characters before the ENTERPRISE keyword.

MIBCERR135: Incorrect syntax: Expected NULL

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler understands the following ASN.1 types:

- ♦ INTEGER
- ♦ OBJECT IDENTIFIER
- ♦ OCTET STRING

It also has built-in support for the following standard SMI types:

- ♦ Counter
- ♦ Gauge
- ♦ TimeTicks
- ♦ NetAddress
- ♦ IPAddress
- ♦ Opaque

Possible Cause: Attempting to use an undefined type results in this error.

Action: Ensure that the type is one of those supported by the MIB Compiler and is spelled correctly. Delete any invalid non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR136: Incorrect syntax: Specify an identifier after STATUS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The STATUS keyword forms part of the OBJECT-TYPE macro, defining the implementation support required for that particular object, whether it is Mandatory, Optional, Deprecated, or Obsolete.

Possible Cause: The STATUS keyword is missing.

Action: Ensure that the STATUS keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present in the place of the STATUS keyword.

Action: Delete any non-white-space characters.

MIBCERR137: Incorrect syntax: Expected SYNTAX

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: In ASN.1 syntax, the SYNTAX keyword forms part of the OBJECT-TYPE macro, defining the format of the value taken by the object.

In SNMP Version 2 syntax, the SYNTAX keyword forms part of the OBJECT-TYPE and TEXTUAL-CONVENTIONS macro, describing any of these types.

Possible Cause: The SYNTAX keyword is missing.

Action: Ensure that the SYNTAX keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present in the place of the SYNTAX keyword.

Action: Delete any non-white-space characters.

MIBCERR138: Incorrect syntax: Expected ', ' or FROM

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The FROM keyword refers to objects defined in other MIB modules.

Possible Cause: The FROM keyword is missing or is spelled incorrectly.

Action: Check that the keyword is present and is spelled correctly.

Possible Cause: Non-white-space characters (characters other than the white space characters such as tab or space) are present where the word was expected.

Action: Delete any non-white-space characters.

MIBCERR139: Specify an identifier or SMI type in the IMPORT clause

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: Terms defined in other MIB modules can be referenced with the IMPORT clause. Only identifiers, types, and object identifiers can be used with the IMPORT clause.

Possible Cause: The term present in the IMPORT clause is neither an identifier nor a type.

Action: Check that the items with the IMPORT clause are either identifiers or types. Standard SMI macros such as OBJECT-TYPE and TRAP-TYPE can also be imported.

MIBCERR140: Specify a valid SMI type in the INDEX clause

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: In an INDEX clause, the following types of objects are supported:

- ♦ Integers
- ♦ Octet strings
- ♦ Object identifiers
- ♦ Internet addresses
- ♦ IP addresses

Possible Cause: The type is not one of those supported by the INDEX clause.

Action: Ensure that the types of the objects named in the INDEX clause are supported by the INDEX clause.

MIBCERR141: Insufficient memory to compile the MIBs

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: This error occurs when the operating system is incapable of supplying required memory to this application.

Possible Cause: There are too many active applications.

Action: Close some open applications. Retry the operation. You might need to shut down and restart the operating system.

MIBCERR142: Check for the premature truncation of the file

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The end of the file was reached while the compilation was in an incomplete state. Each MIB source file contains one or more modules. Each module contains related object definitions. If the end of the file was found before the MIB Compiler finished compiling the current module, this error is generated.

The END keyword, which denotes the end of a MIB module, must be found before the end of the file occurs.

Possible Cause: The file might be truncated or is incomplete.

Action: Check that the MIB source file was not truncated or incomplete by checking the original version. If the file was downloaded from the Internet, it might be incomplete. You must download the file again.

MIBCERR143: A syntax error occurred in the object ID

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The object ID might be in the form of the name of the node, by itself, or with references to its parents, in their named form. For example, the following are allowed:

dodiso(1) org (3) dod (6)

Possible Cause: The object ID might be improperly formed or is nonexistent.

Action: Ensure that the object ID is correctly formed. Delete any invalid non-white-space characters (characters other than the white space characters such as tab or space).

MIBCERR147: Incorrect alarm trap annotation: Too many arguments after ARGUMENTS.

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: There is a limit on the number of arguments that can be declared.

Possible Cause: There are too many arguments declared after the ARGUMENTS keyword.

Action: Ensure that the number of arguments does not exceed the maximum number of arguments allowed.

MIBCERR148: Specify the identifier

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: Each MIB module is made up of a collection of definitions of objects that make up a portion of the MIB tree. Each definition relates the current definition to some other existing object in the MIB. Either the referred object is defined within the same MIB, or it is referenced from an external module using the IMPORT statement.

Possible Cause: The identifier is not be defined in the current MIB.

Action: Ensure that the referred identifier has been spelled correctly and the referred identifier exists within the module.

Possible Cause: The identifier is not correctly imported from the appropriate MIB, or the spelling might be incorrect.

Action: Ensure that the referred identifier is referenced correctly from an external module using the IMPORT statement, and that the MIB is being compiled.

Action: Delete any invalid non-white-space characters (characters other than the white space characters such as a tab or space) where the identifier is expected.

Action: Ensure that the identifier is included in the MIB in which it is accessed, or is included among the imported MIBs.

MIBCERR149: Specify the SMI type

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: Each MIB module is made up of a collection of definitions of objects that make up a portion of the MIB tree. Each definition includes some type information. ASN.1 provides basic types, but user-defined types can be added. These types are either defined within the same MIB, or else they are referenced from an external module using the IMPORT statement.

Possible Cause: The type is not be defined in the current MIB.

Action: Ensure that the referred type exists within the module.

Possible Cause: The type is not correctly imported from the appropriate MIB.

Action: Ensure that the referred type is referenced correctly from an external module using the IMPORT statement, and that the MIB is being compiled.

Possible Cause: The spelling is incorrect.

Action: Ensure that the referred type has been spelled correctly,

Action: Delete any invalid non-white-space characters (characters other than the white space characters such as a tab or space) where the identifier is expected.

MIBCERR150: Specify the module name in the IMPORT statement

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: Identifiers and types might be referenced from other MIB modules using the IMPORT statement. This error is generated if a module named in the IMPORT statement is missing.

Possible Cause: The MIB source file is not available for compilation.

Action: The MIB source file containing the referenced MIB module is currently being compiled currently. It should be present in the MIB Server Pool.

Possible Cause: The name of the module is missing or is incorrectly spelled.

Action: Ensure that the name of the module is spelled correctly.

Action: Ensure that invalid non-white-space characters (characters other than the white space characters such as a tab or space) are not present in the name.

MIBCERR151: The definition already exists

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: There is a single namespace for the symbols being defined in each MIB module of the MIB tree. This means that there cannot be more than one object of the same name in the same MIB module.

Possible Cause: This name is used for some other identifier or type in the MIB module.

Action: Ensure that there are no other occurrences of the name in the MIB.

MIBCERR152: Specify the missing term in the OBJECT IDENTIFIER definition

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The definition of an object should be terminated with the following:

::= {reference to parent MIB tree child number}

The reference to the parent can either be qualified as the name of the parent, or in terms of its parents.

For example, the following would be accepted:

::= {iso org(3) dod (6) 1}

The child number describes the object being described in terms of its parent, as in the first child of parent node dod.

Possible Cause: The child number of the node being defined is not found.

Possible Cause: The reference to the parent token is incorrect.

Action: Ensure that the reference to the parent is correct, and that the child number is unique to the parent.

MIBCERR153: Specify a valid token

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler allows only alphanumeric and underscore characters ([a-z A-Z 0-9_]) in names. These characters can occur in any order.

Possible Cause: The word contains invalid characters.

Action: Ensure that the word used is made up only of valid characters.

MIBCERR154: Specify a valid SMI type after SEQUENCE OF

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The SEQUENCE OF keywords must be followed by a type name, which defines the objects in the SEQUENCE.

Possible Cause: The SEQUENCE OF keywords were not followed by a type name or were followed by an invalid type name.

Action: Ensure that a valid type name occurs after the SEQUENCE OF keywords.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space).

MIBCERR155: Unrecognized ASN.1 type after SYNTAX

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The name referenced by the SYNTAX clause should define the abstract syntax for the object, either in terms of the universal types or user-supplied types.

Possible Cause: The type referenced after the SYNTAX command was not found.

Action: Ensure that the type referenced in the SYNTAX clause is either a universal type or a user-defined type.

Action: Delete any non-white-space characters after the SYNTAX keyword.

MIBCERR156: Unrecognized value for SEVERITY

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The standard annotations for the TRAP-TYPE macro include a field for SEVERITY. This field can include any of the following four defined values:

- ♦ CRITICAL
- ♦ MAJOR
- ♦ MINOR
- ♦ INFORMATIONAL

Possible Cause: The value listed after the SEVERITY keyword is not one of the four defined values.

Action: Ensure that the value for SEVERITY is one of the four defined values.

MIBCERR157: The print operation is aborted

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: This error is generated when the user interrupts the printing or when the printer is unable to execute the command.

Possible Cause: The printer is not connected or the printer is offline.

Possible Cause: The user canceled the command.

Action: Correct the printer problem and issue the command again.

MIBCERR158: Incorrect syntax: Specify a string after DISPLAY-HINT

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The DISPLAY-HINT clause has a quoted string, which is the description for that particular object in the MIB.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks. Use double quotation marks (") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR201: Incorrect syntax: Specify a string after UNITS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The UNITS clause defines the units for the OBJECT-TYPE, such as minutes and seconds.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks. Use double quotation marks (") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR205: Incorrect syntax: Expected OBJECTS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The OBJECTS keyword forms part of the OBJECT-GROUP and NOTIFICATION-TYPE macro, defining the members of the group.

Possible Cause: The OBJECTS keyword is missing.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space) before the OBJECTS keyword. Ensure that the OBJECTS keyword is present.

MIBCERR212: Incorrect syntax: Expected LAST-UPDATED

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: In the MODULE-IDENTITY macro, the LAST-UPDATED clause describes the date and time when the module was last updated. The date and time are expressed in universal time format (UTC).

Possible Cause: The LAST-UPDATED keyword is missing.

Action: Ensure that the LAST-UPDATED keyword is present.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space) before the LAST-UPDATED keyword.

MIBCERR214: Incorrect syntax: Expected ORGANIZATION

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ORGANIZATION clause gives the name of the organization that created the module.

Possible Cause: The ORGANIZATION keyword is missing.

Action: Ensure that the ORGANIZATION keyword is present.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space) between the quoted string after LAST-UPDATED and ORGANIZATION.

MIBCERR215: Incorrect syntax: Specify a string after ORGANIZATION

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ORGANIZATION clause has a quoted string, which gives the name of the organization that created the module.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks.

Action: Use double quotation marks (" ") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Invalid non-white-space characters (characters other than the white space characters such as a tab or space) are present before the beginning of the string.

Action: Delete any non-white-space characters before the string.

MIBCERR216: Incorrect syntax: Specify a string after CONTACT-INFO

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The CONTACT-INFO clause has a quoted string, which gives the information about the contact for any queries for this MIB module.

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks. Use double quotation marks (") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Invalid non-white-space characters (characters other than the white space characters such as a tab or space) are present between the quoted string after the ORGANIZATION and CONTACT-INFO keywords.

Action: Delete any non-white-space characters between the quoted string after the ORGANIZATION and CONTACT-INFO keywords.

MIBCERR217: Incorrect syntax: Specify a string after REVISION

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The REVISION clause has a quoted string, which is the date and time expressed in universal time format (UTC).

Possible Cause: The enclosing quotation marks for the string are missing.

Action: Enclose the string within quotation marks. Use double quotation marks (") on any quotes within the string to avoid confusion with the closing quotation marks.

Possible Cause: Invalid non-white-space characters (characters other than the white space characters such as tab or space) are present between the quoted string after the CONTACT-INFO keyword and the REVISION keyword.

Action: Delete any non-white-space characters between the quoted string after the keywords CONTACT-INFO and REVISION.

MIBCERR218: Incorrect syntax: Expected CONTACT-INFO

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The CONTACT-INFO keyword forms part of the MODULE-IDENTITY macro, and gives the information about the contact for any queries for this MIB module.

Possible Cause: The CONTACT-INFO keyword is missing.

Action: Ensure that the CONTACT-INFO keyword is present.

Action: Delete any non-white-space characters (characters other than the white space characters such as a tab or space) before the CONTACT-INFO keyword.

MIBCERR219: Incorrect syntax: Expected DESCRIPTION

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: In ASN.1 syntax, the DESCRIPTION keyword forms part of the OBJECT-TYPE macro, defining the implementation support required for that particular object, whether it be Mandatory, Optional, Deprecated, or Obsolete.

In SNMP Version 2 syntax, the DESCRIPTION keyword forms part of the OBJECT-TYPE, TEXTUAL-CONVENTION, OBJECT-IDENTITY, NOTIFICATION-TYPE, OBJECT-GROUP, and MODULE-IDENTITY macros, describing any of these types.

Possible Cause: The DESCRIPTION keyword is missing.

Action: Ensure that the DESCRIPTION keyword is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present in the place of the DESCRIPTION keyword.

Action: Delete any non-white-space characters.

MIBCERR223: Specify a correct symbol in the IMPORT statements

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The MIB object used must be defined or referenced from other MIB modules using the IMPORT statement or there is a spelling error in the MIB object.

Possible Cause: The MIB source file does not have the definition of the MIB object.

Action: Contact the vendor of the MIB source file to fix this issue.

Possible Cause: The MIB object is not a part of the IMPORT statements of the MIB source file.

Action: Contact the vendor of the MIB source file to fix this issue. As a workaround, from the appropriate MIB module, import the MIB object in the IMPORT statements in the MIB source file.

Possible Cause: The MIB object is defined or is a part of the IMPORT statements in the MIB source file, but is used with a spelling error.

Action: Contact the vendor of the MIB source file to fix this issue. As a workaround, correct the spelling error of the MIB object in the MIB source file.

MIBCERR226: Incorrect Syntax: Specify an identifier after OBJECTS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The OBJECT -GROUP macro is one of the four macros which forms a part of the conformance statement of SNMPv2 specification. The OBJECTS clause lists all the objects contained in the conformance group.

Possible Cause: The identifiers to be declared after the OBJECTS clause are missing.

Action: Specify a valid identifier following the OBJECTS clause.

Action: If you have specified the identifier, check for any existing non-white spaces (for example, tab or blank space) between the OBJECT clause and the identifier and delete them.

MIBCERR227: Incorrect syntax: Expected NOTIFICATIONS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The NOTIFICATIONS -GROUP macro is a part of the four macros of the conformance statements for SNMPv2 specification. The NOTIFICATIONS clause identifies all the notifications.

Possible Cause: The NOTIFICATIONS keyword is missing.

Action: Specify the NOTIFICATIONS keyword.

Action: If you have specified the NOTIFICATIONS keyword, check for any existing non-white spaces (for example, tab or blank space) before the NOTIFICATIONS keyword and delete them.

MIBCERR228: Incorrect syntax: Specify an identifier after NOTIFICATIONS

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The NOTIFICATIONS -GROUP macro is a part of the four macros of the conformance statements for SNMPv2 specification. The NOTIFICATIONS clause identifies lists all the notifications contained in the conformance group.

Possible Cause: The identifiers to be declared after the NOTIFICATIONS clause are missing.

Action: Specify a valid identifier following the NOTIFICATIONS clause.

Action: If you have specified the identifier, check for any existing non-white spaces (for example, a tab or blank space) between the NOTIFICATIONS clause and the identifier and delete them.

MIBCWAR001: Unrecognized ACCESS type

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The ACCESS clause defines the access levels in terms of identifiers. The following identifiers can be included:

- ♦ read-only
- ♦ read-write
- ♦ write-only
- ♦ not-accessible

Possible Cause: The identifier is not found.

Action: Specify a valid identifier.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) might be present between ACCESS and the identifier.

Action: Delete any non-white-space characters.

MIBCWAR002: Unrecognized STATUS type

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The STATUS keyword forms part of the OBJECT-TYPE macro, defining the implementation support required for that particular object, whether it be Mandatory, Optional, Deprecated, or Obsolete.

Possible Cause: The term to define the STATUS is not recognized.

Possible Cause: The term is spelled incorrectly.

Action: Ensure that the term is present.

Possible Cause: Non-white-space characters (characters other than the white space characters such as a tab or space) are present where this word was expected.

Action: Delete any invalid non-white-space characters.

MIBCWAR003: The value in the name-number list has exceeded 32767

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The MIB Compiler works with the largest integer that can be represented as 32767. If a named number occurs that has a value larger than 32767, the MIB Compiler generates this error.

Possible Cause: The value of the named number is greater than that which can be represented on this machine.

Action: Ensure that numbers used in named number lists are correctly listed with values less than 32767.

MIBCWAR004: Specify the missing trap annotation

Source: ZENworks Server Management; Management and Monitoring Services; MIB Compiler

Explanation: The definition of the TRAP-TYPE macro requires supplemental information, in the following form:

`--#TYPE "FileSys: Directory write err (no vol)"`

`--#SUMMARY "Error occurred writing to "--#SUMMARY "extended
directory space on server %s."`

`--#ARGUMENTS {0}`

`--#SEVERITY CRITICAL`

`--#TIMEINDEX 1`

`--#HELP "nwalarm.hlp"`

`--#HELPTAG 2`

`--#STATE DEGRADED`

These annotations are used by the Alarm Manager System of ZENworks Server Management.

IMPORTANT: These annotations are prefixed with `—#`, and are ignored by other compilers incapable of understanding them. However, they are relevant to this MIB Compiler and should not be removed or mistaken as comments because these annotations start with a dash (`—`).

Possible Cause: The standard defined trap annotation is missing.

Action: Ensure that the annotations are present for the TRAP-TYPE definitions and that they have meaningful values.

6.7 Service Manager Error Messages

- ♦ “Unable to obtain Naming Server Instance” on page 212
- ♦ “Service Manager is already running” on page 212
- ♦ “mw.log is an invalid transaction log” on page 212

Unable to obtain Naming Server Instance

Source: ZENworks Server Management; Management and Monitoring Services; SLOADER or NetExplorer

Severity: Critical

Possible Cause: The service loader was started while the Naming Server was not running.

Action: Start the Naming Server.

To start the Naming Server, enter `mmsnaming` at the Management server prompt. You need not restart the service loader because it will locate the Naming Server after a short interval.

Service Manager is already running

Source: ZENworks Server Management; Management and Monitoring Services; SLOADER or NetExplorer

Explanation: Management and Monitoring Services does not allow you to run multiple instances of the same Service Manager.

Possible Cause: You might be trying to run the service manager even if an instance of the service manager is not actually running. This happens when the earlier instance of service manager is closed using `java -kill` instead of `stopservice`.

Action: Restart the Naming Server by closing the Naming Server and starting the Naming Server again.

To restart the Naming Server, enter `mmsNaming`.

mw.log is an invalid transaction log

Source: ZENworks Server Management; Management and Monitoring Services; SLOADER or NetExplorer

Severity: Critical

Explanation: You might see this error message while starting a Sybase server.

Possible Cause: Creating an index on a function and then inserting, updating, or deleting data in the table where index was created causes an invalid transaction log entry. This invalid entry does not allow Sybase to start.

Action: Do the following:

- 1 Make sure that `mgmt dbs . ncf` file contains the -F option.
- 2 Start the Sybase with the -F option.

6.8 Traffic Analysis Error Messages

- ♦ “Unable to add the protocol” on page 214
- ♦ “Unable to reach the agent” on page 214
- ♦ “Unable to turn to promiscuous mode” on page 214
- ♦ “Console views display abnormal values for segment bandwidth utilization.” on page 214
- ♦ “Constraints in addition of new protocols” on page 215
- ♦ “You do not have rights to modify the protocol attributes” on page 215
- ♦ “The interface driver is not loaded” on page 215
- ♦ “The interface is not found” on page 215
- ♦ “The interface is not licensed” on page 216
- ♦ “An error has occurred” on page 216
- ♦ “Multiple refreshes to some views during early cycles of discovery” on page 217
- ♦ “The site server is not responding” on page 217
- ♦ “The media is not supported” on page 217
- ♦ “Unable to find MIB-2” on page 217
- ♦ “No SNMP Response” on page 217
- ♦ “No statistics” on page 218
- ♦ “This is not a promiscuous driver” on page 218
- ♦ “This is not a raw send driver” on page 218
- ♦ “This is not a non-pipelined adapter” on page 219
- ♦ “Unable to remove the protocol” on page 219
- ♦ “RMON is not present on the switch” on page 219
- ♦ “The RMON2 service is not available on this node” on page 220
- ♦ “SNMP / Console error displayed by LSM” on page 220
- ♦ “SNMP Error” on page 220
- ♦ “The switch is not responding” on page 220
- ♦ “Table(s) not found” on page 220
- ♦ “This segment does not have an RMON Agent connected to it” on page 221
- ♦ “The Host table is not present on the primary agent” on page 221

Unable to add the protocol

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: This error is displayed if the addition of a protocol to the Protocol Directory fails.

Possible Cause: The agent might not allow certain protocols to be added.

Action: Add only the protocols that the agent allows you to add.

Possible Cause: An internal error occurred at the agent.

Action: If this error occurs multiple times, unload and reload the agent.

Possible Cause: The ZENworks Server Management is not responding.

Action: Restart the ZENworks Server Management.

Unable to reach the agent

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: This message displays if the management server is down or if the connection between the agent and the management server is down.

Action: Ensure that the management server is up and running and check the connection between the agent and the server.

Unable to turn to promiscuous mode

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The Traffic Analysis Agent requires promiscuous mode to function appropriately.

Possible Cause: The Traffic Analysis Agent software failed to turn on the promiscuous mode for the interface.

Possible Cause: The board or the driver is not functioning.

Possible Cause: The server where the traffic analysis agent is installed is running out of resources.

Action: Try unloading the promiscuous mode driver and reloading it. If that does not solve the problem, see the driver's documentation for details.

Console views display abnormal values for segment bandwidth utilization.

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: One of the parameters in calculating the bandwidth utilization is the interface speed (ifSpeed in MIB-2 RFC1158). On some NICs, the ifSpeed might not reflect the actual value because of some problem in querying the driver. The following drivers have this problem:

3Com* EtherLink* PCI (NT server)3Com Fast EtherLink 3C59X (NetWare server)

Action: Upgrade to the latest drivers.

Constraints in addition of new protocols

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The agent does not allow the user to add new protocols over certain encapsulations like ETHER2, ETHER2.IP, ETHER2.IPX.NCP. However, new protocols can be added over ETHER2.IP.UDP, ETHER.IP.TCP or ETHER2.IPX.

Action: None.

You do not have rights to modify the protocol attributes

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: You do not have the rights to perform operations on the Protocol directory.

Action: Contact your system administrator regarding granting of rights.

The interface driver is not loaded

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent requires an interface driver to start monitoring segments, nodes, or devices on your network.

Action: Load the interface driver at the agent.

Possible Cause: The appropriate driver is not loaded or the driver is not loaded properly.

Action: Load the appropriate driver or check to make sure that the driver has been loaded successfully.

The interface is not found

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The management console is unable to find a particular interface on the server where the monitoring agent is loaded.

Possible Cause: The LAN driver for the adapter related to this interface is not loaded.

Action: If the LAN driver is not loaded, load it. You can use the Remote Console utility in the management console to access the server console session. Refer to the vendor documentation for information about what command to enter to load the driver.

Possible Cause: The network board was removed from the server where the monitoring agent is loaded or exchanged for a new one.

- Action: If you removed or changed a network board, wait until NetExplorer completes its next cycle and NetExplorer Manager runs on the management console. NetExplorer detects that a network board is removed or changed and updates the ZENworks Server Management database accordingly.
- Possible Cause: A new server was added to the network on which the monitoring agent is loaded, and it is assigned an IPX or IP address that has been used previously.
- Action: If you assigned a previously used IP or IPX address to a new server, reassign an IP or IPX address that was not assigned previously and run NetExplorer and NetExplorer Manager.
- Action: Update the relevant Network Interface card information using the Database Object Editor. Edit the existing Network Interface card information and add the Network Interface card information again:
- 1 In ConsoleOne, select the node that has the Network Interface card problem.
 - 2 Click *Tools > Database Object Editor > Edit*.
 - 3 Select the *Interfaces* tab.
 - 4 From the Interface Summary list, select the row that contains the interface information that needs to be modified, then click *Edit*.
 - 5 Change the information for Network Interface card
 - 6 Click *Add* to add the new Network Interface card information.
 - 7 Click *OK*.

The interface is not licensed

- Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis
- Explanation: The installed driver is not licensed.
- Action: Load a licensed driver.

An error has occurred

- Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis
- Explanation: An unknown error occurred when the management console tried to obtain information from the server where the monitoring agent is loaded.
- This error does not occur under typical conditions.
- Action: If other management consoles on the segment are able to communicate with the monitoring agent, this indicates that the agent is functioning. Try to free memory on the management console.
- If no other management console can communicate with the agent, try to free memory on the agent by restarting the management console.
- Possible Cause: You are using the VPN address of the Traffic Analysis Agent.
- Action: Use any address other than the VPN address of the Traffic Analysis Agent.

Multiple refreshes to some views during early cycles of discovery

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Possible Cause: During early cycles of discovery, many new nodes are discovered and nodes are moved from one segment to another. Because of this, there might be multiple refreshes to some views.

Action: Wait for the discovery to stabilize and then launch the view.

The site server is not responding

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The Management server needs sufficient memory to respond to requests from the management console.

Possible Cause: The server is down.

Action: Ensure that the server is up and running.

Possible Cause: The server is out of memory.

Action: Restart the server if it is out of memory.

Possible Cause: There is a network error in communicating with the Management server.

Action: Check the network connections and try again.

The media is not supported

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The selected media is not supported by the monitoring agent.

Action: Use an adapter of the supported media type.

Unable to find MIB-2

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: MIB-2 is the information base where the RMON agent resides.

Action: Reload the agent.

No SNMP Response

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The machine is not on the network.

Action: Try to ping to some other hosts from Windows NT. If they do not respond, contact your system administrator.

Explanation: SNMP does not respond if the SNMP service for Windows NT is not running.

Action: Start the SNMP service. At the Management server prompt, enter `net start snmp`.

Explanation: The SNMP service on Windows NT is not configured.

Action: Check the community string of SNMP for READ/WRITE access.

Explanation: The NetWare servers with default settings for SNMP Set operations do not respond to the community string PUBLIC, although the same is not true for SNMP Get operations. As a result, the LSM operations that involve setting SNMP entries, like Stations, Dashboard (top n), and Capture packets, display no SNMP response.

Action: Set the community string to PUBLIC.

No statistics

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Possible Cause: The monitoring agent is not running on the segment. The interface cannot be monitored because the driver is not supported.

Possible Cause: You disabled monitoring on the agent.

Possible Cause: You deleted the statistics entry on the agent.

Action: If you are running the Traffic Analysis Agent for NetWare 1.0/1.1/1.2, upgrade to version 1.3, which is available as part of ZENworks Server Management or on the [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>) Web page.

Install a promiscuous mode driver for the interface on the server. The driver must also support the raw send feature. Check the Web page for information regarding availability of the latest promiscuous mode drivers. You might need to contact your adapter vendor for the appropriate driver.

If a promiscuous driver already exists, try unloading the driver and reloading it.

This is not a promiscuous driver

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent requires promiscuous mode to function properly.

Possible Cause: The driver is not a promiscuous mode driver.

Action: Install a promiscuous mode driver on the server. Check the [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>) web page for information regarding availability of the latest promiscuous mode drivers. You might need to contact your adapter vendor for the appropriate driver.

This is not a raw send driver

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent requires an adapter driver that supports the raw send feature.

Possible Cause: The driver does not support the raw send feature.

Action: On the server, install an adapter driver that supports the raw send feature. Check the [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support) Web page for information regarding availability of the latest promiscuous mode drivers that support the raw send feature. You might need to contact your adapter vendor for the appropriate driver.

This is not a non-pipelined adapter

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The Traffic Analysis Agent supports non-pipelined adapters.

Possible Cause: The adapter is a pipelined adapter.

Action: If the adapter allows you to switch from pipelined mode to non-pipelined mode, do so. If the adapter cannot switch modes, replace the adapter with an adapter of the supported media type for Traffic Analysis Agent operations.

Unable to remove the protocol

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: This error is displayed if deletion of a protocol from the \protocol directory failed.

Possible Cause: The agent does not allow certain protocols to be deleted.

Action: Remove only those protocols that the agent allows you to remove.

Possible Cause: An internal error occurred at the agent.

Action: If this error occurs multiple times, unload and reload the agent.

Possible Cause: The ZENworks Server Management server is not responding.

Action: Restart the ZENworks Server Management server.

RMON is not present on the switch

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The RMON groups are not found on the switch.

Possible Cause: The RMON groups are not loaded.

Action: Load the RMON groups.

Possible Cause: The switch does not support RMON.

Action: None.

The RMON2 service is not available on this node

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The RMON2 group is not available at the agent.

Possible Cause: Discovery has not yet discovered sufficient information about the agent.

Action: Ensure that the discovery component is up and running. Allow it to run for a sufficient time to enable it to discover objects in your network.

Possible Cause: The agent does not implement the RMON2 group.

Action: Use database object editor to add RMON2 service.

SNMP / Console error displayed by LSM

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Possible Cause: If the SNMP communication to the primary agent is over NCP™, it requires the user to log into this server. If the authentication is not done, LSM reports an SNMP error.

Action: Select the primary agent and click the Probe Manageability button to force the user to authenticate to the server. LSM also works after this authentication.

SNMP Error

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: This message displays if an internal error occurs at the agent.

Action: If this message displays multiple times, unload and reload the agent.

The switch is not responding

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The switch is not responding to the SNMP requests or the switch might not be configured to accept SNMP requests from the selected host.

Action: Enable SNMP on the switch.

Action: Use the community string accepted by the switch.

Table(s) not found

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: You cannot view tables for an interface if the agent is not loaded.

Action: Ensure that the agent is loaded. If you are still unable to view the required information, ensure that the table is implemented by the agent that is used for monitoring.

This segment does not have an RMON Agent connected to it

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Explanation: The segment is not an Ethernet, token ring, or FDDI ring segment, or an RMON agent is not installed on the segment.

“Segment Not Monitored” has the same meaning as this message.

Action: If you want the Ethernet, token ring, or FDDI ring segment to be monitored, install the Traffic Analysis Agent for NetWare or the Traffic Analysis Agent for Windows NT on a server on the segment.

The Host table is not present on the primary agent

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis

Severity: Important

Possible Cause: The Host table or the MIB-2 is not implemented by the agent or the agent is not loaded.

Action: Reload the agent.

6.9 Traffic Analysis Agent for NetWare Error Messages

- ♦ “After the Traffic Analysis Agent for NetWare is installed, the NE2-32.LAN driver cannot be loaded” on page 222
- ♦ “After the Traffic Analysis Agent for NetWare is installed, the NE3200.LAN driver cannot be loaded” on page 222
- ♦ “After the Traffic Analysis Agent for NetWare is installed, the SMART386.LAN driver cannot be loaded” on page 222
- ♦ “LANZCON does not load” on page 222
- ♦ “The LANalyzer - Adapter [MAC address] is not monitored because it is not a supported media type” on page 223
- ♦ “The LANalyzer - Adapter [MAC address] is not monitored because the driver’s promiscuous mode cannot be turned on” on page 223
- ♦ “The LANalyzer - Adapter [MAC address] is not monitored because the Traffic Analysis Agent for NetWare cannot allocate memory” on page 223
- ♦ “The LANalyzer - Ethernet adapter [MAC address] is not monitored because it is a pipelined adapter” on page 223
- ♦ “The LANalyzer - Ethernet adapter [MAC address] is not monitored because the driver does not support promiscuous mode” on page 224
- ♦ “The LANalyzer - Token Ring adapter [MAC address] is not monitored because it is a pipelined adapter” on page 224
- ♦ “The LANalyzer - Token Ring adapter [MAC address] is not monitored because the driver does not support raw send” on page 224

- ♦ “The LANalyzer - Token Ring/FDDI adapter [MAC address] is not monitored because the driver does not support promiscuous mode” on page 225
- ♦ “Your server abended when you backed it up after installing the Traffic Analysis Agent for NetWare” on page 225

After the Traffic Analysis Agent for NetWare is installed, the NE2-32.LAN driver cannot be loaded

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: When you installed the Traffic Analysis Agent for NetWare, the NE2-32.LAN driver was updated with a driver named NE2_32.LAN. Because the driver name was changed, you need to update the files that load drivers.

Action: Modify the files that load the adapter drivers to call the NE2-32.LAN driver, then load the NE2_32.LAN driver.

After the Traffic Analysis Agent for NetWare is installed, the NE3200.LAN driver cannot be loaded

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: When you installed the Traffic Analysis Agent for NetWare, the NE3200.LAN driver was updated with a driver named NE3200P.LAN. Because the driver name was changed, you need to update the files that load drivers.

Action: Modify the files that load the adapter drivers to load the NE3200P.LAN driver.

After the Traffic Analysis Agent for NetWare is installed, the SMART386.LAN driver cannot be loaded

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: When you installed the Traffic Analysis Agent for NetWare, the SMART386.LAN driver was updated with a driver named MADGEODI.LAN. Because the driver name was changed, you need to update the files that load drivers.

Action: Modify the files that load the adapter drivers to load the MADGEODI.LAN driver.

LANZCON does not load

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: This message is displayed because of a change in the community string parameter of SNMP.

Action: Enter the control community string as a command line parameter at the NetWare console prompt while loading LANZCON.

```
LOAD LANZCON ControlCommunity = control community string
```

If LANZCON is launched without any command line argument, then the default control community string is PUBLIC.

The LANalyzer - Adapter [MAC address] is not monitored because it is not a supported media type

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The Traffic Analysis Agent for NetWare supports Ethernet, token ring, FDDI, and 100BaseT and 100VG-AnyLAN are considered Ethernet media types. Any other adapter media types are not supported.

Action: Use an Ethernet, token ring, or FDDI adapter for the Traffic Analysis Agent for NetWare operations.

The LANalyzer - Adapter [MAC address] is not monitored because the driver's promiscuous mode cannot be turned on

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The driver is corrupted or the adapter is damaged.

Action: Replace the adapter. If the problem persists, call your Novell Authorized ResellerSM.

The LANalyzer - Adapter [MAC address] is not monitored because the Traffic Analysis Agent for NetWare cannot allocate memory

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The Traffic Analysis Agent for NetWare does not have adequate RAM available for it to build the internal data structures required to monitor the adapter.

Action: Do one or both of the following:

- ♦ Unload any unnecessary NLM files.
- ♦ Add additional memory to your server.

The LANalyzer - Ethernet adapter [MAC address] is not monitored because it is a pipelined adapter

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A pipelined adapter is one that begins to send received data to the driver before the entire packet has been received. The Traffic Analysis for NetWare cannot support this method of data reception because it must tally all the information in a packet before the information is sent to its destination.

Action: If the adapter lets you switch from pipelined mode to non-pipelined mode, do so. If the adapter cannot switch modes, use a non-pipelined adapter for Traffic Analysis for NetWare transactions. Check the [Novell Support Web Site \(http://](http://)

www.novell.com/support) for information regarding availability of the recommended adapters. You might need to contact your adapter vendor for the appropriate adapter.

The LANalyzer - Ethernet adapter [MAC address] is not monitored because the driver does not support promiscuous mode

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A promiscuous mode driver receives all the packets and errors on the network it is attached to. The Traffic Analysis Agent for NetWare requires promiscuous mode to function properly, and does not support non-promiscuous mode Ethernet or token ring adapters.

Action: Install a promiscuous mode driver on the server. Check the [Novell Support Web Site \(http://www.novell.com/support\)](http://www.novell.com/support) for information regarding availability of the latest promiscuous mode drivers. You might need to contact your adapter vendor for the appropriate driver.

The LANalyzer - Token Ring adapter [MAC address] is not monitored because it is a pipelined adapter

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: A pipelined adapter begins to send received data to the driver before the entire packet has been received. The Traffic Analysis Agent for NetWare cannot support this method of data reception because it must tally all the information in a packet before the information is sent to its destination.

Action: If the adapter lets you switch from pipelined mode to non-pipelined mode, do so. If the adapter cannot switch modes, use a non-pipelined adapter for Traffic Analysis Agent for NetWare transactions. Check the [Novell Support Web Site \(http://www.novell.com/support\)](http://www.novell.com/support) for information regarding availability of the recommended adapters. You might need to contact your adapter vendor for the appropriate adapter.

The LANalyzer - Token Ring adapter [MAC address] is not monitored because the driver does not support raw send

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for NetWare

Explanation: The Traffic Analysis Agent for NetWare requires an adapter driver that supports the raw send feature. An adapter driver that supports raw send allows applications to build both the header and data components of a frame. The driver then receives the packet and sends it to its destination.

Action: Install an adapter driver on the server that supports raw send. Check the [Novell Support Web Site \(http://www.novell.com/support\)](http://www.novell.com/support) for information regarding availability of the recommended drivers. You might need to contact your adapter vendor for the appropriate driver.

The LANalyzer - Token Ring/FDDI adapter [MAC address] is not monitored because the driver does not support promiscuous mode

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis Agent for NetWare

Explanation: A promiscuous mode driver receives all the packets and errors on the network it is attached to. The Traffic Analysis Agent for NetWare requires promiscuous mode to function properly, and does not support non-promiscuous mode Ethernet, token ring, or FDDI adapters.

Action: Install a promiscuous mode driver on the server. Check the [Novell Support Web Site \(http://www.novell.com/support\)](http://www.novell.com/support) for information regarding availability of the latest promiscuous mode drivers. You might need to contact your adapter vendor for the appropriate driver.

Your server abended when you backed it up after installing the Traffic Analysis Agent for NetWare

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis Agent for NetWare

Explanation: This problem is not related to the installation process. However, some Traffic Analysis Agent for NetWare files were loaded and probably were open when you backed up the server. Depending on the backup software you use, backing up the `lanz.cfg` file when it is open can abend the server.

Action: Do not back up the `lanz.cfg` file when you back up the server.

6.10 Traffic Analysis Agent for Windows NT Error Messages

- ♦ “The adapter is not monitored because it is not a supported media type” on page 225
- ♦ “Broadcast and multicast addresses are displayed in the stations and conversations view on the Console” on page 226
- ♦ “False duplicate IP address alarm generated in a DHCP environment” on page 226
- ♦ “Installed network adapter not listed in Network Adapters screen” on page 226
- ♦ “Management Console reports “No Response”” on page 226
- ♦ “NetExplorer fails to discover the Traffic Analysis Agent for Windows NT” on page 226
- ♦ “No SNMP response” on page 227
- ♦ “RMON tables are not listed for the selected adapter” on page 227
- ♦ “The ordinal 6451 could not be located in the dynamic link library Mfc42u.dll” on page 227

The adapter is not monitored because it is not a supported media type

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis Agent for Windows NT

Explanation: The Traffic Analysis Agent for Windows NT supports adapters on Ethernet, FDDI ring, and token ring media.

Action: Use the adapter of the supported media type for Traffic Analysis Agent for Windows NT operations.

Broadcast and multicast addresses are displayed in the stations and conversations view on the Console

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: Broadcast and multicast addresses are displayed to count the number of broadcast frames per station.

Action: No action is required.

False duplicate IP address alarm generated in a DHCP environment

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: In a DHCP environment, the DHCP server assigns an IP address to a client when the client requests one. The IP address is released when the client is shut down. During the process of releasing the IP address to the DHCP server, the client sends a DHCPRELEASE packet. If this packet does not reach the DHCP server, false duplicate IP address alarms are generated.

Action: Use LANZCON to disable generation of duplicate IP address alarms.

Installed network adapter not listed in Network Adapters screen

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: Installed network adapters are not listed on the Network Adapters screen if the adapter is not on a segment of a supported media type or if TCP/IP is not bound to the adapter.

Action: Ensure that TCP/IP is bound to the selected adapter.

Management Console reports "No Response"

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: Adapter monitoring might be disabled.

Action: Use LANZCON to enable adapter monitoring. For more information, see [“Enabling or Disabling Network Adapter Monitoring”](#) in [“Understanding Traffic Analysis”](#) in the [“Novell ZENworks 7 Server Management Administration Guide”](#).

NetExplorer fails to discover the Traffic Analysis Agent for Windows NT

Source: ZENworks Server Management; Management and Monitoring Services; Traffic Analysis Agent for Windows NT

Explanation: NetExplorer uses the Service Location Protocol (SLP) to discover the agent on a network. The Novell Client™ for Windows NT supports SLP. If the Novell Client for Windows NT has not been installed on the agent server or workstation, NetExplorer cannot discover the Traffic Analysis Agent for Windows NT on the network.

Action: Ensure that you have installed the latest Novell Client for Windows NT.

No SNMP response

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis Agent for Windows NT

Explanation: The machine is not on the network.

Action: Try to ping to some other hosts from Windows NT. If they do not respond, contact your system administrator.

Explanation: SNMP does not respond if the SNMP service for Windows NT is not running.

Action: Start the SNMP service. At the Management server prompt, enter `net start snmp`.

Explanation: The SNMP service on Windows NT is not configured

Action: Check the community string of SNMP for read/write access.

RMON tables are not listed for the selected adapter

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis Agent for Windows NT

Explanation: RMON tables for a network adapter are displayed only if adapter monitoring has been enabled. RMON tables are not displayed if they have been deleted.

Action: Enable adapter monitoring using LANZCON. For more information, see “[Enabling or Disabling Network Adapter Monitoring](#)” in “[Understanding Traffic Analysis](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

The ordinal 6451 could not be located in the dynamic link library Mfc42u.dll

Source: ZENworks Server Management; Management and Monitoring Services;
Traffic Analysis Agent for Windows NT

Possible Cause: The `mfc42u.dll` file you are currently using is an older version.

Action: Proceed with the following steps to install the new version of `mfc42u.dll`:

- 1 Access the Windows NT Option Pack page on the [Microsoft Download Center Web site \(http://www.microsoft.com/downloads\)](http://www.microsoft.com/downloads).
- 2 Select the appropriate language, then click Next.
- 3 Download the `setup1.cab` file and use WINZIP to extract it to a directory on your local disk.

- 4 Copy the `mfc42u.dll` file from the downloaded directory to `%systemroot%\system32` directory. (`%systemroot%` is typically the `c:\winnt` directory). Overwrite the `mfc42u.dll` file if it already exists.
- 5 Start the Traffic Analysis Agent console for Windows NT again.

6.11 Probe Manageability Error Messages

- “SNMP communication failure message” on page 228
- “Details not present in the database message” on page 228
- “Database Object Editor (DBOE) not running message” on page 228

SNMP communication failure message

Source: ZENworks 7 Server Management with SP1; Management and Monitoring Services; Probe Manageability.

Explanation: Due to SNMP communication failure with the node, Probe Manageability fails.

Possible Cause: Incorrect SNMP read community string.

Action: Specify the correct SNMP read community string.

Possible Cause: Less timeout value.

Action: Increase the timeout value.

Possible Cause: Node is down.

Action: Start the node.

Details not present in the database message

Source: ZENworks 7 Server Management with SP1; Management and Monitoring Services; Probe Manageability.

Explanation: Probe Manageability fails, as details about the node is not available.

Possible Cause: Node may not have been discovered yet.

Action: Perform a file-based discovery to discover the node, or wait till the node is discovered by the discovery service.

Database Object Editor (DBOE) not running message

Source: ZENworks 7 Server Management with SP1; Management and Monitoring Services; Probe Manageability.

Explanation: Probe Manageability depends on the DBOE service to get the details of the nodes from the database, and then probe for implemented MIBs.

Possible Cause: DBOE service may not be running on the server.

Action: Start the DBOE service on the server.

6.12 View Builder Error Messages

- ♦ “An error occurred while retrieving the view. The view might contain OIDs of MIBs that are not present in the MIB Pool” on page 229
- ♦ “An error occurred while retrieving the view. The view does not exist” on page 229
- ♦ “An error occurred while retrieving the view” on page 229
- ♦ “The No Such Name error has occurred in the view component: 0 for the MIB Variable 1” on page 229
- ♦ “The proxy server is not responding. Try again” on page 230
- ♦ “The graph {0} of the view component {1} is not trended on this agent” on page 230
- ♦ “The SNMP agent on this node is not responding” on page 230
- ♦ “The view you are editing does not exist” on page 230
- ♦ “The view you are deleting does not exist” on page 230
- ♦ “An error occurred while retrieving a view” on page 231

An error occurred while retrieving the view. The view might contain OIDs of MIBs that are not present in the MIB Pool

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: You have created the View using OIDs of different MIB modules, deleted these MIB modules from the MIB Pool, and recompiled the MIBs.

Action: Add the MIBs to the MIB Pool and recompile the MIBs.

An error occurred while retrieving the view. The view does not exist

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: The view you are trying to access was deleted by another user from a different machine.

An error occurred while retrieving the view

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: A general error has occurred on the server. Try again.

The No Such Name error has occurred in the view component: 0 for the MIB Variable 1

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: The OID you are trying to obtain from the agent is not implemented.

Action: Load the agent that has implemented the OID if it is not already loaded.

The proxy server is not responding. Try again

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: There is a problem with the connection with the site server. Check the connection and try again.

The graph {0} of the view component {1} is not trended on this agent

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: The OID of the graph is not trended by the Advanced Trending Agent.

The SNMP agent on this node is not responding

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: The time-out period you have specified for this agent is too short.

Action: Specify a higher value as the time-out period:

- 1** Right-click the node and select *Properties*.
- 2** Click the *SNMP* tab > *Settings*.
- 3** In the *Communication* pane, select the *Custom Settings* from the *Use* drop-down list.
- 4** Specify an appropriate time-out period.

Possible Cause: The SNMP Agent is not loaded on the node.

Action: Load the SNMP agent on the node.

The view you are editing does not exist

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: The view you are trying to edit was deleted by a different user from a different machine.

The view you are deleting does not exist

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Possible Cause: The view you are trying to edit was deleted by a different user from a different machine.

An error occurred while retrieving a view

Source: ZENworks 7 Server Management; Management and Monitoring Services;
View Builder

Severity: Important

Explanation: This error occurs when you try to open the View Builder after upgrading from ZENworks for Servers 3.0.2 to ZENworks 7 Server Management.

Possible Cause: When you upgraded the Management Site Server from ZENworks for Server 3.0.2 to ZENworks 7 Server Management, the MIB database was not updated. Because the ZENworks 7 Server Management View Builder depends on new definition of the MIB database, the View Builder fails in retrieving the view.

Action: The existing MIBs in the MIB pool must be recompiled to tables that are required by the View Builder.

6.13 Trap Configuration Error Messages

- ♦ “NetWare Server Trap Configuration is missing in *IP_address_of_the_server*” on page 231
- ♦ “Novell Directory Services Trap Configuration is missing in *IP_address_of_the_server*” on page 231
- ♦ “The selected NetWare server is down or the Trap Configuration process is not running” on page 232

NetWare Server Trap Configuration is missing in *IP_address_of_the_server*

Source: ZENworks 7 Server Management; Management and Monitoring Services;
Trap Configuration

Severity: Important

Explanation: This message is displayed in the Trap Configuration Status dialog box when you try to see the status of a configuration that was applied on the NetWare server.

Possible Cause: The NLM implementing the configuration MIB is not loaded on the managed NetWare server.

Action: Ensure that `nwtrpagt.nlm` is loaded on the NetWare server where you want the traps to be configured.

Novell Directory Services Trap Configuration is missing in *IP_address_of_the_server*

Source: ZENworks 7 Server Management; Management and Monitoring Services;
Trap Configuration

Severity: Important

Explanation: This message is displayed in the Trap Configuration Status dialog box when you try to see the status of a configuration that was applied on the NetWare server.

Possible Cause: The NLM implementing the configuration MIB is not be loaded on the managed NetWare server.

Action: Ensure that `dstrpagt.nlm` is loaded on the NetWare server where you want the traps to be configured.

The selected NetWare server is down or the Trap Configuration process is not running

Source: ZENworks 7 Server Management; Management and Monitoring Services; Trap Configuration

Severity: Important

Explanation: This message is displayed in the Trap Configuration Status dialog box when you try to see a configuration on a specific NetWare server.

Possible Cause: The NetWare server is not running.

Action: Ensure that the NetWare server is running.

Possible Cause: The `nwtrpagt.nlm` and `dstrpagt.nlm` are not loaded on the NetWare server.

Action: Ensure that `nwtrpagt.nlm` and `dstrpagt.nlm` are loaded on the NetWare server where you want the traps to be configured.

6.14 Installation Error Messages

- ♦ “String variable is not large enough for string. Check the string declarations.” on page 232

String variable is not large enough for string. Check the string declarations.

Source: ZENworks 7 Server Management; Management and Monitoring Services; Installation Process

Severity: Important

Explanation: This message is displayed when you install the Management and Monitoring Services ConsoleOne snap-ins on a Windows 2000/XP workstation.

Possible Cause: The Path variable on the Windows desktop where ConsoleOne is installed is too large.

Action: Do the following:

- 1 Copy the content of the current path to a backup location so you can restore it in Step 4.
- 2 Remove some of the paths from Path variable to make it shorter.
- 3 Re-install the Management and Monitoring Services ConsoleOne snap-ins.
- 4 Add the paths you have removed in step 2 to the Path variable.

Management and Monitoring Services Troubleshooting Strategies

7

This section provides solutions to problems you might encounter when using Novell® ZENworks® 7 Server Management's Management and Monitoring Services component.

- ♦ [Section 7.1, “Troubleshooting NetExplorer,” on page 233](#)
- ♦ [Section 7.2, “Troubleshooting Atlas Manager,” on page 250](#)
- ♦ [Section 7.3, “Troubleshooting the Alarm Manager,” on page 251](#)
- ♦ [Section 7.4, “Troubleshooting the Service Manager,” on page 254](#)
- ♦ [Section 7.5, “Troubleshooting Trace Capture,” on page 254](#)
- ♦ [Section 7.6, “Troubleshooting the Server Management Agent,” on page 255](#)
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- ♦ [Section 7.8, “Troubleshooting Health Reports,” on page 258](#)
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- ♦ [Section 7.10, “Troubleshooting Linux Agents and Views,” on page 262](#)
- ♦ [Section 7.11, “Troubleshooting the MIB Browser,” on page 262](#)
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7.1 Troubleshooting NetExplorer

- ♦ [“My routers are not discovered” on page 234](#)
- ♦ [“My router is discovered as an IP workstation” on page 235](#)
- ♦ [“My servers are not discovered” on page 236](#)
- ♦ [“My server is discovered as an IP workstation” on page 237](#)
- ♦ [“A network segment is not discovered” on page 238](#)
- ♦ [“My segments are displayed under Islands” on page 238](#)
- ♦ [“The DNS names of my machines are not displayed” on page 239](#)
- ♦ [“My switches are not discovered” on page 239](#)
- ♦ [“My switch is discovered as an IP workstation” on page 240](#)
- ♦ [“The map is consolidating and displaying the network segments” on page 241](#)
- ♦ [“None of my discovery modules are running, although I did type netxplor. The status is displayed as Waiting in NXPCON” on page 242](#)
- ♦ [“My server name is displayed as an IP address” on page 242](#)
- ♦ [“I have reset the scope and restarted discovery. The machines that do not belong to the scope are still displayed in the Atlas” on page 243](#)

- ♦ “Discovery is trying to query machines that I do not want to be discovered” on page 243
- ♦ “My machines are displayed under the wrong segment” on page 243
- ♦ “The IP/IPX/MAC address information for my machine is incorrect” on page 244
- ♦ “My switch has been discovered with empty address information and a name as ‘Switch on x.x.x.x’” on page 245
- ♦ “My workstations are not discovered” on page 246
- ♦ “Discovery is running for a long time (many hours). The Atlas contains WAN pages and Islands and both are empty” on page 246
- ♦ “Multiple machines with the same name are displayed” on page 247
- ♦ “My Traffic Analysis Agent is not discovered” on page 247
- ♦ “My Traffic Analysis Agent is discovered as an IP workstation” on page 248
- ♦ “There are machines deleted from my network, but I still view them in the Atlas” on page 248
- ♦ “NetExplorer does not have access to any of the routers in my network” on page 248
- ♦ “The routers in my network are managed by some other company” on page 249
- ♦ “NetExplorer is successfully discovering the machines, but the map does not display the discovered machines” on page 249
- ♦ “Unable to add a new node in an unnumbered link segment using the Database Object Editor” on page 249

My routers are not discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The NXPIP module is not running.

Action: Check the status of NXPIP through NXPCON. If the NXPIP status is not set to run, set the status of NXPIP to run. For information, see “[Choosing Which Discovery Modules to Load](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

Possible Cause: The SNMP community string of the router is not configured in NetExplorer™.

Possible Cause: The router access control prevents the NetExplorer server from retrieving information about using SNMP.

Action: Validate the SNMP configuration issue or the access control issue:

- 1 In ConsoleOne®, launch the MIB Browser.
- 2 Specify the IP address of the router.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).
- 5 Click *Tree Walk*.

The results are displayed if you have configured correctly.

If the results are not displayed, you need to configure to discover IP routers.

- Possible Cause: The scope is set in such a way that the router cannot be reached from the Management and Monitoring Services site server.
- Action: You need to set the scope. For more information, see “[Changing the Discovery Scope](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.
- Possible Cause: The Management and Monitoring Services site server is unable to reach the network where the router is present. For example, there might be a VPN connection between the site server and the router.
- Action: If the router cannot be reached from the site server directly:
- 1 Specify the IP addresses of the routers in the additional IP router list using NXPCON. For more information, see “[Specifying a Seed Router and Additional IP Routers](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

My router is discovered as an IP workstation

- Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer
- Possible Cause: The NXPIP module is not running.
- Action: Check the status of NXPIP through NXPCON. If the NXPIP status is not set to run, set the status of NXPIP to run.
- Possible Cause: The SNMP community string of the router is not configured in NetExplorer.
- Possible Cause: The router access control prevents the NetExplorer server from retrieving information about using SNMP.
- Action: To validate if there is any SNMP configuration issue or access control issue, you need to perform the following tasks:
- 1 In ConsoleOne, launch the MIB Browser.
 - 2 Enter the IP address of the router.
 - 3 Enter the SNMP READ/GET community string.
 - 4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).
 - 5 Click *Tree Walk*.
- The results are displayed if you have configured correctly.
- If the results are not displayed you need to configure to discover IP routers.
- Possible Cause: The scope is set in such a way that the router cannot be reached from the Management and Monitoring Services site server.
- Action: You need to set the scope.
- Possible Cause: The Management and Monitoring Services site server is unable to reach the network where the router is present. For example, there might be a VPN connection between the site server and the router.

Action: If the router cannot be reached from the site server directly, enter the IP addresses of the routers in the additional IP router list using NXPCON.

My servers are not discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in the NetExplorer IP host discovery. If IPGROPER module is not running, set the module to run. For information, see “[Choosing Which Discovery Modules to Load](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

Possible Cause: The SNMP community string of the server is not configured for discovery.

Action: To validate your SNMP configuration:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the server.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).
- 5 Click *Tree Walk*.

The results are displayed if you have configured correctly.

If the results are not displayed, you need to configure to discover IP routers.

Possible Cause: The scope set for discovery does not contain the address of the server.

Action: You need specify the address of the server in the scope.

Possible Cause: There is a problem with the address information of the server returned by SNMP.

Action: To validate your SNMP configuration:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the server.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II ipAddrTable in the IP group (iso.org.dod.internet.mgmt.mib-2.ip.ipAddrTable.ipAddrentry.ipAdEntAddr).
- 5 Click *Tree Walk*.

Check if the IP address appears in the list. Specify the correct IP address of the server. You need to wait until the next cycle of discovery for this address to be discovered.

Possible Cause: The network in which the server is present is not discovered because the router connecting the network to the site server is not discovered.

Action: If the machines that are in the same network as the server are not discovered, then check if the router that is connected to the network is discovered. For more information, see [“My server is discovered as an IP workstation” on page 237](#).

If the network is very large, NetExplorer takes longer to discover the information about the server.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the SNMP information is correct, you can use file-based discovery to immediately obtain information about the machine discovered, without waiting for discovery to reach the network in the normal cycles.

My server is discovered as an IP workstation

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The IPGROPER module is not running.

Action: Check if the IPGROPER module is running in the NetExplorer IP host discovery. If the IPGROPER module is not running, set the module to run.

Possible Cause: The SNMP community string of the server is not configured for discovery.

Action: To validate your SNMP configuration:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the server.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).
- 5 Click *Tree Walk*.

The results are displayed if you have configured correctly.

If the results are not displayed, you need to configure to discover IP routers.

Possible Cause: The scope set for discovery does not contain the address of the server.

Action: You need to set the scope.

Possible Cause: There is a problem with the address information of the server returned by SNMP.

Action: To validate your SNMP configuration:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the server.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II ipAddrTable in the IP group (iso.org.dod.internet.mgmt.mib-2.ip.ipAddrTable.ipAddrentry.ipAdEntAddr).
- 5 Click *Tree Walk*.

Check if the IP address appears in the list. Specify the correct IP address of the server. You need to wait until the next cycle of discovery for this address to be discovered.

Possible Cause: The network where the server is present is not discovered because the router connecting the network to the site server is not discovered.

Action: If the machines that are in the same network as the server are not discovered, then check if the router that is connected to the network is discovered. For more information, see [“My router is discovered as an IP workstation” on page 235](#).

If the network is very large, NetExplorer will take longer to discover the information about the server.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the SNMP information is correct, you can use file-based discovery to immediately obtain information about the machine discovered, without waiting for discovery to reach the network in the normal cycles.

A network segment is not discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The router connecting the network segment is not discovered.

Action: Check if the router connecting the segment is discovered. For more information, see [“My router is discovered as an IP workstation” on page 235](#).

Possible Cause: The scope is set in such a way that the network segment cannot be discovered.

Action: You need to set the scope.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the network is very large, NetExplorer takes longer to discover the information about the segment. You can use file-based discovery to obtain information about the machine discovered.

Action: To discover the segment, install the Traffic Analysis Agent on the network segment and configure the agent in NXPCON. For more information, see [“Specifying Traffic Analysis Agents to Be Queried by NXPLANZ”](#) in [“Understanding Network Discovery and Atlas Management”](#) in the [“Novell ZENworks 7 Server Management Administration Guide”](#).

My segments are displayed under Islands

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The router connecting to the segments is not discovered.

Action: Check if the router connecting the segments is discovered. For more information, see [“My router is discovered as an IP workstation” on page 235](#).

The DNS names of my machines are not displayed

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in the NetExplorer IP host discovery. If IPGROPER is not running, configure the module to run.

Possible Cause: The DNS server information is not configured in the site server.

Action: If IPGROPER is running, check if the `resolv.conf` file in the `sys:\etc\` directory has the information about the DNS server that contains the DNS information. If the file does not have the information, configure DNS on a NetWare[®] server, which in turn updates this file.

My switches are not discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in NetExplorer IP host discovery. If IPGROPER is not running, configure it to run.

Possible Cause: The bridge discovery is not running.

Action: Check if the bridge discovery is running:

- 1 Check the log files generated in the `ZENworks_installation_directory\zenworks\mms\logfiles\sloader` directory.
- 2 Select the `sloader-bignumber.txt` file, which contains the latest modified time stamp.
- 3 Search for the string, *Service Bridge Discovery started successfully*. If this string does not exist, start the services.

Possible Cause: The SNMP community string of the switch is not configured in NetExplorer.

Action: Configure the SNMP community string:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the switch.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II system group (`iso.org.dod.internet.mgmt.mib-2.system`).
- 5 Click *Tree Walk*.

If the configuration is correct, the results are displayed. If the results are not displayed, you need to configure SNMP to discover SNMP devices.

Possible Cause: The SNMP information about the switch is incorrect or inadequate for ZENworks Server Management to discover it as a switch.

Action: If you have verified the SNMP configuration, check for the following SNMP information for the switch:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Use the MIB Browser again to select the dot1dBridge FDB table specified by the OID: 1.3.6.1.2.1.17.4.3
- 3 Click *Tree Walk*.

If no results are displayed, ZENworks Server Management cannot recognize this as a switch. Check with the vendor of the switch to resolve the issue. Repeat **Step 3** with the dot1dBridge STP table specified by the OID: 1.3.6.1.2.1.17.2.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the network is very large, it might take time to NetExplorer to discover the information about the segment. If the router is not discovered or if discovery is taking a longer time to discover the router, use the file-based discovery to obtain information about the machine.

My switch is discovered as an IP workstation

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in NetExplorer IP host discovery. If IPGROPER is not running, configure it to run.

Possible Cause: The bridge discovery is not running.

Action: Check if the bridge discovery is running:

- 1 Check the log files generated in the `ZENworks_installation_directory\zenworks\mms\logfiles\sloader` directory.
- 2 Select the `sloader-bignumber.txt` file, which contains the latest modified time stamp.
- 3 Search for the string, *Service Bridge Discovery started successfully*. If this string does not exist, start the services.

Possible Cause: The SNMP community string of the switch is not configured in NetExplorer.

Action: Configure the SNMP community string:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the switch.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II system group (iso.org.dod.internet.mgmt.mib-2.system).
- 5 Click *Tree Walk*.

If the configuration is correct, the results are displayed. If the results are not displayed, you need to configure SNMP to discover SNMP devices.

Possible Cause: The SNMP information about the switch is incorrect or inadequate for ZENworks Server Management to discover it as a switch.

Action: If you have verified the SNMP configuration, check for the following SNMP information for the switch:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Use the MIB Browser again to select the dot1dBridge FDB table specified by the OID: 1.3.6.1.2.1.17.4.3
- 3 Click *Tree Walk*.

If no results are displayed, ZENworks Server Management will not be able to recognize this as a switch. Check with the vendor of the switch to resolve the issue. Repeat **Step 3** with the dot1dBridge STP table specified by the OID: 1.3.6.1.2.1.17.2.

Possible Cause: Discovery has not run for sufficient time.

Action: If the network is very large, it might take time for NetExplorer to discover the information about the segment. If the router is not discovered or if discovery is taking a long time to discover the router, use the file-based discovery to obtain information about the machine discovered.

The map is consolidating and displaying the network segments

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: One or more machines in the network are assigned more than one IP address and are bound to the same MAC address. ZENworks Server Management assumes that the two networks are running on the same segment.

Action: Check the properties of the machines in ConsoleOne to see if machines having more than one IP address are connected to a single MAC address. You need to reconfigure the machines correctly and run discovery again with an empty database.

WARNING: The configuration information about alarms, health reports, etc., is lost if you copy an empty database.

Possible Cause: The data (*.btv) files in the `ZENworks_installation_directory\zenworks\mms\nmdisk\ipcache` directory are corrupted. The *.btv files are temporary files, which are possibly corrupted because of a serverabend.

Action: Perform the following tasks:

- 1 Stop NetExplorer.
- 2 Delete all the *.btv files.
- 3 Restart NetExplorer.

Possible Cause: NXPIP discovery is not running. The status is displayed as Not Loaded in NXPCON.

None of my discovery modules are running, although I did type *netexplor*. The status is displayed as *Waiting* in NXPCON

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: NetExplorer was starting using *netexplor* after *sloader*. The following message is displayed:

Unable to remove files *dat filename with path*. You need to manually remove the files from the directory. Restart discovery.

Action: Perform the following tasks:

1 Stop the discovery services.

To stop the discovery services, enter *stopdis.ncf* at the Management server prompt.

The Consolidator, SN3 discovery, and Bridge discovery services stop.

Wait until these services are completely stopped.

2 Start NetExplorer.

To start NetExplorer, enter *netexplor*.

3 Start the discovery services.

To start discovery services, enter *startdis.ncf*.

My server name is displayed as an IP address

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: DNS server information has not been configured on the site server.

Possible Cause: SNMP information has not been discovered.

Possible Cause: The System name of the server has not been set.

Action: Perform the following tasks:

1 Specify the IP address of the server.

2 Specify the SNMP READ/GET community string.

3 Select the MIB-II variable *sysName* in the system group (*iso.org.dod.internet.mgmt.mib-2.system.sysName*).

4 Click *Tree Walk*.

If the name here is NULL or something incorrect, set the correct name and wait for discovery to refresh the information in its next cycle

For more information see “[The DNS names of my machines are not displayed](#)” on page 239 and “[My workstations are not discovered](#)” on page 246.

I have reset the scope and restarted discovery. The machines that do not belong to the scope are still displayed in the Atlas

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The services were restarted. However, the database that was populated by prior rounds of discovery was used while restarting the services

The machines that have already discovered during the previous cycles of discovery are not removed if ZENworks Server Management services are restarted with a changed scope without resetting.

Action: Copy the empty database and restart the services with the new scope.

WARNING: If you copy the empty database, the configuration information about alarms, health reports, etc., is lost.

Discovery is trying to query machines that I do not want to be discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The machines are reachable from the ZENworks Server Management site server and therefore discovery can access them.

Action: If you want to prevent whole networks from being queried, set a discovery scope to avoid discovery finding out these machines. For more information, see “[Changing the Discovery Scope](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

If you want exclude certain machines from being discovered, use the SNMP No Access feature as described below:

- 1** Launch NXPCON.
- 2** Select *Configuration Options > SNMP > Edit IP Exclusion List*.
- 3** Specify the IP addresses of machines that you do not want to discover.
- 4** Save the configuration.
- 5** Select *Activate Changes*.

My machines are displayed under the wrong segment

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: Because of over consolidation, several segments are combined into a single segment.

Action: Check the properties of the machines in ConsoleOne to see if machines having more than one IP address are connected to a single MAC address. You need to reconfigure the machines correctly and run discovery again with an empty database.

WARNING: The configuration information about alarms, health reports, etc., is lost If you copy an empty database.

Possible Cause: The subnet masks in the network are incorrectly configured.

Action: Check in your network if there is any machine that has been configured with an incorrect subnet mask and correct that machine. Wait for discovery to refresh the information in the next cycle.

Possible Cause: Incorrect subnet mask or incorrect default mask was specified for the machines discovered using file-based discovery.

Action: If the machines were discovered by file-based discovery, use the correct subnet mask and run file-based discovery again.

The IP/IPX/MAC address information for my machine is incorrect

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The addresses changed after discovery was complete, so discovery has not discovered these machines.

Action: If the addresses have changed after the first cycle of discovery is completed, it might take time to discover the changed information again, depending on the size of the network. Use file-based discovery to refresh the information immediately.

Possible Cause: The addresses have been changed after discovery. The old and new addresses are displayed together.

Action: ZENworks Server Management occasionally displays both the old and new addresses of the machine. Use Database Object Editor to delete the previous address of the machine.

Possible Cause: Outdated information about the machines was received from sources like a Traffic Analysis Agent or a router.

Action: If the machine is not SNMP-configured, it was possibly discovered because of a Traffic Analysis Agent. Try unloading and reloading the agent on the segment where the machine was placed previously. Reloading the agent deletes the old address and enables discovery to retrieve the new address.

Possible Cause: The SNMP information of the machine is displayed incorrectly.

Action: If the machine is SNMP-configured, check the SNMP information of the machine by performing the following tasks:

- 1** Launch the MIB Browser from the ZENworks Server Management console.
- 2** Specify the IP address of the machine.
- 3** Select the MIB-II ipAddrTable in the IP group (iso.org.dod.internet.mgmt.mib-2.ip.ipAddrTable.ipAddreentry.ipAdEntAddr).
- 4** Specify the SNMP READ/GET community string.
- 5** Click *Tree Walk*.

If you get any results at this stage, check if the IP address of the server appears in the list. If it does not, correct the IP address of the server and wait for the address to be discovered in the next cycle.

NOTE: You can use the Database Object Editor to edit the information. Select Prevent Deletion by NetExplorer to retain the information in the database.

My switch has been discovered with empty address information and a name as 'Switch on x.x.x.x'

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The IPGROPER module is not running.

Action: Check if IPGROPER is running in the NetExplorer IP host discovery. If IPGROPER is not running, configure it to run.

Possible Cause: The bridge discovery is not running.

Action: Check if the bridge discovery is running. To check, you need to perform the following tasks:

- 1 Check the log files generated in the
`ZENworks_installation_directory\zenworks\mms\logfiles\sloader` directory.
- 2 Select the `sloader-bignumber.txt` file, which contains the latest modified time stamp.
- 3 Search for the string `Service Bridge Discovery started successfully`. If this string does not exist, you need to start the services.

Possible Cause: The SNMP community string of the switch is not configured in NetExplorer.

Action: Configure the SNMP community string:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Specify the IP address of the switch.
- 3 Specify the SNMP READ/GET community string.
- 4 Select the MIB-II system group (`iso.org.dod.internet.mgmt.mib-2.system`).
- 5 Click *Tree Walk*.

If the configuration is correct, the results are displayed. If the results are not displayed, you need to configure SNMP for discovering SNMP devices. For more information see “[Starting Discovery](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

Possible Cause: The SNMP information about the switch is incorrect or inadequate for ZENworks Server Management to discover it as a switch.

Action: If you have verified the SNMP configuration, check for the following SNMP information for the switch:

- 1 In ConsoleOne, launch the MIB Browser.
- 2 Use the MIB Browser again to select the dot1dBridge FDB table specified by the OID: 1.3.6.1.2.1.17.4.3
- 3 Click *Tree Walk*.

If no results are displayed, ZENworks Server Management cannot recognize this as a switch. Check with the vendor of the switch to resolve the issue. Repeat **Step 3** with the dot1dBridge STP table specified by the OID:1.3.6.1.2.1.17.2.

Possible Cause: Discovery has not run for a sufficient time.

Action: If the network is very large, it might take time for NetExplorer to discover the information about the segment. If the router is not discovered or if discovery is taking a long time to discover the router, use file-based discovery to obtain information about the machine.

My workstations are not discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: There is no Traffic Analysis Agent or router to provide information about the workstations.

Action: Install the Traffic Analysis Agent on the network segment and configure the agent in NXPCON.

Possible Cause: Discovery is not able to reach the segment with the workstations.

Action: For more information, see **“A network segment is not discovered” on page 238**.

Discovery is running for a long time (many hours). The Atlas contains WAN pages and Islands and both are empty

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The `nxp.ini` file is corrupted and NetExplorer is unable to discover any components.

Action: Compare the `nxp.ini` file in `ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk` with the `nxp.ini` file on the *ZENworks 7 Server Management* product CD. If the `nxp.ini` file in the installation location does not contain information that is present in the `nxp.ini` file in the *ZENworks 7 Server Management* product CD, then you need to perform the following tasks:

- 1 Copy the `nxp.ini` file from the *ZENworks 7 Server Management* product CD to the `ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk` directory.

- 2** Edit the `nxp.ini` file to contain the following section and its corresponding entry:

```
[IPCACHE] PATH =  
ZENworks_installation_directory\zenworks\mms\mwserver\nmdisk  
\ipcache\
```

- 3** Restart discovery.

Possible Cause: The server running Management and Monitoring Services is configured as an end node and no other routers are configured in the Seed Router/Additional IP Routers.

Action: By default, discovery requires certain routers to be accessible to start discovering the network. Configure the NetWare server running Management and Monitoring Services as a router and not as an end node. Alternatively, you can configure additional routers.

Action: Install the Traffic Analysis Agent on the network where you want the segment to be discovered and configure the agent in NXPCON.

Multiple machines with the same name are displayed

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: If the DNS names are being duplicated, the DNS server might return the same names for more than one machine.

Action: From ConsoleOne, check if the IP addresses of the machines have the same names. Check if the DNS server is returning the same DNS names for the different IP addresses using NSLOOKUP. Correct the configuration in the DNS server.

Possible Cause: If you have used Imaging to install NetWare servers, the same names are displayed even if the server names have subsequently changed.

Action: Perform the following tasks:

- 1** Specify the IP address of the server.
- 2** Specify the SNMP READ/GET community string.
- 3** Select the MIB-II variable sysName in the system group (iso.org.dod.internet.mgmt.mib-2.system.sysName).
- 4** Click *Tree Walk*.

If the same name is displayed for all the servers, set the correct name using the MIB Browser for each server and wait for discovery to refresh the information during the next cycle.

My Traffic Analysis Agent is not discovered

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The agent is not loaded on the servers.

Action: Ensure that the agent is loaded on the servers.

Possible Cause: The agents are in a network other than the network where the Management and Monitoring Services site server is running. The SLP and SAP multicasts and broadcasts are stopped on the routers connecting the networks, so ZENworks Server Management is unable to discover them.

Action: If your routers are disabled so they cannot forward multicasts or broadcasts, you need to manually enter the agent in the discovery system.

Possible Cause: The server running the LANZ agent is not discovered.

Action: For information on this scenario, see [“My server is discovered as an IP workstation” on page 237](#).

My Traffic Analysis Agent is discovered as an IP workstation

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: The agent is not loaded on the servers.

Action: Ensure that the agent is loaded on the servers.

Possible Cause: The agents are in a network other than the network where the Management and Monitoring Services site server is running. The SLP and SAP multicasts and broadcasts are stopped on the routers connecting the networks, so ZENworks Server Management is unable to discover them.

Action: If your routers are disabled so they cannot forward multicasts or broadcasts, you need to manually enter the agent in the discovery system.

Possible Cause: The server running the LANZ agent is not discovered.

Action: The server running the LANZ agent might not be discovered. For more information, see [“My server is discovered as an IP workstation” on page 237](#).

There are machines deleted from my network, but I still view them in the Atlas

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: ZENworks Server Management does not delete machines that have been removed from the network.

Action: Use the Database Object Editor to manually delete these machines.

NetExplorer does not have access to any of the routers in my network

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: If NetExplorer does not have access to all the routers in your network, the servers and workstations are not automatically discovered.

Action: In order to discover and manage your servers, use file-based discovery to obtain information about all the machines you want to manage. For more information, see [“File-Based Discovery”](#) in [“Understanding Network Discovery and Atlas Management”](#) in the [“Novell ZENworks 7 Server Management Administration Guide”](#).

The routers in my network are managed by some other company

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Possible Cause: If NetExplorer does not have access to all the routers in your network, the servers and workstations are not automatically discovered.

Action: In order to discover and manage your servers, use file-based discovery to retrieve information about all the machines you want to manage. For more information, see “[File-Based Discovery](#)” in “[Understanding Network Discovery and Atlas Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

NetExplorer is successfully discovering the machines, but the map does not display the discovered machines

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Explanation: This occurs on ZENworks for Servers 3 SP1 or previous versions of ZENworks for Servers 3 installed on NetWare 6 SP2 and above.

Possible Cause: The ZENworks for Servers services were started using the `sloader.ncf` command before starting the discovery NLM software (`netexplor.ncf`)

Possible Cause: Discovery was stopped and started without stopping the ZENworks for Servers services. On NetWare 6 SP2 or later, it is possible to restart NetExplorer while SLOADER is still running. Although NetExplorer is successfully discovering the machines, the database is not updated with the information of these discovered machines.

Action: Do the following:

- 1 Stop the Discovery services.

Enter `stopdis.ncf` at the Management server prompt to stop the Consolidator, SN3 Discovery, and Bridge Discovery services.

Wait until these services are stopped completely.

- 2 Start NetExplorer

- 3 Start the Discovery services.

To start the discovery services, enter `startdis.ncf` at the Management server prompt.

Unable to add a new node in an unnumbered link segment using the Database Object Editor

Severity: ZENworks 7 Server Management; Management and Monitoring Services; NetExplorer

Explanation: While adding a node to an unnumbered link segment using the Database Object Editor, the following error message is displayed:

The network number of at least one interface must match with the network number of the segment

Possible Cause: ZENworks 7 Server Management does not support adding a node to an unnumbered link segment using the Database Object Editor.

7.2 Troubleshooting Atlas Manager

- ♦ “I do not see any objects when I click on ZENworks Server Management sites in ConsoleOne” on page 250
- ♦ “I do not see the Atlas when I click the site server object” on page 250
- ♦ “I do not see any segment under my page” on page 251
- ♦ “The Custom Atlas is not shown in ConsoleOne after upgrading from ZENworks 6.5 Server Management to ZENworks 7 Server Management with Support Pack 1” on page 251

I do not see any objects when I click on ZENworks Server Management sites in ConsoleOne

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Atlas Manager

Possible Cause: You are not logged on to the tree that contains the ZENworks Server Management site server.

Action: Log in to the appropriate tree.

Possible Cause: You are logged in as a user who does not have the appropriate role and scope assigned.

Action: Log in as a user with the appropriate roles and scope assigned.

I do not see the Atlas when I click the site server object

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Atlas Manager

Possible Cause: The ConsoleOne snap-ins and the site server have different ZENworks Server Management versions.

Action: Perform the following tasks:

- 1 Ensure that the ConsoleOne snap-ins and the site server are using the same ZENworks Server Management version. The ZENworks for Servers 3.x snap-ins do not work with ZENworks 7 Server Management site server, and vice versa.
- 2 Install the latest ZENworks Server Management version of the snap-ins on the console and the latest version of the site server on the server and restart the processes.

Possible Cause: The site server processes are not running on the server.

Action: Restart the ZENworks Server Management processes on the server. Wait for about 5-6 minutes and launch ConsoleOne again. If the problem persists, contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

I do not see any segment under my page

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Atlas Manager

Possible Cause: The local cache storing the pages and segments is not up-to-date.

Action: Select Atlas and refresh the view.

The Custom Atlas is not shown in ConsoleOne after upgrading from ZENworks 6.5 Server Management to ZENworks 7 Server Management with Support Pack 1

Source: ZENworks 7 Server Management with Support Pack 1; Management and Monitoring Services; Atlas Manager.

Explanation: If you upgrade from ZENworks 6.5 Server Management to ZENworks 7 Server Management with Support Pack 1, Custom Atlas is not shown in the ConsoleOne.

Possible Cause: This problem occurs because of cache memory issue.

Action: Restart the Management and Monitoring Services.

7.3 Troubleshooting the Alarm Manager

- ♦ “No alarm is displayed in the Alarms view of ConsoleOne even though the alarms are in the database” on page 251
- ♦ “Alarm is not displayed in the Alarms view” on page 252
- ♦ “Alarms from a NetWare machine are not displayed in the Alarms view” on page 252
- ♦ “Incomplete parameter is displayed while an application is being launched” on page 253
- ♦ “Unable to receive the SMTP mail notification” on page 253
- ♦ “Unable to forward alarms or traps” on page 253
- ♦ “Unable to launch the application” on page 253
- ♦ “I recompiled the MIBs after changing the severity of a trap definition. The new severity status is reflected in the Alarm template but not in the Active Alarms and Alarm History. The incoming alarms still display the previous severity status” on page 254
- ♦ “I do not see alarm in the active alarm view of ConsoleOne” on page 254

No alarm is displayed in the Alarms view of ConsoleOne even though the alarms are in the database

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Possible Cause: The Alarm Manager might not have started properly.

Action: Perform the following tasks:

- 1 Open the `sloader.log` file in the `ZENworks_installation_directory\zfs\mms\logfiles` directory and search for the following string: Alarm Manager started successfully.

If you are unable to find this string, the Alarm Manager has not been started successfully.

2 Start SLOADER again.

To start, enter `sloader` at the Management server prompt.

Alarm is not displayed in the Alarms view

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Alarm Manager

Possible Cause: The archiving and the ticker bar options are disabled in the rule triggered by the Alarm.

Action: Do the following:

1 Check the disposition settings of similar rules for the type of alarm you are viewing.

2 Enable the archiving option and the ticker bar option.

Possible Cause: The system is unable to recognize the alarm type and the IgnoreUnknownTrap flag is set to YES in

`ZENworks_installation_directory\zenworks\mms\mwserver\properties\alarmmanager.properties`.

Action: Perform the following tasks:

1 In the left frame of Novell ConsoleOne, right-click the Novell ZENworks Server Management site object, click *Properties*, and then open the alarm templates.

2 Search for the alarm type in the templates. If the alarm type does not exist, the Alarm Manager does not recognize the alarm type you have specified.

3 In `ZENworks_installation_directory\zenworks\mms\mwserver\properties\alarmmanager.properties`, select the value of IgnoreUnknownTrap to NO.

4 Add the MIB into the MIB Pool that defines this trap type and compile the MIB.

For more information, see “[Configuring MIBs and Setting Up MIB Tools](#)” in “[Understanding Alarm Management](#)” in the “[Novell ZENworks 7 Server Management Administration Guide](#)”.

Alarms from a NetWare machine are not displayed in the Alarms view

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Alarm Manager

Possible Cause: The `sys:\etc\traptarg.cfg` does not contain the IP address of the ZENworks Server Management site server.

Action: Ensure that the `sys:\etc\traptarg.cfg` file contains an entry for the IP address of the ZENworks Server Management site server.

Incomplete parameter is displayed while an application is being launched

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Possible Cause: The arguments are incorrect because they contain spaces.

Action: Open the Launch Application disposition for the template for which the launching application disposition has been set. In the argument field, enclose the arguments within double quotes.

Unable to receive the SMTP mail notification

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Possible Cause: The SMTP mail notification is disabled in the rule triggered by the alarm.

Action: Do the following:

- 1** Check the SMTP Notification Settings of the rule for which the SMTP mail notification is required.
- 2** Click *Test in the Actions* tab of the Rule Configuration page to verify that the IP address or DNS name of the SMTP mail server is correct and the SMTP service is up and running on the SMTP mail server.

Possible Cause: The SMTP mail server is not running on the designated server.

Action: On the server, start the SMTP mail service with the designated IP address.

Unable to forward alarms or traps

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Possible Cause: The ZENworks Server Management site server is not running.

Possible Cause: The Alarm Manager is not running at the destination IP address or server name.

Action: Run the Alarm Manager component at the destination ZENworks Server Management site server.

Unable to launch the application

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Possible Cause: The application mentioned in the rule Action is not found at the site server or the application does not exist in the path you have specified in the Launching Application page.

Action: Verify that the application name and the path are correct.

I recompiled the MIBs after changing the severity of a trap definition. The new severity status is reflected in the Alarm template but not in the Active Alarms and Alarm History. The incoming alarms still display the previous severity status

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Action: Restart the ZENworks Server Management server.

I do not see alarm in the active alarm view of ConsoleOne

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Alarm Manager

Possible Cause: The `snmplog.nlm` version has changed.

Action: Do the following:

- 1 Restart the Site server.
- 2 On the NetWare server console, check whether `snmplog.nlm` is loaded.

7.4 Troubleshooting the Service Manager

- ♦ “Failed to stop \ "sloader" + "/" + [servicenames separated by comma] + "\: process does not appear to be running on \" + ipaddress + "\" on page 254

Failed to stop \ "sloader" + "/" + [servicenames separated by comma] + "\: process does not appear to be running on \" + ipaddress + "\"

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Service Manager

Explanation: The services you are trying to stop in the Service Manager using `startdis` or `stopdis` might not be running.

Action: Check if the services you are trying to stop are running. Ensure that the Naming Service is running. Start the Naming Service if it is not running.

7.5 Troubleshooting Trace Capture

- ♦ “Unable to capture packets” on page 254

Unable to capture packets

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Trace Capture

Possible Cause: The preferred RMON agent is not properly configured for the segment. Packets are captured by the preferred RMON agent on the selected segment. The appropriate RMON agent must be selected on the segment for packet capture.

Action: Go to the segment properties page and make the machine that has access to all required packets the preferred RMON agent.

Possible Cause: The READ/WRITE community strings of the agent machine and management console do not match. To capture packets, the community string on the agent machine and the management console must match.

Action: Perform the following tasks:

- 1 Check and configure the READ/WRITE community string on the agent machine.
- 2 Go to the properties page for the agent machine on the management console and configure the same READ/WRITE community string as on the agent.

Possible Cause: The agent machine is not accessible from the management console or the ZENworks Server Management site server. The packets from the management console reach the agent through the ZENworks Server Management site server.

Action: Check the network connection from the management console to the ZENworks Server Management site server and from ZENworks Server Management site server to the agent.

Possible Cause: The RMON agent does not have sufficient memory to capture packets.

Action: Go to the RMON home page on the agent machine in ConsoleOne and delete unnecessary resources to free up memory.

7.6 Troubleshooting the Server Management Agent

- ♦ “On a Windows NT/2000 server that does not have a name for primary partition or logical drive, enabling the physical and logical disk trending through using the ‘diskperf -yv’ command will abnormally terminates the SNMP service” on page 255
- ♦ “When I install the Server Management Agent for Windows, the performance monitor counter failure messages are continually logged into the Windows Event log file” on page 256

On a Windows NT/2000 server that does not have a name for primary partition or logical drive, enabling the physical and logical disk trending through using the ‘diskperf -yv’ command will abnormally terminates the SNMP service

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Server Management Agent

Explanation: On Windows NT or Windows 2000 server that does not have a name for primary partition or logical drive, if you enable the physical and logical disk trending using the `diskperf - yv` command, and then you restart the server, the SNMP service abnormally terminates.

Action: On a Windows NT server:

- 1 From the desktop console, click *Start > Programs > Administrative Tools > Disk Administrator*.
- 2 Right-click an unnamed primary partition or an unnamed logical drive, then click *Assign Drive Letter*.
- 3 Select the *Assign Drive Letter* option.

- 4 Select a drive letter from the drop-down list.
- 5 Click *OK*.
- 6 Repeat Step 2 through Step 5 for all unnamed primary partitions or logical drives.

On a Windows 2000 server:

- 1 From the desktop console, click *Start > Settings > Control Panel*.
- 2 Double-click *Administrative Tools > Computer Management*.
- 3 Click *Storage > Disk Management*.
- 4 Right-click an unnamed primary partition or an unnamed logical drive, then click *Change Drive Letter and Paths*.
- 5 Add a drive letter.
- 6 Click *OK*.
- 7 Repeat Step 4 through Step 6 for all unnamed primary partitions or logical drives.

When I install the Server Management Agent for Windows, the performance monitor counter failure messages are continually logged into the Windows Event log file

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Server Management Agent

Explanation: When you install the Server Management for Windows, several performance monitor counter failure messages are repeatedly logged into the Windows Event log file (event IDs such as 1008, 1009, 2001, 2002). For example, The Open Procedure for service "Remote Access" in "c:\winnt\system32\rasctrs.dll" failed. The performance data for this service is not available. Status code returned is data DWORD 0 event.

Sometimes the SNMP service crashes when these events are posted in the Events Viewer. For example, on a Windows 2000 machine with the AppleTalk* protocol installed and with the performance enabled, the following events are posted in the Events Viewer and the SNMP service crashes:

1. Unable to open the ATK device for R access. Returning IO status Block in Data.
2. The open procedure for the "Apple Talk" in DLL "c:\winnt\system32\atkctrs.dll" has taken longer than the estimated time to complete. There may be a problem with this extensible counter or the service it is collecting data from or from s/m may have been very busy when this call was completed.
3. The open procedure for service "Apple Talk" in DLL "c:\winnt\system32\atkctrs.dll" failed. Performance code data for this will not be available. Status code returned in data DWORD 0.

Possible Cause: The Trending Agent (NTREND) of the Server Management Agent uses performance counters to obtain performance data. The performance monitor checks the availability of all the counters listed in the registry. Either a service is installed, but the performance counters are disabled or vice versa. These events are logged into the Windows Event Log.

When the performance counters are queried, the extension performance counters DLLs are loaded in the SNMP address space. If there is a problem in the extension performance counters DLLs, the SNMP service will crash.

The following links provide more information:

<http://support.microsoft.com/default.aspx?kbid=178887>

<http://www.jsiinc.com/SUBM/tip6200/rh6218.htm>

<http://support.microsoft.com/default.aspx?kbid=811066>

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;226494>

<http://www.eventid.net/display.asp?eventid=1008&eventno=70>

Action: To avoid SNMP service crashes:

- 1 Disable the performance counters for the problematic DLL
or
Enable the service so that the performance counter DLL works correctly
In the AppleTalk Protocol example, disabling the performance counters for the service solves the problem.

Action: Do the following:

- 1 Install the latest support version for the specific Windows platform.
- 2 Note the performance counter events that are logged in the Windows Event Log.
- 3 Download and install the appropriate `exctrlst_setup.exe` file for your Windows version:
 - ♦ For Windows 2000 or later, download install the `exctrlst_setup.exe` file from the [Microsoft Web site \(http://www.microsoft.com/windows2000/techinfo/reskit/tools/existing/exctrlst-o.asp\)](http://www.microsoft.com/windows2000/techinfo/reskit/tools/existing/exctrlst-o.asp).
 - ♦ For Windows NT, download and install the resource kit that contains the `exctrlst_setup.exe` file from the [Microsoft Web site \(http://www.microsoft.com/ntserver/nts/downloads/recommended/ntkit/default.asp\)](http://www.microsoft.com/ntserver/nts/downloads/recommended/ntkit/default.asp).
- 4 Run `exctrlst_setup.exe` from the installed location.
- 5 Enable the necessary performance counters and services, using the event information that you noted in step 2.

For example, if the event information message says “The Open Procedure for service “Remote Access” in DLL “c:\winnt\system32\rasctrs.dll” failed. The performance data for this service is not available. Status code returned is data DWORD 0”, this means that the performance counters are enabled, and the RAS is

installed but might be disabled. Use the `exctrlst_setup.exe` to enable the RAS service to function correctly, and disable the performance counters. To do this:

5a Select the service in the `exctrlst` window.

5b Select *Remote Access*.

5c Deselect the *Performance Counters Enabled* check box.

If the event information message says "The Collect Procedure for the TCPIP service in DLL "c:\winnt\system32\perfctrs.dll" generated an exception or returned an invalid status", this means that the performance counters for the TCPIP services might be disabled. Use the `exctrlst_setup.exe` to enable the performance counters.

5c1 Select the service in the `exctrlst` window.

5c2 Select *TCPIP*.

5c3 Select the *Performance Counters Enabled* check box.

6 Shut down and restart the machine.

7.7 Troubleshooting Management and Monitoring Services Reports

- ♦ "I click on the Reporting snap-in in ConsoleOne but nothing happens" on page 258

I click on the Reporting snap-in in ConsoleOne but nothing happens

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Management and Monitoring Services Reports

Explanation: ZENworks Server Management and ZENworks Desktop Management use common reporting tools to generate reports. Early versions of ZENworks use JReport to generate reports. ZENworks for Servers 3.0 or later and ZENworks for Desktops 4.0 or later use Crystal Reports* or JReports depending on the report that is generated. ZENworks for Servers 3.0 or later versions require Policy and Distribution Services snap-ins to be installed to generate reports.

Possible Cause: You do not have the correct version of Policy and Distribution Services ConsoleOne snap-ins installed. To verify the correct version, in ConsoleOne, select *Help > About Snapins*.

Action: Install the correct Policy and Distribution Services ConsoleOne snap-ins on your management console.

Action: Use a new ConsoleOne to manage your ZENworks for Servers 3.0 or later versions, with only ZENworks for Servers 3.0 or later versions installed.

7.8 Troubleshooting Health Reports

- ♦ "When I schedule a report, health reports are generated for some servers and an error report is logged for other servers." on page 259
- ♦ "When I schedule a report, all the servers display the error report." on page 260

- ♦ “The Health report is generated but does not contain sufficient data” on page 260
- ♦ “I am unable to schedule the Health report” on page 260
- ♦ “Consolidation destroys health reports” on page 261
- ♦ “Health Reports have stopped generating” on page 261

When I schedule a report, health reports are generated for some servers and an error report is logged for other servers.

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Health Reports

Possible Cause: The Health Report server collects the health information data from the trending agents. Based on the associated profile of the report, you might need to run particular agents on the servers from where the Health Reports are expected.

The profile-agent list is:

NetWare Profile - nma
 Windows Profile - ntma
 Ethernet Profile - lanz
 Token Ring Profile - lanz
 FDDI Profile - lanz
 Linux Profile - advtrend

Action: Make sure that respective agents are running on the server from where you want to see the health reports.

If the agents are running, check for the connectivity:

- 1 Atlas > Action > MIB Browser.
- 2 Set the SNMP Preferences according to the server settings of the server where the Health Report is not being generated.
- 3 Try to tree-walk the system table; if you are unable to do so it means the server where you want to generate the Health Report has some basic connectivity problem that is not related to ZENworks Server Management.
- 4 Resolve the connectivity issue of the agent by checking the NIC card.

Action: If the connectivity is working and the agents are running, but you are unable to see the Health Report being generated, go to ConsoleOne in Atlas and find the server where the Health Report is not getting generated (click *Atlas > Find*). In the ConsoleOne right pane, right-click the server, then click *View > Trend*.

If you see no data in the Trend view, it means that the trending agent does not have the history of the data collected and you might need to wait for about 24 hours and regenerate the Health Report by clicking *Now*.

If you are able to see the data in the Trend and if you are still not able to see Health Reports, synchronize the server time with that of the Site Server time.

When I schedule a report, all the servers display the error report.

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Health Reports

Possible Cause: This could indicate that there is an issue with the site server communication with other servers.

Explanation: The Health Report server creates a list of agents running requested service, such as the following is profile-agent-service list:

NetWare Profile - ManageWise_NovellLANalyzerAgentService

Windows Profile - ManageWise_WindowsNTManagement

Ethernet Profile - CIM_EthernetSegment

Token Ring Profile - CIM_TokenRingSegment

FDDI Profile - ManageWise_FDDISegment

Linux Profile - ManageWise_LinuxManagementAgentService

Action: To find the services running on the given server:

- 1** In ConsoleOne, find the server where the Health Report is not being generated (click *Atlas* > *Find*). In the ConsoleOne right pane, right-click the server, then click the *Properties* > *Computer Attributes* tab to check the Service option.
- 2** Ensure that server is running the required service. If the service is not running, the discovery is still going on and you might need to wait for the discovery to stabilize.
- 3** If the service is found and you still do not see Health Reports, there might be some temporary problem with the site server. Try running the Health Report again by clicking *Now*.

The Health report is generated but does not contain sufficient data

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Health Reports

Possible Cause: The agents such as nma, ntma, and lanz where the trend data is collected do not contain sufficient data.

Explanation: The Health Report Server collects the Health data from predefined agents. These agents collect the history data, but the availability of the requested data depends on how long these agents have been running.

Action: Ensure that sufficient data is available. To check this, view the trend data using the MIB browser or view the Trend View on the NetWare server.

I am unable to schedule the Health report

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Health Reports

Possible Cause: If the reports are successfully generated for a few days and then stop being generated, the Health reports encountered an error while running on some of the servers. This means that current run of the Health reports has not completed successfully, so the next run of Health report cannot occur.

Action: In the Health Report [name] section of the latest `sloader.log` file, check to see if every started message has a corresponding completed message. If it does not, the Health report has not successfully completed its run, and the next run cannot take place.

Consolidation destroys health reports

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Health Reports

Possible Cause: When the topology is in being built, the Health Report settings are lost because of consolidation. This is because of the change in the ID of the object.

Action: After the topology stabilizes, reconfigure the Health Report.

Health Reports have stopped generating

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Health Reports

Possible Cause: If you scheduled a daily report on Monday, and the reports were generated for Monday and Tuesday but have stopped generating after Tuesday, it indicates that the Health Report encountered problems for some of the servers during one of the runs.

Action: Do the following:

- 1 Stop and start sloader.
- 2 Reconfigure the Health Reports.

7.9 Troubleshooting Traffic Analysis

- ♦ “The Conversations View for a node does not contact the preferred RMON agent of the segment even if the SNMP service is stopped on the node” on page 261
- ♦ “Unable to add nodes to monitor Nodes for Inactivity.” on page 262
- ♦ “The Conversation View for nodes fails to come up if one of the IP Addresses is disabled” on page 262

The Conversations View for a node does not contact the preferred RMON agent of the segment even if the SNMP service is stopped on the node

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The Conversations View always contacts the local machine if the RMON service is implemented on that agent and it is discovered. If it does not contact the local machine, it contacts the preferred RMON agent of the segment to which it is bound. If the RMON service or the agent is stopped, the Conversations View continues to contact the local agent and not the preferred RMON agent of the segment.

Action: Use the Database Object Editor to remove the RMON service and Lanz Agent discovered on this node and relaunch the Conversations View.

Unable to add nodes to monitor Nodes for Inactivity.

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Traffic Analysis

Explanation: The INM View always contacts the preferred RMON agent of the segment. It adds the MAC address of the selected nodes to the RMON service. Sometimes the RMON service fails to add the node addresses provided by the INM view. Because the INM view refers to the RMON service for getting the list of nodes and respective status, it fails to add nodes.

Action: Reload the Traffic Analysis Agent on the preferred RMON service.

The Conversation View for nodes fails to come up if one of the IP Addresses is disabled

Source: ZENworks 7 Server Management with Support Pack 1; Management and Monitoring Services; Traffic Analysis.

Possible Cause: This occurs when one of the interfaces in a multiple NIC is down.

Action: Use the DBOE to remove the interface that is down, then relaunch the Conversation View.

7.10 Troubleshooting Linux Agents and Views

- ♦ “Views for nodes that snap in against the Linux server in Atlas do not show any data” on page 262

Views for nodes that snap in against the Linux server in Atlas do not show any data

Severity: ZENworks 7 Server Management; Management and Monitoring Services; Linux Agents

Possible Cause: The snmp agent installed on server does not support the dlmod option.

Action: To check whether the server supports the dlmod option, execute the following command on the Linux server:

```
snmp -H 2>&1 | grep dlmod
```

If this returns an empty line, the dlmod option is not supported. Obtain the snmp-supported version from your distributor.

Possible Cause: Either the Linux Server Management Agent or Advanced Trending Agent or both of them might not be loaded correctly.

Action: Check for error messages in the following log files: `/var/opt/novell/log/zenworks/zfs-mms-advtrend-user*.log` and the `/var/opt/novell/log/zenworks/zfs-mms-servinst-*.log`. Perform the corrective actions described in the log files, or contact [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>) with log file details.

7.11 Troubleshooting the MIB Browser

- ♦ “The MIB Browser does not return values if you enter an IPX address” on page 263

The MIB Browser does not return values if you enter an IPX address

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
MIB Browser

Action: You must enter an internal IPX address instead of an external IPX address in the MIB browser.

7.12 Troubleshooting Trap Configuration

- ♦ “The system with IP address *IP_address_of_the_server* is not responding” on page 263
- ♦ “Unable to see only NetWare Server traps in the Trap Configuration window” on page 263
- ♦ “Unable to see only Novell Directory Services traps in the Trap Configuration window” on page 263

The system with IP address *IP_address_of_the_server* is not responding

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Trap Configuration

Possible Cause: The NetWare server is down.

Action: Ensure that the NetWare server is up.

Possible Cause: There is an SNMP community name mismatch with the community name of the server.

Action: Check the community string of SNMP for READ and WRITE access in the target NetWare workstation and make sure that it matches with the community name of that server in the Site Server's database.

Unable to see only NetWare Server traps in the Trap Configuration window

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Trap Configuration

Possible Cause: `nwtrpagt.nlm` might not be loaded on the server where you are viewing the Trap Configuration.

Action: Ensure that `nwtrpagt.nlm` is loaded on the NetWare server.

Possible Cause: The NetWare Server Alarm MIBs is not compiled on the server.

Action: Compile `nwtrpcfg.mib` on the server before opening the Trap Configuration window.

Unable to see only Novell Directory Services traps in the Trap Configuration window

Severity: ZENworks 7 Server Management; Management and Monitoring Services;
Trap Configuration

Possible Cause: `dstrpagt.nlm` is not loaded on the server where you are viewing the Trap Configuration.

Action: Ensure that `dstrpagt.nlm` is loaded on the NetWare server.

Possible Cause: The Novell Directory Services MIBs are not compiled on the server.

Action: Compile `dstrpcfg.mib` on the server before opening the Trap Configuration window.

7.13 Troubleshooting Installation

- “Management and Monitoring Services may not start in a cluster node after upgrading from ZENworks for Servers 3.0.2 to ZENworks 7 Server Management with Support Pack 1” on page 264

Management and Monitoring Services may not start in a cluster node after upgrading from ZENworks for Servers 3.0.2 to ZENworks 7 Server Management with Support Pack 1

Source: ZENworks 7 Server Management with Support Pack 1; Management and Monitoring Services; Cluster upgrade.

Possible Cause: The Management and Monitoring Service starts before the the Naming Service is completely up.

Action: To ensure that Management and Monitoring Service starts after the Naming Service, introduce a delay between the commands `mwserver` and `sloader` in the `mmsstart.ncf` file.

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 Server 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 Server 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, “December 14, 2007,” on page 265
- ♦ Section A.2, “July 14, 2006,” on page 265
- ♦ Section A.3, “January 31, 2006,” on page 266
- ♦ Section A.4, “December 23, 2005,” on page 266
- ♦ Section A.5, “December 9, 2005,” on page 267

A.1 December 14, 2007

Updates were made to the following sections:

Location	Change
Section 6.5, “Management and Monitoring Services Reports Error Messages,” on page 186	Changed the URL of Microsoft Download Center to http://www.microsoft.com/downloads/ .

A.2 July 14, 2006

Added the following messages for Health Reports- MMS:

- ♦ “The agent is not responding - please check if agent and connection is operational” on page 184
- ♦ “The agent might not be instrumented for Health Reports - please check installation of agent” on page 184
- ♦ “The SNMP properties are not complete and cannot get the trend values” on page 184
- ♦ “The SNMP properties are not complete and cannot get the trend values” on page 184

Added the following messages for Inventory:

- ♦ “Memory allocation errors on the server” on page 143
- ♦ “Could not connect to the database due to invalid NLS data files” on page 133

Added the following message for Remote Management:

- ♦ “ConsoleOne snap-ins cause Remote Control to ZENworks for Desktop 3.x with SP3 workstations to fail” on page 168

Added the following section for Management and Monitoring Services:

- ♦ Section 6.11, “Probe Manageability Error Messages,” on page 228

A.3 January 31, 2006

Updates were made to the following section:

- ♦ Section A.3.1, “Server Inventory,” on page 266

A.3.1 Server Inventory

The following changes are made in this section:

Location	Change
Section 2.11, “Upgrade Service Error Messages,” on page 69.	Newly added the following error message: “The Upgrade Service is migrating the schema to ZENworks 6.5 SP1” on page 70

A.4 December 23, 2005

Updates were made to the following sections.

- ♦ Section A.4.1, “Server Inventory,” on page 266
- ♦ Section A.4.2, “Management and Monitoring Services,” on page 267

A.4.1 Server Inventory

The following changes are made in this section:

Table A-1 *Content Changed on December 23, 2005*

Location	Change
Section 3.12, "Troubleshooting the Storer," on page 152.	Newly added the following troubleshooting scenario: "The Inventory Storer is unable to store the str files having non-ASCII characters into the Sybase or Oracle Inventory database" on page 155

A.4.2 Management and Monitoring Services

The following changes are made in this section:

Table A-2 *Content Changed on December 23, 2005*

Location	Change
Section 6.4, "Management and Monitoring Services Database Error Messages," on page 185.	Newly added the following troubleshooting scenario: "Database cannot be started -- mw.log is an invalid transaction log" on page 186

A.5 December 9, 2005

Page design of the entire guide is reformatted to comply with revised Novell documentation standards.