

## Access Manager 3 Error Codes

Error codes for Access Manager consist of 4 fields that describe the

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

0	000	00	000
<b>Severity</b>	<b>Component field</b>	<b>Sub-grouping</b>	<b>Error Code</b>

### Currently Assigned Error Codes

- [Identity Server](#)
- [Access Gateway](#)
- [SSL VPN](#)
- [J2EE Agents](#)
- [Server Communications \(JCC\)](#)
- [Policy](#)
- [Access Manager Administration](#)
- [Backup and Restore](#)
- [SOAP Policy Enforcement Point](#)

### Identity Server Error Codes (001)

- **Component 001**
  - Sub group 01: End user errors
  - Sub group 02: Web Service Framework (WSF)
  - Sub Group 03: Web Service Consumer (WSC)
  - Sub Group 04: User Authentication

S ev	Co mp	Su b*	Err or Co de	Description	*Remedy
1	001	01	001	No binding available or set for profile	<p><b>Cause:</b> An action using Liberty or SAML protocols could not be completed because the server and trusted provider are not compatibly configured to interact to complete the action.</p> <p><b>Action:</b> Set the desired protocol profiles in the administration tool to match those supported at the trusted provider.</p>
3	001	01	002	An authenticated subject is required	<p><b>Cause:</b> An action that can only be performed by an authenticated user was attempted.</p> <p><b>Action:</b> Provide proper user credentials and retry desired action.</p>
3	001	01	003	An authentication principal is required	<p><b>Cause:</b> An action that can only be performed by an authenticated user was attempted.</p> <p><b>Action:</b> User must be authenticated to perform operation.</p>
3	001	01	004	Identity does not exist or is not specified	<p><b>Cause:</b> An action was attempted that requires a federated identity</p>

					to exist. <b>Action:</b> Create a federated link prior to performing the action.
3	001	01	005	Invalid or no provider is specified	<b>Cause:</b> An action was requested related to a trusted provider that does not exist. <b>Action:</b> Add the desired provider as a trusted entity or check for invalid access to system.
3	001	01	006	An authenticated session is required	<b>Cause:</b> An action that can only be performed by an authenticated user was attempted. <b>Action:</b> Provide proper user credentials and retry desired action.
3	001	01	007	Invalid artifact	<b>Cause:</b> An artifact was received from an identity provider that is invalid or has not been used within a reasonable time frame. <b>Action:</b> Make sure that the provider sending the artifact is trusted or check for possible security intrusions.
3	001	01	008	No assertion returned in response	<b>Cause:</b> Assertions will not be returned in a response whenever authentication at the identity

					<p>provider fails. The cause for this can include invalid configurations and canceling the authentication process at the identity provider.</p> <p><b>Action:</b> Make sure that both the identity and service providers are configured correctly to trust each other. Provide proper credentials during the authentication process at the identity provider.</p>
3	001	01	009	Invalid issuer	<p><b>Cause:</b> A response was received from a provider that is not trusted.</p> <p><b>Action:</b> Make sure intended provider is trusted or check for possible intrusions.</p>
3	001	01	010	Response does not match request	<p><b>Cause:</b> A response was received for a request that was not issued.</p> <p><b>Action:</b> Retry action and check for possible intrusion.</p>
3	001	01	011	Assertion is being replayed	<p><b>Cause:</b> An assertion has been received that was already used to authenticate a user at the service provider.</p> <p><b>Action:</b> This is a</p>

					security mechanism that if persists may require some investigation to determine who is trying to replay the assertion. Assertions are only good for single use.
3	001	01	012	Assertion does not contain an authentication statement	<b>Cause:</b> An identity provider has sent an assertion that is not complete. <b>Action:</b> Check with administrator of trusted provider to determine why statement is not being sent.
3	001	01	013	Unable to validate the subject of the assertion	<b>Cause:</b> A subject may not have been sent in the assertion or was not valid. This check protects from certain assertion attacks. <b>Action:</b> If persistent, check the protocol message sent for a missing subject and then notify administrator of trusted site.
3	001	01	014	Assertion not yet valid	<b>Cause:</b> An assertion was received that is not valid until sometime in the future. <b>Action:</b> Check server's clock for

					accuracy. Attempt to validate the clock accuracy of the computer generating the assertion.
3	001	01	015	Assertion no longer valid	<p><b>Cause:</b> An assertion was received that had a time validity period that is in the past.</p> <p><b>Action:</b> Check server's clock for accuracy. Attempt to validate the clock accuracy of the computer generating the assertion. Try and reauthenticate again.</p>
3	001	01	016	No matching audience	<p><b>Cause:</b> An assertion was received that was not intended for your server.</p> <p><b>Action:</b> Determine the origin of the assertion and make sure that you want to accept assertions from it.</p>
3	001	01	017	Missing or invalid signature on assertion	<p><b>Cause:</b> The identity provider did not sign</p> <p><b>Action:</b> Check with provider of assertion to determine why assertion is not signed.</p>
3	001	01	020	Digital signature is required	<p><b>Cause:</b> A protocol message was received that was</p>

					<p>expected to be digitally signed, but was not.</p> <p><b>Action:</b> It may be necessary to contact the trusted provider administrator to determine why the message is not signed. Make sure authentication request signing settings match those for the trusted provider.</p>
3	001	01	021	Signature validation failed	<p><b>Cause:</b> The digital signature of a protocol message could not be verified using the public key obtained in the metadata of a trusted provider.</p> <p><b>Action:</b> Update the metadata of trusted provider. This should ensure you have the latest signing certificate.</p>
3	001	01	022	An undetermined problem in the message format has occurred.	<p><b>Cause:</b> An error was detected in the exchange of either a Liberty or SAML protocol message.</p> <p><b>Action:</b> Turn logging/tracing on to print out the message that is problematic. It may be necessary to contact Novell Technical Services in this case.</p>

3	001	01	023	User lookup failed	<p><b>Cause:</b> An attempt to identify a user failed while attempting to complete a federation at the server.</p> <p><b>Action:</b> Check the configuration for identifying users for the trusted provider and ensure the specified method can resolve to a single user in your directory.</p>
3	001	01	024	Failed to load java class	<p><b>Cause:</b> A Java class failed to be loaded during program execution.</p> <p><b>Action:</b> Check the logs to determine the class that is failing to load. Make sure the class being loaded is in the classpath of the JVM.</p>
3	001	01	028	SOAP TLS authorization failed	<p><b>Cause:</b> SSL mutual authentication is being used to authenticate a SOAP back channel session and the credentials cannot be validated</p> <p><b>Action:</b> Make sure certificates for back channel communications are trusted on each end.</p>
3	001	01	029	SOAP Basic authorization failed	<p><b>Cause:</b> Basic</p>

					authentication is being used to authenticate a SOAP back channel session and the credentials cannot be validated <b>Action:</b> Check the configuration for the back channel for the appropriate trusted provider and ensure that the credentials being checked match those being sent.
3	001	01	030	SOAP fault	<b>Cause:</b> An error was detected in the transmission of protocols using SOAP. <b>Action:</b> Turn tracing on and look for any obvious causes for the problem.
3	001	01	031	Received an identity that does not resolve to the current logged in user	<b>Cause:</b> This is caused when a user is logged in with one identity and then attempts to authenticate as the identity of another user. For a given session, all authentications must resolve to the same user. <b>Action:</b> Log out of the current user and log in again as the desired user.
3	001	01	032	Assertion is expired	<b>Cause:</b> The use of the assertion to authenticate the

					<p>server did not occur within the time limits specified by the assertion.</p> <p><b>Action:</b> Try and re-authenticate. Determine if there are any network latencies that may cause the assertion not to arrive in a timely fashion. Look for misuse of the assertion.</p>
3	001	01	033	IDP return authentication failure	<p><b>Cause:</b> An IDP's attempt to authenticate the server was unsuccessful This particular authentication came from the IDP's intersite transfer service and was not requested by the server.</p> <p><b>Action:</b> Check at the IDP for a reason why the authentication was a failure. It may just be necessary to attempt authentication again.</p>
3	001	01	034	No target is defined	<p><b>Cause:</b> A request was made of the server's intersite transfer service without specifying a target resource.</p> <p><b>Action:</b> Requests for the intersite transfer service</p>

					must include an id of the intended service provider to be authenticated as well as the target resource to be displayed. To avoid this error, provide an &TARGET="value" on the URL.
3	001	01	035	Missing or invalid service endpoint	<p><b>Cause:</b> An attempt was made to connect to a server using Liberty or SAML protocols. The protocol endpoint either does not exist or is invalid.</p> <p><b>Action:</b> Check the metadata of the trusted provider to see if endpoint is supported. It may be necessary to reimport trusted provider's metadata if it has changed.</p>
3	001	01	036	Not enough memory to process request	<p><b>Cause:</b> The system does not have enough memory to complete the requested action.</p> <p><b>Action:</b> Wait a few moments for memory to free up and retry request. It may be necessary to add additional memory to the server.</p>
3	001	01	037	Server is not in a running state	<p><b>Cause:</b> A request was made of the server that can only</p>

					be performed when the server is in a running state. <b>Action:</b> Start the server.
3	001	01	038	JSP file not found	<b>Cause:</b> An attempt was made to load a JSP page that does not exist. <b>Action:</b> Determine the JSP not loading and make sure it is in the correct location.
3	001	01	039	Invalid authentication credentials were provided	<b>Cause:</b> A user has attempted to authenticate to the system with credentials that are not valid for the account. <b>Action:</b> User needs to enter correct credentials.
3	001	01	040	User password has expired	<b>Cause:</b> A user has attempted to authenticate to the system with a password that is expired. <b>Action:</b> The user needs to create a new password.
3	001	01	041	User account identification failed	<b>Cause:</b> Account identification can fail due to: 1. User cancels authentication request 2. User cannot be uniquely identified by Matching Expression 3. Necessary attributes to do

					<p>user matching or provisioning were not obtained</p> <p><b>Action:</b> Check Account Identification configuration for the trusted provider and make sure that necessary attributes are available. If using Matching Expressions, make sure that they include attributes that can resolve to a single user. If using Provisioning, make sure required attributes are all available in the defined attribute set for the trusted provider.</p>
3	001	01	042	Invalid assertion conditions	<p><b>Cause:</b> A set of conditions that are not understood were sent as part of an assertion.</p> <p><b>Action:</b> Check with the provider of the assertion to determine what these conditions are and why they are being sent.</p>
1	001	01	043	IDP is unable to load ESP metadata	<p><b>Cause:</b> The IDP cannot connect to the metadata URL for the ESP. The IDP may not be able to resolve the domain name for the ESP or if HTTPS is being</p>

					<p>used, the IDP may not trust the SSL certificate for the ESP. The ESP may also not be running.</p> <p><b>Action:</b> Make sure that certificates for ESP are imported and trusted into IDP configuration. Check the metadata URL for the ESP and make sure the metadata can be retrieved from a browser.</p> <p>ESP metadata=/nesp/idf/metadata</p>
1	001	01	044	ESP is unable to load IDP metadata	<p><b>Cause:</b> The ESP cannot connect to the metadata URL for the IDP. The ESP may not be able to resolve the domain name for the IDP or if HTTPS is being used, the ESP may not trust the SSL certificate for the IDP. The IDP may also not be running</p> <p><b>Action:</b> Make sure the IDP is running and that all certificates are imported and trusted. Check the metadata URL for the IDP and make sure the metadata can be retrieved from a browser.</p>

					IDP metadata URL =/nidp/idff/metadat a A common cause is the base URL on the IDP is set incorrectly.
1	001	01	045	An error happened while the request was being sent to the correct cluster member for processing.	<b>Cause:</b> The target cluster member may be unavailable. . <b>Action:</b> Ensure that all cluster devices are operating correctly.
3	001	01	046	Unknown URL host	<b>Cause:</b> <b>Action:</b> Use logs to determine the problematic host and determine why DNS is failing.
3	001	01	047	An untrusted provider is being referenced in a request or a response	<b>Cause:</b> <b>Action:</b> Use logs to determine the provider that is untrusted and then create a trusted relationship if desired.
5	001	99	030	Configure Success	<b>Cause:</b> Successful roles policy configuration. <b>Action:</b> None. Informational only.
5	001	99	031	Configure Empty Policy Set	<b>Cause:</b> Role policy configuration has been cleared. <b>Action:</b> None. Informational only.
1	001	99	032	Configure Failure	<b>Cause:</b> The roles policy failed to configure. This is accompanied with a possible reason for failure.

					<b>Action:</b> Evaluate log entry for cause of failure.
5	001	99	050	Policy Evaluation Trace	<b>Cause:</b> Trace of an individual policy evaluation. <b>Action:</b> None. Informational only.
1	001	01	043	An error occurred when the IDP attempted to route the request to the correct cluster member.	<b>Cause:</b> The user's session may have expired or a system failure may have caused a cluster member to not respond. <b>Action:</b> Closing the browser, opening a new browser, and logging in again will clear up the problem. Or clear cookies in the current browser window, and log in again.
1	001	02	001	Incomplete web service configuration.	<b>Cause:</b> The web service instance type (attribute nidsWsfServiceInstanceType on the nidsWsfService object) is not available in the service definition. <b>Action:</b> Delete the associated web service definition and recreate it.
1	001	02	002	Invalid web service configuration.	<b>Cause:</b> The web service configuration XML (attribute nidsConfigXML on the

					<p>nidsWsfService object) has invalid XML.</p> <p><b>Action:</b> Delete the associated web service definition and recreate it.</p>
1	001	02	003	<p>Unable to instantiate the web service provider authority class. This class will be com.novell.nidp.liberty.wsf.config.authority.ldap.WSFConfigAuthorityLdap.</p>	<p><b>Cause:</b> Some Java error (probably a classpath issue) is causing the main authority class to not instantiate.</p> <p><b>Action:</b> Review how the Access Manager product was installed and attempt to determine if Java class files are being accessed from an unexpected source.</p>
1	001	02	004	<p>Unable to load web services.</p>	<p><b>Cause:</b> This error catches all failures encountered while trying to load all web services. The reason will be different depending on where the error happened.</p> <p><b>Action:</b> Try to delete and recreate the web services.</p>
1	001	02	005	<p>Unable to access Novell Secret Store.</p>	<p><b>Cause:</b> The LDAP connection between the IDP and the User Store must be secure LDAP if Novell Secret Store is to be used as the back end storage for Credential Profile.</p> <p><b>Action:</b> Go to the</p>

					associated user store and change the connection type to secure LDAP.
2	001	02	001	Invalid access code found for web service specific user interaction query policy.	<p><b>Cause:</b> The web service definition has a service level user interaction policy that is not ALWAYS or NEVER. Disallowed values are NO and ONCE.</p> <p><b>Action:</b> Using Access Manager management tools, edit the policy associated with the web service.</p>
2	001	02	002	Invalid access code found for web service specific user interaction modify policy.	<p><b>Cause:</b> The web service definition has a service level user interaction policy that is not ALWAYS or NEVER. Disallowed values are NO and ONCE.</p> <p><b>Action:</b> Using Access Manager management tools, edit the policy associated with the web service.</p>
2	001	02	003	Unrecognized web service .	<p><b>Cause:</b> The web service definition has a service type specifier (attribute nidsWsfServiceInstanceType on object nidsWsfService) that is not recognized.</p> <p><b>Action:</b> Using Access Manager</p>

					management tools, delete the associated web service and recreate it.
2	001	02	004	Error writing user interaction access policy to the data store.	<p><b>Cause:</b> The IDP received user interaction access policy from the user, but was unable to persist it to the data store.</p> <p><b>Action:</b> Check the Access Manager Configuration datastore to see if it is available.</p>
2	001	02	005	Cannot read or write web service data because zero data locations are specified.	<p><b>Cause:</b> When an IDP web service is reading or writing data it follows the configured data locations to know where to perform its operations. If the administrator has not set up any data locations then the operation must fail.</p> <p><b>Action:</b> Add at least one data location to the web service.</p>
2	001	02	006	Cannot read or write web service data because the first data location is unknown.	<p><b>Cause:</b> When an IDP web service is reading or writing data it follows the configured data locations to know where to perform its operations.</p> <p><b>Action:</b> Delete all</p>

					data locations from the associated web service and add them back to the list.
2	001	02	007	Unexpected error writing data to web service.	<b>Cause:</b> Writing to web services is prone to various unexpected errors. <b>Action:</b> Evaluate the reason for the error and take appropriate action.
2	001	02	008	Unable to locate the cached NIDPSession object given session id.	<b>Cause:</b> The user session has expired. <b>Action:</b> The user must login again.
2	001	02	009	Cached NIDPPrincipal object has zero NIDPSubject objects.	<b>Cause:</b> The user session has expired. <b>Action:</b> The user must login again.
2	001	02	010	No web service authority available.	<b>Cause:</b> A web service of the provided type did not initialize correctly. <b>Action:</b> Delete the web service and recreate it.
2	001	02	011	No web service available.	<b>Cause:</b> A web service of the provided type does not exist, or is not enabled. <b>Action:</b> Create or enable a web service of this type.
2	001	02	012	Unable to understand the web service request's XML.	<b>Cause:</b> A web service sent a request to the IDP that cannot be parsed or it is

					missing data such that the request cannot be understood. <b>Action:</b> Notify your system administrator that invalid web service requests are being made to the system.
2	001	02	013	Error processing web service query request.	<b>Cause:</b> Processing web service requests may result in a number of unexpected errors. <b>Action:</b> Evaluate the reason given in the error message, and take appropriate action.
2	001	02	014	Error processing web service modify request.	<b>Cause:</b> Processing web service requests may result in a number of unexpected errors. <b>Action:</b> Evaluate the reason given in the error message, and take appropriate action.
2	001	02	015	Unable to locate the user's local identifier in the resource id.	<b>Cause:</b> The web service resource id , an identifier indicating what user the request is destined for, did not contain the information required to identify the user. <b>Action:</b> Notify your system administrator that invalid web service

					requests are being made to the system.
2	001	02	016	Unable to locate a cached NIDPPrincipal object given the local id.	<b>Cause:</b> The user session has expired. <b>Action:</b> The user must login again.
2	001	02	017	Unable to locate a NIDPIIdentity object given the local id.	<b>Cause:</b> The user session has expired. <b>Action:</b> The user must login again.
3	001	02	001	No Discovery Service Configured! Unable to create the requested resource offering!	<b>Cause:</b> The system administrator did not create or enable a Discovery service. <b>Action:</b> Create or enable a Discovery web service.
3	001	02	002	Unable to find user object with identifier.	<b>Cause:</b> An LDAP search was performed for a user object with a given identifier. This identifier may be a GUID. The search resulted in zero hits. This usually means that web service data cannot be read or written for the user. <b>Action:</b> The user needs to login again.
3	001	02	003	Unrecognized select string for service.	<b>Cause:</b> The select string (XPath) is either incorrectly formed or not supported by the web service.

					<b>Action:</b> The system administrator must enable services to support the select string.
3	001	02	004	Unable to process web service query request! Select string missing!	<b>Cause:</b> The select string (XPath) is not in the web service query request. <b>Action:</b> Inform your system administrator that an improperly formatted web service request is being made.
3	001	02	005	Unable to perform trusted user interaction service request. Web service authority was not found.	<b>Cause:</b> An internal system error. <b>Action:</b> The system has encountered an invalid configuration and should be restarted by the system administrator.
3	001	02	006	Unable to perform trusted user interaction service request. Unable to obtain trusted user interaction service description from SOAP headers.	<b>Cause:</b> The web service making the request did not provide valid or complete information about the trusted user interaction service. <b>Action:</b> The system administrator must complete the definition of the trusted interaction service.
3	001	02	007	Unable to perform trusted user interaction service request. No trusted user interaction service	<b>Cause:</b> The web service making the

				description provided in SOAP headers.	request did not provide valid or complete information about the trusted user interaction service. <b>Action:</b> The system administrator must complete the definition of the trusted interaction service.
3	001	02	008	Trusted user interaction service failed.	<b>Cause:</b> There are various unexpected reasons for the failure of a trusted user interaction service request to fail. <b>Action:</b> Evaluate the reason and take the appropriate actions.
3	001	02	009	Error creating user interaction redirection request.	<b>Cause:</b> There was an error converting the redirect request to an XML DOM. <b>Action:</b> Evaluate the reason and take the appropriate actions.
3	001	02	010	Unable to perform user interaction redirection request. User intervention service not found.	<b>Cause:</b> There must be an interaction service on the IDP creating the user interaction redirection request. <b>Action:</b> If it does not exist, using Access Manager management tools, create one.
3	001	02	011	Error reading data from LDAP data attribute plugin.	<b>Cause:</b> If a web service's data

					<p>locations includes LDAP, then LDAP data attribute plugins are used to read data from the LDAP user store. This error provides descriptions of various errors that can happen while doing this.</p> <p><b>Action:</b> Evaluate the reason and take the appropriate actions.</p>
3	001	02	012	Error writing data to LDAP data attribute plugin.	<p><b>Cause:</b> If a web service's data locations includes LDAP, then LDAP data attribute plugins are used to write data to the LDAP user store. This error provides descriptions of various errors that can happen while doing this.</p> <p><b>Action:</b> Evaluate the reason and take the appropriate actions.</p>
3	001	02	013	Cannot read/write Credential Profile data because the user's LDAP user store distinguished name is not available.	<p><b>Cause:</b> All Credential Profile reads and writes end up operating on a user object in a user store. If this user object cannot be found, then the operation must fail. This may happen if a temporary identifier is being used for the</p>

					authentication. <b>Action:</b> Use a permanent federation to the service provider if your system allows it.
2	001	03	001	The web service [ServiceName] is not available or it has been disabled! An attempt was made to access this service to operate on data: [DataName]	<b>Cause:</b> The Web Service Consumer received a request and one of the data tokens referenced a data item that is not available in any of the services known to the Access Manager. <b>Action:</b> The system has encountered an invalid configuration and should be restarted by the system administrator.
2	001	03	002	Cannot make web service request because there are zero web service resource offerings available	<b>Cause:</b> The Web Service Consumer received a request but there were zero service resource offerings provided. So, the web service has no destination service to which a request can be made. <b>Action:</b> The user must login again.
2	001	03	003	Unable to locate an identity id from the authentications available in the provided NIDPSession.	<b>Cause:</b> The user session has expired. <b>Action:</b> The user must login again.
3	001	03	001	The web service request did not return a response within the protocol timeout limit. Request	<b>Cause:</b> The web service consumer

				abandoned.	waited for the web service request to return a response, but it did not during the allowed waiting period. <b>Action:</b> This waiting period may be increased by going into iManager, Identity Servers, Liberty, Web Service Consumer and setting the Protocol Timeout to a higher value.
3	001	03	002	An unexpected error happened in the web service consumer while processing a web service request.	<b>Cause:</b> There are various reasons why a web service request could fail. <b>Action:</b> Evaluate the reason and take appropriate actions.
3	001	03	003	Web service consumer request pending data packet id is not available in request	<b>Cause:</b> After user interaction, processing of the original request returns to the web service consumer. A data packet containing information about how to continue the request is cached on the web service consumer. The id of that packet must be passed through all redirections and requests associated with the user interaction. If that

					<p>id is not available when the web service consumer regains control, then the request cannot continue.  <b>Action:</b> Submit the request again.</p>
3	001	03	004	<p>Web service consumer request pending data packet with id XX is not available in web service consumer's cache.</p>	<p><b>Cause:</b> After user interaction, processing of the original request returns to the web service consumer. A data packet containing information about how to continue the request is cached on the web service consumer. The id of that packet must be passed through all redirections and requests associated with the user interaction. That id will be used to access the pending data packet when the web service consumer regains control. If the pending data packet with the corresponding id is no longer available on the system, then the request cannot continue.  <b>Cause:</b> The data packet may have timed out.  <b>Action:</b> Submit the request again.</p>

2	001	04	001	Could not get client certificate	<p><b>Cause:</b> Could not get user certificate from the client browser</p> <p><b>Action:</b> Install user X509 certificate on the client browser and try again</p>
2	001	04	005	No matching Principal found	<p><b>Cause:</b> No Principal from X509Certificate found in User store</p> <p><b>Action:</b> Check the X509Class Method and it's attribute mapping profile as defined using administration tool. Also, make sure the matched user exists in the User store</p>
2	001	04	006	More than one Principal matched	<p><b>Cause:</b> Principal from X509Certificate Multiple users found in User store which matched Principal from X509Certificate based on X509Class attribute mapping profile</p> <p><b>Action:</b> Check the X509Class Method and it's attribute mapping profile as defined using administrator tool. Also, check if multiple user exists in the User store(s)</p>
2	001	04	009	Client Cert not valid yet	<p><b>Cause:</b> X509 certificate is valid</p>

					in future <b>Action:</b> Use a valid certificate
2	001	04	010	Client Cert no longer valid	<b>Cause:</b> X509 certificate is expired <b>Action:</b> Use a valid certificate
2	001	04	011	The Certificate has been revoked	<b>Cause:</b> The Certificate has been revoked <b>Action:</b> Use a valid certificate which is not revoked
2	001	04	012	Error Parsing Certificate	<b>Cause:</b> Error Parsing Certificate when performing certificate validations <b>Action:</b> Use a valid X509 certificate
5	001	04	014	No CRL/OCSP found in the certificate	<b>Cause:</b> CRL/OCSP validations are enabled And No CRL/OCSP responder URL defined by the Administrator <b>Action:</b> This is an informational message. Define CRL/OCSP URLs, if needed.
5	001	04	016	Could not fetch CRL from the local cache	<b>Cause:</b> Could not fetch CRL from the local cache, getting it from the CDP <b>Action:</b> This is an informational message

2	001	04	017	Error getting CRL/OCSP	<p><b>Cause:</b> Could not get to the CRL/OCSP URL for validations</p> <p><b>Action:</b> Make sure the CRL/OCSP URLs are accessible Or disable validations in administration. Additionally, can define a different CRL/OCSP URL in the administration tool which the X509Class can also use for validations</p>
2	001	04	018	Could not verify CRL signature	<p><b>Cause:</b> Could not verify signature on the fetched CRL</p> <p><b>Action:</b> Make sure the CRL server public key/certificate is in NIDP/ESP trust store</p>
2	001	04	019	Could not find Key for this server	<p><b>Cause:</b> Could not find Key/Cert for NIDP/ESP server towards authenticating to OCSP server</p> <p><b>Action:</b> Make sure the NIDP/ESP Signing Keystore has appropriate Key/Cert in it</p>
2	001	04	020	CRL/OCSP is too old; New version already available	<p><b>Cause:</b> During validations, the fetched CRL Or OCSP is stale. Newer version will be available</p>

					<p><b>Action:</b> In case of CRLs, next attempt to fetch CRL should get a fresh CRL after purging the cached one. In case of OCSP, notify the OCSP server administrator</p>
2	001	04	021	No Issuer Certificate found	<p><b>Cause:</b> Issuer of user certificate not found which is required for OCSP validations  <b>Action:</b> Make sure the issuer of user/client certificate is either found in certificate-chain or in NIDP/ESP trust store</p>
2	001	04	022	Error getting OCSP Response	<p><b>Cause:</b> Could not get OCSP Response from the OCSP server  <b>Action:</b> Make sure its going to the right Ocspl server</p>
2	001	04	023	Error processing OCSP Response	<p><b>Cause:</b> Ocspl response could not be processed  <b>Action:</b> Make sure its going to the right Ocspl server and that it is operating correctly</p>
2	001	04	024	At least one parameter of OCSPProcessor was uninitialized	<p><b>Cause:</b> At least one parameter of OCSPProcessor was uninitialized during ocspl validations  <b>Action:</b> Make sure</p>

					the NIDP/ESP Signing Keystore has appropriate Key/Cert in it. Also, that the NIDP/ESP Ocspl trust store has the valid public-key/certificate of ocspl server
2	001	04	025	Request was already generated	<b>Cause:</b> Ocspl request was already generated for certificate(s) <b>Action*:</b> Check the client certificate chain
2	001	04	027	Internal error occurred in the OCSP Server	<b>Cause:</b> Ocspl server responded to the request with an internal error <b>Action:</b> Contact ocspl server administrator
2	001	04	028	Your request did not fit the RFC 2560 syntax	<b>Cause:</b> Ocspl server responded to the request with malformed request message <b>Action:</b> Contact ocspl administrator and check the request
2	001	04	029	Your request was not signed	<b>Cause:</b> Request to Ocspl server needs to be signed <b>Action:</b> Enable signing of ocspl requests in X509Class administration
2	001	04	030	The server was too busy to answer you	<b>Cause:</b> Ocspl server is too busy to respond to

					requests <b>Action:</b> Contact ocsip server administrator
2	001	04	031	The server could not authenticate you	<b>Cause:</b> Ocsip server could not authenticate Novell Identity server <b>Action:</b> Make sure Signing of ocsip requests is enabled and NIDP signing keystore has appropriate key in it. Also, make sure the ocsip server trusts Nidp server
2	001	04	032	Unknown OCSPResponse status code	<b>Cause:</b> Ocsip server responded to the request with unknown status code <b>Action:</b> Contact Ocsip server administrator
2	001	04	033	No valid OCSPResponse obtained	<b>Cause:</b> Invalid Ocsip response obtained <b>Action:</b> Check the Ocsip server response version and contact administrator
2	001	04	034	Response was generated in the future	<b>Cause:</b> Ocsip response is not yet valid <b>Action:</b> Disable ocsip validations Or Contact ocsip server administrator
2	001	04	035	Error verifying responder certificate	<b>Cause:</b> This may happen when reading the ocsip

					trust store during ocsip validations <b>Action:</b> Make sure ocsip trust store exists on NIDP server
2	001	04	036	Response seems to be signed with unTrusted certificate	<b>Cause:</b> Ocsip server trusted-root certificate not found in ocsip trust store <b>Action:</b> Import ocsip server trusted root in Nidp's ocsip trust store
2	001	04	037	The received Responder ID does not match your Responder certificate	<b>Cause:</b> The response ID received in ocsip response does not match <b>Action:</b> Make sure NIDP's ocsip trust store has the right ocsip server public-key certificate
2	001	04	038	Could not verify OCSP server response	<b>Cause:</b> Ocsip server response is incorrect <b>Action:</b> Verify the Ocsip server URL. Make sure NIDP's ocsip trust store has the right ocsip server public-key certificate
2	001	04	039	No client certificates inside OCSP response	<b>Cause:</b> Empty response from Ocsip server <b>Action*:</b> Verify the Ocsip server URL
2	001	04	040	Number of certificates inside OCSP response does not fit to request	<b>Cause:</b> Ocsip response does not contain the requested number

					of certificate status <b>Action:</b> Verify the Ojsp server Url
2	001	04	041	Certificate was revoked in the future	<b>Cause:</b> Ojsp response not yet valid <b>Action:</b> Verify the Ojsp server Url
2	001	04	042	Received certificate twice or one, that was not requested	<b>Cause:</b> Ojsp response does not match request <b>Action:</b> Verify the Ojsp server Url
2	001	04	043	Request was not accepted	<b>Cause:</b> Could not connect to Ojsp server <b>Action:</b> Verify the Ojsp server Url
2	001	04	044	Wrong response type (not application/ocsp-response)	<b>Cause:</b> Malformed ojsp response <b>Action:</b> Verify the Ojsp server Url.
2	001	04	045	No OCSPResponse message	<b>Cause:</b> No OCSPResponse message <b>Action:</b> Verify the Ojsp server Url
2	001	04	046	Could not read whole OCSPResponse	<b>Cause:</b> Malformed Ojsp response <b>Action:</b> Verify the connection to Ojsp server Url
2	001	04	047	Exception Occurred	<b>Cause:</b> Error getting CRL <b>Action:</b> Verify the connection to CRL server Url
5	001	04	048	Successfully loaded NIDP PKIX Certificate Path Checker Class	<b>Cause:</b> Loaded NIDP PKIX Certificate Path Checker Class <b>Action:</b> Informational

					message that NIDP PKIX Certificate Path Checker Class is loaded
3	001	04	049	Could not find NIDP PKIX Certificate Path Checker Class	<p><b>Cause:</b> PKIX Certificate Path Checker Class not found</p> <p><b>Action:</b> Warning message that PKIX Certificate Path Checker Class not found. This optional class is used to process custom certificate extensions. If required, this class needs to be in NIDP classpath. It may not be present on ESP</p>
3	001	04	050	Could not instantiate NIDP PKIX Certificate Path Checker Class	<p><b>Cause:</b> Incorrect class constructor</p> <p><b>Action:</b> Make sure the class has the right constructor</p>
2	001	04	051	Unsupported critical extension OID(s)	<p><b>Cause:</b> Some Critical extension OID(s) not understood</p> <p><b>Action:</b> Check the certificate for unsupported critical extensions. If needed, add the processing of the critical extension in <a href="#">NIDPCertPathChecker</a> class</p>
2	001	04	053	Error processing CRL Response	<p><b>Cause:</b> Error processing CRL Response</p> <p><b>Action:</b> Check</p>

					X509class config and user/client certificate Crl extension
2	001	04	054	Error processing certificate validations	<p><b>Cause:</b> Error processing CRL/OCSP validations</p> <p><b>Action:</b> Check X509class config and user/client certificate Crl extension</p>
2	001	04	055	Protocol not supported Or none specified	<p><b>Cause:</b> Transport protocol not supported to fetch CRL</p> <p><b>Action:</b> Currently, CRLs can be fetched over http and ldap protocols. Make sure the X509class config and/or user/client certificate Crl extension does not have any other transport protocol specified</p>

## Access Gateway Error Codes (045)

- **Component 045**
  - Sub group 01: Gateway

Sev	Comp	Sub*	Error Code	Description	*Remedy
9	045	01	061	Packetscan is corrupted Special packetscan only.	<p><b>Cause:</b> File is corrupted or tampered with.</p> <p><b>Action:</b> If customer has obtained file for legitimate reasons, resend it. If not investigate how he got it.</p>

## SSLVPN Error Codes (005)

- **Component 005**
  - Sub group 01: Gateway
  - Sub group 02: Client

Sev	Comp	Sub*	Error Code	Description	*Remedy
2	005	01	0x01200	Error executing sockd	<p><b>Cause:</b> /opt/novell/sslvpn/bin/sockd may not be present, or not executable or corrupted</p> <p><b>Action:</b> Check if the binary is present and has correct permissions. Installation may be a problem</p>
2	005	01	0x01201	Error spawning stunnel	<p><b>Cause:</b> /opt/novell/sslvpn/bin/stunnel may not be present, or not executable or corrupted</p> <p><b>Action:</b> Check if the binary is present and has correct permissions. Installation may be a problem</p>
2	005	01	0x01202	Server stunnel conf file could not be opened	<p><b>Cause:</b> /etc/opt/novell/sslvpn/stunnel.conf may be corrupted or not present</p> <p><b>Action:</b> Configuration may be bad. Check for other configuration errors in the</p>

					logs
2	005	01	0x01203	Server sockd conf file could not be opened	<p><b>Cause:</b> /etc/opt/novell/sslvpn/sockd.conf may be corrupted or not present</p> <p><b>Action:</b> Configuration may be bad. Check for other configuration errors in the logs</p>
2	005	01	0x01204	Could not find Core config file	<p><b>Cause:</b> /etc/opt/novell/sslvpn/config.xml is not present or corrupted</p> <p><b>Action:</b> Restart the sslvpn service. Apply the changes from device manager and observe for any other errors while applying the changes on the device</p>
4	005	01	0x1205	Configuration file does not have proper contents. Parsing configuration failed. Connection Manager has bad configuration data. Could not add new connection	<p><b>Cause:</b> /etc/opt/novell/sslvpn/config.xml is not properly formatted. XML data corruption could have happened</p> <p><b>Action:</b> Restart the sslvpn service. Apply the changes from device manager and observe for any other errors while applying the changes on the device</p>
2	005	01	0x01206	Resource allocation failed	<p><b>Cause:</b> Might be a potential issue</p> <p><b>Action:</b> Collect all error logs and report to Support</p>
2	005	01	0x01207	Failed to send stunnel response "1231" to fd "5"	<p><b>Cause:</b> Stunnel program may have been stop or not running correctly</p> <p><b>Action:</b> Collect error log reports Restart the sslvpn service</p>
2	005	01	0x01208	Could not open the file "/opt/novell/sslvpn/connmansocket" exiting!! Could not get File Lock for ConnMan. Another instance may be already	<p><b>Cause:</b> /opt/novell/sslvpn/connmansocket file may have been locked by another instance</p> <p><b>Action:</b> Forcefully delete this</p>

				running	file and restart sslvpn service
2	005	01	0x0120 9	Could not open the Unix domain socket	<b>Cause:</b> /opt/novell/sslvpn/connman may have been locked <b>Action:</b> Forcefully delete this file and restart sslvpn service
4	005	01	0x0120 A	Could not bind the Local socket. TCP socket could not be opened	<b>Cause:</b> Invalid configuration or that particular port may be being used by another service <b>Action:</b> Check the service running on that port. Change the port in the configuration and restart sslvpn service
4	005	01	0x0120 B	Vcc has not been started. May be VCC port is invalid	<b>Cause:</b> VCC port is either invalid or some other service is running on that port <b>Action:</b> Check /etc/opt/novell/sslvpn/config.xml and verify the VCC port is valid. If it is not, change it to the correct value and delete the device from Device Manager and restart jcc-proxy using /etc/init.d/novell-jcc restart command
2	005	01	0x0120 C	Failed to parse Stunnel certificate. error code = XXXX	<b>Cause:</b> Stunnel Certificate is in bad format <b>Action:</b> Recreate the Stunnel certificate in device manager and apply changes to the device
2	005	01	0x0120 D	SOCKD is not running/registered... cannot add a new connection request. Failed to send disconnect notification to sockd. Failed to send the new connection notification to sockd. Failed to send servlet response to fd. Failed to send servlet init success response to fd , fd. Failed to send servlet response %x to fd %d msgType, fd. Failed to send socks response	<b>Cause:</b> One of the programs of SSLVPN service is not running. And the SSLVPN Gateway is in bad state <b>Action:</b> Restart the sslvpn service and restart the novell-tomcat where sslvpn servlet is running

				%x to fd %d msgType, fd	
2	005	01	0x0120 E	Restricting the number of policies for the role %s to %d .. because of insufficient buffer size, tmp->rolename, numRules Restricting the number of policies for the role	<b>Cause:</b> Too many number of traffic rules for that particular role <b>Action:</b> Revisit the configuration and reduce the number of traffic rules for that particular role
2	005	01	0x0120 F	Error: Servlet is already registered. Servlet_connect_connection: Servlet is not registered. Received disconnect from servlet. But servlet is not registered	<b>Cause:</b> Communication channel between servlet and connection manager have gone bad <b>Action:</b> Restart the sslvpn service and restart the novell-tomcat where sslvpn servlet is running
3	005	01	0x0121 0	Cannot add new connection. Maximum number of connections reached	<b>Cause:</b> Maximum number of connections reached. No more connections can be added <b>Action:</b> Contact system administrator
5	005	01	0x0140 0	Failed to connect to connection Manager	<b>Cause:</b> Connection manager may not be running <b>Action:</b> Start the connection using the command sslvpnc – up
2	005	01	0z0140 1	Error in sending message to Connection Manager	<b>Cause:</b> Connection Manager socket would have closed <b>Action:</b> Make sure connection Manager running
2	005	01	0x0140 2	Error in receiving message	<b>Cause:</b> May be connection socket would have closed <b>Action:</b> Make sure connection Manager running
2	005	01	0x0140 3	Failed to get the lock of the connection Manager socket. Service cannot be stopped	<b>Cause:</b> This happens with down command and If connmanSocket lock is not available <b>Action:</b> Retry
2	005	01	0x0140 4	Failed to update SSLVPN Server Configuration	<b>Cause:</b> This happens if the config.xml is not well formed <b>Action:</b> Make sure that config.xml is correct and well

					formed
5	005	01	0x0140 5	Too many arguments	<b>Cause:</b> User enters the more arguments than actual <b>Action:</b> Type sslvpn –help, read the command syntax and use it
5	005	01	0x0140 6	Too few arguments	<b>Cause:</b> User enters the less arguments than actual <b>Action:</b> Type sslvpn –help, read the command syntax and use it
5	005	01	0x0140 7	Invalid command	<b>Cause:</b> User enters wrong command <b>Action:</b> Type sslvpn –help, read the command syntax and use it
3	005	01	0x0140 8	Failed to start SSL VPN service. Check log(/var/log/messages)	<b>Cause:</b> Probably the config.xml file wrong <b>Action:</b> Check the config.xml file and correct
5	005	01	0x0140 9	Invalid argument	<b>Cause:</b> Improper argument would have been entered by the user <b>Action:</b> Please make use of the sslvpnc –help command
2	005	02	0x0100 0	Client Integrity Check failed. Check error logs for more information	<b>Cause:</b> The connection requires a software that is currently not running in the system <b>Action:</b> Check and install the software
2	005	02	0x0100 1	Gateway is not responding Please disconnect	<b>Cause:</b> Either the VPN Gateway or Access Gateway is down or the network is disconnected <b>Action:</b> Check the link and reconnect
2	005	02	0x0100 2	Client is inactive for more than xx minutes. Please disconnect	<b>Cause:</b> The client is not active or there was no data transfer between SSL VPN Gateway & client <b>Action:</b> Disconnect and reconnect again

2	005	02	0x0100 3	Problem with one of the underlying components – error xxxxxx. Please disconnect	<b>Cause:</b> One of the client components encountered a problem <b>Action:</b> Check the log entries for more information
2	005	02	0x0100 4	Problem with underlying components. Please disconnect	<b>Cause:</b> One of the client components encountered a problem <b>Action:</b> Check the log entries for more information
2	005	02	0x0100 5	Failed to find free ports on client	<b>Cause:</b> No free ports are available <b>Action:</b> Make sure some ports are free to access SSL VPN service
1	005	02	0x0100 6	Resource not found on Gateway	<b>Cause:</b> Improper Gateway installation <b>Action:</b> Reinstall the SSL VPN Gateway build
2	005	02	0x0100 7	Failed to download files from Gateway	<b>Cause:</b> Insufficient disk space on the client <b>Action:</b> Ensure that min 5 MB free space is available on the Windows drive on client
4	005	02	0x0100 8	Unable to fetch IP address from Gateway	<b>Cause:</b> Improper Gateway configuration <b>Action:</b> Check and change the Gateway configuration
4	005	02	0x0100 9	Unable to fetch cookie from Gateway	<b>Cause:</b> Improper Access Gateway configuration <b>Action:</b> Check and change the Access Gateway configuration
4	005	02	0x0100 A	User denied access. Please contact your system administrator	<b>Cause:</b> The user or the user role does not have a policy <b>Action:</b> Contact system administrator
5	005	02	0x0100 B	Openssl needs to be installed. Please disconnect	<b>Cause:</b> Openssl is not installed on the client <b>Action:</b> Install Openssl 0.97d or later <b>Cause:</b> Openssl is not installed in the correct path <b>Action:</b> Install Openssl 0.97d

					or later in the correct path
5	005	02	0x0100 C	Dependent components not available in this system. Please disconnect	<b>Cause:</b> Openssl is not installed on the client <b>Action:</b> install Openssl 0.97d or later <b>Cause:</b> Openssl is not installed in the correct path <b>Action:</b> Install Openssl 0.97d or later in the correct path
5	005	02	0x0100 D	Another instance of SSL VPN is running	<b>Cause:</b> Another instance of SSL VPN is running in another browser <b>Action:</b> Close the browser where another instance of SSL VPN is running <b>Cause:</b> Previous connection was not properly cleaned up <b>Action:</b> Cleanup the previous connection
2	005	02	0x0100 E	Failed to receive keepalive. Client will be disconnected shortly	<b>Cause:</b> The SSL VPN Gateway is down <b>Action:</b> Check the SSL VPN Gateway health status and if down then restart the Gateway <b>Cause:</b> Access Gateway is down <b>Action:</b> Check Access Gateway health status and if down then restart the gateway
1	005	02	0x0100 F	Gateway internal error	<b>Cause:</b> Gateway is malfunctioning <b>Action:</b> Contact your system administrator
2	005	02	0x0101 0	Unable to contact Gateway. Please close browser	<b>Cause:</b> The SSL VPN Gateway is down <b>Action:</b> Check the SSL VPN Gateway health status and if down then restart the Gateway <b>Cause:</b> Access Gateway is down <b>Action:</b> Check Access Gateway health status and if down then restart the gateway
2	005	02	0x0110	Received zero length data from	<b>Cause:</b> The sslized

			0	SOCKS client	application crashed when it was doing policy resolution <b>Action:</b> Try running the application again. If problem persists contact system administrator
2	005	02	0x0110 1	Policy resolution request from SOCKS client was not in correct format(incorrect length of message)	<b>Cause:</b> Message from socks client is corrupted <b>Action:</b> Internal error. Please contact system administrator
2	005	02	0x0110 2	Unable to reply to policy resolution request made by SOCKS client	<b>Cause:</b> Sslized application which requested for policy resolution crashed <b>Action:</b> Try running the application again. If problem persists contact system administrator
2	005	02	0x0110 3	Policy resolution request from SOCKS client was not in correct format(incorrect message type)	<b>Cause:</b> Possible hack by intruder <b>Action:</b> Restart session. Better check the list of currently running processes in the system for viruses
2	005	02	0x0130 0	Statistics request message from applet was not in correct format (incorrect length of message)	<b>Cause:</b> Applet – Polresolver communication is bad <b>Action:</b> Session gets restarted automatically. If problem persists contact system administrator
2	005	02	0x0130 1	Unable to send statistics reply to applet	<b>Cause:</b> User closed browser or Applet closed without sending disconnect <b>Action:</b> If problem persists contact system administrator
2	005	02	0x0130 2	Cookie received from applet was not in correct format (incorrect length of message)	<b>Cause:</b> Polresolver – Applet communication has gone bad <b>Action:</b> Try disconnecting and connect again. If the problem persist contact system administrator
2	005	02	0x0130 3	Unable to send acknowledgment for the received cookie to applet	<b>Cause:</b> Polresolver – Applet communication has gone bad <b>Action:</b> If the problem persist, session gets disconnected

					automatically
2	005	02	0x0130 4	DNS information message received from applet was incorrect (incorrect length of message)	<b>Cause:</b> Incorrect DNS message from Applet <b>Action:</b> Need to disconnect and connect again to be able to use DNS across the protected network
2	005	02	0x0130 5	Unable to send acknowledgment to applet for the received DNS message	<b>Cause:</b> Polresolver – Applet communication has gone bad <b>Action:</b> If the problem persist, session gets disconnected automatically
2	005	02	0x0130 6	Disconnect message from applet was incorrect (incorrect length of message)	<b>Cause:</b> Polresolver – Applet communication has gone bad <b>Action:</b> Session cleanup might be incomplete. Contact system administrator if problem persist
2	005	02	0x0130 7	Unable to send acknowledgment to applet for the received disconnect message	<b>Cause:</b> Polresolver – Applet communication has gone bad <b>Action:</b> Session cleanup might be incomplete. Contact system administrator if problem persist
2	005	02	0x0130 8	Polresolver received a incomplete message. Unable to identify the sender	<b>Cause:</b> Possibility of an intruder probing polresolver with incorrect message <b>Action:</b> Contact the system administrator with appropriate logs
2	005	02	0x0130 9	Failed to allocate memory for internal operation. Usually, it will be accompanied by another error code, which will say during which operation we failed	<b>Cause:</b> Insufficient memory <b>Action:</b> Restart the session
2	005	02	0x0150 0	Failed to send statistics request to stunnel. It will be sent only after trying for a specified number of times	<b>Cause:</b> Stunnel might be down <b>Action:</b> Restart the session. If problem persist please contact system administrator
2	005	02	0x0150 1	Statistics response message from stunnel was incorrect	<b>Cause:</b> Polresolver – Stunnel message has gone bad

				(incorrect length of message)	<b>Action:</b> Please contact system administrator with appropriate logs
2	005	02	0x0150 2	Unable to send disconnect message from stunnel	<b>Cause:</b> Stunnel might be down <b>Action:</b> Restart the session. If problem persist please contact system administrator
2	005	02	0x0150 3	Disconnect acknowledgment message from stunnel was incorrect (incorrect length of message)	<b>Cause:</b> Polresolver – Stunnel message has gone bad <b>Action:</b> Please contact system administrator with appropriate logs
2	005	02	0x0150 4	Incorrect message from stunnel (incorrect length of message)	<b>Cause:</b> Polresolver – Stunnel message has gone bad <b>Action:</b> Please contact system administrator with appropriate logs
2	005	02	0x0150 5	Invalid message from stunnel (Message type unknown)	<b>Cause:</b> Polresolver – Stunnel message has gone bad <b>Action:</b> Please contact system administrator with appropriate logs

## J2EE Agents Error Codes (006)

- **Component 006**
  - Sub group 01: Management
  - Sub group 02: Authentication (JAAS)
  - Sub group 03: Authorization (JACC)
  - Sub group 99: Policy PEP

Se v	Co mp	Su b*	Err or Co de	Description	*Remedy
1	006	01	001	Could not find initial XML configuration in classPath	<b>Cause:</b> An initial xml configuration should exists in the NidsCommonAgent.jar but when not this error occurs <b>Action:</b> Verify that Agent files are in the proper place.
1	006	01	002	Could not add agent specific information to initial configuration	<b>Cause:</b> Unexpected XML error, possibly from faulty xml libraries. <b>Action:</b> Submit requested logs and data.
1	006	01	003	Configuration of agent failed	<b>Cause:</b> Invalid configuration was sent to the agent. <b>Action:</b> Submit requested logs and data.
1	006	01	004	Could not create an LDAP connection	<b>Cause:</b> LDAP connection failed due to: 1) Network Outage, 2) DNS configuration, 3) port configurations, 4) Firewall configurations, ... <b>Action:</b> Verify that the management server can be contacted.
1	006	01	005	Could not read JCC id file	<b>Cause:</b> File rights to the jcc id file are denied. <b>Action:</b> Verify that the JCC id file (named JBoss.id or WebSphere.id) is present and the application server has read access to the file.
1	006	01	006	Could not write to JCC id file	<b>Cause:</b> File creation rights to the jcc directory are denied to the application server.

					<b>Action:</b> Verify that the JCC id file (named JBoss.id or WebSphere.id) is present and the application server has write access to the file.
1	006	01	007	Could not log configuration	<b>Cause:</b> Missing or outdated log jar files. <b>Action:</b> check that logging utilities are present
1	006	01	008	Could not determine Agent Type	<b>Cause:</b> Agent Type property not set and/or JACC not configured properly <b>Action:</b> Verify these properties are set.
1	006	02	000	A Severe error occurred in the authentication module (JAAS)	<b>Cause:</b> The session may have timed out. <b>Action:</b> Submit requested logs/data.
1	006	02	001	The identity server returned a null or empty user name	<b>Cause:</b> The session might have timed out. <b>Action:</b> Retry
1	006	02	002	Returned -503 due to unconfigured identityServerBaseURL	<b>Cause:</b> The application server URL has not been configured <b>Action:</b> Configure the agent to have the correct base URL
1	006	02	003	Couldn't configure SAX parser	<b>Cause:</b> Something is wrong with the Java environment, xml libraries are not configured <b>Action:</b> Obtain latest XML libraries from apache.org and put them into the classpath
1	006	02	004	Couldn't communicate with the identity server due to a null URL for the server	<b>Cause:</b> No trusted identity server is configured <b>Action:</b> Configure the agent to have a trusted identity server.
1	006	02	005	Couldn't open an URL connection to the embedded server provider	<b>Cause:</b> Invalid or missing application url <b>Action:</b> Configure the agent to have a valid application url. Restart the agent or application server where the agent resides.
1	006	02	006	Couldn't read response from the identity server	<b>Cause:</b> Connection may have been interrupted.

					<b>Action:</b> retry verify network connectivity, DNS resolution, ect.
1	006	02	007	Couldn't parse the XML document from the identity server	<b>Cause:</b> Unexpected response from the identity server <b>Action:</b> Submit requested logs/data.
1	006	02	008	Could not build the WebSphere principal and credential	<b>Cause:</b> Unexpected error in WebSphere <b>Action:</b> Submit requested logs/data.
1	006	02	009	<a href="#">WebSphere</a> is not configured with global and server security	<b>Cause:</b> WebSphere does not have global security enabled. <b>Action:</b> Enable WebSphere for global and server security.
1	006	02	010	Could not parse system property 'com.novell.nids.agent.sessionVerificationMinutes'	<b>Cause:</b> This property is set to override the default time of 5 minutes. The set value for this property was not a valid Integer and could not be parsed <b>Action:</b> Check the system property com.novell.nids.agent.sessionVerificationMinutes has a valid number
1	006	02	011	<a href="#">AuthSessionCache</a> cleanup thread existing	<b>Cause:</b> The session cache cleanup threat was terminated <b>Action:</b> Check logs to see if other events may have caused this. Send logs to support
1	006	02	012	An error was encountered in reflection code to get moduleID from <a href="#">HttpServletRequest</a>	<b>Cause:</b> Weblogic API has been changed <b>Action:</b> Contact Novell Support
1	006	03	001	Failed to construct the policy enforcement points	<b>Cause:</b> An erroneous policy may have been sent from the management console. <b>Action:</b> Search for errors from the 099 subcomponent.
1	006	03	002	An error was encountered during policy evaluation	<b>Cause:</b> An erroneous policy may have been sent from the management console. <b>Action:</b> Search for errors from the 099 subcomponent.
1	006	03	003	Could not obtain a request object during policy evaluation	<b>Cause:</b> Unexpected error evaluating policy

					<b>Action:</b> Submit requested logs/data. Search for errors from the 099 subcomponent.
1	006	03	004	Exception occurred persisting policies/roles to file	<b>Cause:</b> File rights denied access to read/write policy and roles file in WebSphere <b>Action:</b> Verify that the file exists and can be written to by the app server.
2	006	01	000	A Warning message occurred in the management of the agent	<b>Cause:</b> A Warning message might indicate incorrect configuration. <b>Action:</b> If condition persists, submit requested logs/data.
2	006	02	000	A Warning message occurred in the authentication module (JAAS)	<b>Cause:</b> A Warning message might indicate incorrect configuration. <b>Action:</b> If condition persists, submit requested logs/data.
2	006	03	000	A Warning message occurred in the authorization module (JACC)	<b>Cause:</b> A Warning message might indicate incorrect configuration. <b>Action:</b> Submit requested logs/data.
3	006	01	000	Generic trace/debug message from agent management	<b>Cause:</b> <b>Action;</b> A trace/debug message does not indicate failure or misconfiguration, but it may help diagnosing a problem.
3	006	02	000	Generic trace/debug message from authentication module (JAAS)	<b>Cause:</b> <b>Action;</b> A trace/debug message does not indicate failure or misconfiguration, but it may help diagnosing a problem.
3	006	03	000	Generic trace/debug message from authorization module (JACC)	<b>Cause:</b> <b>Action;</b> A trace/debug message does not indicate failure or misconfiguration, but it may help diagnosing a problem.
2	006	99	002	Invalid input data. Invalid data has been received which prevents policy from being evaluated.	<b>Cause:</b> <b>Action:</b> See supplementary messages in logs for indication of specific problem.
2	006	99	003	PEP Configuration Error: invalid policy configuration data.	<b>Cause:</b> Access Manager Administration Console has produced an invalid policy

					<p>configuration document</p> <p><b>Action:</b> You can take any or all of the following actions:</p> <p>1) Submit the log file (which includes an AM#500699030 log entry containing the policy configuration) to Novell Support to facilitate fixing Access Manager Administration Console;</p> <p>2) back up to a previous policy configuration that worked until the Access Manager Administration Console has been fixed.</p> <p>3) Examine the AM#500699030 log entry and determine the particular policy statement in error and remove it from your configuration until a fix for Access Manager Administration Console is available.</p>
2	006	99	073	Policy Evaluation Error: condition data unavailable.	<p><b>Cause:</b></p> <p><b>Action:</b> See supplementary message in logs for indication of specific problem.</p>
2	006	99	075	Invalid API arguments. Indicates an internal software error.	<p><b>Cause:</b></p> <p><b>Action:</b> See supplementary messages in logs for indication of specific problem.</p>
5	006	99	030	J2EE Agent PEP Configuration: the J2EE Agent PEP has been configured without error.	<p><b>Cause:</b> Initial policy configuration applied from Access Manager Administration Console.</p> <p><b>Action:</b> None. Informational only.</p>
5	006	99	031	J2EE Agent PEP Policy Evaluation.	<p><b>Cause:</b> The J2EE Agent PEP has evaluated an access control policy for a protected resource.</p> <p><b>Action:</b> None. Informational only.</p>
5	006	99	032	J2EE Agent PEP SSL Required Evaluation.	<p><b>Cause:</b> The J2EE Agent PEP has evaluated if SSL is required for access to a protected resource.</p> <p><b>Action:</b> No Action. Informational only.</p>
5	006	99	033	J2EE Agent Startup.	<p><b>Cause:</b> J2EE Agent started.</p> <p><b>Action:</b> No Action. Informational</p>

					only.
5	006	99	034	J2EE Agent Shutdown.	<b>Cause:</b> J2EE Agent shutdown. <b>Action:</b> No Action. Informational only.
5	006	99	035	J2EE Agent Reconfigured.	<b>Cause:</b> New policy configuration applied from Access Manager Administration Console. <b>Action:</b> None. Informational only.
5	006	99	036	J2EE Agent Authentication Successful.	<b>Cause:</b> A user requesting access to a protected resource has been successfully authenticated with the Identity Server. <b>Action:</b> None. Informational only.
5	006	99	037	J2EE Agent Authentication Failed.	<b>Cause:</b> A user requesting access to a protected resource has been denied authentication by the Identity Server. <b>Action:</b> None. Informational only.
5	006	99	038	J2EE Agent Web Resource Access Allowed.	<b>Cause:</b> A user has been granted access to a protected web resource. <b>Action:</b> None. Informational only.
5	006	99	039	J2EE Agent Web Resource Access Denied.	<b>Cause:</b> A user has been denied access to a protected web resource. <b>Action:</b> None. Informational only.
5	006	99	040	J2EE Agent Clear Text Access Allowed.	<b>Cause:</b> A user has been granted clear text access to a protected web resource. <b>Action:</b> None. Informational only.
5	006	99	041	J2EE Agent Clear Text Access Denied.	<b>Cause:</b> A user has been denied clear text access to a protected web resource. <b>Action:</b> None. Informational only.
5	006	99	042	J2EE Agent EJB Access Allowed.	<b>Cause:</b> A user has been granted access to a protected EJB resource. <b>Action:</b> None. Informational only.
5	006	99	043	J2EE Agent EJB Access Denied.	<b>Cause:</b> A user has been denied access to a protected EJB resource. <b>Action:</b> None. Informational only

## Server Communications (JCC) Error Codes (007)

- **Component 007**

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

Se v	Com p	Sub *	Err or Cod e	Description	*Remedy
	007	01		<b>Package com.novell.jcc.cert</b>	
1	007	01	001	Error changing keystore password	<b>Cause:</b> The old keystore password was incorrect, or a File IO error occurred while changing the keystore password. <b>Action:</b> Verify the correct keystore password.
1	007	01	002	Cannot interpret PKCS12 data for CertCommand	<b>Cause:</b> The PKCS12 package was corrupted in transit or contained a cert with a unsupported level encryption for the Java security provider (such as 4096 bit support). <b>Action:</b> Verify that you are using a supported certificate size and try the operation again.
1	007	01	003	Set key entry failed on [store name]	<b>Cause:</b> The Java keystore password became out of sync with the admin server, or an IO error occurred. <b>Action:</b> Try operation again, otherwise submit app_sc.0.log and jcc-0.log.0 file for resolution.
1	007	01	004	KeyStoreException - set certificate	<b>Cause:</b> The Java keystore

				entry failed	password became out of sync with the admin server, or an IO error occurred. <b>Action:</b> Try operation again, otherwise submit admin and jcc-0.log.0 file for resolution.
1	007	01	005	KeyStoreException - delete entry failed	<b>Cause:</b> A keystore entry for the specified alias does not exist. <b>Action:</b> Verify the previous key import commands were successful. Otherwise, submit admin and jcc-0.log.0 file for resolution.
1	007	01	006	Exception - key usage extension failed	<b>Cause:</b> The key usage extension specified by the administration console was invalid. <b>Action:</b> Submit admin and jcc-0.log.0 file for resolution.
1	007	01	007	Exception - get alternate name extension failed	<b>Cause:</b> Alternate name format specified by the administration console was invalid. <b>Action:</b> Submit admin and jcc-0.log.0 file for resolution.
1	007	01	008	KeystoreInfo class has not been initialized	<b>Cause:</b> Likely a previous error occurred during keystoreInfo initialization. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	01	009	[key file] is missing required information for key store named [key store name]	<b>Cause:</b> The keystore information supplied at installation is missing or corrupt. <b>Action:</b> Reinstall. Otherwise submit jcc-0.log.0 file for resolution.
1	007	01	010	[key file] is missing	<b>Cause:</b> The keystore information supplied at installation is missing or corrupt. <b>Action:</b> Uninstall and reinstall the server component. Otherwise submit jcc-0.log.0

					file for resolution.
1	007	01	011	Exception - close key store (persisting) failed	<b>Cause:</b> Could not write the key to the keystore. <b>Action:</b> Try the operation again. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	01	012	Exception - eDirectory key store initialization failed	<b>Cause:</b> Could not connect to the config store. <b>Action:</b> Restart the server.
1	007	01	013	Exception - Java key store initialization failed	<b>Cause:</b> The password to the keystore was incorrect, or the keystore file could not be opened. <b>Action:</b> Verify the keystore exists, and try the operation again. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	01	014	Exception PKCS12 key store initialization failed	<b>Cause:</b> The password to the PKCS12 key was incorrect. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	01	015	Exception - loading key store failed	<b>Cause:</b> The encrypted keystore_info.xml file could not be read. <b>Action:</b> Reinstall the server component. Otherwise, submit jcc-0.log.0 file for resolution.
	007	02	<b>Package com.novell.jcc.client</b>		
1	007	02	001	Exception sending alert	<b>Cause:</b> Alert could not be sent to the Admin Console. <b>Action:</b> Make sure the server can communicate with the administration console. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	002	Could not create default response XML	<b>Cause:</b> A problem occurred creating the default XML document. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	02	003	Exception while building alert request: [exception], retrying	<b>Cause:</b> The alert information was not saved in XML correctly.

					<b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	02	004	Configuration for Device Manager not set	<b>Cause:</b> The settings file determining where to send the alert was not found. <b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	005	Error getting configuration for Device Manager	<b>Cause:</b> There was a problem reading the settings file. <b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	006	Alert could not be sent	<b>Cause:</b> The response from the administration console was not successful. <b>Action:</b> The system will try indefinitely to resend the alert. Make sure the administration console is functioning. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	007	Bad health URL	<b>Cause:</b> The IP address or port setting for the administration console has been corrupted. <b>Action:</b> Make sure the settings.properties file contains correct information. Restart the novell-jcc service.
1	007	02	008	Error sending alert	<b>Cause:</b> The system cannot communicate with the administration console. <b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.
1	007	02	009	Error sending alert	<b>Cause:</b> The system cannot communicate with the administration console, or some other communication error occurred. <b>Action:</b> Make sure the system can communicate with the administration console and

					that it is functioning properly.
1	007	02	010	Exception - connection disconnect failed	<p><b>Cause:</b> An error occurred with reading the alert response or a disconnect error occurred.</p> <p><b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.</p>
1	007	02	011	Queued alerts cannot be saved	<p><b>Cause:</b> The class structure has likely changed or the alertdispatch.dat file could not be created.</p> <p><b>Action:</b> The error is non-fatal, continue running service.</p>
1	007	02	012	Queued alerts cannot be restored	<p><b>Cause:</b> The code has likely changed or the alertdispatch.dat file could not be read.</p> <p><b>Action:</b> The error is non-fatal, continue running service.</p>
1	007	02	013	Exception - setting key store or trust store failed	<p><b>Cause:</b> The keystore_info.xml file was corrupt or does not exist.</p> <p><b>Action:</b> Reinstall the server component. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	02	014	Exception getting health from [service name]	<p><b>Cause:</b> Could not communicate to obtain the health from named component.</p> <p><b>Action:</b> Restart the service. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	02	015	Exception creating health xml	<p><b>Cause:</b> A problem occurred reading health data while creating the health XML.</p> <p><b>Action:</b> The operation will retry. If it persists, submit jcc-0.log.0 file for resolution.</p>
1	007	02	016	<a href="#">MalformedURLException</a> - Bad health url	<p><b>Cause:</b> The IP address or port setting for the administration console has been corrupted.</p> <p><b>Action:</b> Make sure the settings.properties file</p>

					contains correct information. Restart the novell-jcc service.
1	007	02	017	Error sending periodic health	<b>Cause:</b> The system cannot communicate with the administration console. <b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.
1	007	02	018	Error sending periodic health	<b>Cause:</b> The system cannot communicate with the administration console, or some other communication error occurred. <b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.
1	007	02	019	Crypto key not found	<b>Cause:</b> The jcc.keystore file was not found. <b>Action:</b> Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	020	Error calling initializationComplete/serviceStopC complete	<b>Cause:</b> An RMI error occurred communicating with the novell-jcc service. <b>Action:</b> Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	021	Server is not connected	<b>Cause:</b> The novell-jcc service is not running. <b>Action:</b> Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	02	022	Error binding to RMI port	<b>Cause:</b> The novell-jcc service

					<p>is not running, or the RMI ports are already bound by some other process.</p> <p><b>Action:</b> Make sure the installation completed successfully, and that the novell-jcc service is running. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	02	023	Error registering with server	<p><b>Cause:</b> The component could not register with the novell-jcc service. Likely and RMI communication error.</p> <p><b>Action:</b> Restart the novell-jcc service. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	02	024	Cannot contact server; retrying	<p><b>Cause:</b> The novell-jcc service was stopped, likely temporarily.</p> <p><b>Action:</b> Make sure that the novell-jcc service is running. Otherwise, restart it. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	02	025	Error sending alert to server	<p><b>Cause:</b> An RMI communication error likely occurred while sending an alert to the novell-jcc service.</p> <p><b>Action:</b> Make sure that the novell-jcc service is running. Otherwise, restart it. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	02	026	Queued alerts cannot be saved	<p><b>Cause:</b> An RMI communication error likely occurred while saving alerts through the novell-jcc service.</p> <p><b>Action:</b> Make sure that the novell-jcc service is running. Otherwise, restart it. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	02	027	Queued alerts cannot be restored	<p><b>Cause:</b> The [name]-alerts.dat</p>

					file was corrupted. <b>Action:</b> The error is non-fatal, but monitor file system for further problems.
	007	03	<b>Package com.novell.jcc.handler</b>		
1	007	03	001	Exception - Response creation failed	<b>Cause:</b> A problem occurred creating the default XML document. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	03	002	Exception - Response creation failed	<b>Cause:</b> The default response information was not saved in XML correctly. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	03	003	Error executing command: response is null	<b>Cause:</b> Command response from a server component was not set. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	03	004	Bad URL from Device Manager "+responseURL+	<b>Cause:</b> The URL given by the administration server was incorrect. <b>Action:</b> Submit jcc-0.log.0 and app_sc.0.log from the admin console for resolution.
1	007	03	005	Command error	<b>Cause:</b> The protocol used in response to the command was malformed. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	03	006	Command response error, retry #	<b>Cause:</b> The administration server is likely temporarily down or restarting. <b>Action:</b> Allow for retry to occur. If all retries fail, ensure that the admin console is up and functioning.
1	007	03	007	Major or minor version not supplied [version]	<b>Cause:</b> A server component did not supply the required version information. <b>Action:</b> Submit jcc-0.log.0 file for resolution.

1	007	03	009	Content-Length header [total] and actual data length [read] mismatch	<p><b>Cause:</b> The data read did not match the expected length.</p> <p><b>Action:</b> Restart the server component. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	03	010	Could not connect to [URL]	<p><b>Cause:</b> Could not communicate with the administration console or the server component.</p> <p><b>Action:</b> Make sure the system can communicate with the administration console and is operating. If the URL is 127.0.0.1, restart the server component.</p>
1	007	03	011	Exception - stats response creation failed	<p><b>Cause:</b> Could not convert stats XML to be sent to the administration console.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
1	007	03	012	Exception - version response creation failed	<p><b>Cause:</b> Could not convert version XML to be sent to the administration console.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
	007	04	<b>Package com.novell.jcc.proxy</b>		
1	007	04	001	Exception - Cipher socket create key failed	<p><b>Cause:</b> Could not create socket cipher key.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
1	007	04	002	AGProxy has not initialized as client is null	<p><b>Cause:</b> The proxy subcomponent is not initialized.</p> <p><b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	003	Command returned: [response code] [response message], Retry #	<p><b>Cause:</b> The Access Gateway is processing a previous command.</p> <p><b>Action:</b> Allow the retry to occur. If it persists, restart the server.</p>

1	007	04	004	Error sending [name] command	<p><b>Cause:</b> Could not send the command to the Access Gateway.</p> <p><b>Action:</b> If the problem persists, restart the server. Otherwise submit jcc-0.log.0 file for resolution.</p>
1	007	04	005	Could not send alert	<p><b>Cause:</b> A problem occurred while sending alert.</p> <p><b>Action:</b> This is a non-fatal error. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	04	006	Exception - update password failed	<p><b>Cause:</b> Could not read the config user password.</p> <p><b>Action:</b> Restart the server. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	007	ecc.cfg does not exist!	<p><b>Cause:</b> A problem during the installation process occurred.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution, then reinstall the server.</p>
1	007	04	008	Error loading ecc.cfg	<p><b>Cause:</b> Could not read the ecc.cfg config file.</p> <p><b>Action:</b> Allow the operation to retry, otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	009	Stopped waiting for JCC server	<p><b>Cause:</b> The server didn't initialize in a timely manner.</p> <p><b>Action:</b> Restart the novell-jcc service.</p>
1	007	04	010	Cannot write ecc.cfg	<p><b>Cause:</b> Could not write the specified config file.</p> <p><b>Action:</b> Allow the operation to retry. If it persists, restart the server.</p>
1	007	04	011	Error reading configuration	<p><b>Cause:</b> Could not parse AG configuration data.</p> <p><b>Action:</b> Allow the operation to retry. If it persists, submit jcc-0.log.0 file for resolution and restart the server.</p>

1	007	04	012	Cannot write ecc.cfg	<p><b>Cause:</b> Could not write specified file.</p> <p><b>Action:</b> Allow the operation to retry. If it persists, submit jcc-0.log.0 file for resolution and restart the server.</p>
1	007	04	013	Exception - check esp status failed	<p><b>Cause:</b> An RMI error occurred while communicating to the ESP component.</p> <p><b>Action:</b> Allow the operation to retry. If it persists, submit jcc-0.log.0 file for resolution and restart the server.</p>
1	007	04	014	Error reading password	<p><b>Cause:</b> Could not read the config user password.</p> <p><b>Action:</b> Restart the server. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	015	Exception - Cipher socket create key failed	<p><b>Cause:</b> Could not create socket cipher key.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
1	007	04	016	Load settings failed	<p><b>Cause:</b> The settings could not be loaded for Linux AG.</p> <p><b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	017	LAGProxy has not initialized as client is null	<p><b>Cause:</b> The proxy subcomponent is not initialized.</p> <p><b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	018	Could not send alert	<p><b>Cause:</b> An error occurred while sending an alert.</p> <p><b>Action:</b> This is a non-fatal error. If it persists, restart the novell-jcc service.</p>
1	007	04	019	Stopped waiting for JCC server	<p><b>Cause:</b> The server didn't initialize in a timely manner.</p> <p><b>Action:</b> Restart the novell-jcc service.</p>

1	007	04	020	Error reading configuration	<p><b>Cause:</b> Could not parse AG configuration data.</p> <p><b>Action:</b> Allow the operation to retry. If it persists, submit jcc-0.log.0 file for resolution and restart the server.</p>
1	007	04	021	Exception - setting vcc id failed	<p><b>Cause:</b> Could not write the config.xml file with the original ID.</p> <p><b>Action:</b> This error would occur during the re-import process. Click "Repair Import" on the Administration console to resolve. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	022	Linux Proxy is not running	<p><b>Cause:</b> The proxy novell-vmc service has stopped responding.</p> <p><b>Action:</b> Run <code>"/etc/init.d/novell-vmc restart"</code> as the root user to restart the proxy service.</p>
1	007	04	023	SSL VPN load settings failed	<p><b>Cause:</b> The settings could not be loaded for SSLVPN.</p> <p><b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	024	Exception - Cipher socket create key failed	<p><b>Cause:</b> Could not create socket cipher key.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
1	007	04	025	Stopped waiting for JCC server	<p><b>Cause:</b> The server didn't initialize in a timely manner.</p> <p><b>Action:</b> Restart the novell-jcc service.</p>
1	007	04	026	Exception - setting change failed	<p><b>Cause:</b> The settings could not be loaded for SSLVPN.</p> <p><b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	04	027	Exception - override settings failed	<p><b>Cause:</b> The settings were changed on the Linux AG, which were to override the SSLVPN settings, but did not.</p>

					<b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	04	028	Error reading sslvpn.id	<b>Cause:</b> Could not find sslvpn.id for reading. <b>Action:</b> The system should have recovered from this error automatically. If it persists, submit jcc-0.log.0 file for resolution.
1	007	04	029	Error writing sslvpn.id	<b>Cause:</b> An IO error occurred while writing the sslvpn.id file. <b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	04	030	Error writing [file name]	<b>Cause:</b> An IO error occurred while writing the sslvpn.id file during the reimport process. <b>Action:</b> Restart the novell-jcc service. Click "Repair Import" on the Administration console to resolve. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	04	031	Error getting SSLVPN stats	<b>Cause:</b> Could not communicate with SSLVPN service to obtain statistics. <b>Action:</b> Run "/etc/init.d/novell-sslvpn stop", then again with the "start" parameter to restart the SSLVPN service.
1	007	04	032	Error getting SSLVPN health	<b>Cause:</b> Could not communicate with SSLVPN service to obtain the health. <b>Action:</b> Run "/etc/init.d/novell-sslvpn stop", then again with the "start" parameter to restart the SSLVPN service.
1	007	04	033	Cannot communicate with SSLVPN	<b>Cause:</b> Could not communicate with SSLVPN grep connman" and if you see any entries

					<p>service, which may affect auto-import and other functions from working correctly.</p> <p><b>Action:</b> Run <code>"/etc/init.d/novell-sslvpn stop"</code>, then again with a <code>"start"</code> parameter, to restart the SSLVPN service. Otherwise, you may need to kill the process manually. Do this by typing <code>"ps ax</code></p>	<p>displayed other than <code>"grep connman"</code>, type <code>"killall -9 connman"</code>. Then <code>"/etc/init.d/novell-sslvpn start"</code>.</p>
	007	05	<b>Package com.novell.jcc.schedule</b>			
1	007	05	001	Error getting client details	<p><b>Cause:</b> An RMI communication error likely occurred.</p> <p><b>Action:</b> Allow the system to retry the operation. If it persists, submit <code>jcc-0.log.0</code> file for resolution.</p>	
1	007	05	002	Error getting client details	<p><b>Cause:</b> An RMI communication error likely occurred.</p> <p><b>Action:</b> Allow the system to retry the operation. If it persists, submit <code>jcc-0.log.0</code> file for resolution.</p>	
1	007	05	003	Exception getting stats from [name]	<p><b>Cause:</b> The periodic statistics subsystem was not able to get the stats from the server component.</p> <p><b>Action:</b> Make sure the component is running. If it</p>	

					persists, restart the component.
1	007	05	004	Exception creating stats xml	<b>Cause:</b> An error occurred while creating statistics XML data. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	05	005	Bad stats URL	<b>Cause:</b> The IP address or port setting for the administration console has been corrupted. <b>Action:</b> Make sure the settings.properties file contains correct information. Restart the novell-jcc service.
1	007	05	006	Error sending periodic stats	<b>Cause:</b> The system cannot communicate with the administration console. <b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.
1	007	05	007	Error sending periodic stats	<b>Cause:</b> The system cannot communicate with the administration console, or some other communication error occurred. <b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.
1	007	05	008	Error sending statistics	<b>Cause:</b> The system cannot communicate with the administration console, or some other communication error occurred. <b>Action:</b> Make sure the system can communicate with the administration console and that it is functioning properly.
	007	06	<b>Package com.novell.jcc.server</b>		
1	007	06	001	[service name] not registered	<b>Cause:</b> The server component was already disconnected. <b>Action:</b> This is a non-fatal error.

1	007	06	002	[service name] not found in registry	<p><b>Cause:</b> The specified server component was not found to unregister.</p> <p><b>Action:</b> This is a non-fatal error.</p>
1	007	06	003	Client list cannot be saved	<p><b>Cause:</b> An IO error occurred while saving the list of registered server components.</p> <p><b>Action:</b> Make sure the file has write access. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	004	Client list cannot be restored	<p><b>Cause:</b> An IO error occurred while reading the list of registered server components.</p> <p><b>Action:</b> Make sure the file has read access. If an upgrade has been performed, make sure all components on the system have also been upgraded. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	005	Could not stop connector	<p><b>Cause:</b> The embedded HTTP server could not be stopped.</p> <p><b>Action:</b> Allow the system to retry the operation. If it persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	006	No HTTP connectors were added	<p><b>Cause:</b> An internal software problem occurred.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
1	007	06	007	Exception - setting key store properties on http connector failed	<p><b>Cause:</b> The keystore_info.xml file could not be read, or was corrupted.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution. Reinstall if necessary.</p>
1	007	06	008	Could not start HTTP server. Retry Number: [n]	<p><b>Cause:</b> Some other application may be using the port we require to be open.</p> <p><b>Action:</b> Allow the system to retry the operation. If it persists, submit jcc-0.log.0 file</p>

					for resolution.
1	007	06	009	Exception during jcc shutdown	<p><b>Cause:</b> A problem shutting down the embedded HTTP server occurred.</p> <p><b>Action:</b> This is a non-fatal error. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	010	Exception in testing HTTP server	<p><b>Cause:</b> An error testing the HTTP server occurred.</p> <p><b>Action:</b> This is a non-fatal error.</p>
1	007	06	011	MalformedURLException - HTTP server	<p><b>Cause:</b> An error testing the HTTP server occurred.</p> <p><b>Action:</b> This is a non-fatal error.</p>
1	007	06	012	Failed to load eDirectory Keystore provider	<p><b>Cause:</b> Service could not register handler into keystore Java environment handler set.</p> <p><b>Action:</b> This is a non-fatal error. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	013	Missing key store information file: [key information file]. Certificate Management functions are unavailable	<p><b>Cause:</b> An install-time problem occurred where the keystore information file was not created, or was deleted after installation.</p> <p><b>Action:</b> Submit jcc-0.log.0 file for resolution.</p>
1	007	06	014	Exception - command failed	<p><b>Cause:</b> The post-keystore update command failed.</p> <p><b>Action:</b> Try the operation again. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	06	015	Exception - cert command failed	<p><b>Cause:</b> A certificate operation was unsuccessful.</p> <p><b>Action:</b> Try the operation again. Otherwise, submit jcc-0.log.0 file for resolution.</p>
1	007	06	016	Error during execution	<p><b>Cause:</b> The external command did not execute properly.</p> <p><b>Action:</b> Try the operation</p>

					again. Otherwise, submit jcc-0.log.0 file for resolution.
1	007	06	017	Exception - delete info failed	<b>Cause:</b> A problem occurred deleting internal information. <b>Action:</b> This is a non-fatal error.
1	007	06	018	JCC Server startup failed	<b>Cause:</b> A critical error occurred during the startup of the novell-jcc service. <b>Action:</b> Run "/etc/init.d/novell-jcc restart". If the problem persists, submit jcc-0.log.0 file for resolution.
1	007	06	019	Embedded HTTP Server already started	<b>Cause:</b> The internal HTTP server was already started when asked to start. <b>Action:</b> This is a non-fatal error.
1	007	06	020	Error starting embedded tomcat	<b>Cause:</b> Another process is likely using the novell-jcc service port (default 1443). <b>Action:</b> Make sure there are no other processes using this port, then restart the service.
1	007	06	021	RMI problem	<b>Cause:</b> An error occurred during the shutdown process. <b>Action:</b> This is a non-fatal error.
1	007	06	022	RMI exception	<b>Cause:</b> An error occurred during the shutdown process. <b>Action:</b> This is a non-fatal error.
1	007	06	023	Server did not initialize within 60 seconds	<b>Cause:</b> A server component initialization message could not be completed as the novell-jcc service is not finished initializing. <b>Action:</b> Restart the novell-jcc service. If the problem persists, submit jcc-0.log.0 file for resolution.
1	007	06	024	Exception - JCC server initialization failed	<b>Cause:</b> A server component initialization message could

					not be completed. <b>Action:</b> Restart the novell-jcc service. If the problem persists, submit jcc-0.log.0 file for resolution.
1	007	06	025	Error binding to RMI [port]	<b>Cause:</b> Another process is likely using the novell-jcc service port (default 1197). <b>Action:</b> Make sure there are no other processes using this port, then restart the service.
1	007	06	026	Error registering remote object	<b>Cause:</b> A problem occurred during the RMI bind process. <b>Action:</b> Make sure that all components are of the same build of Access Manager. Then restart novell-jcc service.
1	007	06	027	Error sending alert	<b>Cause:</b> A problem occurred sending the import command to the administration console. <b>Action:</b> Allow the system to retry the operation. If it persists, submit jcc-0.log.0 file for resolution.
1	007	06	028	Error getting client details for import	<b>Cause:</b> An RMI communication error has occurred between the server component and the novell-jcc service. <b>Action:</b> Make sure the server component is functioning properly and try the operation again. If the problem persists, submit jcc-0.log.0 file for resolution.
1	007	06	029	Error sending alert command	<b>Cause:</b> Problem sending a command-type alert to the administration console. <b>Action:</b> Make sure the admin console is running. Allow the system to retry the operation. If it persists, submit jcc-0.log.0 file for resolution.

1	007	06	030	Exception - get key store information failed	<p><b>Cause:</b> A problem occurred sending the keystore information from the keystore_info.xml file.</p> <p><b>Action:</b> If the server shows up in the admin console, click "Repair Import". Otherwise, submit jcc-0.log.0 and app_sc.0.log files for resolution.</p>
1	007	06	031	Error getting key [key name] to [key file]	<p><b>Cause:</b> A problem occurred receiving the assigned keys during a reimport operation.</p> <p><b>Action:</b> Ensure the admin console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit jcc-0.log.0 and app_sc.0.log files for resolution.</p>
1	007	06	032	Could not get keystore information for reimport of [service name]	<p><b>Cause:</b> A problem occurred receiving the assigned keystore information during a reimport operation.</p> <p><b>Action:</b> Ensure the admin console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit jcc-0.log.0 and app_sc.0.log files for resolution.</p>
1	007	06	033	Exception	<p><b>Cause:</b> A problem occurred during a reimport operation.</p> <p><b>Action:</b> Ensure the admin console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit jcc-0.log.0 and app_sc.0.log files for resolution.</p>
1	007	06	034	Exception - get key failed	<p><b>Cause:</b> An assigned key could not be obtained during a reimport operation.</p> <p><b>Action:</b> Allow the operation to retry. Ensure the admin</p>

					console is operational, perform the steps to re-trigger an auto-import. Otherwise, submit jcc-0.log.0 and app_sc.0.log files for resolution.
1	007	06	035	RMI exception during execution of [command name]	<p><b>Cause:</b> An RMI communication error occurred while executing a command from the administration console.</p> <p><b>Action:</b> Try the operation again. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	036	RMI exception	<p><b>Cause:</b> An RMI communication error occurred while executing a command from the administration console.</p> <p><b>Action:</b> Try the operation again. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	037	Error collecting health from [service name]	<p><b>Cause:</b> An RMI communication error occurred while obtaining the health information from a server component.</p> <p><b>Action:</b> Allow the operation to try again. Make sure the server component is running properly. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	038	Error collecting stats from [service name]	<p><b>Cause:</b> An RMI communication error occurred while obtaining the stats information from a server component.</p> <p><b>Action:</b> Allow the operation to try again. Make sure the server component is running properly. If the problem persists, submit jcc-0.log.0 file</p>

					for resolution.
1	007	06	039	RMI exception	<p><b>Cause:</b> A communication error occurred.</p> <p><b>Action:</b> Make sure the server component is running properly. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	040	RMI exception	<p><b>Cause:</b> A communication error occurred.</p> <p><b>Action:</b> Make sure the server component is running properly. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	041	RMI exception	<p><b>Cause:</b> A communication error occurred.</p> <p><b>Action:</b> Make sure the server component is running properly. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	06	042	RMI exception	<p><b>Cause:</b> A communication error occurred.</p> <p><b>Action:</b> Make sure the server component is running properly. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
	007	07	<b>Package com.novell.jcc.servlet</b>		
1	007	07	001	Servlet error in [handler name]	<p><b>Cause:</b> An error occurred responding to a administration console request.</p> <p><b>Action:</b> Try the operation again. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	07	002	IO error in [handler name]	<p><b>Cause:</b> An IO error occurred while responding to a administration console request.</p> <p><b>Action:</b> Try the operation again. If the problem persists, submit jcc-0.log.0 file for</p>

					resolution.
1	007	07	003	No client found with ID [service name]	<p><b>Cause:</b> The specified server component known to the administration console is not currently running, or cannot communicate with the novell-jcc service.</p> <p><b>Action:</b> Make sure the server component is running properly. Ensure all components on the system are of the same version and build. Restart the server component. If the problem persists, submit jcc-0.log.0 file for resolution.</p>
1	007	07	004	[appliance id] header missing from [IP address]	<p><b>Cause:</b> An invalid request was submitted to the novell-jcc service.</p> <p><b>Action:</b> This is likely an unauthorized login attempt. Locate the remote IP address and follow proper security procedures.</p>
1	007	07	005	No handler is registered for [query string]	<p><b>Cause:</b> An invalid request was submitted to the novell-jcc service.</p> <p><b>Action:</b> This is likely an unauthorized login attempt. Locate the remote IP address and follow proper security procedures.</p>
1	007	07	006	Exception registering handler	<p><b>Cause:</b> A problem occurred during start up of the novell-jcc service.</p> <p><b>Action:</b> Make sure the jcc/webapps/jcc/WEB-INF/web.xml file is not corrupt.</p>
	007	08	<b>Package com.novell.jcc.sockets</b>		
1	007	08	001	Could not initialize the cipher	<p><b>Cause:</b> The cipher could not be initialized.</p> <p><b>Action:</b> Try restarting the novell-jcc service.</p>
1	007	08	002	Could not initialize the cipher	<p><b>Cause:</b> The cipher could not</p>

					be initialized. <b>Action:</b> Try restarting the novell-jcc service.
1	007	08	003	Error creating socket factory	<b>Cause:</b> A possible security problem has been attempted, or the jcc.keystore file is corrupt. <b>Action:</b> Check the jcc.keystore timestamp of last the modification, and if it is different than install-time, it may be a security problem.
1	007	08	004	Could not find keystore_info.xml	<b>Cause:</b> The install process did not complete successfully. <b>Action:</b> Restart the novell-jcc service. Otherwise, submit jcc-0.log.0 file for resolution and reinstall the server component.
	007	09	<b>Package com.novell.jcc.util</b>		
1	007	09	001	Error saving settings	<b>Cause:</b> An IO error occurred while saving install-time settings. <b>Action:</b> Submit jcc-0.log.0 file for resolution and reinstall the server component.
1	007	09	002	Error loading settings	<b>Cause:</b> An IO error occurred while reading install-time settings. <b>Action:</b> Submit jcc-0.log.0 file for resolution and reinstall the server component.
1	007	09	003	Error creating JCC key	<b>Cause:</b> A critical error occurred while creating the certificate for communicating with the administration server. <b>Action:</b> Submit jcc-0.log.0 file for resolution and reinstall the server component.
1	007	09	004	Error saving settings	<b>Cause:</b> An IO error occurred while saving install-time settings. <b>Action:</b> <b>Action:</b> Submit jcc-0.log.0 file

					for resolution and reinstall the server component.
1	007	09	005	Exception - install trusted roots failed	<p><b>Cause:</b> A communication error occurred while sending trusted roots to the administration server.</p> <p><b>Action:</b> Ensure the admin console is running properly. Otherwise, submit jcc-0.log.0 file for resolution and reinstall the server component.</p>
1	007	09	006	Could not get keys	<p><b>Cause:</b> The default keys could not be obtained from the administration server.</p> <p><b>Action:</b> Allow the system to retry the operation. If the problem persists, make sure the admin console is operational. Otherwise, submit the jcc-0.log.0 and app_sc.0.log files for resolution.</p>
1	007	09	007	Error getting esp ID	<p><b>Cause:</b> The server component install likely terminated before completion.</p> <p><b>Action:</b> Reinstall server component.</p>
1	007	09	008	Exception - configure LAG failed	<p><b>Cause:</b> A problem occurred while setting up keystore information for the Access Gateway.</p> <p><b>Action:</b> Reinstall the server.</p>
1	007	09	009	Could not get admin name/password from NW	<p><b>Cause:</b> An install-time error occurred during the CD-install process.</p> <p><b>Action:</b> Reinstall the server.</p>
1	007	09	010	Could not create keystores	<p><b>Cause:</b> An error occurred while creating the keystore information during the configuration process.</p> <p><b>Action:</b> Reinstall the server component.</p>
1	007	09	011	Exception - get key failed	<p><b>Cause:</b> The default key could not be obtained from the</p>

					administration console during the initial configuration. <b>Action:</b> Ensure the admin console is operational, and reinstall the server component.
1	007	09	012	Exception - Cert not valid	<b>Cause:</b> The default trusted root obtained from the administration console is not yet valid. <b>Action:</b> Make sure the system time and timezone matches that of the administration console, then reinstall.
1	007	09	013	Exception - Cert not valid	<b>Cause:</b> The default trusted root obtained from the administration console is not yet valid. <b>Action:</b> Make sure the system time and timezone matches that of the administration console, then reinstall.
1	007	09	014	Error creating key	<b>Cause:</b> A critical error occurred writing the jcc.keystore file. <b>Action:</b> Submit jcc-0.log.0 file for resolution, reinstall the server component.
1	007	09	015	Exception during configuration	<b>Cause:</b> A fatal problem occurred during installation. <b>Action:</b> Submit jcc-0.log.0 file for resolution, reinstall the server component.
1	007	09	016	Could not open [jcc log file]	<b>Cause:</b> Make sure the installation succeeded. <b>Action:</b> Restart the server. If the problem persists, submit jcc-0.log.0 file for resolution.
1	007	09	017	[path]/settings.properties file does not exist	<b>Cause:</b> An install-time error occurred. <b>Action:</b> Submit jcc-0.log.0 file for resolution, reinstall the server component.
1	007	09	018	No remote management address is set.	<b>Cause:</b> An IP address has not been specified for the

					administration console. <b>Action:</b> On the server command-line, set an administration console IP address.
1	007	09	019	JCC server certificate was not found in: [key store file]	<b>Cause:</b> An install-time error occurred. <b>Action:</b> Submit jcc-0.log.0 file for resolution, reinstall the server component.
1	007	09	020	Exception reading keystore information	<b>Cause:</b> The keystore_info.xml file is missing, or corrupt. Or, the internal keystore has been tampered with, or certificate is expired. <b>Action:</b> Submit jcc-0.log.0 file for resolution, reinstall the server component.
1	007	09	021	Exception - get JCC Key store information failed	<b>Cause:</b> The keystore_info.xml file is missing, or corrupt. <b>Action:</b> Submit jcc-0.log.0 file for resolution, reinstall the server component.
1	007	09	022	IllegalArgumentException	<b>Cause:</b> An internal component made an invalid call. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	09	023	IllegalStateException	<b>Cause:</b> An internal component made an invalid call. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	09	024	Object could not be saved	<b>Cause:</b> A system setting file can not be saved. <b>Action:</b> Submit jcc-0.log.0 file for resolution.
1	007	09	025	Object cannot be restored	<b>Cause:</b> A system setting file can not be restored. <b>Action:</b> Submit jcc-0.log.0 file for resolution.

## Policy Engine Error Codes (008)

- **Component 008**
  - Sub group 01: Engine
  - Sub group 02: Condition Handler
  - Sub group 03: Action Handler
  - Sub group 04: Configure Information Context
  - Sub group 05: Information Context
  - Sub group 06: Response Context

\* = any Sub group

Sev	Comp	Sub*	Error Code	Description	*Remedy
1	008	*	001	Error No Memory: Memory allocation failed.	<b>Cause:</b> Low system memory. Resource allocation failed. <b>Action:</b> Determine cause for low system memory and resolve.
2	008	*	002	Error Bad Data: Policy configuration contains an invalid policy parameter list enumerative value.	<b>Cause:</b> The Access Manager Administration Console has produced an invalid policy configuration document. <b>Cause:</b> Policy configuration document has been corrupted. <b>Action:</b> Take any or all of the following actions: 1) Submit the log file to Novell Support to aid in determining and fixing the source of the problem. 2) Back up to a previously working policy configuration until the problem has been fixed. 3) Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available.
2	008	*	003	Error Configuration. The policy configuration is syntactically incorrect or malformed.	<b>Cause:</b> The Access Manager Administration Console has produced an invalid policy configuration document.

					<p><b>Cause:</b> Policy configuration document has been corrupted.</p> <p><b>Action:</b> Take any or all of the following actions:</p> <ol style="list-style-type: none"> <li>1) Submit the log file to Novell Support to aid in determining and fixing the source of the problem.</li> <li>2) Back up to a previously working policy configuration until the problem has been fixed.</li> <li>3) Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available.</li> </ol>
2	008	*	004	General Failure: Internal software error.	<p><b>Cause:</b> Unexpected exception caught during policy evaluation.</p> <p><b>Action:</b> Submit log file to Novell Support for analysis and problem resolution.</p>
2	008	*	072	Interface Unavailable: Invalid InformationContext or ResponseContext enumerative value.	<p><b>Cause:</b> The Access Manager Administration Console has produced an invalid policy configuration document. Invalid PolicyTypeSpec schema.</p> <p><b>Cause:</b> Policy configuration document has been corrupted.</p> <p><b>Action:</b> Take any or all of the following actions:</p> <ol style="list-style-type: none"> <li>1) Submit the log file to Novell Support to aid in determining and fixing the source of the problem.</li> <li>2) Back up to a previously working policy configuration until the problem has been fixed.</li> <li>3) Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement</li> </ol>

					from your policy configuration until a fix for the problem is available.
2	008	*	073	Data Unavailable: Policy Engine could not obtain needed information to complete policy evaluation.	<b>Cause:</b> Inaccessible user store or database. <b>Action:</b> Ensure user store or database is available. <b>Cause:</b> Network connectivity problems. <b>Action:</b> Ensure network is operational.
2	008	*	074	Illegal State: Policy Engine caught NullPointerException during policy configuration or evaluation.	<b>Cause:</b> Unexpected software exceptions. <b>Action:</b> Submit log to Novell Support for analysis and resolution.
2	008	*	075	Illegal Argument: Internal software error.	<b>Cause:</b> Invalid method argument received. <b>Action:</b> Submit log to Novell Support for analysis and resolution.
3	008	*	071	Evaluation Canceled: Active policy evaluation canceled.	<b>Cause:</b> May occur during system shutdown. <b>Action:</b> If not caused by system shutdown, submit log to Novell Support for analysis and resolution.
5	008	*	000	Success: Policy operation completed without error.	<b>Cause:</b> Policy Evaluation. <b>Action:</b> No Action. Informational only.
5	008	*	005	Operation Pending: Policy operation is in progress	<b>Cause:</b> Policy Evaluation. <b>Action:</b> No Action. Informational only.
5	008	03	064	Permit Action: Policy evaluation rendered a Permit Action.	<b>Cause:</b> Permit action executed. <b>Action:</b> No Action. Informational only.
5	008	03	065	Deny Action: Policy evaluation rendered a Deny Action.	<b>Cause:</b> Deny action executed. <b>Action:</b> No Action. Informational only.
5	008	03	066	Obligation Action: Policy evaluation rendered an Obligation Action.	<b>Cause:</b> Obligation action executed. <b>Action:</b> No Action. Informational only.
5	008	*	067	No Action: Policy evaluation rendered no Action.	<b>Cause:</b> No action was executed during a policy evaluation. <b>Action:</b> No Action. Informational

					only.
5	008	02	068	Condition False: Policy condition returned FALSE.	<b>Cause:</b> Policy Evaluation. <b>Action:</b> No Action. Informational only.
5	008	02	069	Condition True: Policy condition returned TRUE.	<b>Cause:</b> Policy Evaluation. <b>Action:</b> No Action. Informational only.
2	008	02	070	Condition Unknown. Policy configuration contains an unsupported condition handler definition.	<b>Cause:</b> The Access Manager Administration Console has produced an invalid policy configuration document. <b>Cause:</b> Policy configuration document has been corrupted. <b>Action:</b> Take any or all of the following actions: 1) Submit the log file to Novell Support to aid in determining and fixing the source of the problem. 2) Back up to a previously working policy configuration until the problem has been fixed. 3) Examine the policy configuration document (available in PEP trace entries) to determine the erroneous policy document element and remove the corresponding policy statement from your policy configuration until a fix for the problem is available.

## Access Manager Administration Error Codes (009)

- **Component 009**
  - Sub group 01: Certificate Manager
  - Sub group 02: Application
  - Sub group 03: Platform
  - Sub group 04: Web UI
  - Sub group 05: Roma Application

S e v	C o m p	S u b *	E r r C o d e	Description	*Remedy
	00 9		01	<b>Application</b>	
1	00 9	0 1	00 01	Error getting web manager.	<b>Cause:</b> Access Manager Administration Console was not installed correctly or has become corrupt. <b>Action:</b> Verify installation.
1	00 9	0 1	00 02	Error in initializing the dirCerts APIs.	<b>Cause:</b> Access Manager Administration Console was not installed correctly or has become corrupt. Specifically, the PKI and/or certificate management jars may be missing or have mismatched versions. <b>Action:</b> Verify that the certmgr.jar is contained in /var/opt/novell/tomcat4/webapps/roma/WEB-INF/lib and that PKI has been installed. Verify that the Java command line contains -Djava.library.path=/opt/novell/lib. Verify that npki.jar is on the classpath.
1	00 9	0 1	00 03	Error in init.	<b>Cause:</b> Access Manager Administration Console was not installed correctly or has become corrupt. <b>Action:</b> Verify installation.
1	00 9	0 1	00 04	Error in CertHandler.getMultipartParamValue.	<b>Cause:</b> Servlet error when retrieving data from a multipart form. <b>Action:</b> Submit log to Novell Support for analysis and resolution.
1	00 9	0 1	00 08	Could not remove certificate with the given alias from the keystore.	<b>Cause:</b> The keystore that contains the certificate may no longer exist or have become corrupt. <b>Action:</b> View the configuration store and find the keystore object and check that the certificate is no longer in the key list. If it is there, manually remove it. Also, find the keystore on the file

					system of the device and remove the key manually. For example, by using the Java keytool program for JKS keystores.
1	009	01	010	Error In CertHandler.doGetSigningCertDN.	<p><b>Cause:</b> Unable to retrieve the DN of the signing cert.</p> <p><b>Cause:</b> The signing cert does not exist.</p> <p><b>Cause:</b> The signing keystore does not exist.</p> <p><b>Action:</b> View the Identity Server Configuration's Signing keystore to verify that it exists and contains a certificate. If the signing keystore does not exist, there has been an error during the import of an Identity Server or during the creation of an Identity Server Configuration. Check to make sure that there are no corrupt Identity Server configurations. If the signing keystore does exist, add or replace a certificate.</p>
1	009	01	011	Error in creating or configuring one or more of the Identity Server Configuration cluster keystores. .	<p><b>Cause:</b> Test certificates might have been accidentally deleted from the file system.</p> <p><b>Cause:</b> Error communicating with the Identity Server(s) while pushing down the test certificates.</p> <p><b>Action:</b> Use the exception stack trace to discover a more detailed description of the error. Go to the Certificates tab and verify that the test-connector, test-signing, test-encryption, test-provider, test-consumer certificates have not been deleted. Also verify they still exist on the file system. Go to the Trusted Roots tab and verify that the configCA trusted root has not been deleted and that it exists in the configuration store. These test certificates are pushed down to each Identity Server during the creation of an Identity Server Configuration. You can delete the Identity Server Configuration and create a new one and add the Identity Servers back into the new Configuration.</p>
1	009	01	012	Keystore already exists.	<p><b>Cause:</b> You are trying to create a keystore that already exists on the device.</p> <p><b>Action:</b> Use the existing keystore.</p>
1	009	01	013	Error in init (using reflection to call a method has failed in init).	<p><b>Cause:</b> The java class is unable to locate another java class through reflection.</p> <p><b>Action:</b> Submit log to Novell Support for analysis and resolution.</p>
7	009	01	014	Cannot add non-existent key to keystore.	<p><b>Cause:</b> The certificate you are trying to add to a keystore does not exist.</p> <p><b>Action:</b> Specify a valid key to be added to the</p>

					keystore.
7	00 9	0 1	01 5	Cannot add key to non-existent keystore.	<b>Cause:</b> The keystore does not exist. <b>Action:</b> Specify a valid keystore or create the keystore.
7	00 9	0 1	01 6	Could not add key to keystore because the alias was too long.	<b>Cause:</b> Some platforms and keystore formats only support a limited number of characters in the alias name. <b>Action:</b> Use a shorter alias.
7	00 9	0 1	01 7	Could not add key to keystore because the maximum number of keys has been reached.	<b>Cause:</b> Many keystores allow only one key to be contained in it because the keystore has a specific purpose in Access Manager. <b>Action:</b> Remove unused keys from the keystore and try again.
7	00 9	0 1	02 0	Cannot remove non-existent key from keystore.	<b>Cause:</b> The key no longer exists in Access Manager. <b>Action:</b> View the configuration store and find the keystore object and manually remove the key from the keylist.
7	00 9	0 1	02 1	Cannot remove key from non-existent keystore.	<b>Cause:</b> The keystore does not exist. <b>Action:</b> Specify a valid keystore.
1	00 9	0 1	02 3	CertHandler.doGetCertificateFromServer: Could not connect to serverIP and port.	<b>Cause:</b> The server IP or DNS name and port combination is not reachable. <b>Action:</b> Verify that the IP address or DNS name exists and that the port is correct. You can try connecting to it with a web browser or other utility.
1	00 9	0 1	02 4	CertHandler.doGetCertificateFromServer: certificate was not obtained from serverIP and port.	<b>Cause:</b> The server IP or DNS name and port combination had no certificate to be presented. <b>Action:</b> Verify that the IP address or DNS name exists and that the port is correct. Verify that the server you are attempting to import the certificate from has a certificate. You can try connecting to it with a web browser or other utility.
1	00 9	0 1	02 5	Error in handleException.	<b>Cause:</b> The exception reported has no details associated with it. <b>Action:</b> Scroll up in the log to see if there is a stack trace immediately above this error, determine what steps you had taken to create this error condition, and submit the log and steps to Novell Support.
1	00 9	0 1	02 6	The node keystore does not exist. Cannot add cluster keys to a non-	<b>Cause:</b> The grouping of Identity Servers (Identity Server Configuration) or Access Gateways is trying to locate a keystore on one of the Identity

				existent keystore.	Server or Access Gateway devices but the keystore cannot be found. <b>Action:</b> Verify that the Identity Servers and Access Gateway devices had no errors during import to the Access Manager Administration Console. Try to re-import the devices.
1	009	01	027	Error in CertHandler.getNIDPDeviceKeystoreName (The name of the device's keystore was not found).	<b>Cause:</b> The cluster keystore representation object was not found. <b>Cause:</b> The cluster keystore representation did not have a device type specified. <b>Action:</b> Delete and recreate the Identity Server Configuration or Access Gateway Group that is causing the problem and then re-add the members.
1	009	01	028	Error in CertHandler.isTomcatCert (Unable to determine if the specified certificate is the one being used by Tomcat).	<b>Cause:</b> The certificate representation has missing or invalid attributes. <b>Action:</b> Delete this certificate and re-import it.
1	009	01	030	Error in CertHandler.getNodeKeystoreNames (The cluster object was not found in the configuration store, or the cluster server list was empty).	<b>Cause:</b> The cluster object was not found in the configuration store, the type of the cluster could not be determined, or the cluster server list was empty. <b>Action:</b> No action needed unless your devices are unable to communicate. If you are having problems with communication, delete and recreate the Identity Server Configuration or Access Gateway Group that is causing the problem.
1	009	01	031	Error in CertHandler.getClusterDisplayName (The cluster object was not found in the configuration store).	<b>Cause:</b> <b>Action:</b> Delete and recreate the Identity Server Configuration or Access Gateway Group that is causing the problem and then re-add the members.
1	009	01	032	The device does not exist but the certificate is in a keystore assigned to that device.	<b>Cause:</b> It's possible the device is in a partially-imported state. <b>Action:</b> Delete the keystore, if possible, and re-import the device.
1	009	01	033	The device does not exist but the keystore is assigned to that device.	<b>Cause:</b> It's possible the device is in a partially-imported state. <b>Action:</b> Delete the keystore, if possible, and re-import the device.
1	00	0	03	Unable to retrieve the	<b>Cause:</b> The group is corrupt.

	9	1	4	primary member of the group.	<b>Action:</b> Delete the group, re-create it, and re-add the members.
1	00 9	0 1	03 5	Unable to remove the node keystore setting off the Access Gateway group device.	<b>Cause:</b> Could not locate the keystore object in the configuration store. <b>Action:</b> No action required.
7	00 9	0 1	03 6	Unable to set the Update Servers status.	<b>Cause:</b> Communication error. <b>Action:</b> Manually restart or update the device.
7	00 9	0 1	03 7	Unable to remove all keys from keystore.	<b>Cause:</b> The keystore doesn't exist. <b>Cause:</b> There is a corrupt key in the keystore. <b>Action:</b> Manually remove each certificate from the keystore.
7	00 9	0 1	03 8	Unable to reinitialize keystore contents for a particular device in a group or configuration.	<b>Cause:</b> One of the device keystores does not exist. <b>Action:</b> Re-create the keystore or delete and recreate the group or configuration and then re-add the devices to it. <b>Cause:</b> There was an error either removing all certificates from a keystore. <b>Action:</b> Manually remove all certificates from the keystore and then remove and re-add that device to the group/configuration. <b>Cause:</b> There was an error adding the test certificates to a keystore. <b>Action:</b> Verify that the test certificates exist (see error 1.009.01.011 for more detail). Manually add the test certificates to the keystore. Or remove the device from the group/configuration and re-add it.
7	00 9	0 1	03 9	Unable to assess whether the keystore contains a tomcat connector certificate.	<b>Cause:</b> The cluster keystore representation does not exist or is corrupt. <b>Cause:</b> Unable to locate the devices in the group/configuration. <b>Action:</b> Delete and recreate the group/configuration and re-add the devices to it.
7	00 9	0 1	04 0	Error adding a key to keystore during the renew certificate process.	<b>Cause:</b> The original certInfo could not be located. <b>Action:</b> Manually create a new certificate and place it into all the keystores which previously held the certificate being renewed.
1	00 9	0 1	04 1	Unable to extract the public key from a key during the auto-import public certificate process.	<b>Cause:</b> The source keystore does not exist. <b>Action:</b> Select a valid keystore. <b>Cause:</b> The specified source key does not exist. <b>Action:</b> Verify that the key you have specified to export the public certificate from exists.

1	00 9	0 1	04 2	Unable to set up the initial keys for the cluster.	<b>Cause:</b> When trying to locate the cluster keystores so that their contents can be initialized, one or more of those keystore representations could not be found. <b>Action:</b> Delete and recreate the Identity Server Configuration or Access Gateway group.
1	00 9	0 1	04 3	The source keystore does not exist. Cannot push keys from a non-existent keystore.	<b>Cause:</b> The source keystore does not exist. <b>Action:</b> Usually the source keystore is a cluster keystore representation. Try deleting and recreating the Identity Server Configuration or Access Gateway group to ensure those cluster keystore representations get created.
	00 9	02		<b>Application</b>	
1	00 9	0 2	00 1	Error - Exception thrown in eventOccurred of vcdn.application.sc.alert.AlertEventListener	<b>Cause:</b> Cannot post alert to internal subsystem. <b>Action:</b> Non-fatal error. No action required.
1	00 9	0 2	00 2	Error - Exception thrown in eventOccurred of vcdn.application.sc.alert.AlertEventListener.	<b>Cause:</b> Cannot post alert to internal subsystem. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 2	00 3	Error - Exception thrown in logAlert of vcdn.application.sc.alert.AlertLogger.	<b>Cause:</b> Problem occurred update the Identity Server Alert count. <b>Action:</b> Non-fatal error. May be a symptom of a more serious condition. Submit the app_sc.0.log for resolution.
1	00 9	0 2	00 4	Error - Exception thrown in the execute method of vcdn.application.sc.alert.CertUpdateWork.	<b>Cause:</b> Could not update or read the list of trusted server certificates. <b>Action:</b> Be sure the file /var/opt/novell/novlwww/devman.cacerts exists, is a valid Java keystore, and is not corrupted (run "/opt/novell/java/bin/keytool -v -list -keystore devman.cacerts"). Otherwise, be sure the config store is running and functioning properly.
1	00 9	0 2	00 5	Error - (The specified device) has not been imported. Failed to start device.	<b>Cause:</b> The Identity Server was not properly imported. <b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.) Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 2	00 6	Error importing device (with the specified ID).	<b>Cause:</b> The Server was not properly imported. <b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.) If this fails, reinstall the server component.
1	00 9	0 2	00 7	Error - Import failed. Retrying.	<b>Cause:</b> Unable to communicate with the Server being imported. <b>Action:</b> Be sure the firewall is allowing port 1443 traffic. Otherwise allow the system to retry for several minutes. If the server does not appear in the Server List, click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	00 8	Error auto importing. Retry.	<b>Cause:</b> Unable to communicate with the Server being imported. <b>Action:</b> Be sure the firewall is allowing port 1443 traffic. Otherwise allow the system to retry for several minutes. If the server does not appear in the Server List, click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	00 9	Error - Could not create subcontext: cn=(The specified Context)	<b>Cause:</b> Error creating Server object in config store during import. <b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.) Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	01 0	Error - (The given ESP) does not exist!	<b>Cause:</b> There was a error during the Administration Console installation. <b>Action:</b> Reinstall the Administration Console.
1	00 9	0 2	01 1	Error - Exception reading (the given ESP)	<b>Cause:</b> The file required during the import process could not be read. <b>Action:</b> Be sure the indicated file can be read by the novlwww user.
1	00 9	0 2	01 2	Error - Could not import ldif.	<b>Cause:</b> The error occurred while creating the configuration for the Embedded Service Provider. <b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.) Otherwise, submit the app_sc.0.log for resolution.
1	00	0	01	Error - Could not find	<b>Cause:</b> Error connecting to the config store while

	9	2	3	(the specified dn)	<p>importing the Embedded Service Provider.</p> <p><b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.)</p> <p>Otherwise, submit the app_sc.0.log for resolution. May need to restart the Administration Console.</p>
1	00 9	0 2	01 4	Error - ESP Configuration was not found, so auto-import failed.	<p><b>Cause:</b> Could not find the configuration for the imported Embedded Service Provider.</p> <p><b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.)</p> <p>Otherwise, submit the app_sc.0.log for resolution.</p>
1	00 9	0 2	01 5	Error - Exception thrown in importDevice of vcdn.application.sc.alert.RegisterCommand.	<p><b>Cause:</b> Error during import of server component.</p> <p><b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.)</p> <p>Otherwise, submit the app_sc.0.log for resolution.</p>
1	00 9	0 2	01 6	Error - ImportThread null member vars.	<p><b>Cause:</b> Internal error occurred during import.</p> <p><b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.)</p> <p>Otherwise, submit the app_sc.0.log for resolution.</p>
1	00 9	0 2	01 7	Error - Could not connect to eDir for certs.	<p><b>Cause:</b> Either the primary Administration console is down (if this is a secondary console), or the config store is down.</p> <p><b>Action:</b> Be sure the config store is operating properly and that port 554 is not blocked by a firewall.</p>
1	00 9	0 2	01 8	Error during execution.	<p><b>Cause:</b> Error executing an external program during import process.</p> <p><b>Action:</b> Go to Access Gateway Server List and click "Repair Import...", specifying the IP address of the Identity Server. (The "Repair Import..." functionality works for any server type.)</p> <p>Otherwise, submit the app_sc.0.log for resolution.</p>
1	00 9	0 2	01 9	Error - Could not get (the given number of) bytes of payload data.	<p><b>Cause:</b> An error occurred while trying to read data for a command.</p> <p><b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.</p>

1	00 9	0 2	02 0	Error - VException thrown while executing command in vcdn.application.sc.alert.AlertCommandHandler.	<b>Cause:</b> Problem executing a command from a server component. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 1	Error - VCDNException thrown in performConfiguration of vcdn.application.sc.config.AGApplyWork	<b>Cause:</b> Problem occurred while sending configuration to Access Gateway server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 2	Error - VCDNException thrown in responseReceived method of vcdn.application.sc.config.AGApplyWork	<b>Cause:</b> Error occurred in processing the response from an Access Gateway server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 3	Error - VCDNException thrown in performConfiguration method of vcdn.application.sc.config.AGConfigWork	<b>Cause:</b> Error occurred while sending configuration to Access Gateway server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 4	Error - VCDNException thrown in responseReceived method of vcdn.application.sc.config.AGConfigWork	<b>Cause:</b> Error occurred in processing the response from an Access Gateway server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 5	Error - Exception thrown in processAGResponse method of vcdn.application.sc.config.AGConfigWork	<b>Cause:</b> Error occurred in processing the response from an Access Gateway server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 6	Error - VCDNException thrown in performConfiguration method of vcdn.application.sc.config.AgentApplyWork	<b>Cause:</b> Error occurred while sending configuration to J2EE Agent server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	02 7	Error - VCDNException thrown in responseReceived method of	<b>Cause:</b> Error occurred in processing the response from an J2EE Agent server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for

				vcdn.application.sc.config.AgentApplyWork	resolution.
1	009	02	028	Error - VCDNException thrown in performConfiguration method of vcdn.application.sc.config.AgentConfigWork	<b>Cause:</b> Error occurred while sending configuration to J2EE Agent server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	029	Error - VCDNException thrown in responseReceived method of vcdn.application.sc.config.AgentConfigWork	<b>Cause:</b> Error occurred in processing the response from an J2EE Agent server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	030	Error - VCDNException thrown in processAgentResponse method of vcdn.application.sc.config.AgentConfigWork	<b>Cause:</b> Error occurred in processing the response from an J2EE Agent server. <b>Action:</b> Ensure the server component is operating properly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	031	Error - SchedulerException thrown in configureDeviceNow method of vcdn.application.sc.config.ConfigManager	<b>Cause:</b> Error occurred while scheduling an immediate apply of the current configuration. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	032	Error - Exception thrown in the execute method of vcdn.application.sc.config.ConfigWork	<b>Cause:</b> Error occurred while performing pending actions. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	033	Error setting ldap attr. in performPendingActions of vcdn.application.sc.config.ConfigWork	<b>Cause:</b> Pending actions could not be completed because of a problem communicating with the config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	034	Error invoking method in performPendingActions of vcdn.application.sc.config.ConfigWork	<b>Cause:</b> Problem occurred while invoking a method during a pending action. <b>Action:</b> Submit the app_sc.0.log for resolution.

1	00 9	0 2	03 5	Error executing pending action (name) in performPendingActions of vcdn.application.sc.config.ConfigWork	<b>Cause:</b> Problem occurred while displaying a pending dialog message. <b>Action:</b> This is a non-fatal error. If the problem persists, submit the app_sc.0.log for resolution.
1	00 9	0 2	03 6	Error - Exception thrown in getConfigXML of vcdn.application.sc.config.ConfigWork	<b>Cause:</b> Error occurred while retrieving XML data from the config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	03 7	Error - VException thrown in saveInDB method of vcdn.application.sc.config.ConfigWork	<b>Cause:</b> Error occurred while saving the applied configuration in the config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	03 8	Error - VException thrown in configFinished method of vcdn.application.sc.config.DeviceConfigApplyWork	<b>Cause:</b> Error occurred while sending the Audit event for a changed configuration. <b>Action:</b> Ensure the Audit server and the config store are functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	03 9	Error - VException thrown in configFinished method of vcdn.application.sc.config.DeviceConfigWork	<b>Cause:</b> Error occurred while sending the Audit event for a changed configuration. <b>Action:</b> Ensure the Audit server and the config store are functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	04 0	Error - Exception thrown in processConfigDiff method of vcdn.application.sc.config.DeviceGroupConfigWork	<b>Cause:</b> Error occurred while parsing the XML for a group configuration. <b>Action:</b> Error occurred while sending the Audit event for a changed configuration. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 2	04 1	Error - Exception thrown in memberConfigFinished method of vcdn.application.sc.config.DeviceGroupConfigWork	<b>Cause:</b> Error occurred while processing a group member configuration apply response. <b>Action:</b> Ensure the server component is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	04	Error - Exception	<b>Cause:</b> Error occurred while re-applying a server

	9	2	2	thrown in removePendingFromFailedList method of vcdn.application.sc.config.DeviceGroupConfigWork	configuration. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	043	Error - SchedulerException thrown in scheduleMultiDeviceWorks method of vcdn.application.sc.config.DeviceGroupConfigWork	<b>Cause:</b> Error occurred while scheduling a group configuration. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	044	Error - Exception thrown in the execute method of vcdn.application.sc.config.DeviceGroupConfigWork	<b>Cause:</b> Error occurred while scheduling a group configuration. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	045	Error - VException thrown in performWork method of vcdn.application.sc.config.MultiDeviceConfigWork	<b>Cause:</b> Error occurred while applying configuration to a group member. <b>Action:</b> Ensure the server component is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	046	Error - Exception thrown in performWork method of vcdn.application.sc.config.MultiDeviceConfigWork	<b>Cause:</b> Error occurred while applying configuration to a group member. <b>Action:</b> Ensure the server component is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	047	Error - SchedulerException thrown in getDeviceGroupConfigWork method of vcdn.application.sc.config.MultiDeviceConfigWork	<b>Cause:</b> Error occurred while trying to get the scheduled configuration. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	048	Error - VException thrown in configFinished method of	<b>Cause:</b> Error occurred while importing status from a group member. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for

				vcdn.application.sc.config.MultiDeviceConfigWork	resolution.
1	009	02	049	Error - VCDNException thrown in the execute method of vcdn.application.sc.command.AGCommandWork	<b>Cause:</b> Error occurred while sending a command to an Access Gateway server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	050	Error - Exception thrown in the sendCommand method of vcdn.application.sc.command.AGCommandWork	<b>Cause:</b> Error occurred while sending a command to an Access Gateway server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	051	Error - Exception thrown in the processAGResponse method of vcdn.application.sc.command.AGCommandWork	<b>Cause:</b> Error occurred while processing a command response from an Access Gateway server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	052	Error - VCDNException thrown in the execute method of vcdn.application.sc.command.AgentCommandWork	<b>Cause:</b> Error occurred while sending a command to a J2EE Agent server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	053	Error - Exception thrown in the sendCommand method of vcdn.application.sc.command.AgentCommandWork	<b>Cause:</b> Error occurred while sending a command to a J2EE Agent server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	054	Error - Exception thrown in the processAgentResponse method of vcdn.application.sc.command.AgentCommandWork	<b>Cause:</b> Error occurred while processing a command response from a J2EE Agent server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	05	Error - IOException	<b>Cause:</b> Error generating certificate command.

	9	2	5	thrown in the addCommand method of vcdn.application.sc.com mand.CertCommand	<b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	056	Error - IOException thrown in the generateCmd method of vcdn.application.sc.com mand.CertCommand	<b>Cause:</b> Error generating certificate command. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	057	Error - IOException thrown in the setCertChainData method of vcdn.application.sc.com mand.CertCommand	<b>Cause:</b> Error generating chained certificate command. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	058	Error - VCDNException thrown in the execute method of vcdn.application.sc.com mand.IDPCommandWork	<b>Cause:</b> Error occurred while sending a command to an Identity Server ESP server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	059	Error - VCDNException thrown in the sendCommand method of vcdn.application.sc.com mand.IDPCommandWork	<b>Cause:</b> Error occurred while sending a command to an Identity Server or ESP server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	060	Error - NamingException thrown in the updateNIDPCCommandStatus method of vcdn.application.sc.com mand.IDPCommandWork	<b>Cause:</b> Error occurred while processing a command response from an Identity Server or ESP. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	061	Error - VException thrown in the updateNIDPCCommandStatus method of vcdn.application.sc.com mand.IDPCommandWork	<b>Cause:</b> Error occurred while processing a command response from an Identity Server or ESP. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	06	Error - Exception	<b>Cause:</b> Error occurred while processing a

	9	2	2	thrown in the processIDPResponse method of vcdn.application.sc.com mand.IDPCommandWork	command response from an Identity Server or ESP. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	063	Error - VCDNException thrown in the execute method of vcdn.application.sc.com mand.JCCCommandWork	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	064	Error - Exception thrown in the sendCommand method of vcdn.application.sc.com mand.JCCCommandWork	<b>Cause:</b> Error occurred while sending a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	065	Error - Exception thrown in the processResponse method of vcdn.application.sc.com mand.JCCCommandWork	<b>Cause:</b> Error occurred while processing a response from a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	066	Error - VCDNException thrown in the execute method of vcdn.application.sc.com mand.SSLVPNCommandWork	<b>Cause:</b> Error occurred while sending an SSLVPN server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	067	Error - Exception thrown in the sendCommand method of vcdn.application.sc.com mand.SSLVPNCommandWork	<b>Cause:</b> Error occurred while sending an SSLVPN server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	068	Error - Exception thrown in the processSSLVPNResponse method of vcdn.application.sc.com	<b>Cause:</b> Error occurred while processing a command response from an SSLVPN Server. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.

				mand.SSLVPNCommandWork	
3	00 9	0 2	06 9	Exception changing factory LocalAddress.	<b>Cause:</b> Error occurred while changing factory XML during configuration import. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 2	07 0	Error - ConverterException thrown in the getCurrentDeviceXML method of vcdn.application.sc.core.AGDevice	<b>Cause:</b> Error occurred during translation of <a href="#">NetWare</a> Access Gateway configuration. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 2	07 1	Error - NamingException thrown in the importDevice method of vcdn.application.sc.core.AGDevice	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	07 2	Error - VException thrown in the importDevice method of vcdn.application.sc.core.AGDevice	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	07 3	Error - Exception thrown in the importDevice method of vcdn.application.sc.core.AGDevice	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	07 4	Error - NamingException thrown in the vcdn.application.sc.core.AuditManager constructor.	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	07 5	Error - JDOMException thrown in the processDocument method of vcdn.application.sc.core.AuditManager	<b>Cause:</b> Audit XML data could not be parsed. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 2	07 6	Error - Exception thrown in the processDocument	<b>Cause:</b> Invalid data format. <b>Action:</b> Attempt the operation again. Otherwise, submit the app_sc.0.log for resolution.

				method of vcdn.application.sc.core. AuditManager	
1	00 9	0 2	07 7	Error - Exception thrown in the setDefaultServer method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	07 8	Error - VException thrown in the writeConfig method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	07 9	Error - NamingException thrown in the writeConfig method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	08 0	Error - Exception thrown in the writeConfig method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	08 1	Error - SException thrown in the getIDPConfigObject method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	08 2	Error - NamingException thrown in the getIDPConfigObject method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	08 3	Error - Exception thrown in the getIDPConfigObject method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Config store could not be accessed or an internal error occurred. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 2	08 4	Error - NullPointerException thrown in the logEvent method of vcdn.application.sc.core. AuditManager	<b>Cause:</b> Error logging Novell Audit event. <b>Action:</b> Ensure the Novell Audit server is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	08 5	Error - Exception thrown in the createElement method of vcdn.application.sc.core. DeviceConfig	<b>Cause:</b> Internal XML error. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 2	08 6	Error - Exception thrown in the setLastModified method of vcdn.application.sc.core. DeviceConfig	<b>Cause:</b> Internal XML error. <b>Action:</b> Submit the app_sc.0.log for resolution.
3	00 9	0 2	08 7	Warning - Exception thrown in the getLastScheduledWorkI D method of vcdn.application.sc.core. DeviceGroupManager	<b>Cause:</b> The last executed command status ID could not be read. <b>Action:</b> Non-fatal error.
1	00 9	0 2	08 8	Error - Could not get version from device. Make sure it is running properly.	<b>Cause:</b> Could not get version from device. <b>Action:</b> Make sure the server component is running properly, then click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	08 9	Error - NamingException thrown in the importDevice method of vcdn.application.sc.core. DeviceManager	<b>Cause:</b> Error importing device. <b>Action:</b> Make sure the server component is running properly, then click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 0	Error - VException thrown in the importDevice method of vcdn.application.sc.core. DeviceManager	<b>Cause:</b> Error importing device. <b>Action:</b> Make sure the server component is running properly, then click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 1	Error - InvocationTargetExcepti on thrown in the importDevice method of vcdn.application.sc.core.	<b>Cause:</b> Error importing device. <b>Action:</b> Make sure the server component is running properly, then click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.

				DeviceManager	
1	00 9	0 2	09 2	Error - Exception thrown in the importDevice method of vcdn.application.sc.core.DeviceManager	<b>Cause:</b> Error importing device. <b>Action:</b> Make sure the server component is running properly, then click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 3	Error - Could not find esp cfg SCC to remove in cluster container.	<b>Cause:</b> Error deleting improperly imported server. <b>Action:</b> Non-fatal error.
1	00 9	0 2	09 4	Error deleting the trusted IDP entry for ESP.	<b>Cause:</b> Error accessing config store. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 5	Error - NamingException thrown in the setHealthCheck method of vcdn.application.sc.core.DeviceManager	<b>Cause:</b> Error saving health status in config store. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 6	Error - Could not find the dn specified.	<b>Cause:</b> Error saving health status in config store. <b>Action:</b> Ensure the server component imported correctly and the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 7	Error - Exception thrown in the deleteDevice method of vcdn.application.sc.core.DeviceManager	<b>Cause:</b> Error occurred while deleting the server objects. <b>Action:</b> Ensure the config store is functioning properly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	09 8	Error - Exception thrown in the setHealthCheck method of vcdn.application.sc.core.DeviceManager	<b>Cause:</b> Error updating the version following an upgrade of a server component. <b>Action:</b> Allow the operation to try again. Otherwise, submit the app_sc.0.log for resolution.
3	00 9	0 2	09 9	Warning - Exception thrown in the getLastScheduledWorkID method of vcdn.application.sc.core.DeviceManager	<b>Cause:</b> The last executed command status ID could not be read. <b>Action:</b> Non-fatal error.
3	00	0	10	Device is not imported.	<b>Cause:</b> Server component is sending health to

	9	2	0		Administration console that does not recognize the server. <b>Action:</b> Click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
3	00 9	0 2	10 1	Identity configuration not found for device.	<b>Cause:</b> Identity server configuration not found in config store. <b>Action:</b> Non-fatal error.
1	00 9	0 2	10 2	Error - Exception thrown in the createCertEntry method of vcdn.application.sc.core.KeyManager	<b>Cause:</b> The config store is not reachable or the user doesn't have rights to modify the config store <b>Action:</b> Verify the config store is up and that the user has rights to create objects in the container ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell.
1	00 9	0 2	10 3	Error - Exception thrown in the deleteCertEntry method of vcdn.application.sc.core.KeyManager	<b>Cause:</b> The config store is not reachable or the user doesn't have rights to modify the config store <b>Action:</b> Verify the config store is up and that the user has rights to delete objects in the container ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell.
1	00 9	0 2	10 4	Error - Exception thrown in the modifyCertEntryXml method of vcdn.application.sc.core.KeyManager	<b>Cause:</b> The config store is not reachable or the user doesn't have rights to modify the config store <b>Action:</b> Verify the config store is up and that the user has rights to modify objects in the container ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell.
1	00 9	0 2	10 5	Error - Exception thrown in the createKeyStoreEntry method of vcdn.application.sc.core.KeyManager	<b>Cause:</b> The config store is not reachable or the user doesn't have rights to modify the config store <b>Action:</b> Verify the config store is up and that the user has rights to create objects in the container ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell.
1	00 9	0 2	10 6	Error - Exception thrown in the deleteKeyStoreEntry method of vcdn.application.sc.core.KeyManager	<b>Cause:</b> The config store is not reachable or the user doesn't have rights to modify the config store <b>Action:</b> Verify the config store is up and that the user has rights to delete objects in the container ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell.
1	00 9	0 2	10 7	Error - Exception thrown in the	<b>Cause:</b> The config store is not reachable or the user doesn't have rights to modify the config store

				modifyKeyStoreEntryXML method of vcdn.application.sc.core.KeyManager	<b>Action:</b> Verify the config store is up and that the user has rights to modify objects in the container ou=KeyContainer,ou=Partition,ou=PartitionsContainer,ou=VCDN_root,ou=accessManagerContainer,o=novell.
1	009	02	108	Error - Exception thrown in the createElement method of vcdn.application.sc.core.PolicyConfig	<b>Cause:</b> Error creating an element in the specified XML document. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	109	Error - Exception thrown in the setLastModified method of vcdn.application.sc.core.PolicyConfig	<b>Cause:</b> Error setting an attribute value on modified elements. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	009	02	110	Error - NamingException thrown in the importDevice method of vcdn.application.sc.core.SSLVPNDevice	<b>Cause:</b> Error importing device. <b>Action:</b> Click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	111	Error - VException thrown in the importDevice method of vcdn.application.sc.core.SSLVPNDevice	<b>Cause:</b> Error importing device. <b>Action:</b> Click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	112	Error - Exception thrown in the importDevice method of vcdn.application.sc.core.SSLVPNDevice	<b>Cause:</b> Error importing device. <b>Action:</b> Click "Repair Import..." to resolve. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	113	Error - Exception thrown in the sendData method of vcdn.application.sc.core.work.DeleteDeviceWork	<b>Cause:</b> Error communicating with component. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	02	114	Error - Exception thrown in the execute method of vcdn.application.sc.core.work.ReimportDeviceWork	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 2	11 5	Error - Exception thrown in the getHealth method of vcdn.application.sc.health.HealthCheck	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	11 6	Error - Inner Exception thrown in the execute method of vcdn.application.sc.health.HealthCheck	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	11 7	Error - Outer Exception thrown in the execute method of vcdn.application.sc.health.HealthCheck	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	11 8	Error - VException thrown in the eventOccurred method of vcdn.application.sc.health.HealthEventListener	<b>Cause:</b> Error occurred while receiving/logging a health event. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	11 9	Error getting Health Module or Service	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 2	12 0	Error - Exception thrown in the execute method of vcdn.application.sc.health.HealthUpdateWork	<b>Cause:</b> Error occurred while executing a server command. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
	00 9	03	<b>Platform</b>		
1	00 9	0 3	00 1	Error - Unable to find a trusted client certificate.	<b>Cause:</b> There was a problem during the import of the device. <b>Action:</b> Consult the documentation to re-import the device into the Administration Console.
1	00 9	0 3	00 2	Error building delayed response.	<b>Cause:</b> Error occurred while processing a request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 3	00 3	Error setting return code in HttpServletResponse.	<b>Cause:</b> Error occurred while processing a request. <b>Action:</b> Ensure the server component is

					functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	004	Error - DelayedResponseListener thread failed to start.	<b>Cause:</b> Error occurred while processing a delayed response. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	005	Error in the ResponseHandler thread of the DelayedResponseListener.	<b>Cause:</b> Error occurred while processing a response. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	006	Error creating XML Element in ResponseBuilder.	<b>Cause:</b> Error occurred while editing XML. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	007	Error waiting on mutex in RequestDispatcher.	<b>Cause:</b> Error occurred while getting responses. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	008	Error notifying mutex in RequestDispatcher.	<b>Cause:</b> Error occurred while receiving a response. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	009	Error receiving in SendInternal of VConnection.	<b>Cause:</b> Error occurred while receiving an internal response. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	010	Error getting response code in VConnection.	<b>Cause:</b> Error occurred while getting the code. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	011	Error in stopScheduledResponses of VConnection.	<b>Cause:</b> Error occurred while attempting to stop scheduled responses. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	03	012	Error in ConsumeData of VConnection.	<b>Cause:</b> Error occurred while reading data. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 3	01 3	Error in sendData of VConnection.	<b>Cause:</b> Error occurred while sending data. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 3	01 4	Error in getHeaders of VConnection.	<b>Cause:</b> Error occurred while getting headers. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 3	01 5	Error in receive of VConnection.	<b>Cause:</b> Error occurred while receiving a response. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
	00 9	04		<b>Web UI</b>	
1	00 9	0 4	00 1	Error reading manager data in UIManager.	<b>Cause:</b> Error occurred while reading data. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 2	Error during auto authentication in WebApplicaitionFilter.	<b>Cause:</b> Error occurred while authenticating. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 3	Error - Exception thrown in doFilter of WebApplicationFilter.	<b>Cause:</b> Error getting panel data. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 4	Error - Exception thrown in logout of WebApplicationFilter.	<b>Cause:</b> Error occurred while login out. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 5	Error - VException thrown in getUserInfo of WebManager.	<b>Cause:</b> Error occurred while getting user information. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 6	Error - Exception thrown in getDeviceInfo of WebManager.	<b>Cause:</b> Error occurred while getting device information. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 7	Error - Exception thrown in getPolicyInfo	<b>Cause:</b> Error occurred while getting policy information.

				of WebManager.	<b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 8	Error - Exception thrown in getTypeSpecificationInfo of WebManager.	<b>Cause:</b> Error occurred while getting policy type specification information. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	00 9	Error - Exception thrown in getDeviceConfig of WebManager.	<b>Cause:</b> Error occurred while getting device configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 0	Error - Exception thrown in getPolicyConfig of WebManager.	<b>Cause:</b> Error occurred while getting device configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 1	Error - Exception thrown in getTypeSpecificationConfig of WebManager.	<b>Cause:</b> Error occurred while getting policy type specification configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 2	Error - Exception thrown in parameterMapToString of WebManager.	<b>Cause:</b> Error occurred while getting parameter information. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 3	Error while logging out user {0}.	<b>Cause:</b> Error occurred while logging out NDS user object. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 4	Error - Exception thrown in getSelectionCriteria of WebPanel.	<b>Cause:</b> Error occurred while getting selection criteria. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 5	Error - Exception thrown in getPanelVersion of WebPanel.	<b>Cause:</b> Error occurred while getting panel version. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 4	01 6	Error - Group Config failed.	<b>Cause:</b> Error occurred while applying group configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 7	Error - Schedule Group Config failed.	<b>Cause:</b> Error occurred while scheduling group configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 8	Error - Update XML and Device Config failed.	<b>Cause:</b> Error occurred while updating configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	01 9	Error - Unlock Config failed.	<b>Cause:</b> Error occurred while unlocking the configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 0	Error - Exception thrown in do_cancelPendingConfig of ConfigWorkDispatcher.	<b>Cause:</b> Error occurred while canceling a pending configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 1	Error - Exception thrown in do_cancelPendingConfig of ConfigWorkDispatcher.	<b>Cause:</b> Error occurred while canceling a pending configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 2	Error - Exception thrown in do_reapplyPendingConfig of ConfigWorkDispatcher.	<b>Cause:</b> Error occurred while reapplying a pending configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 3	Error - Exception thrown in do_deviceConfig of ConfigWorkDispatcher.	<b>Cause:</b> Error occurred while applying configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 4	Error - Exception thrown in do_scheduleDeviceConf	<b>Cause:</b> Error occurred while scheduling configuration. <b>Action:</b> Ensure the server component is

				ig of ConfigWorkDispatcher.	functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 4	02 5	Error - XML VALIDATION FAILED. PLEASE CHECK APP_SC LOG.	<b>Cause:</b> XML created by GUI does not match the XML schema and fails validation. <b>Action:</b> Cancel the changes that were made and try again. In any case, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 6	Error applying settings in ConfigXmlUpdateDispa tcher.	<b>Cause:</b> Error occurred while applying configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 7	Error - Exception thrown in do_save of ConfigXmlUpdateDispa tcher.	<b>Cause:</b> Error occurred while saving configuration. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 8	Error - Exception thrown in do_cancel of ConfigXmlUpdateDispa tcher.	<b>Cause:</b> Error occurred while canceling configuration changes. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	02 9	Error - Exception thrown in do_refreshConfig of ConfigXmlUpdateDispa tcher.	<b>Cause:</b> Error occurred while refreshing configuration manager panel. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 0	Error - Exception thrown in setLastModParams of ConfigXmlUpdateDispa tcher.	<b>Cause:</b> Error occurred while setting an XML attribute. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 1	Error - IOException thrown in getXPathMap of ConfigXmlUpdateDispa tcher.	<b>Cause:</b> Error occurred while xpath mapping on the current panel. <b>Action:</b> Ensure the server component is functioning correctly. Cancel changes on the current panel, return, and try again. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 2	Error decoding: {0}.	<b>Cause:</b> Error occurred while xpath mapping on the current panel. <b>Action:</b> Ensure the server component is functioning correctly. Cancel changes on the current panel, return, and try again. Otherwise,

					submit the app_sc.0.log for resolution.
1	00 9	0 4	03 3	Error - Exception thrown in processRequest of ExceptionDispatcher.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 4	Error - Exception thrown in the service method of ServletDispatcher.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 5	Error - Exception thrown in ServletDispatcher.	<b>Cause:</b> Error occurred while inserting dispatchers. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 6	Error - Exception thrown in processRequest of DeviceCommandHandler.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 7	Error - VException thrown in setNIDPCommandState of DeviceCommandHandler.	<b>Cause:</b> Error occurred while accessing data store. <b>Action:</b> Ensure the data store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 8	Error - NamingException thrown in setNIDPCommandState of DeviceCommandHandler.	<b>Cause:</b> Error occurred while accessing data store. <b>Action:</b> Ensure the data store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	03 9	Error - Could not find signing keystore for {0}.	<b>Cause:</b> An error occurred during the import of the device. <b>Action:</b> Consult the documentation and re-import the device into the Administration Console.
1	00 9	0 4	04 0	Error - Could not find encryption keystore for {0}.	<b>Cause:</b> An error occurred during the import of the device. <b>Action:</b> Consult the documentation and re-import the device into the Administration Console.
1	00 9	0 4	04 1	Error - Could not find connector keystore for {0}.	<b>Cause:</b> An error occurred during the import of the device. <b>Action:</b> Consult the documentation and re-import

					the device into the Administration Console.
1	00 9	0 4	04 2	Error - Could not find trust keystore for {0}.	<b>Cause:</b> An error occurred during the import of the device. <b>Action:</b> Consult the documentation and re-import the device into the Administration Console.
1	00 9	0 4	04 3	Error - Could not find oosp trust keystore for {0}.	<b>Cause:</b> An error occurred during the import of the device. <b>Action:</b> Consult the documentation and re-import the device into the Administration Console.
1	00 9	0 4	04 4	Error - No keys were assigned to keystore: {0}.	<b>Cause:</b> The keystore does not have any certificates in it. This may or may not be a bad condition. For instance, the oosp trust store can be empty and that should not cause a problem. The signing, encryption, connector, provider, and consumer keystores should have one certificate in them. If it is empty, either the device import failed or the user manually removed the certificate from the keystore. <b>Action:</b> Check the keystore using the UI. If the keystore shows that it has a certificate, then the device import probably failed. Consult the documentation and re-import the device and also try deleting and re-creating the NIDP configuration. Also, try replacing the certificate in the keystore through the UI.
1	00 9	0 4	04 5	Error - Exception thrown in processRequest of UpgradeDeviceGroupHandler.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	04 6	Error - Exception thrown in processRequest of UpgradeDeviceHandler.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 4	04 7	Error - Exception thrown in getUpgradeInfo of UpgradeDeviceHandler.	<b>Cause:</b> Error occurred while getting update information. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
	00 9	05	<b>Application Handlers</b>		
1	00 9	0 5	00 1	Error during repair import.	<b>Cause:</b> Error occurred while attempting to repair import.

					<b>Action:</b> Delete the server from the list and reinstall. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	00 2	Error - Failed to remove server.	<b>Cause:</b> Error occurred while attempting to remove server. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 5	00 3	Error setting device groups.	<b>Cause:</b> Error occurred while attempting to mark a server as a member of a group. <b>Action:</b> Delete the server from the group and retry or delete the group and recreate. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	00 4	Error setting device admin.	<b>Cause:</b> Error occurred while attempting to give an Administrator access to a server. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 5	00 5	Error - Exception thrown while importing appliance.	<b>Cause:</b> Error occurred while importing a server. <b>Action:</b> Delete the server from the list and reinstall. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	00 6	Error getting health info.	<b>Cause:</b> Error occurred while getting health information for a server. <b>Action:</b> Ensure the server component and the config store are functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	00 7	Error canceling appliance creation.	<b>Cause:</b> Internal error. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 5	00 8	Error creating new CDN.	<b>Cause:</b> Internal error. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 5	00 9	Error removing CDN.	<b>Cause:</b> Internal error. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 5	01 0	Error creating new Admin.	<b>Cause:</b> Internal error. <b>Action:</b> Submit the app_sc.0.log for resolution.
1	00 9	0 5	01 1	Error while changing the cached device port.	<b>Cause:</b> Internal error while processing request. <b>Action:</b> Ensure the Management IP Address is correct or edit as needed. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	01 2	Error while changing the cached device password.	<b>Cause:</b> Internal error while processing request. <b>Action:</b> Ensure the Management Password is correct or edit as needed. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	01 3	Error - Exception thrown while processing request in	<b>Cause:</b> Internal error while processing request. <b>Action:</b> Ensure all values on "Server Details Edit" panel are correct and edit as needed. Otherwise,

				EditApplianceHandler	submit the app_sc.0.log for resolution.
1	00 9	0 5	01 4	Error - Exception thrown while modifying device handler in EditDeviceHandler.	<b>Cause:</b> Error occurred while processing a request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	01 5	Error - Exception thrown while changing password in EditDeviceHandler.	<b>Cause:</b> Error occurred while processing a request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	01 6	Error - Exception thrown while editing CDN in EditPublisherHandler.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	01 7	Error - Exception thrown while updating CDN in EditPublisherHandler.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	01 8	Error - Failed to update the device groups for this user.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	01 9	Error - Failed to update the devices for this user.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	02 0	Error - Failed to update the cdns for this user.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	02 1	Error - Failed to update user data.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	02 2	Error processing client certs in GenericPipeHandler.	<b>Cause:</b> Internal error while processing request. <b>Action:</b> Ensure the server component is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	02 3	Error accessing XML data item in generic pipe: {0}	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00	0	02	Error parsing XML data	<b>Cause:</b> Internal error.

	9	5	4	item in generic pipe: {0}	<b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
2	00 9	0 5	02 5	Error processing XML data item in generic pipe: {0}	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	02 6	Error - Exception thrown in processRequest of GenericPipeHandler: {0}	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	02 7	Error occurred while creating group {0} : {1}.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly or delete the group and recreate it. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	02 8	Error getting device manager in doGroupRemove of GroupCreateHandler.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly or delete the group again. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	02 9	Error occurred while removing group {0} : {1}.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly or delete the group again. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	03 0	Error occurred while getting device manager in doGroupAlertStatus of GroupCreateHandler.	<b>Cause:</b> Unable to get alert status for the group. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	03 1	Error occurred while setting alert status for group {0} : {1}.	<b>Cause:</b> Unable to set alert status for the group. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	03 2	Error occurred while updating group {0} : {1}.	<b>Cause:</b> Unable to make updates to the group. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	03 3	Error occurred while removing devices from group {0} : {1}.	<b>Cause:</b> Unable to remove servers from the group. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	03 4	Error - Naming Exception thrown in removeDeviceFromClus	<b>Cause:</b> Unable to remove servers from the cluster. <b>Action:</b> Ensure the config store is functioning

				ter of GroupCreateHandler.	correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	035	Error - Exception thrown in removeDeviceFromCluster of GroupCreateHandler.	<b>Cause:</b> Error occurred while removing servers from the cluster. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	036	Error - Exception thrown in removeDeviceFromCluster of GroupCreateHandler.	<b>Cause:</b> Error occurred while removing servers from the cluster. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	037	Error occurred while adding devices to group {0} : {1}.	<b>Cause:</b> Error occurred while adding servers to the group. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	038	Error - Naming Exception thrown in addDeviceToCluster of GroupCreateHandler.	<b>Cause:</b> Error occurred while adding servers to the cluster. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	039	Error - Exception thrown in addDeviceToCluster of GroupCreateHandler.	<b>Cause:</b> Error occurred while adding servers to the cluster. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	040	Error - Exception thrown in addDeviceToCluster of GroupCreateHandler.	<b>Cause:</b> Error occurred while adding servers to the cluster. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	041	Error occurred while adding devices to group {0} : {1}.	<b>Cause:</b> Error occurred while adding servers to the cluster. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	042	Error - VCDNException thrown in processRequest of SyncHandler.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	009	05	043	Error - Exception thrown in	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning

				processRequest of SyncHandler.	correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	04 4	Error - Exception thrown in modifySystemSync of SyncHandler.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	04 5	Error - WSEException thrown in isAssignedUser of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	04 6	Error - WSEException thrown in isAssignedDevice of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	04 7	Error - WSEException thrown in getApplianceByUrl of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	04 8	Error - WSEException thrown in generateMembershipList of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	04 9	Error - WSEException thrown in getAppGroupByName of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 0	Error - WSEException thrown in getDescForThisGroup of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 1	Error - Exception thrown in getDescForThisGroup of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 2	Error - WSEException thrown in getLastModifiedDate of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 3	Error - Get appliance groups failed in GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly or delete group and recreate it. Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 5	05 4	Error - WSEException thrown in hasAMembershipIn of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly or delete group and recreate it. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 5	Error - Get appliances failed in GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly or delete group and recreate it. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 6	Error - Get admins failed in GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 7	Error - WSEException thrown in getPerDeviceProperties of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 8	Error - WSEException thrown in getPerUserProperties of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	05 9	Error - WSEException thrown in getDeviceGroupProperties of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 0	Error - NamingException thrown in setDeviceClusterConfig of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 1	Error - Exception thrown in setDeviceClusterConfig of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 2	Error - VException thrown in clusterServers of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 3	Error - Exception thrown in clusterServers of GroupCreateBean.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 4	Error - VException thrown in getAdminList	<b>Cause:</b> Internal error. <b>Action:</b> Ensure the config store is functioning

				of GroupCreateBean.	correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 5	Error - Exception thrown in callRestartESP of SPConfigHandler.	<b>Cause:</b> Error occurred while restarting Embedded Service Provider. <b>Action:</b> Ensure the server component and ESP are functioning correctly or restart ESP again. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 6	Error restarting {0}.	<b>Cause:</b> Error occurred while restarting Embedded Service Provider. <b>Action:</b> Ensure the server component and ESP are functioning correctly or restart ESP again. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 7	Error - Could not lookup {0}.	<b>Cause:</b> Error occurred while looking up DN in config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 8	{0}.	<b>Cause:</b> Error occurred while accessing config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	06 9	Error - Exception thrown in createTrustedIDP of SPConfigHandler.	<b>Cause:</b> Error occurred while accessing config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	07 0	Error getting the esp trusted IDP.	<b>Cause:</b> Error occurred while accessing config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	07 1	espTrustAccessDN not set.	<b>Cause:</b> Error occurred while accessing config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00 9	0 5	07 2	Error deleting trusted idp config.	<b>Cause:</b> Error occurred while accessing config store. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - VCDNException	<b>Cause:</b> Error occurred while processing request.

	9	5	3	thrown in processRequest of SchedulerHandler.	<b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - Exception thrown in processRequest of SchedulerHandler.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - Exception thrown in setEnable of SchedulerHandler.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - Exception thrown while removing scheduled work in SchedulerHandler.	<b>Cause:</b> Error occurred while processing request. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - Exception thrown while releasing config lock in SchedulerHandler.	<b>Cause:</b> Error occurred while unlocking configuration. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - Exception thrown in modify method of SchedulerHandler.	<b>Cause:</b> Error occurred while modifying scheduled work. <b>Action:</b> Ensure the config store is functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	07	Error - Exception thrown in executeNow method of SchedulerHandler.	<b>Cause:</b> Error occurred while scheduling work. <b>Action:</b> Ensure the config store and server component are functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	08	Error - ParamNotFoundExcepti on thrown in createSchedule method of SchedulerHandler.	<b>Cause:</b> Error occurred while scheduling work. <b>Action:</b> Ensure the config store and server component are functioning correctly. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	08	Error - Can not forward the request to return page. Nothing can be done.	<b>Cause:</b> Internal error. <b>Action:</b> Ensure server component is functioning correctly and attempt to navigate to desired panels. Otherwise, submit the app_sc.0.log for resolution.
1	00	0	08	Error - Exception thrown in create method of SchedulerHandler.	<b>Cause:</b> Error occurred while scheduling work. <b>Action:</b> Ensure the config store and server component are functioning correctly. Otherwise, submit the app_sc.0.log for resolution.

1	00 9	0 5	08 3	Config store Error	<p><b>Cause:</b> The connection to the config store is experiencing problems.</p> <p><b>*Action:*</b> To diagnose time synchronization issues with multiple Admin consoles, run the following command on the primary server command-line: "/opt/novell/eDirectory/bin/ndsrepair -T". This will check the overall time synchronization status. If the time is not in sync, then you may want to consider configuring NTP on each server.</p>
---	---------	--------	---------	--------------------	---

## Backup and Restore Error Codes (010)

Backup and restore are invoked by script files:

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

Other programs used by backup and restore:

- ICE: This is the Novell eDirectory utility to import and export LDIF file in and out of eDirectory.
- ldivreverse: This is a program that reverses the order of the records in the ldif file exported from eDirectory. Reversing the order of records allows the ldif file to be imported without errors.
- certtool.jar: This is a eDirectory certificate utility that backs up and restores the CA key, server keys, and trusted roots to a zip file.
- **Component 010**
  - Sub group 01: Backup
  - Sub group 02: Restore
  - Sub group 03: certtool (certificate backup and restore)
- Log file: ambkup.log

S e v	Co m p	S u b*	Er ro r Co de	Descr iption	*Remedy
	01 0	01		<b>Backup</b>	
2	01 0	01	00 1	Backu p failed to export data from the config uratio n store.	<p><b>Cause:</b> The ICE utility failed to export directory information to an LDIF file.</p> <p><b>Action:</b> Make sure that ICE is in the proper location (Linux: /opt/novell/eDirectory/bin).</p> <p><b>Action:</b> Make sure that the host ip address, port, administrator, password are all correct.</p> <p><b>Action:</b> Make sure the back up file is writable</p>

2	01 0	01	00 2	Backup failed to format data for a successful restore.	<p><b>Cause:</b> The ldifReverse utility failed to sort the LDIF records.</p> <p><b>Action:</b> Make sure that ldifReverse is in the proper location (Same directory as backup command).</p> <p><b>Action:</b> Make sure the back up file is writable</p> <p><b>Action:</b> Check for the backup file you specified with "_pre" appended to the file name. If the file exists, run 'ldifReverse bkupfile_pre bkupfile' where bkupfile is the filename you specified for the backup file. It should create bkupfile which is the desired back up file.</p>
2	01 0	01	00 3	Backup failed to export certificates to the backup zip file.	<p><b>Cause:</b> the certtool Utility failed to export the certificates to a zip file.</p> <p><b>Action:</b> Make sure that certtool.jar is in the proper location (Same directory as backup command).</p> <p><b>Action:</b> Make sure the back up file is writable.</p> <p><b>Action:</b> Manually export the certificate to a zip file:  java -Djava.library.path=/opt/novell/lib -jar certtool.jar -edirTree your_tree -edirIP 000.000.000.000 -edirServer cn=!ServerName.0=novell -edirUser cn=admin.o=novell -edirPwd secret -bkup -file ServerName _20060828_0930.zip -pwd certsecret -trcontainer trustedRoots.accessManagerContainer.novell -caName "your_tree CA"</p>
	01 0	02	<b>Restore</b>		
2	01 0	02	00 1	Backup file does not exist.	<p><b>Cause:</b> The backup file does not exist. The name of the backup file specified in answer to the prompt should not include the final the .ldif or .zip extension.</p> <p><b>Action:</b> Specify the correct name of the back up file.</p>
2	01 0	02	00 2	Backup file does not appear to be valid.	<p><b>Cause:</b> An simple analysis of the backup file indicates that the LDIF file specified backup file (with .ldif appended to the name) is not a valid backup file.</p> <p><b>Action:</b> Make sure to specify a backup file that was created by the Access Manager Backup utility.</p>
2	01 0	02	00 3	Restore failed to access the	<p><b>Cause:</b> The ICE utility failed to access the eDirectory configuration store.</p> <p><b>Action:</b> Make sure that ICE is in the proper location (Linux: /opt/novell/eDirectory/bin). Make sure that the host ip address, port, administrator, password are all correct.</p>

				configuration store.	
2	010	02	004	Restore failed to format the current configuration store data.	<p><b>Cause:</b> Restore was not able to save a current copy of the configuration store. A current copy of the config store is saved before the import in case the import fails.</p> <p><b>Action:</b> Make sure that IdifReverse is in the proper location (Same directory as backup command).</p>
2	010	02	005	Restore failed to prepare the configuration store for data import.	<p><b>Cause:</b> ICE failed. Unknown reason because it has previously been invoked successfully in the restore script.</p> <p><b>Action:</b></p>
2	010	02	006	Restore failed to prepare the configuration store for data import.	<p><b>Cause:</b> ICE failed. Unknown reason because it has previously been invoked successfully in the restore script.</p> <p><b>Action:</b></p>
1	010	02	007	Restore failed	<p><b>Cause:</b> ICE failed. Unknown reason because it has previously been invoked successfully in the restore script.</p> <p><b>Action:</b> Check the configuration store for the container</p>

				to restore the backup data.	ou=accessManagerContainer,o=novell. If it is not there, locate the file: <b>recover.ldif</b> . It should be in the directory where you ran the restore command. Run ICE to recover the configuration store to the state it was in before you attempted the restore: /opt/novell/eDirectory/bin/ice -SLDIF -f <b>recover.ldif</b> -C -n -DLDAP -sxxx.xxx.xxx.xxx -p636 -k -dcn=admin,o=novell -wadmin_password -F
1	010	02008	Failed to restore certificate from backup file.	<p><b>Cause:</b> The java program restores the certificate failed. The java program is certtool.jar which provides command line access to various eDirectory certificate functions.</p> <p><b>Action:</b> See the log file (ambkup.log) for more specific details. The log file contains a listing of relevant parameters with each error message. Assuming the backup from which you are trying to restore was successful, failure to restore is probably an incorrectly supplied parameter.</p> <p>JAVA -classpath vcdnbkup.jar:certtool.jar com.novell.nids.bkuputil.Util -userid cn=admin,o=novell -pwd secret -vcdnUser</p>	
1	010	02009	Failed to reconfigure VCDN user objects.	<p><b>Cause:</b> The VCDN user objects were not restored with their passwords. Device Manager will not start up until the passwords have been properly set.</p> <p><b>Action:</b> This is accompanied with an error x01004xxx. Please refer to that error.</p>	
	010	03	<b>certtool utility</b>		
2	010	03002	IP address is missing.	<p><b>Cause:</b> certtool.jar was launched without the -edirIP option. A script file may have been incorrectly modified.</p> <p><b>Action:</b> Make sure the -edirIP option is specified in the script when it launches the certtool utility.</p>	
2	010	03005	eDirectory user id missing.	<p><b>Cause:</b> certtool.jar was launched without the -edirUser option. A script file may have been incorrectly modified.</p> <p><b>Action:</b> Make sure the -edirUser cn=admin.o=novell option is specified in the script when it launches the certtool utility.</p>	
2	010	03006	eDirectory user password missing	<p><b>Cause:</b> certtool.jar was launched without the -edirPwd option. A script file may have been incorrectly modified.</p> <p><b>Action:</b> Make sure the -edirPwd option is specified in the script when it launches the certtool utility.</p>	

				g.	
2	01 0	03	00 9	File name missing.	<b>Cause:</b> certtool.jar was launched without the -file (name of backup file) option. A script file may have been incorrectly modified. <b>Action:</b> Make sure the -file option is specified in the script when it launches the certtool utility.
2	01 0	03	01 1	Encryption password missing.	<b>Cause:</b> certtool.jar was launched without the -pwd option. A script file may have been incorrectly modified. <b>Action:</b> Make sure the -pwd option is specified in the script when it launches the certtool utility.
2	01 0	03	01 3	Name of trusted root container missing.	<b>Cause:</b> certtool.jar was launched without the -trContainer (trusted root container) option. A script file may have been incorrectly modified. <b>Action:</b> Make sure the -trcontainer option is specified in the script when it launches the certtool utility.
2	01 0	03	04 0	Failed to open backup file for writing.	<b>Cause:</b> Backup was unable to create or access the backup file in which to save certificate information. <b>Action:</b> Ensure that user running backup sufficient rights.
2	01 0	03	04 1	Failed to retrieve certificate names from eDirectory.	<b>Cause:</b> A PKI or eDirectory error. <b>Action:</b> This error will be accompanied by an error string.
2	01 0	03	04 2	Failed to retrieve certificate xxxx	<b>Cause:</b> certtool failed to retrieve the certificate identified in the error. (?? Was a CSR generated for the certificate, but has not yet had the signed certificate imported ?? Problems have been seen trying to export certificate with pending CSRs. ) <b>Action:</b> This error will be accompanied by an error string.

				from eDirectory.	
2	010	03	043	Failed to write certificate xxxx to backup file.	<p><b>Cause:</b> The certificate identified in the error message did not get saved to the backup file.</p> <p><b>Action:</b> An exception string included in the message my provide additional information.</p>
3	010	03	044	Error closing backup.	<p><b>Cause:</b> Likely will not cause a problem.</p> <p><b>Action:</b> Try extracting the contents of the zip file created by backup to verify the integrity of the zip file.</p>
2	010	03	045	Failed to write trusted root xxxx to backup file.	<p><b>Cause:</b> The trusted root identified in error messages did not get saved to the backup file.</p> <p><b>Action:</b> An exception string included in the message my provide additional information.</p>
2	010	03	046	Failed to retrieve trusted root xxxx from eDirectory.	<p><b>Cause:</b> certtool failed to retrieve the trusted root identified in the error. Likely a PKI or eDirectory error.</p> <p><b>Action:</b> This error will be accompanied by an error string.</p>
2	010	03	048	Not all items were backed up.	<p><b>Cause:</b> See accompanying errors.</p> <p><b>Action:</b> Refer to previous error messages to identify which certificates or trusted roots were not backed up.</p>
2	010	03	049	Failed to	<p><b>Cause:</b> certtool failed to retrieve the CA key identified in the error.</p> <p><b>Action:</b> This error will be accompanied by an error string.</p>

				retriev e the CA xxxx from eDirec tory. Likely a PKI or eDirec tory error.	
2	01 0	03	05 0	Failed to write CA key xxxx to backu p file.	<b>Cause:</b> The CA key identified in the error did not get written to the backup file. <b>Action:</b> An exception string included in the message my provide additional information.
2	01 0	03	05 1	Failed to open backu p file for readin g.	<b>Cause:</b> <b>Action:</b> Make sure the backup file exists. Do not include .lidf or .zip in the name of the back up file. <b>Action:</b> Make sure the user logged in has sufficient rights to access the file.
2	01 0	03	05 2	Not all items were restor ed.	<b>Cause:</b> See accompanying errors. <b>Action:</b> Refer to previous error messages to identify which certificates or trusted roots were not backed up.
3	01 0	03	05 3	Error closin g backu p.	<b>Cause:</b> <b>Action:</b> This error occurred after all restore operations had completed. Should not cause any problem.
2	01 0	03	05 6	Error import ing	<b>Cause:</b> The CA key was not restored. See the accompanying Error for more information. Likely a PKI Error. <b>Action:</b> Make sure the password you provided matches the

				CA key: xxxx	encryption password used when backing up the data.
2	01 0	03	05 7	Error importing key: xxxx	<b>Cause:</b> The CA key was not restored. See the accompanying Error for more information. Likely a PKI Error. <b>Action:</b> Make sure the password you provided matches the encryption password used when backing up the data.
2	01 0	03	05 8	Error importing trusted root: xxxx	<b>Cause:</b> The trusted root was not restored. See the accompanying Error for more information. Likely a PKI Error. <b>Action:</b>
	01 0	04	<b>VCDN configuration</b>		
2	01 0	04	00 1	Failed to configure VCDN object stores for data store access.	The VCDN user objects were not restored with their passwords. Device Manager will not start up until the passwords have been properly set. <b>Cause:</b> vcdnbkup.jar utility failed to reset passwords for VCDN objects. This causes errors starting up device manager. Make sure /opt/volera/roma/conf/vcdn.conf is present and has the correct information. Fix by running the command (in /opt/novell/devman/bin): java -jar vcdnbkup.jar -userid cn=admin,o=novell -pwd admin_password -vcdnUser <b>Action:</b> Make sure the information in /opt/volera/roma/conf/vcdn.conf is correct: <vcdnStartupConfiguration xmlns:xsi="http://www.w3.org/2000/10/XMLSchema-instance" xsi:noNamespaceSchemaLocation="http://vcdnschema/xmlschemas/vcdnStartupConfiguration.xsd" vcdnThisServerRegion="Local" vcdnThisServerName="server1" vcdnKeystore="/var/opt/novell/novlwww/devman.keystore" vcdnTruststore="/etc/opt/novell/java/security/cacerts"> <vcdnDataStore> <vcdnAddress>192.168.1.101</vcdnAddress> <vcdnDataStorePort>389</vcdnDataStorePort> <vcdnDataStoreAdminDN>cn=admin,o=novell</vcdnDataStoreAdminDN> <vcdnRootDN>ou=accessManagerContainer,o=novell</vcdnRootDN> <vcdnPartitionDN>ou=Partition,ou=PartitionsContainer,ou=VCDN_Root,ou=accessManagerContainer,o=novell</vcdnPartitionDN

					<p>&gt; &lt;/vcdnDataStore&gt; (<i>vcdnThisServerName</i> is the name of the container beneath <i>ou=ROMAServerContainer</i>, and which holds the objects <i>Alert</i>, <i>Health</i>, <i>Synchronizer</i>, <i>License</i>, <i>Scheduler</i>, <i>Monitoring</i>, and <i>Publisher</i>.) Fix by running the command (in /opt/novell/devman/bin): java -jar vcdnbkup.jar -userid cn=admin,o=novell -pwd admin_password -vcdnUser</p>
2	01 0	04	00 2	Appli cation Error.	<p>The VCDN user objects were not restored with their passwords. Device Manager will not start up until the passwords have been properly set. Accompanied by a stack trace with more information. <b>Cause:</b> vcdnbkup.jar utility failed to reset passwords for VCDN objects. This will cause errors starting up device manager. Make sure /opt/volera/roma/conf/vcdn.conf is present and has the correct information. Fix by running the command (in /opt/novell/devman/bin): java -jar vcdnbkup.jar -userid cn=admin,o=novell -pwd admin_password -vcdnUser <b>Action:</b> Make sure the information in /opt/volera/roma/conf/vcdn.conf is correct: Fix by running the command (in /opt/novell/devman/bin): java -jar vcdnbkup.jar -userid cn=admin,o=novell -pwd admin_password -vcdnUser</p>

## SOAP Policy Enforcement Point Error Codes (011)

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

- **Component 011**
  - Sub group 01: General/Configuration
  - Sub group 02: Authorization PEP
  - Sub group 03: Identity Injection PEP
  - Sub group 04: Form Fill PEP
  
- Log file: catalina.out for trace and application level logging as enabled by the Identity Server/Logging settings

Sev	Comp	Sub*	Error Code	Description	*Remedy
	011	01		<b>General/Configuration</b>	
5	011	01	010	Start Policy Soap Handler	Policy Soap Message Handler received start command. <b>Cause:</b> Embedded Service Provider has been started <b>Action:</b> None. Informational message only.
5	011	01	011	Stop Policy Soap Handler	Policy Soap Message Handler received stop command. <b>Cause:</b> Embedded Service Provider has been stopped <b>Action:</b> None. Informational message only.
5	011	01	030	Configure Success	Successful policy configuration. <b>Cause:</b> Policy configuration <b>Action:</b> None. Informational message used for checking policy configuration.
5	011	01	031	Configure Empty Policy Set	None of the policies listed match the PEP being configured. <b>Cause:</b> Policy Configuration <b>Action:</b> None. Informational message used for checking policy configuration.
1	011	01	032	Configure Failure	The PEP failed to configure. This is accompanied with a possible reason for failure.... <b>Cause:</b> <b>Action:</b>
1	011	01	033	Policy Evaluator Stopped	The Policy Evaluator has been stopped. <b>Cause:</b> The Embedded Service Provider has been stopped by an administrator

					<b>Action:</b> Restart the Embedded Service Provider for the device.
2	011	01	034	Invalid Policy Identifier	Policy evaluation was requested for an unknown policy. <b>Cause:</b> The policy identifier known to the Access Gateway is stale. <b>Action:</b> Most often, this problem is detected by the Access Gateway and the policies are reconfigured. If the problem persists, send an "Apply" or "Apply Changes" to the device from the CLI or administrative console.
1	011	01	035	Unsupported command received	A NXPES command other than configure, evaluate or terminate was received. <b>Cause:</b> The policy engine revision is incompatible with the application. <b>Action:</b> Validate the software installation.
1	011	01	036	General Failure	General failure processing policy request. <b>Cause:</b> Most often caused by incorrectly formatted xml. <b>Action:</b> Check catalina.out for stack trace and possibly more detailed information regarding the failure.
5	011	01	051	Policy Evaluation - Invalid User Error	User session received for policy evaluation was not found. <b>Cause:</b> The Identity Service Provider which authenticated the user is not accessible from the Embedded Service Provider. <b>Action:</b> End User -Retry request. If not redirected to the Identity Service Provider, force a refresh of the current browser page and the Access Gateway/Embedded Service Provider will reinitiate the authentication process. Administrator - Check health status of Identity Service Provider and take appropriate action.
5	011	01	052	Policy Evaluation - Error in Information Query	Unable to determine the authentication contracts for the user. <b>Cause:</b> <b>Action:</b> End User - none. Administrator - Check health status of Identity Service Provider and take appropriate action.
5	011	01	053	Policy	WSCToken requested id the policy doesn't

				Evaluation - WSC Token Query Error	exist. <b>Cause:</b> Corrupt policy or incompatible software versions in use. <b>Action:</b> End User - none. Administrator - Validate policy by viewing policy in the Administration Console. If condition persists, validate installation.
5	011	01	054	Policy Evaluation - Cluster Data Error	Attempt to retrieve user session data from eSP cluster member failed. <b>Cause:</b> The Embedded Service Provider which authenticated the user may not be accessible from the Embedded Service Provider evaluating the policy. <b>Action:</b> End User -Close browser and retry request. Administrator - Check health status of Embedded Service Provider referenced by IP address in the log and take appropriate action.
5	011	02	050	Policy Evaluation Trace	Trace of an individual policy evaluation. <b>Cause:</b> Policy evaluation. <b>Action:</b> None. Informational message used for checking policy evaluation.
2	011	02	051	Policy Evaluation - Invalid User Error	User session received for policy evaluation was not found. <b>Cause:</b> The Identity Service Provider which authenticated the user is not accessible from the Embedded Service Provider. <b>Action:</b> End User -Retry request. If not redirected to the Identity Service Provider, force a refresh of the current browser page and the Access Gateway/Embedded Service Provider will reinitiate the authentication process. Administrator - Check health status of Identity Service Provider and take appropriate action.
5	011	03	050	Policy Evaluation Trace	Trace of an individual policy evaluation. <b>Cause:</b> Policy evaluation. <b>Action:</b> None. Informational message used for checking policy evaluation.
2	011	03	051	Policy Evaluation - Invalid User	User session received for policy evaluation was not found. <b>Cause:</b> The Identity Service Provider which

				Error	<p>authenticated the user is not accessible from the Embedded Service Provider.</p> <p><b>Action:</b> End User -Retry request. If not redirected to the Identity Service Provider, force a refresh of the current browser page and the Access Gateway/Embedded Service Provider will reinitiate the authentication process.</p> <p>Administrator - Check health status of Identity Service Provider and take appropriate action.</p>
5	011	04	050	Policy Evaluation Trace	<p>Trace of an individual policy evaluation.</p> <p><b>Cause:</b> Policy evaluation.</p> <p><b>Action:</b> None. Informational message used for checking policy evaluation.</p>
2	011	04	051	Policy Evaluation - Invalid User Error	<p>User session received for policy evaluation was not found.</p> <p><b>Cause:</b> The Identity Service Provider which authenticated the user is not accessible from the Embedded Service Provider.</p> <p><b>Action:</b> End User -Retry request. If not redirected to the Identity Service Provider, force a refresh of the current browser page and the Access Gateway/Embedded Service Provider will reinitiate the authentication process.</p> <p>Administrator - Check health status of Identity Service Provider and take appropriate action.</p>

End of topic

[Skip to action links](#) | [Back to top](#)