Novell
ZENworks® for Desktops

3.2

ERROR MESSAGES

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Contents

About This Guide

Although many of the error message displayed by ZENworks® for Desktops (ZfD) are self-explanatory, this *Error Messages* guide includes some of the more cryptic error messages that you may encounter while using ZfD.

Error messages for the following ZfD3 components are currently included in the guide:

- Chapter 1, "Automatic Workstation Import," on page 9
- Chapter 2, "Application Management," on page 13
- Chapter 3, "Workstation Imaging," on page 19
- Chapter 4, "Remote Management," on page 23
- Chapter 5, "Workstation Inventory Error Messages," on page 43
- Appendix A, "Documentation Updates," on page 127

The documentation in these sections contains information about the source of the message, the severity of the problem that may have initiated the message, an explanation of the message, and the necessary action you should take to correct the situation.

Documentation Updates

See the ZENworks for Desktops documentation Web site (http://www.novell.com/documentation/lg/zfd3/docui/index.html) for the most up-to-date and comprehensive ZfD3 documentation.

Documentation Conventions

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

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1 Automatic Workstation Import

The following section provides troubleshooting information for error messages that can display when using Automatic Workstation Import or Automatic Workstation Removal.

Automatic Workstation Import Error Messages

The following error messages are listed alphabetically.

An error occurred while attempting to apply the naming rules.

      Action: Delete the Server Package and create a new one.

An import was denied because the maximum number of imports has been reached.

      Action: Wait awhile (1 hour is recommended) and try again to perform a workstation import.

An unknown error occurred in the workstation creation service.

      Action: Restart the Automatic Workstation Import or Removal service.

A tree name is required since the naming and/or location is based on the user.

Explanation: This is not necessarily an error. User and tree names are provided only when WSREG is triggered by a login event. The workstation will not be created until the user logs in.

A user name is required to create the workstation according to policy: *Policy_Name*

Explanation: This is not necessarily an error. User and tree names are provided only when WSREG is triggered by a login event. The workstation will not be created until the user logs in.

Could not apply workstation group: *Workstation_Group_Name*

      Action: Delete the Workstation object and try to import the workstation again.

Could not apply the workstation groups.

      Action: Delete the Workstation object and try to import the workstation again.

Could not authenticate as policy: *Policy_Name*

      Action: Delete the Server Package and create a new one.

Could not create the workstation. Make sure that you provide rights for the service by adding the appropriate containers to the containers list in the import policy.

      Action: Add the target container (or a parent container) to the containers list in the Workstation Import policy.

Could not find workstation: *Workstation_Object_Name*

Explanation: No action needs to be taken for this error.

Could not get last registered time of workstation: *Workstation_Object_Name*

      Action: This workstation may be considered unused but will not be removed automatically. Delete it manually if it is unused.

Could not give the workstation entry rights to itself.

      Action: Delete the Workstation object and try to import the workstation again.

Could not locate the target container.

    Action: View the Location tab in the Workstation Import policy and make sure that a valid container has been specified.

Could not parse the cookie.

    Action: Restart the Automatic Workstation Import or Removal service.

Could not remove container attribute value.

    Explanation: No action needs to be taken for this error.

Could not set the password. The workstation must be removed and imported again.

    Action: Delete the Workstation object and try to import the workstation again.

Could not write to the log file.

    Action: Make sure that SYS:\ZENWORKS\ZENWSIMP.LOG or SYS:\ZENWORKS\ZENWSREM.LOG are not locked by another application. For Windows* NT*/2000, these files are C:\ZENWSIMP.LOG or C:\ZENWSREM.LOG.

Error: The service could not determine its platform.

    Action: Restart the Automatic Workstation Import or Removal service.

Missing attribute in removal policy: *Policy_Name*

    Action: Delete the Server Package and create a new one.

No containers specified for workstation removal.

    Action: Add at least one container to the containers list in the Workstation Removal policy.

No import policy found.

    Action: Make sure that the Server Package exists, is associated to the import server, and that the Workstation Import policy is enabled.

No removal policy found.

    Action: Make sure that the Server Package exists, is associated to the import server, and that the Workstation Removal policy is enabled.

Only NetWare and Windows NT are supported.

    Explanation: The Automatic Workstation Import service must be run on a NetWare® or Windows NT machine.

The removal policy is invalid. Please create a new server package.

    Action: Delete the Server Package and create a new one.

The service could not determine its platform.

>> Action: Restart the Automatic Workstation Import or Removal service.

The workstation import server is not in the same tree as the user.

>> Action: The user needs to log in to the tree where the Server Package and Server object exist.

2 Application Management

The following sections provide information about Application Management error messages:

Application Launcher/Explorer Error Messages

Below is an explanation of the Application Launcher/Explorer error messages with a recommended course of action to take to eliminate the problem.

-53248 0xd000 Unable To Get Attributes for Application Object

Explanation: Unable to get attributes for application object.

Possible Cause: Object does not exist in DS.

Possible Cause: User does not have rights to read object attributes.

-53249 0xd001 Could Not Get Needed Resources for Application To Be Launched

Explanation: Invalid drive path *specified_drive_path*.

Possible Cause: Specified path is incorrect format or not found.

-53250 0xd002 Could Not Get Needed Resources for Application To Be Launched

Explanation: Invalid queue path *specified_queue_path*.

Possible Cause: Queue does not exist in specified location.

Possible Cause: Specified queue name is incorrect.

-53251 0xd003 Could Not Get Needed Resources for Application To Be Launched

Explanation: Unable to connect to server *server_name*.

Possible Cause: Server is not available.

Possible Cause: Incorrect server names.

-53252 0xd004 Could Not Get Needed Resources for Application To Be Launched

Explanation: Unable to map drive *drive_lette*r.

Possible Cause: Drive is already mapped to a location different from the requested location.

Explanation: Drive requested is already in use. Unable to map drive *drive_letter*.

Possible Cause: Target server is not available.

Possible Cause: Inadequate rights to target server.

Possible Cause: Directory does not exist.

Possible Cause: Volume does not exist.

-53253 0xd005 Could Not Get Needed Resources for Application To Be Launched

Explanation: Port requested is already in use.

Possible Cause: Port is already in use to a different queue than the one requested.

Explanation: Unable to capture port *whole_capture_string*.

Possible Cause: No rights to queue.

Possible Cause: Queue does not exist.

-53254 0xd006 Could Not Get Needed Resources for Application To Be Launched

Explanation: Invalid capture parameter *whole_capture_string*.

Possible Cause: Unknown capture parameter.

-53255 0xd007 Could Not Get Needed Resources for Application To Be Launched

Explanation: Setting capture settings *whole_capture_string*.

Possible Cause: Unable to set desired capture flags.

-53256 0xd008 Could Not Get Needed Resources for Application To Be Launched

Explanation: Script execution failed *error_#*.

Possible Cause: General error when trying to run script.

-53257 0xd009 Could Not Launch *App Name App_Path* (ID=*number*)

Explanation: File was not found or DLLs required to run are missing.

Possible Cause: .EXE file not found

Possible Cause:	DLLs required for the .EXE not found.
Explanation:	Path specified is invalid.
Possible Cause:	Path specified to .EXE or working directory not found.
Explanation:	Not enough memory to run application.
Possible Cause:	Low on memory.
Explanation:	One of the library files needed to run this application is damaged.
Possible Cause:	DLL required by the application is corrupt.
Explanation:	The specified program requires Microsoft* Windows* 32-bit extensions.
Possible Cause:	Trying to run a Win32 application on Windows 3.1.

-53258 0xd00a Could Not Get Needed Resources for Application To Be Launched

Explanation:	Script processing library *library_name* could not be found.
Possible Cause:	Could not find the following libraries on:

- ◆ Windows* 3.1x - LOGIN31.DLL, LGNW3116.DLL
- ◆ Windows 95 - LOGINW95.DLL, LGNW9532.DLL
- ◆ Windows NT*- LOGINWNT.DLL, LGNWNT32.DLL

-53264 0xd010 Application Was Not Launched Due To a Terminate Command In The Pre-Launch Script

Explanation:	Term"#" where # was a non-zero number that was executed in the pre-launch script.

-53265 0xd011 Could Not Get Needed Resources for Application To Be Launched

Explanation:	Search drives are not available for mapping *specified_drive*.
Possible Cause:	On Windows 3.1, must be running in enhanced mode and have NETWARE.DRV v3.0 or greater.

-53266 0xd012 Could Not Get Needed Resources for Application To Be Launched

Explanation:	Scripts cannot be run without a newer *file_name* file. Contact your system administrator for newer script processing files.
Possible Cause:	Could not find the following libraries on:

- ◆ Windows 3.1x - LOGIN31.DLL, LGNW3116.DLL
- ◆ Windows 3.1x - LOGIN31.DLL must be v.14 or greater
- ◆ Windows 95 - LOGINW95.DLL, LGNW9532.DLL
- ◆ Windows NT - LOGINWNT.DLL, LGNWNT32.DLL

-53267 0xd013 Could Not Configure Workstation for Application *App Name App_Path*

Explanation:	Invalid registry settings.
Possible Cause:	Registry settings stored in application object are corrupt.

-53268 0xd014 Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Invalid INI settings.

Possible Cause: .INI settings stored in application object are corrupt.

-53269 0xd015 Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to create rollback files.

Possible Cause: Not enough disk space on local drive where TEMP directory is located.

-53270 0xd016 Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to process registry setting *specified_setting*.

Possible Cause: Invalid Key name

Possible Cause: Unable to create/modify/delete registry setting.

-53271 0xd017 Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to process INI setting *specified_setting*.

Possible Cause: Unable to create/modify/delete INI setting.

-53272 0xd018 Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to copy file *file_name*.

Possible Cause: Source file does not exist.

Possible Cause: No rights to copy file.

Possible Cause: No rights to source files.

-53273 0xd019 Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to delete file *file_name*.

Possible Cause: No rights to delete file.

-53274 0xd01a Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to process text file setting *specified_setting*.

Possible Cause: Unable to create file.

-53276 0xd01c Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to process group/shortcut setting *specified_setting*.

Possible Cause: Unable to read group/link settings from application object.

Possible Cause: Unable to create groups. Invalid characters in name.

Possible Cause: Invalid name or path for icon or shortcut.

-53278 0xd01e Could Not Configure Workstation for Application *App Name App_Path*

Explanation: Unable to access needed network resource *DS_attribute_name*.

Possible Cause: Unable to access DS attribute.

-53279 0xd01f Could Not Configure Workstation for Application *App Name App_Path*

Explanation:	Invalid distribution settings in *DS_attribute_name*.
Possible Cause:	Stream in DS is corrupt.

-53280 0xd020 Could Not Configure Workstation for Application *App Name App_Path*

Explanation:	Novell® Licensing Services are not available for *DS_name_of_license_product_container*.
Possible Cause:	NLS services could not be accessed because the NLS server is not available. You must be attached to at least one server with NLS loaded on it.

-53281 0xd021 Could Not Configure Workstation for Application *App Name App_Path*

Explanation:	There are no licenses available for *DS_name_of_license_product_container*.
Possible Cause:	The number of licenses available for this product has been exceeded.

-53282 0xd022 Could Not Configure Workstation for Application *App Name App_Path*

Explanation:	Novell Licensing Services are not installed on this workstation for *DS_name_of_license_product_container*.
Possible Cause:	The NLS DLLs needed to make NLS API calls are not available or are not properly installed on this workstation.

-53283 0xd023 Could Not Launch *App Name* (ID=*number*)

Explanation:	Application Launcher NT Service was not found to run the application as system user.
Possible Cause:	Application Launcher NT Service (NALNTSRV.EXE) is either not loaded or an old version is loaded that does not support launching an application as the system user.

-53284 0xd024 Could Not Launch *App Name* (ID=*number*)

Explanation:	Application Launcher NT Service was not functioning to run the application as system user.
Possible Cause:	Application Launcher NT Service (NALNTSRV.EXE) is either not loaded or an old version is loaded that does not support launching an application as the system user.

-53285 0xd025 Unable To Communicate With Workstation Process for *App Name* (ID=*number*)

Possible Cause:	Application Launcher Workstation process (ZENAPPWS.DLL) was unloaded from memory. Restart the NAL Workstation Association Agent from the Novell Desktop Management icon in the system tray.

3 Workstation Imaging

The following section explains how to deal with some of the ZENworks® for Desktops (ZfD) imaging error messages.

  ◆ "Imaging Error Messages" on page 19

Imaging Error Messages

The following sections explain how to deal with specific imaging error messages.

  ◆ "Image file path is invalid" on page 19
  ◆ "Failed to write to proxy" on page 20
  ◆ "PROXYADDR not found" on page 20
  ◆ "Illegal partition type" on page 20
  ◆ "NT compression cluster size mismatch" on page 20
  ◆ "Geometry mismatch for raw partition" on page 21

Image file path is invalid

Possible Cause: When using the `img makep` or `img restorep` command, you might have specified the location of the image file (UNC path) using backslashes. Backslashes are not recognized as such by Linux*.

Action: Use forward slashes or enclose the entire UNC path in quotes. For example:

```
img makep 137.65.95.127 //xyz_server/sys/imgs/dellnt4.zmg
```

or

```
img makep 137.65.95.127 "\\xyz_server\sys\imgs\dellnt4.zmg"
```

Possible Cause: When using the `img make` or `img restore` command, you might have omitted the .ZMG extension from the image filename, or you might have used a different extension.

Action: You must use a .ZMG extension for the image filename. For example:

```
img makel dellnt4.zmg
```

or

```
img makep 137.65.95.127 //xyz_server/sys/imgs/dellnt4.zmg
```

If you omit the extension or use a different one, the imaging engine uses .ZMG anyway.

Possible Cause: When using the `img makep` or `img restorep` command, you might have specified a filename with spaces in it. If long filenames are allowed by the operating system, this will work; if not, see the action below.

Action: Enclose the *filepath* parameter in quotes. For example:

```
img makel "Dell NT 4 Image.zmg"
```

Possible Cause:	When using the `img makep` or `img restorep` command, you might have specified a different server in the *address* parameter than in the *filepath* parameter. In this case, the one specified in the *address* parameter is used, and if the specified path doesn't exist on that server, you get the error message.
Action:	See Image Is Created on or Restored from the Wrong Server in Troubleshooting Workstation Imaging in *Troubleshooting*.

Failed to write to proxy

Possible Cause:	There might not be enough space on the imaging (proxy) server to store the image.
Action:	Delete some files on the imaging server and retry the operation.
Possible Cause:	The network connection from the workstation to the imaging (proxy) server might have gone down.
Action:	Ensure that the network connection is up and stable, and then retry the operation.
Possible Cause:	The imaging server (IMGSERV.NLM or .DLL or .DLM) software might have been unloaded from the imaging (proxy) server.
Action:	Restart the imaging server as explained in Imaging Server (IMGSERV.NLM or .DLL or .DLM) in Imaging Utilities and Options in Workstation Imaging in *Administration*, and then retry the operation.

PROXYADDR not found

Possible Cause:	You might have forgotten to specify the IP address or DNS name of the imaging server when creating the ZfD imaging boot device.
Action:	Edit the SETTINGS.TXT file on the imaging boot device (the third diskette or the CD) and fill in the PROXYADDR parameter. This parameter is documented in Imaging Bootup Parameters (SETTINGS.TXT) in Imaging Utilities and Options in Workstation Imaging in *Administration*.

Illegal partition type

Explanation:	The `img pc` command only lets you create FAT12, FAT16, FAT32 NTFS, and Extended partitions.
Action:	Retry the command using an allowed partition type.

NT compression cluster size mismatch

Explanation:	When the imaging engine restores the contents of an NTFS partition, if the target (empty) partition has a cluster size that's different than that of the source partition (in the image), the operation aborts if a compressed file is encountered in the source image. (This can only occur if compression was enabled on the source NTFS partition.)
Action:	The cluster sizes of the source and target partitions must match. Use the Image Explorer (IMGEXP.EXE) utility to determine the cluster size of the source partition (in the image). Delete the target NTFS partition and recreate it with the correct cluster size. (For the command syntax to use, see Partition Mode in Imaging Engine (img: Command Line and Menu) in Imaging Utilities and Options in Workstation Imaging in *Administration*.) Then, retry the imaging operation.

Geometry mismatch for raw partition

Explanation: When you lay down a raw (non-Windows) image on a computer, the number of heads and sectors in the target partition must match the number of heads and sectors in the source partition (in the image archive). The number of cylinders in the target partition must be equal to or greater than the number of cylinders in the source partition.

Action: Make sure to create the original image from a computer that has a hard disk with a geometry that's similar to that of the target computer.

4 Remote Management

The following sections contain detailed explanations of error messages you may encounter using the ZENworks® for Desktops (ZfD) Remote Management session.

Remote Management Install Error Messages

Setup was unable to properly install service. Uninstall the existing service, and reinstall

Source:	Remote Management Install
Severity:	Critical
Possible Cause:	You have not logged in as an administrator on Windows* NT* or Windows 2000 managed workstation.
Action:	Log into the Windows NT/2000 managed workstation as local administrator and retry.
Possible Cause:	The Novell® Workstation Manager is not installed on the managed workstation.
Action:	The Novell Workstation Manager should be up and running on the managed workstation. If it not up and running, reinstall the Novell Client™ for Windows NT/2000 on the Windows NT/2000 managed workstation.

Possible Cause:	A third-party remote control agent or remote control application is running on the managed workstation.
Action:	Uninstall any third-party remote control agent or remote control application from the managed workstation.
Action:	Reinstall the Remote Management Agent.

Service(s) not installed/started (local admin rights required)

Source:	Remote Management Install
Severity:	Important
Explanation:	Remote Management services will not be installed if you do not have the local administrator rights.
Action:	Log in as the administrator on the local Windows NT/2000 managed workstation and reinstall the Remote Management Agent.

Source file(s) missing. Please reinstall ZENworks on server

Source:	Remote Management Install
Severity:	Critical
Explanation:	See "Service(s) not installed/started (local admin rights required)" on page 24.

Setup unable to continue because source file(s) missing. Reinstall ZENworks on the server

Source:	Remote Management Install
Severity:	Critical
Explanation:	Source files on the ZfD server are corrupted.
Action:	Reinstall ZfD 3.2 on the server and retry installing the Remote Management Agent on the managed workstation.

Failed to add to registry

Source:	Remote Management Install
Severity:	Important
Possible Cause:	The Remote Management Agent installer is unable to make the required changes to the registry.
Possible Cause:	The allotted registry size has been used up.
Action:	Ensure that the user has the rights to modify the registry.

Failed to install optimization driver

Source:	Remote Management Install
Severity:	Important
Explanation:	See "Failed to add to registry" on page 24.

Failed to start agent

Source:	Remote Management Install
Severity:	Important

Explanation:	The Remote Management Agent on the managed workstation failed to start.
Action:	Reboot the managed workstation and reinstall the Remote Management Agent.

Remote Management Uninstall Error Messages

Remote Management setup could not remove the Remote Management service. Uninstall was not completed successfully

Source:	Remote Management Uninstall
Severity:	Important
Explanation:	This message is displayed during installation if the Remote Management service is not responding.
Action:	Log into the Windows NT/2000 managed workstation as the local administrator and retry.
Action:	Reboot the managed workstation and retry uninstalling the Remote Management service.

Remote Management setup could not shut down the Remote Management service. This client setup cannot guarantee successful completion if the Remote Management service is running

Source:	Remote Management Uninstall
Severity:	Important
Explanation:	See "Remote Management setup could not remove the Remote Management service. Uninstall was not completed successfully" on page 25.

Unable to delete directory <directory name>

Source:	Remote Management Uninstall
Severity:	Important
Explanation:	Some Remote Management service files may be in use.
Action:	Reboot the managed workstation. If the directory or files within the directory are still not deleted, manually delete them.

Remote Management Console Error Messages

Socket Error. Check network status and protocol configuration

Source:	Remote Management Console
Severity:	Important
Explanation:	This message is displayed if, from ConsoleOne® 1.2c.6, you try to remote control a managed workstation having ZfD3.2 Remote Management Agent and the agent is not up and running.
Action:	Install the ConsoleOne version 1.3 that ships with ZfD 3.2.

The remote operator does not have rights to manage this workstation

Source:	Remote Management Console
Severity:	Important
Explanation:	This message is displayed if you do not have adequate rights to perform Remote Management sessions.
Action:	Ensure that you have sufficient rights to perform Remote Management sessions. For details, see Setting up the Required Rights for the Management Console User in Remote Management in *Deployment*.

Remote Management Agent failed to authenticate the console user

Source:	Remote Management Console
Severity:	Critical
Explanation:	This message is displayed if there is a network error or because of insufficient Remote Management rights.
Action:	Ensure that the network is functioning.
Action:	Ensure that you have sufficient rights to access the managed workstation.

Unable to get workstation address. Console user does not have rights to remotely access the workstation

Source:	Remote Management Console
Severity:	Important
Explanation:	This message is displayed if you do not have adequate rights to access the managed workstation.

Action:	Ensure that you have sufficient rights to access the managed workstation. See Setting up the Required Rights for the Management Console User in Remote Management in *Deployment*.

Could not establish a Remote Management session with target

Source:	Remote Management Console
Severity:	Important
Explanation:	This message is displayed if the Installation Prerequisites for Remote Management in Remote Management in *Getting Started* are not met.
Action:	Meet all the prerequisites for Remote Management.
Action:	Ping the managed workstation to check if it up and running.
Action:	Ensure that the IP/IPX™ address of the managed workstation specified in the Workstation object is correct.

Status: Remote Management agent not found

Source:	Remote Management Console
Severity:	Important
Explanation:	This message is displayed if the Installation Prerequisites for Remote Management in Remote Management in *Getting Started* are not met.
Action:	Meet all the prerequisites for Remote Management.
Action:	Ping the managed workstation to check if it up and running.

Socket Error. Check network status and IP protocol configuration

Source:	Remote Management Console
Severity:	Important
Possible Cause:	Protocol stack (IP, IPX, IP/CMD) is corrupted.
Action:	Ensure that the protocol stack is installed and configured correctly.
Possible Cause:	Network error.
Action:	Ensure that the network is functioning.

Socket Error. Check network status and IPX protocol configuration

Source:	Remote Management Console
Severity:	Important
Explanation:	See "Socket Error. Check network status and IP protocol configuration" on page 27.

The remote workstation did not respond to session establishing request

Source:	Remote Management Console
Severity:	Important
Possible Cause:	This message is displayed if the Remote Management Agent does not respond to authentication requests from the management console or if the network is down.
Action:	Ensure that the managed workstation has proper access to NDS®.

Action: Ensure that the network is functioning.

The Remote Management Agent was unable to locate the workstation in NDS

Source: Remote Management Console

Severity: Critical

Explanation: This message is displayed when NDS® is unable to connect to the NDS tree in which the workstation has been registered. This may occur if you have a mixed environment of NetWare® 4.x and NetWare 5.x servers.

Action: Reboot the managed workstation after ensuring that it has been registered properly.

The agent is not compatible with ZENworks. Please install a ZENworks Remote management agent

Source: Remote Management Console

Severity: Critical

Possible Cause: The agent installed on the managed workstation is not a ZfD 3.2 agent.

Action: Uninstall any third-party remote control agent or remote control application running on the managed workstation.

Action: Install the Remote Management Agent that ships with ZfD 3.2

Please upgrade the target with ZENworks 2 Remote management agent or a newer version

Source: Remote Management Console

Severity: Important

Explanation: The operation is not supported with this version of the Remote Management Agent.

Action: Ensure that you have installed the Remote Management Agent that ships with ZENworks 2.0, ZfD 3 or later. See Installing the Remote Management Component in Remote Management in *Getting Started*.

Console User was unable to access NDS for authentication

Source: Remote Management Console

Severity: Critical

Possible Cause: The management console is unable to access NDS.

Action: Bring up the NDS master replica if it is down.

Possible Cause: The managed workstation and the management console are communicating across a slow WAN.

Action: Ensure that the network is functioning.

Console user does not have rights to the target workstation, or the target workstation has been reregistered elsewhere

Source: Remote Management Console

Severity: Important

Explanation: The NDS Workstation object chosen for Remote Management may be an old entry in the NDS tree.

Action: Delete the Workstation object entry from the NDS tree, and re-register the workstation with the current NDS tree.

Insufficient permissions. Check if the Remote management policy exists for the workstation/user on target workstation and is enabled

Source: Remote Management Console

Severity: Important

Possible Cause: The Remote Management security settings of the Workstation object for the managed workstation and the user object for the user logged into the managed workstation do not allow the requested operation.

Possible Cause: There is no Remote Management Policy object associated with the managed workstation and the user logged into the managed workstation.

Action: See Setting Up the Remote Management Policy in Remote Management in *Deployment*.

Remote Management Agent Error Messages

The agent was unable to read NDS for authentication

Source: Remote Management Agent

Severity: Critical

Possible Cause: The Remote Management Agent is unable to contact the NDS replica on which the management console has written authentication information.

Action: Bring up the NDS master replica if it is down.

Possible Cause: The managed workstation and the management console are communicating across a slow WAN.

Action: Ensure that the network is functioning.

Possible Cause: The tree to which the workstation has been registered has more than one replica, and the replicas are not synchronized.

Action: Synchronize the replicas on the tree.

Failed to initialize the network. Check if another instance of agent is running. Contact the system administrator

Source: Remote Management Agent

Severity: Critical

Possible Cause: The Remote Management Agent is unable to bind to the IPX or IP port that is being used for Remote Management service, or the ports are being used by some other application running on the managed workstation.

Action: Uninstall any third-party remote control agent or remote control application using these ports from the managed workstation.

Possible Cause: The protocol stack is corrupted.

Action:	Reinstall the protocol stack.
Possible Cause:	The managed workstation is not connected to the network, or the network is down.
Action:	Connect the managed workstation to the network.

Remote Wake Up / Remote Management Security Error Messages

This program has faced a network error

Source:	Remote Wake Up
Explanation:	The IP stack is not present or is not configured properly on the management console machine.
Action:	Ensure that the IP stack on the management console machine is configured properly.
Explanation:	The network connection between the management console and the managed workstation is down.
Action:	Ensure that the network connection between the management console and the managed workstation is functioning.

Either the machine could not be woken up or it did not respond

Source:	Remote Wake Up
Severity:	Important
Explanation:	The remote node was not in the soft-off power state.
Explanation:	The network interface card on the remote node is not Wake on LAN* enabled.
Explanation:	The remote node was not powered up.
Explanation:	The remote node was powered up, but the Wake on LAN status agent did not start.
	When you install the Remote Management Agent, the Wake on LAN status agent is also installed. The Wake on LAN status agent responds to the magic packet it receives. See Installing the Remote Management Component in Remote Management in *Getting Started*.
Explanation:	The remote node was powered up and the status agent started, but the agent was not able to send a response.
Action:	Ensure that the prerequisites for Remote Wake Up are met. See Understanding Remote Wake Up in Understanding Remote Management Components in *Administration*.

Unable to read Mac address from workstation object. Check if the workstation has been scanned and console user has remote management rights

Source:	Remote Wake Up/Remote Management Security
Severity:	Critical
Explanation:	This message is displayed if the *Remote Wake Up* utility is unable to read the MAC address, subnet masks or, IP addresses of the remote node from NDS.
Action:	Ensure that the remote node is scanned at least once. The scanner will place all the required information into NDS.
Action:	The management console user has sufficient rights to wake up the remote node.

Unable to read Subnet mask from workstation object. Check if the workstation has been scanned and console user has remote management rights

Source:	Remote Wake Up/Remote Management Security
Severity:	Critical
Explanation:	See "Unable to read Mac address from workstation object. Check if the workstation has been scanned and console user has remote management rights" on page 31.

Unable to read IP address from workstation object. Check if the workstation has been scanned and console user has remote management rights

Source:	Remote Wake Up/Remote Management Security
Severity:	Critical
Explanation:	See "Unable to read Mac address from workstation object. Check if the workstation has been scanned and console user has remote management rights" on page 31.

The IP address for the machine is not valid

Source:	Remote Wake Up
Severity:	Important
Possible Cause:	This message is displayed if the IP address or the subnet mask stored in the NDS are invalid.
Action:	Ensure that the remote node has been scanned at least once by the scanner that ships with ZfD 3.2

The Subnet Mask for the machine is not valid

Source:	Remote Wake Up
Severity:	Important
Explanation:	See "The IP address for the machine is not valid" on page 31.

File Transfer Error Messages

Unable to locate the managed workstation with the given IP address

Source:	File Transfer
Severity:	Important
Explanation:	The File Transfer Program (FTP) is unable to locate the managed workstation based on the IP address of the managed workstation.
Action:	Ensure that the IP address of the managed workstation stored in NDS is valid.

The connection to the FTP server could not be established. The FTP server is busy

Source: File Transfer

Severity: Important

Explanation: When the management console initiates a File Transfer session, the File Transfer Program establishes a connection with the FTP server installed on the managed workstation during Remote Management Agent installation. The Remote Management Agent on the managed workstation invokes the FTP server. Any file transfer requests from the management console user are communicated and processed by the FTP server.

Action: Uninstall any third-party file transfer agent or file transfer application running on the managed workstation and restart the File Transfer session.

Network error in connecting to the FTP server

Source: File Transfer

Severity: Important

Explanation: If the network connection between the management console and managed workstation is not functioning, the FTP server on the managed workstation will not be able to communicate with the management console.

Action: Ensure that the network is functioning appropriately.

The FTP server is down or the connection to the FTP server is closed

Source: File Transfer

Severity: Important

Possible Cause: The managed workstation has crashed or rebooted and the FTP server on the managed workstation is down.

Action: Ensure that the managed workstation is up and running and restart the File Transfer session.

This file on the managed station is in use

Source: File Transfer

Severity: Important

Explanation: A file operation cannot be performed on a file that is in use by another application on the managed workstation.

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

This directory on the managed station is in use

Source: File Transfer

Severity: Important

Explanation: A file operation cannot be performed on a directory in use by another application on the managed workstation.

Action: Ensure that the directory within which the file is located is not in use by any other application.

Permission is denied to perform this file operation on the managed station

Source:	File Transfer
Severity:	Important
Possible Cause:	The disk is write-protected or the file is read-only. You do not have the permission to perform this file operation.
Action:	Ensure that the file is not read-only or the disk is not write-protected.
Action:	Ensure that you have the rights to access the file.

Permission is denied to perform this file operation on the Console

Source:	File Transfer
Severity:	Important
Possible Cause:	See "Permission is denied to perform this file operation on the managed station" on page 34.

The specified directory could not be created as the directory exists or the name is invalid

Source:	File Transfer
Severity:	Important
Explanation:	This message is displayed if you use file naming conventions that are not supported by the file system on the managed workstation.
Action:	Ensure that the directory name is valid and specify a directory name which conforms with the file system on the managed workstation.

You do not have sufficient rights to change to this directory, or the directory does not exist

Source:	File Transfer
Severity:	Important
Explanation:	You need to have appropriate rights to access the directory.
Action:	Check if the directory exists.
Action:	Ensure that you have rights to access the directory.
	IMPORTANT: Access to network, floppy, or CD-ROM drives on the managed workstation is not supported by the File Transfer program.

The directory does not exist on the Console

Source:	File Transfer
Severity:	Important
Explanation:	You may have deleted the directory using another file managing application such as Windows Explorer after you established a File Transfer session.
Action:	Refresh the File Transfer window to update the changes.

Network error in opening connection with FTP server for getting list of files on the managed station

Source:	File Transfer
Severity:	Important

Explanation:	Any file transfer request from the management console user is communicated and processed by the FTP server on the managed workstation. After each file transfer session, the list of files on the managed workstation is refreshed. A network error has occurred during this process.
Action:	Check the network connections and try again.

Data transfer was aborted during the process of getting the list of files on the managed station

Source:	File Transfer
Severity:	Important
Possible Cause:	The FTP server on the managed workstation terminated the connection with the management console.
Action:	Restart the File Transfer session.

A file system error occurred during the process of getting the list of files on the managed station

Source:	File Transfer
Severity:	Important
Possible Cause:	The file system or disk is corrupted on the managed workstation.
Action:	Ensure that the file system on the managed workstation is valid.

Security violation has occurred during the process of getting the list of files on the Console

Source:	File Transfer
Severity:	Important
Explanation:	This message is displayed if you do not have the permission to perform the file operation of refreshing the list of files on the management console.
Action:	Ensure that you have the rights to access the files.
Action:	Ensure that the file system is valid.
Action:	Ensure that the directory exists on the management console.

Error occurred during the process of getting the list of files on the Console

Source:	File Transfer
Severity:	Important
Explanation:	See "Security violation has occurred during the process of getting the list of files on the Console" on page 35.

The directory listing received from the FTP server cannot be recognized

Source:	File Transfer
Severity:	Important
Explanation:	The FTP server on the managed workstation is not using the standard FTP protocols.
Action:	Reinstall the Remote Management Agent on the managed workstation. The Remote Management Agent installer will install the FTP server on the managed workstation.

The file <filename> to be sent was not found

Source: File Transfer

Severity: Important

Possible Cause: The file to be transferred has been deleted on the management console.

Action: Refresh the list of files on the management console and check if the file exists on the management console.

There is an error in reading the file to be transferred on to the managed station

Source: File Transfer

Severity: Important

Possible Cause: Error occurred during data input and output.

Action: Check the validity of the file system on the managed workstation.

There is an error in creating the file on the Console

Source: File Transfer

Severity: Important

Possible Cause: The disk is write-protected or full. The file system on the management console may be corrupted.

Action: Ensure that the disk is not write-protected.

Action: Ensure that the file system on the management console is valid.

There is an error in writing to the file on the Console

Source: File Transfer

Severity: Important

Possible Cause: See "There is an error in creating the file on the Console" on page 36.

Error in closing the file on the Console

Source: File Transfer

Severity: Important

Possible Cause: See "There is an error in creating the file on the Console" on page 36.

This filename is not acceptable on the managed station

Source: File Transfer

Severity: Important

Explanation: This message is displayed if the file naming convention you use does not conform to the file system on the managed workstation.

Action: Ensure that you conform to the file system on the managed workstation when you assign names to new files or directories.

The managed station does not have sufficient storage space

Source: File Transfer

Severity: Important

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

Action: Free disk space on the managed workstation and perform the file operation again.

A file system error occurred during the process of transferring the files

Source: File Transfer

Severity: Important

Possible Cause: The file system or the disk is corrupted on the managed workstation.

Action: Check the validity of the file system on the management console.

Data transfer was aborted during the process of transferring the files

Source: File Transfer

Severity: Important

Possible Cause: It is possible that the FTP server was closed or the managed workstation was rebooted during the File Transfer session.

Action: Try the file operation again or restart the File Transfer session.

The file is not renamed. It does not exist or access is denied

Source: File Transfer

Severity: Important

Possible Cause: The file does not exist or it is read-only. You do not have the permission to rename this file.

Action: Check if the file exists and ensure that you have rights to access the file.

The specified filename is not accepted by the FTP server

Source: File Transfer

Severity: Important

Action: See "This filename is not acceptable on the managed station" on page 36.

The file cannot be deleted. It does not exist or access is denied

Source: File Transfer

Severity: Important

Possible Cause: See "The file is not renamed. It does not exist or access is denied" on page 37.

The directory is not deleted. It does not exist or access is denied

Source: File Transfer

Severity: Important

Possible Cause: See "The file is not renamed. It does not exist or access is denied" on page 37.

The FTP server is unable to process the command for finding the current directory on the managed station

Source:	File Transfer
Severity:	Important
Explanation:	See "The directory listing received from the FTP server cannot be recognized" on page 35.

Could not find current directory on remote machine: permission denied

Source:	File Transfer
Severity:	Important
Explanation:	You do not have the rights to perform this operation.
Action:	Ensure that you have the rights to access the file or directory for performing the file operation.

The File Transfer Program is unable to recognize the information about the managed station received from the FTP server

Source:	File Transfer
Severity:	Important
Explanation:	Authentication information received from the management console is not recognized by the FTP server on the managed workstation. This may happen when the FTP server is not using the standard FTP protocols.
Action:	Reinstall the Remote Management Agent on the managed workstation. The Remote Management Agent installer installs the FTP server on the managed workstation.

A Security violation occurred when checking if the file exists.

Source:	File Transfer
Severity:	Important
Possible Cause:	You do not have the rights to perform the file operation.
Action:	Ensure that you have the rights to access the file to perform the file operation.

There is an error during the process of closing the File Transfer Program

Source:	File Transfer
Severity:	Important
Possible Cause:	The FTP server is down or the connection to the FTP server is closed.
Action:	None.

Chat Error Messages

Connection Error: The other end is engaged or the agent is not up.

Source:	Chat
Severity:	Important
Possible Cause:	The user at the managed workstation that you choose to initiate the chat session is already engaged in another chat session.
Possible Cause:	The managed workstation is not up.
Action:	Ensure that the managed workstation is up and running
Possible Cause:	The Remote Management Agent is not up.
Action:	Ensure that the Remote Management Agent is up and running.
Possible Cause:	There is a network error in communicating between the managed workstation and the management console.
Action:	Ensure that the network connection is not faulty.

Connection has been lost. Application terminates now

Source:	Chat
Severity:	Important
Possible Cause:	The management console is unable to communicate with the Chat program on the managed workstation.
Action:	Ensure that the managed workstation is up, and check the network connections. Restart the Chat session.

The Chat program cannot be started on the managed station.

Source:	Chat
Severity:	Important
Explanation:	The path for running the Chat program is not set on the managed workstation.
Action:	Restart the Chat session after ensuring that WTALK32.EXE is present in the *operating_system_drive*\NOVELL\ZENRC directory on the managed workstation.

Connection error: Timed out

Source:	Chat
Severity:	Informational
Explanation:	When the management console user initiates a chat session with the managed workstation, a request to accept or deny the chat session is sent to the user at the managed workstation. This message is displayed if the user at the managed workstation does not respond to the request within the default 3 minutes timeout period.
Action:	None.

Ping Error Messages

Remote Management Agent is not running

Source:	Ping
Severity:	Critical
Explanation:	The Remote Management Agent on the managed workstation is down.
Action:	Load the Remote Management Agent on the managed workstation and restart the Ping session.

Could not get IP address. Could not perform Ping

Source:	Ping
Severity:	Important
Possible Cause:	The managed workstation does not have an IP address.
Explanation:	During a Remote Management session the management console communicates with the managed workstation over IP. If the managed workstation does not have an IP address the remote session will not proceed.
Action:	Assign a valid IP address to the managed workstation.

Ping failed. The Remote Management Agent or the managed workstation may be down

Source:	Ping
Severity:	Important
Explanation:	The Remote Management Agent is not up and running on the managed workstation.
Action:	Check if the managed workstation is up and ensure that the Remote Management Agent is installed on the managed workstation.

Diagnostics Error Messages

At the managed station, the User Agent is not loaded or TCP/IP stack is not installed properly on the workstation. Load the User Agent and check the TCP/IP connections

Source:	Diagnostics
Severity:	Important
Possible Cause:	The Remote Management Agent is not loaded.

Action:	Close the Diagnostics window and load the Remote Management Agent on the managed workstation.
Possible Cause:	The TCP/IP stack is not installed properly on the workstation.
Action:	Ensure that TCP/IP is installed correctly.

There is an error while communicating with the User Agent. Check the network connections, ensure the managed station is up and the User Agent is loaded

Source:	Diagnostics
Severity:	Important
Possible Cause:	The Diagnostics program is unable to receive any response or establish connection with the Remote Management Agent on the managed workstation.
Action:	Ensure that the managed workstation is up, and check the network connections. Restart the Diagnostics session.

5 Workstation Inventory Error Messages

The following sections contain detailed explanations of the error messages you may encounter using the ZENworks® for Desktops 3.2 (ZfD 3.2) Inventory components:

Installation Error Messages on NetWare Servers

801: ZENworks 2 files exist on the server *servername*. Files in PUBLIC\\ZENWORKS may be in use. The installation program was unable to rename the directory. Take a backup of the ZENWORKS directory or delete it before proceeding.

Source:	Inventory Installation
Severity:	Informational
Explanation:	The installation program checks for ZENworks 2 Inventory files on the server. If these files already exist in the SYS:\PUBLIC\ZENWORKS directory, the directory will be renamed to ZENWORKS.ZEN2BKUP*currentdate*, where *currentdate* refers to the current date of the server or the workstation from where you are installing ZfD 3.2.
	This error occurs when the installation program is unable to rename the directory.
Action:	Back up the ZENWORKS directory > click OK to proceed.

803: Input-output file error while verifying the STARTINV.NCF entry in the ZFDSTART.NCF file.

Source:	Inventory Installation
Severity:	Critical
Explanation:	On NetWare® servers, the installation program modifies the ZFDSTART.NCF file located in SYS:\SYSTEM to load STARTINV.NCF. The STARTINV.NCF file in SYS:\SYSTEM brings up the Inventory Service Manager at server startup.
	This error occurs while verifying the entry in the ZFDSTART.NCF file.
Action:	Ensure that the ZFDSTART.NCF file has only one STARTINV.NCF entry. The contents of ZFDSTART.NCF are as follows:

```
;ZENWORKS for DESKTOPS 3.0 Settings

STARTINV.NCF
```

804: Unable to add the STARTINV.NCF entry in the ZFDSTART.NCF file on the server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	On NetWare servers, the installation program modifies the ZFDSTART.NCF file located in SYS:\SYSTEM to load STARTINV.NCF. The STARTINV.NCF file in SYS:\SYSTEM brings up the Inventory Service Manager at server startup.
	The installation program adds the STARTINV.NCF entry in the ZFDSTART.NCF file. Before adding the entry, the installation program checks if the entry is already present in the ZFDSTART.NCF file. This error occurs while updating the ZFDSTART.NCF file.

Action: In the ZFDSTART.NCF file, add the following entry:

```
;ZENWORKS for DESKTOPS 3.0 Settings
STARTINV.NCF
```

805: Schema is not extended. Unable to install Workstation Inventory component.

Source: Inventory Installation

Severity: Critical

Explanation: The installation program creates objects in NDS® and populates the attributes. To use Workstation Inventory, the NDS objects and attributes for Inventory must exist.

Possible Cause: The Schema Extension option was not selected during the installation.

Action: Run the installation program and select the Schema Extension option.

If you have installed ZfD 3.2 with the schema earlier, you need not select the Schema option.

806: Installation of Workstation Inventory on server *servername* skipped.

Source: Inventory Installation

Severity: Critical

Explanation: This error occurs if the Inventory Service object was not created successfully.

Action: Run the installation program. If the problem persists, contact Novell Technical Services℠.

807: Unable to assign rights to the SCANDIR directory on server *servername.*

Source: Inventory Installation

Severity: Critical

Explanation: The installation program assigns the [Root] as a Trustee of the SCANDIR directory with Create rights. This error occurs if the installation program is unable to assign Create rights to the SCANDIR directory.

Action: Run the installation program. If the problem persists, contact Novell Technical Services.

808: Unable to create the SCANDIR directory and subdirectories on server *servername.*

Source: Inventory Installation

Severity: Critical

Explanation: The installation program creates the SCANDIR directory in the volume that you specify on the server. Subdirectories (ENTMERGE, ENTPUSHDIR, and DBDIR) are also created.

Action: Run the installation program. If the problem persists, contact Novell Technical Services.

811: Unable to remove the ZENworks 2 Inventory entries from the AUTOEXEC.NCF file for the server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: If you have an existing ZENworks 2 installation, the AUTOEXEC.NCF will have the commands to load the Inventory components (Inventory Storer and Inventory Gatherer).

This error occurs if the installation program is unable to remove the entries from the .NCF file.

Action: Remove the following entries from the AUTOEXEC.NCF file:

SYS:\SYSTEM\GATHERER.NCF

SYS:\ZENWORKS\DATABASE\SYBASE.NCF

SYS:\PUBLIC\ZENWORKS\JAVA\MASTER.NCF

SYS:\PUBLIC\ZENWORKS\JAVA\STORER.NCF

812: Unable to create the password for the Inventory Service Object on the server *servername*.

Source: Inventory Installation

Severity: Critical

Action: Contact Novell Technical Services.

813: Unable to get the volumes on the server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: The SCANDIR directory is created on the volume of the server that you specify.

The installation program displays the volumes of the selected server.

This error occurs if you are not authenticated to the server and the installation program is unable to display the volumes.

Action: Log in as an authenticated user to the server. Run the installation program again.

814: An internal error occurred while getting the volumes on the server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: The SCANDIR directory is created on the volume of the server that you specify.

The installation program displays the volumes of the selected server. This error occurs if the installation program is unable to get the file for reading the volumes on the server.

Action: Run the installation program again.

815: The schema required for Workstation Inventory is not extended on the tree *treename*. Run the installation program with the Schema Extension option selected.

Source: Inventory Installation

Severity: Critical

Explanation: If you did not choose to install the schema extension, the installation program will detect whether the existing schema is properly installed.

Action: Run the installation program and select the Schema Extension option.

816: Unable to create the rights for the SCANDIR directory on the server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: The installation program assigns the [Root] as a Trustee of the SCANDIR directory with Create rights. This error occurs if the installation program is unable to assign Create rights to the SCANDIR directory.

Action: Run the installation program. If the problem persists, contact Novell Technical Services.

817: An internal error occurred while creating rights for the SCANDIR directory.

Source: Inventory Installation

Severity: Critical

Explanation: The installation program assigns the [Root] as a Trustee of the SCANDIR directory with Create rights. This error occurs if the installation program is unable to assign Create rights to the SCANDIR directory.

Action: Run the installation program. If the problem persists, contact Novell Technical Services.

818: Unable to get the DN of the server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: The installation program reads the DN of the inventory server.

Action: Run the installation program.

819: Unable to create the Configuration Property file on the server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: The server property file (WMINV\PROPERTIES\CONFIG.PROPERTIES) on the server contains the following entries:

NDSTREE=*treename*

InventoryServiceDN=*dn_of_inventory_service_object*

SingletonPort=*65433*

Action: Create the CONFIG.PROPERTIES file with the specified entries. Alternatively, install Workstation Inventory again.

821: Service Pack 7 is not installed on the NetWare 4.1. server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: This error occurs when the installation program detects that Support Pack 7 for a NetWare 4.11 server is not installed. The installation program will not proceed further if the Support Pack is not found.

Action: Install Support Pack 7 or later on the NetWare 4.11 server, and then run the ZfD installation.

823: An input-output error occurred while reading the existing MGMTDBS.NCF file for the server *servername*.

Source: Inventory Installation

Severity:	Informational
Explanation:	This error occurs when the installation program reads the existing MGMTDBS.NCF file. The installation program will proceed with the installation.

824: Existing Sybase version on the server *servername* is not supported for Workstation Inventory. Do you want to overwrite or cancel the Sybase installation?

Source:	Inventory Installation
Severity:	Critical
Explanation:	The Inventory database is supported on Sybase* version 7.0.0.313. The Sybase file specified in MGMTDBS.NCF on the server is not the required version. To maintain the Inventory database in Sybase, the server must have the supported version.
Action:	Back up the existing directory that contains the Sybase files > click Yes to overwrite the files.

825: Unable to append the database entry in the MGMTDBS.NCF file on the *servername* server. Add the MGMTDB.DB entry in the .NCF file.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program ensures that the correct version of Sybase exists on the server and updates the database name (MGMTDB.DB) in the MGMTDBS.NCF file.
Action:	Add the following database entry in the MGMTDBS.NCF file:

```
MGMTDB.DB
```

826: Unable to load the MGMTDBS.NCF file on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program updates the database entry in the MGMTDBS.NCF file and invokes the file to load the database.
Action:	From the SYS:\SYSTEM directory, load the MGMTDBS.NCF file.

827: Unable to get the IP Address of the database server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program initializes the database.
Possible Cause:	The TCP/IP address is in a closed state in the NDS Services program of the Windows* NT*/2000 server you are installing to.
Action:	On Windows NT/2000 server, use the following steps to correct the problem:

1 From the server desktop, click Start > Settings > Control Panel.

2 Double-click NDS Services > click Transports > TCP > Open.

3 Restart the ZfD 3.2 installation program.

Action:	Run the installation program again on the server (NetWare or Windows NT/2000). If the problem persists, contact Novell Technical Services.

828: Unable to initialize the database on the server *servername*. The installation program timed out while trying to connect to the database engine on the server.

Source:	Inventory Installation
Severity:	Critical
Possible Cause:	An older version of the MGMTDB.LOG file was not deleted.
Possible Cause:	Database initialization will time out if the database takes too long to load.
Action:	Delete the MGMTDB.LOG file. Run the installation program to install the Sybase database.

829: Unable to identify the database type as either Sybase or Oracle for the server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	Workstation Inventory is supported on Sybase or Oracle* databases.
Action:	Ensure that either Sybase or Oracle is installed.

830: Database on the server *servername* is already initialized.

Source:	Inventory Installation
Severity:	Informational
Explanation:	The installation program initializes the database.

831: Unable to add the MGMTDBS.NCF entry in the ZFDSTART.NCF file on the server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program adds MGMTDBS.NCF in the ZFDSTART.NCF file. This error occurs if the installation program is unable to update the ZFDSTART.NCF file.
Action:	Add the following entry in the ZFDSTART.NCF file:

```
;ZENworks for Desktops 3.0 DB SETTING
SYS:\SYSTEM\MGMTDBS.NCF
MGMTDBS.NCF
```

832: Incorrect Sybase version exists on the *server servername*. The installation program will be aborted.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The Inventory database is supported on Sybase version 7.0.0.313.
	The existing Sybase file (MGMTDBS.NCF) on the server is not the required version. To maintain the Inventory database in Sybase, the server must have the supported version.
Action:	Ensure that the correct version of Sybase is installed on the server to run the Workstation Inventory component.
	Run the installation program again to install the Sybase database.

833: Invalid IP Address on server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	This error occurs when the installation program is unable to initialize the specified server.
Possible Cause:	The TCP/IP address is in a closed state in the NDS Services program of the Windows NT/2000 server you are installing to.
Action:	On Windows NT/2000, use the following steps to correct the problem:

1 From the server desktop, click Start > Settings > Control Panel.

2 Double-click NDS Services > click Transports > TCP > Open.

3 Restart the ZfD 3.2 installation program.

Action:	Run the installation program again and ensure that the IP address of the server (NetWare or Windows NT/2000) is valid.

835: Unable to assign Read and File Scan rights to SYS:\\PUBLIC\\ZENWORKS on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program assigns Read and File Scan rights to SYS:\PUBLIC\ZENWORKS so that the Scanner can be accessed from the workstation.
Action:	Assign Read and File Scan rights to the directory.

836: The installation program creates a new MGMTDBS.NCF. The installation program was unable to rename the existing file on the server *servername*. Rename MGMTDBS.NCF before proceeding with the installation.

Source:	Inventory Installation
Severity:	Warning
Explanation:	If the MGMTDBS.NCF file already exists, the installation program renames and modifies the file. This error occurs if the file cannot be renamed.
Action:	Rename the MGMTDBS.NCF file before proceeding with the installation.

837: Unable to create the TracerMedia Property file on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program creates the text file TRACERMEDIA.PROPERTIES in the WMINV\PROPERTIES directory. This error occurs if the file cannot be created.
Action:	Create the TRACERMEDIA.PROPERTIES file.

On NetWare, the contents are as follows:

```
com.novell.utility.trace.TraceMediumConsole = ON; INFORMATION

com.novell.utility.trace.TraceMediumFile = ON; ALL;
location_of_the_file\INVSERVERLOG.TXT
```

```
com.novell.utility.trace.TraceMediumWindow = OFF; VERBOSE
```

where *location_of_the_file* specifies the path of the INVSERVERLOG.TXT. The default directory is SYS:\\PUBLIC\\ZENWORKS\\WMINV on NetWare servers.

838: Sybase6 files at *servername* will be deleted. Sybase7 files will be copied.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any.

839: Unable to delete Sybase6 file, DBWTSP6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

840: Unable to delete Sybase6 file, DBSRV6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

841: Unable to delete Sybase6 file, DBLIB6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

842: Unable to delete Sybase6 file, DBREMOTE.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

843: Unable to delete Sybase6 file, DBEXTF6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

844: Unable to delete Sybase6 file, DBLGEN6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Informational
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

895: Unable to detect the NetWare Support Pack loaded on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	To install Workstation Inventory on a NetWare 4.*x* server, Support Pack 8 or later is required.
Action:	Ensure that you installed Support Pack 8 or later on the NetWare 4.*x* server.

896: Unable to open the PRODUCTS.DAT file on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program reads the PRODUCT.DAT file to check the Support Pack version on NetWare servers.
Action:	Contact Novell Technical Services.

1054: Unable to delete the Sybase6 file, DBWTSP6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

1055: Unable to delete Sybase6 file, DBJAVA6.NLM, at *servername*.

Source:	Inventory Installation
Severity:	Warning

Explanation:	Workstation Inventory supports Sybase 7.0.0.313. The installation program copies Sybase 7 files and removes the older version files, if any. This error occurs if the installation program is unable to delete the Sybase 6 files.
Action:	Delete the file on the specified server.

1057: Input-output file error while verifying the UNLOAD DBSRV7 entry in the ZFDSTOP.NCF file.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program adds the following entry in ZFDSTOP.NCF:

```
unload dbsrv7.nlm
```

Action:	Ensure that the entry exists in the ZFDSTOP.NCF file. Add the entry in the file, if it does not exist.

1058: The IP address on the server *servername* is invalid. Unable to initialize database.

Source:	Inventory Installation
Severity:	Warning
Possible Cause:	The TCP/IP address is in a closed state in the NDS Services program of the Windows NT/2000 server you are installing to.
Action:	On Windows NT/2000, use the following steps to correct the problem:

1 From the server desktop, click Start > Settings > Control Panel.

2 Double-click NDS Services > click Transports > TCP > Open.

3 Restart the ZfD 3.2 installation program.

Possible Cause:	The IP address of the server (NetWare or Windows NT/2000) is invalid.
Action:	Ensure that the IP address of the server (NetWare or Windows NT/2000) is valid. If the problem persists, contact Novell Technical Services.

1059: Unable to assign the ZenInvService object as trustee to [Root] on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program assigns the Inventory Service object as trustee to [Root] on the server and also to the containers.
Action:	To assign the Inventory Service object as a trustee:

1 Log in as an administrator to the tree and context on which you have installed ZfD 3.2.

2 In ConsoleOne®, right-click the tree containing the Inventory Service object > click Trustees of this object > Add Trustee.

3 Browse to the objects or container that contains the Inventory Service object > click the Inventory Service object > OK.

4 Assign the Inventory Service object as trustee of the container which contains the object.

5 If there are any higher-level containers preceding the container that has the Inventory Service object, ensure that you assign the object as a trustee of these containers.

For example, if the Inventory tree is Novell_US, and it has an Inventory Service object with the DN as us.california.sanjose.ZENInvService_SanJoseServer, where ZENInvService_SanJoseServer is the object, then ZENInvService_SanJoseServer should be made a trustee of Novell_US, us container, california container, and sanjose container.

1060: Unable to add the STOPSER * entry in the ZFDSTOP.NCF file for the server *servername*.

Source: Inventory Installation

Severity: Warning

Explanation: The installation program stops the Inventory services on the server and adds the following entry in ZFDSTOP.NCF:

```
StopSer *
```

Action: Ensure that the entry exists in the ZFDSTOP.NCF file. Add the entry in the file, if it does not exist.

1061: Unable to add the UNLOAD DBSRV7.NLM entry in the ZFDSTOP.NCF on the server *servername*.

Source: Inventory Installation

Severity: Warning

Explanation: The installation program adds the following entry in ZFDSTOP.NCF:

```
unload dbsrv7.nlm
```

Action: Ensure that the entry exists in the ZFDSTOP.NCF file. Add the entry in the file, if it does not exist.

1062: Unable to add the ZfD switch options in the MGMTDBS.NCF file on the server *servername.*

Source: Inventory Installation

Severity: Warning

Explanation: The installation program adds the following entries in the MGMTDBS.NCF file on the server:

```
load SYS:\ZENWORKS\DATABASE\DBSRV7 -gn 50 -c 32M -tl 300 -ti 0 -m -n
ip_address_of_database_server -x tcpip SYS:\ZENWORKS\DATABASE\MGMTDB.DB
SYS:\ZENWORKS\DATABASE\NAL.DB
```

Action: Ensure that the entries exist in the MGMTDBS.NCF file. Also, see Sybase Database Startup Parameters in Workstation Inventory in *Administration Guide.*

1063: Input-output file error while verifying the STARTINV.NCF entry in the ZFDSTOP.NCF file.

Source: Inventory Installation

Severity: Warning

Explanation: The installation program verifies the StopSer * entry in the ZFDSTOP.NCF file.

```
StopSer *
```

Action: Ensure that the entries exist in the ZFDSTOP.NCF file.

1065: Stop Sybase on the servers *servernames* before proceeding.

Source: Inventory Installation

Severity: Informational

Explanation:	The installation program checks if Sybase files exist on the selected servers. If the files exist and Sybase database is up, the installation program prompts you to stop the Sybase service on these servers before proceeding with the installation.
Action:	Stop the Sybase service on the server before proceeding with the installation.

1066: Unable to assign public rights to ODBC parameters of the Database object *objectname*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	An internal error has occurred during the configuration of the Database object.
Action:	Follow these steps:

1 In ConsoleOne, right-click the database object, click NDS Rights > Trustees of this object > Add Trustees.

2 Select Public > click Add Property > zendbODBCConnectionParameters > OK.

3 Select Add Property > click zendbODBCDriverFileName > OK.

4 Select Add Property > click zendbODBCDataSourceName > OK > OK.

1067: Unable to write the status of the installation in the zeninvComponentStatus attribute of the Inventory Service Object for the server *servername.*

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program updates the status of the inventory installation in the zeninvComponentStatus attribute. The Inventory Service Object contains this attribute. This attribute is in use by the Inventory Upgrade Service. This error is displayed when an internal error has occurred.
Action:	Install Inventory again.
	If the problem persists, contact Novell Technical Services.

1070: Unable to read *filename* file. Run the installation program again.

Source:	Inventory Installation
Severity:	Warning
Explanation:	This error occurs if the installation program is unable to read the specified file.
Possible Cause:	The file has been deleted or modified.
Possible Cause:	There is a disk error and the installation program is unable to read the file.
Action:	Run the installation program again.

1071: Input-output error occurred while modifying the existing MGMTDBS.NCF for the server *servername.*

Source:	Inventory Installation
Severity:	Informational

Explanation: This error occurs when the installation program modifies the entries in the existing MGMTDBS.NCF file.

Action: The installation program will copy the Sybase files to the *selected_volume*/ZENWORKS/ DATABASE directory.

Follow these instructions to verify the contents of MGMTDBS.NCF file:

1 Verify that the DBSRV7 location in the MGMTDBS.NCF entry is as follows:

selected_volume/ZENWORS/DATABASE/DBSRV7

The installation program will proceed with the installation.

1072: Unable to add Inventory settings for NetWare 6 in the NAMING.NCF file on the server *servername*. Manually update the entries in the file.

Source: Inventory Installation

Severity: Warning

Explanation: This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\NAMING.NCF file.

Action: After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\NAMING.NCF file:

```
java -classpath $tmppath;$CLASSPATH
com.novell.orb.service.naming.NamingServer
```

2 Add the following entries in the SYS:\SYSTEM\NAMING.NCF file:

```
java -Xbootclasspath/p:$corbapath -classpath $tmppath;$CLASSPATH
com.novell.orb.service.
naming.NamingServer
```

1073: Unable to add Inventory settings for NetWare 6 in the STARTINV.NCF file on the server *servername*. Manually update the entries in the file.

Source: Inventory Installation

Severity: Informational

Explanation: This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\STARTINV.NCF file.

Action: After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\STARTINV.NCF file:

```
java -DConfigFile=sys:\public\zenworks\wminv\
properties\Config.properties -nsac -jszenWSInv
-neh -mx128m -classpath $tmppath;$classpath
com.novell.zenworks.desktop.inventory.
servercommon.ZENWorksInventoryServiceManager
```

2 Add the following entries in the SYS:\SYSTEM\STARTINV.NCF file:

```
java -Xbootclasspath/p:$corbapath -DConfigFile
=sys:\public\zenworks\wminv\properties\Config.
properties -nsac -jszenWSInv -neh -mx128m -classpath
$tmppath;$classpath com.novell.
```

```
zenworks.desktop.inventory.servercommon.ZENWorksInventoryService
Manager
```

1074: Unable to add Inventory settings for NetWare 6 in the LISTSER.NCF file on the server *servername*. Manually update the entries in the file.

Source:	Inventory Installation
Severity:	Informational
Explanation:	This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\LISTSER.NCF file.
Action:	After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\LISTSER.NCF file:

```
java -ns -neh -classpath $tmppath;$CLASSPATH
com.novell.zenworks.desktop.inventory
.servercommon.ZENWorksInventoryListService "*"
```

2 Add the following entries in the SYS:\SYSTEM\LISTSER.NCF file:

```
java -Xbootclasspath/p:$corbapath -ns -neh -classpath
$tmppath;$CLASSPATH
com.novell.zenworks.desktop.inventory.servercommon.ZENWorksInven
toryListService "*"
```

1075: Unable to add Inventory settings for NetWare 6 in the STARTSER.NCF file on the server *servername*. Manually update the entries in the file.

Source:	Inventory Installation
Severity:	Informational
Explanation:	This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\STARTSER.NCF file.
Action:	After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\STARTSER.NCF file:

```
java -neh -classpath $tmppath;$CLASSPATH
com.novell.zenworks.desktop.inventory.servercommon.ZENWorksInven
toryStartService %1 %2 %3
```

2 Add the following entries in the SYS:\SYSTEM\STARTSER.NCF file:

```
java -Xbootclasspath/p:$corbapath -neh -classpath
$tmppath;$CLASSPATH
com.novell.zenworks.desktop.inventory.servercommon.ZENWorksInven
toryStartService %1 %2 %3
```

1076: Unable to add Inventory settings for NetWare 6 in the ALTERDBSPACE.NCF file on the server *servername*. Manually update the entries in the file.

Source:	Inventory Installation
Severity:	Informational
Explanation:	This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\ALTERDBSPACE.NCF file.

Action: After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\ALTERDBSPACE.NCF file:

```
java -nsac -neh -DDBUTIL=true -DMgrName=AlterDBSpace -
DMgrPropName=AlterDBSpace.properties -mx64M -ss256k -classpath
$tmppath;$CLASSPATH
com.novell.utility.servicemanager.ServiceLoader
```

2 Add the following entries in the SYS:\SYSTEM\ALTERDBSPACE.NCF file:

```
java -Xbootclasspath/p:$corbapath -nsac -neh -DDBUTIL=true -
DMgrName=AlterDBSpace -DMgrPropName=AlterDBSpace.properties -
mx64M -ss256k -classpath $tmppath;$CLASSPATH
com.novell.utility.servicemanager.ServiceLoader
```

1077: Unable to add Inventory settings for NetWare 6 in the ZEN2REMOVE.NCF file on the server *servername*. **Manually update the entries in the file.**

Source: Inventory Installation

Severity: Informational

Explanation: This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\ZEN2REMOVE.NCF file.

Action: After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\ZEN2REMOVE.NCF file:

```
java -nsac -neh -DDBUTIL=true -DMgrName=zen2Remove -
DMgrPropName=zen2Remove.properties -mx64M -ss256k -classpath
$tmppath;$CLASSPATH
com.novell.utility.servicemanager.ServiceLoader
```

2 Add the following entries in the SYS:\SYSTEM\ZEN2REMOVE.NCF file:

```
java -Xbootclasspath/p:$corbapath -nsac -neh -DDBUTIL=true -
DMgrName=zen2Remove -DMgrPropName=zen2Remove.properties -mx64M -
ss256k -classpath $tmppath;$CLASSPATH
com.novell.utility.servicemanager.ServiceLoader
```

1078: Unable to add Inventory settings for NetWare 6 in the DROPZEN2.NCF file on the server *servername*. **Manually update the entries in the file.**

Source: Inventory Installation

Severity: Informational

Explanation: This error occurs when the installation program modifies the entries in the existing SYS:\SYSTEM\DROPZEN2.NCF file.

Action: After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\DROPZEN2.NCF file:

```
java -ns -classpath $tmppath;$classpath
com.novell.zenworks.desktop.inventory.dbutilities.RemoveZEN2
127.0.0.1
```

2 Add the following entries in the SYS:\SYSTEM\DROPZEN2.NCF file:

```
java -Xbootclasspath/p:$corbapath -ns -classpath $tmppath;$classpath
com.novell.zenworks.desktop.inventory.dbutilities.RemoveZEN2 127.0.0.1
```

1079: Unable to add Inventory settings for NetWare 6 in the STOPSER.NCF file on the server
servername. **Manually update the entries in the file.**

Source: Inventory Installation

Severity: Informational

Explanation: This error occurs when the installation program modifies the entries in the existing
SYS:\SYSTEM\STOPSER.NCF file.

Action: After you complete the installation, follow these instructions:

1 Delete the following entries in the SYS:\SYSTEM\STOPSER.NCF file:

```
java -neh -classpath $tmppath;$CLASSPATH
com.novell.zenworks.desktop.inventory.servercommon.ZENWorksInven
toryStopService %1 %2 %3
```

2 Add the following entries in the SYS:\SYSTEM\STOPSER.NCF file:

```
java -Xbootclasspath/p:$corbapath -neh -classpath
$tmppath;$CLASSPATH
com.novell.zenworks.desktop.inventory.servercommon.ZENWorksInven
toryStopService %1 %2 %3
```

Installation Error Messages on Windows NT/2000 Servers

809: The server *servername* is not a NetWare or Windows NT/2000 server. Choose either a NetWare or Windows NT/2000 server to install the Workstation Inventory component.

Source:	Inventory Installation
Severity:	Critical
Action:	Choose the correct server on which to install the Workstation Inventory component.

834: The site ID should be an valid integer ranging from 0 to 255.

Source:	Inventory Installation
Severity:	Critical
Explanation:	When you install the database, you must assign a unique site ID.
	Based on the site information of the database, you can query an individual database, report information, and view inventory information of workstations specific to the database. For example, if there are inventory databases at different geographical locations, you can query the inventory information of workstations from each site database. You can query the database with the site name, such as Adelaide, or view the collective information of the Enterprise server database with the site name AusInvDb.
	ZfD does not verify whether the site information is unique. The ZfD administrator must ensure that the site information identifies the database uniquely.
Action:	Type a valid site ID.

872: To install Sybase on a Windows NT/2000 server, run the installation program from a Windows NT/2000 workstation or server.

Source:	Inventory Installation
Severity:	Critical
Possible Cause:	The installation program is not running on a Windows NT/2000 server or workstation.

Explanation: The installation program launches Sybase as a service. These installation operations can be performed only from a Windows NT/2000 workstation or server.

Action: Run the installation program from a Windows NT/2000 workstation or server.

873: Unable to delete the existing Share SCANDIR directory on the Windows NT/2000 server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: If ZfD 3.2 is already installed, the installation program deletes the old shared directory on the Windows NT/2000 server.

Action: Ensure that you log in to the Windows NT/2000 server as an administrator or with the equivalent administrator rights.

Action: If the SCANDIR directory already exists, delete the directory before installing ZfD 3.2.

Action: Ensure that the network is up and running.

871: Unable to start Sybase as a service on the Windows NT/2000 server *servername* as the installation program is not running from a Windows NT/2000 computer.

Source: Inventory Installation

Severity: Warning

Possible Cause: The installation program is not running on a Windows NT/2000 server or workstation.

Explanation: The installation program launches Sybase as a service. These installation operations can be performed only from a Windows NT/2000 workstation or server.

Action: Run the installation program from a Windows NT/2000 workstation or server.

874: Unable to create the Service Manager as a service on Windows NT/2000 server *servername*.

Source: Inventory Installation

Severity: Critical

Explanation: The installation program loads the Service Manager as a service on the server. This error occurs if the installation is not successful.

Action: Install ZfD again.

875: Unable to get the path for the shared directory where the database is installed on server *servername*.

Source: Inventory Installation

Severity: Critical

Possible Cause: The shared directory that contains the Inventory database does not exist.

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

Possible Cause: You have not logged in as an administrator to the Windows NT/2000 server.

Action: Ensure that you log in to the Windows NT/2000 server as an administrator or with the equivalent administrator rights.

Possible Cause:	There is a network problem.
Action:	Ensure that the network is up and running.

876: Unable to create the Sybase service on the Windows NT/2000 server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program creates the Sybase service on a Windows NT/2000 server. This error occurs if the installation program is unable to create the service.
Action:	Run the installation program again.

877: Unable to delete old log file, MGMTDB.LOG at *servername* as the file may be in use. This may happen because Sybase is running on the server. Shut down the Sybase database, delete the log file and proceed with the installation.

Source:	Inventory Installation
Severity:	Warning
Explanation:	This error occurs if you have installed ZfD 3.2 and the installation program is unable to delete the existing log file.
Action:	Delete the MGMTDB.LOG file. Proceed with the installation.

878: Unable to connect to the database. Start Sybase manually on the server *servername* before proceeding.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program is unable to bring up the Sybase database server.
Action:	Run the Sybase startup file (MGMTDBS.NCF). Proceed with the installation.

879: Restart the Windows NT/2000 servers on which ZENworks for Desktops 3.2 is installed to run the services and for the assigned NT/2000 Shares to be effective.

Source:	Inventory Installation
Severity:	Informational
Explanation:	The installation program creates the Sybase Inventory database and the Service Manager as services on Windows NT/2000 servers. To load the services, you must restart the servers.
	The installation program also makes modifications in the Windows NT/2000 Share assigments. To make the changes effective, you must restart the servers.
Action:	Restart the Windows NT/2000 servers.

880: Unable to assign rights to SCANDIR and SYS on the Windows NT/2000 server. The installation program is not running from a Windows NT/2000 computer.

Source:	Inventory Installation
Severity:	Critical

Explanation:	The installation program assigns rights to the SCANDIR directory. The installation program modifies the registry entries so that at run time, the scanners can be executed on the workstations from the servers. The installation program adds the SYS share to the registry entry.
Action:	Run the installation program from a Windows NT/2000 workstation or server.

881: Unable to assign rights to SYS Share.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program modifies the registry entries so that at run time, the scanners can be executed on the workstations from the servers. The installation program adds the SYS Share to the registry entry:

```
HKEY_LOCAL_MACHINE->System->CurrentControlset->Services->LanmanServer-
>Parameters->NullSessionShares
```

The installation program also modifies the following entry:

```
HKEY_LOCAL_MACHINE->System->CurrentControlset->Services->LanmanServer-
>Parameters->RestrictNullSessAccess 0.
```

Action:	Run the installation program.

882: ClassPath to JDBCDRV.ZIP is not found on server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	This error occurs when the installation program is unable to initialize the database.
Action:	Contact Novell Technical Services.

883: Restart the Windows NT/2000 server to run the Sybase database as a service.

Source:	Inventory Installation
Severity:	Informational
Explanation:	The installation program creates the Inventory database on Windows NT/2000 servers. To load the Sybase database as a service, you must restart the servers.

884: Old log file NAL.LOG exists. Delete the file on the server *servername* and proceed with the installation.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program is unable to delete the NAL.LOG file on the server.
Possible Cause:	The Sybase database is running.
Action:	Stop the Sybase database. Delete the NAL.LOG file in \ZENWORKS\DATABASE, if it exists. Proceed with the installation.

885: To install Workstation Inventory on a Windows NT/2000 server, run the installation program from a Windows NT/2000 workstation or server.

Source:	Inventory Installation

Severity:	Critical
Explanation:	The installation program assigns rights to the SCANDIR directory and launches Service Manager as a service. These installation operations can be performed only from a Windows NT/2000 workstation or server.
Action:	Run the installation program from a Windows NT/2000 workstation or server.

886: Unable to start Sybase as a service on the Windows NT/2000 server as the installation program is not running from a Windows NT/2000 computer.

Source:	Inventory Installation
Severity:	Critical
Possible Cause:	The installation program is not running on a Windows NT/2000 server or workstation.
Explanation:	The installation program launches Inventory Service Manager as a service. These installation operations can be performed only from a Windows NT/2000 workstation or server.
Action:	Run the installation program from a Windows NT/2000 workstation or server.

887: An internal error occurred while creating the Database Object on the server *servername*.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program creates the database object for Sybase and configures the properties of the object. This error occurs if the installation program is unable to create the object.
Action:	Contact Novell Technical Services.

888: ZfD Schema is not extended on the tree *treename.* Click Yes to extend Schema. Otherwise, Database object will not be created.

Source:	Inventory Installation
Severity:	Critical
Explanation:	The installation program creates the ZFDInventoryDatabase database object and configures the database object for Sybase.
Action:	Click yes to proceed.

889: Unable to extend ZfD Schema on tree. Manually create the database object. Refer to the documentation for more information.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program creates the ZFDInventoryDatabase database object and configures the database object for Sybase.
Action:	Manually configure the properties of the database object. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

890: Unable to get the DN of the Database server *servername.*

Source:	Inventory Installation

Severity:	Warning
Explanation:	The installation program creates the ZFDInventoryDatabase database object and configures the database object for Sybase. This error occurs when the installation program is unable to configure the properties of the database.
Action:	Manually configure the properties of the database object. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

891: Ensure that the site ID you specified has not been used earlier for any other database. Using the same site ID for more than one database will result in displaying incorrect information from the databases.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The site ID for each database must be unique. If you specify a site ID that already exists, the inventory information displayed from the database will show incorrect information. For example, when you generate the inventory reports of two databases with the same site ID, the inventory information of workstations existing in both the databases will be shown.
Action:	Ensure that the site ID is unique for the database.

892: Unable to get the path to ConsoleOne directory on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program creates the MWZFD3.INI file in PUBLIC\ZENWORKS. This file provides interoperability with ZENworks 2 Remote Management. The file contains the path to ConsoleOne.
	This error occurs if the installation program is unable to get the path.
Action:	Edit the file to specify the correct location of ConsoleOne.

893: Unable to create the file MWZFD3.INI on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program creates the MWZFD3.INI file in PUBLIC\ZENWORKS. This file provides interoperability with ZENworks 2 Remote Management. The file contains the path to ConsoleOne.
	This error occurs if the installation program is unable to get the path.
Action:	Create the file and add the following contents to the file.

```
[Environment]
```

```
consoleone_path=location_of_consoleone_bin_directory
```

For example, the *location_of_consoleone_bin_directory* is \ConsoleOne\1.2\bin. This parameter should not contain the drive or the SYS Share path.

894: Unable to get the path for the Share sharename on server *servername* while creating MWZFD3.INI.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program creates the MWZFD3.INI file in PUBLIC\ZENWORKS. This file provides interoperability with ZENworks 2 Remote Management. The file contains the path to ConsoleOne.
	This error occurs if the installation program is unable to get the path for the share.
Action:	Edit the file to specify the correct path.

```
[Environment]
```

```
consoleone_path=location_of_consoleone_bin_directory
```

For example, the *location_of_consoleone_bin_directory* is \ConsoleOne\1.2\bin. This parameter should not contain the drive or the SYS Share path.

1051: Unable to write the JRE path to JAVADIR.BAT on server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program is unable to add entries to the JAVDIR.BAT file on the server.
Action:	Create the JAVADIR.BAT text file in PUBLIC\ZENWORKS\WMINV\BIN. Add the following entry in the file:

```
set java_dir=drive:windowsnt2000sysharename\novell\zenworks\jre\1.2
```

1052: Unable to create the SYS:\\PUBLIC\\ZENWORKS\\WMINV\\BIN\ZENSETENV.INI file on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program adds entries to the ZENSETENV.INI file on the server.
Action:	Ensure that the file has write access.

1053: Unable to get the path for the Share *sharename* on the server *servername* while getting the JRE path.

Source:	Inventory Installation
Severity:	Warning
Explanation:	The installation program is unable to get the path for the share.
Action:	Contact Novell Technical Services.

1064: Unable to delete the existing Share SCANDIR directory on the Windows NT/2000 server *servername*.

Source:	Inventory Installation
Severity:	Critical

Explanation:	If ZfD 3.2 is already installed, the installation program deletes the old shared directory on the Windows NT/2000 server.
Action:	Ensure that you log in to the Windows NT/2000 server as an administrator or with the equivalent administrator rights.
Action:	If the SCANDIR directory already exists, delete the directory before installing ZfD 3.2.
Action:	Ensure that the network is up and running.

1068: Unable to add ZfD settings in the ZENSETENV.INI file on the server *servername*.

Source:	Inventory Installation
Severity:	Warning
Explanation:	On Windows NT/2000 servers, the installation program appends the following entry in the classpath setting of the ZENSETENV.INI file:

```
;..\lib\Upgradeservice.jar;..\lib\serialized.zip
```

Append the following entry at the end of the file:

```
JAVA_EXE_PATH=drive_name:directory_path\zenworks\jre\1.2\bin\java
```

Action:	Manually append the entry in the ZENSETENV.INI file.

1069: If Inventory services are running on the servers *servername*, stop the services before proceeding with the installation.

Source:	Inventory Installation
Severity:	Informational
Explanation:	To install SP1, the Inventory services should be stopped.
	This message is displayed when the installation program detects the servers on which Inventory is installed and prompts you to stop the services.
Action:	Check if the Inventory services are running on the specified servers and stop the services.

Service Manager Error Messages

602: Unable to start the ZENworks Inventory Service.

Source:	Inventory Service Manager
Severity:	Critical
Possible Cause:	The Inventory Service is unable to bind to the port specified in the CONFIG.PROPERTIES file. This file is located in the SYS:\PUBLIC\ZENWORKS\WMINV\PROPERTIES directory.
Possible Cause:	Another application is binding to the same port number.
Action:	Modify the port number in CONFIG.PROPERTIES file. Restart the Inventory services. See Property Files in Workstation Inventory in *Administration* for more information.
Possible Cause:	The Inventory server is already loaded.
Action:	In this case, this message is informational.

603: Unable to read the Inventory Service object in NDS.

Source:	Inventory Service Manager
Severity:	Critical
Possible Cause:	The tree name or the DN of the server is invalid in the CONFIG.PROPERTIES file.
Action:	Ensure that the entries in the CONFIG.PROPERTIES file are correct. See Property Files in Workstation Inventory in *Administration* for more information.
Possible Cause:	The Service Manager is unable to authenticate as the Inventory Service object to NDS.
Action:	Ensure that the Inventory Service object is present corresponding to the server.
Action:	Run the NDS Repair Service (DSRepair Service). See the NDS documentation Web site (http://www.novell.com/documentation) for more information about the NDS DSRepair utility. Restart the Inventory services.

604: Unable to read the role of the server.

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	The role of the server is configured during the installation or in the Inventory Service object property page. This error occurs if the Service Manager is unable to read the role of the Inventory Service object.
Possible Cause:	The tree name or the DN of the server is invalid in the CONFIG.PROPERTIES file.

Action:	Ensure that the entries in the CONFIG.PROPERTIES file are correct. See Property Files in Workstation Inventory in *Administration* for more information.
Possible Cause:	The Service Manager is unable to authenticate as the Inventory Service object to NDS.
Action:	Ensure that the Inventory Service object is present corresponding to the server.
Action:	In ConsoleOne, configure the server settings in the Inventory Service object property page for the server. See Configuring the Settings for the Inventory Service Object in Workstation Inventory in *Administration* for more information.
Action:	Run the NDS Repair Service (DSRepair Service). See the NDS documentation Web site (http://www.novell.com/documentation) for more information about the NDS DSRepair utility.
	Restart the Inventory services.

605: Unable to identify the NCP server corresponding to the Inventory Service object in NDS.

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	The attribute in the Inventory Service object for the host server_name is zenInvHostServer.
	This error occurs if the attribute is not set correctly.
Action:	Verify if the *server_name* for the zenInvHostServer attribute is set correctly. If the problem persists, install Inventory again.

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

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	The NCP™ Server object should be a trustee of the Inventory Service object in NDS. During installation, the NCP Server object is granted trustee rights. This error occurs if the Service Manager is unable to read the NCP Server object corresponding to the server.
Action:	Ensure that the NCP Server object is a trustee of the Inventory Service object in NDS.

607: The Service Manager is unable to proceed due to an NDS error.

Source:	Inventory Service Manager
Severity:	Critical
Action:	Run the NDS Repair Service (DSRepair Service). See the NDS documentation Web site (http://www.novell.com/documentation) for more information about the NDS DSRepair utility.
	Restart the Inventory services.
Action:	If the problem persists, contact Novell Technical Services.

608: Invalid Scan file path.

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	The SCANDIR directory file path is configured during the installation or in the Inventory Service object property page.

This error occurs if you have not configured the SCANDIR directory.

Action: In ConsoleOne, configure the SCANDIR directory settings using the Inventory Service object property page. See Configuring the Settings for the Inventory Service Object in Workstation Inventory in *Administration* for more information.

609: Roll-Up Policy is not configured.

Source: Inventory Service Manager

Severity: Critical

Explanation: In an inventory roll-up deployment, the scan data rolls up from the lower-level servers to the next higher-level servers.

To configure the Inventory settings, the next level roll-up server for each lower-level server should be specified in the Roll-Up policy.

This error occurs if the Roll-Up policy is not configured for the server or the policy is not configured correctly.

Action: Ensure that the Roll-Up policy is properly configured. For more information, see Configure the Roll-Up Policy in Workstation Inventory in *Deployment*.

610: Database Location Policy is not configured.

Source: Inventory Service Manager

Severity: Critical

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

This error occurs if the Database Location policy is not configured or the policy is not configured correctly.

Action: Ensure that the Database Location Policy is properly configured. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

611: Intermediate Server is not configured.

Source: Inventory Service Manager

Severity: Critical

Explanation: This error occurs when the Inventory Service Manager reads the Roll-Up policy attached to the Intermediate server. The Intermediate Server rolls up data to the next level server.

The Roll-Up policy is not configured with the server details.

Action: Ensure that the Roll-Up policy is properly configured. For more information, see Configure the Roll-Up Policy in Workstation Inventory in *Deployment*.

612: Unable to authenticate as Roll-Up Policy in NDS.

Source: Inventory Service Manager

Severity: Critical

Explanation: This error occurs when the Inventory Service Manager reads the Roll-Up policy attached to the server and logs in to NDS.

Action:	Ensure that the Roll-Up policy is properly configured. For more information, see Configure the Roll-Up Policy in Workstation Inventory in *Deployment*.
	Restart the Inventory services.
Action:	Run the NDS Repair Service (DSRepair Service). See the NDS documentation Web site (http://www.novell.com/documentation) for more information about the NDS DSRepair utility.
	Restart the Inventory services.
Action:	If the problem persists, contact Novell Technical Services.

613: Unable to authenticate as the next-level server in NDS.

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	This error occurs when the Inventory Service Manager reads the Roll-Up policy attached to the Intermediate Server and logs in to NDS.
Action:	Ensure that the Roll-Up policy is properly configured. For more information, see Configure the Roll-Up Policy in Workstation Inventory in *Deployment*.
Action:	Run the NDS Repair Service (DSRepair Service). See the NDS documentation Web site (http://www.novell.com/documentation) for more information about the NDS DSRepair utility.
	Restart the Inventory services.
Action:	If the problem persists, contact Novell Technical Services.

614: Unable to authenticate as Database Location Policy in NDS.

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	This error occurs when the Inventory Service Manager reads the Database Location policy attached to the server and the policy is not configured properly with the database server details. The Service Manager is unable to authenticate and read the Database Location policy.
Action:	Ensure that the Database Location policy is properly configured. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.
Action:	Run the NDS Repair Service (DSRepair Service). See the NDS documentation Web site (http://www.novell.com/documentation) for more information about the NDS DSRepair utility.
	Restart the Inventory services.
Action:	If the problem persists, contact Novell Technical Services.

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

Source:	Inventory Service Manager
Severity:	Critical
Explanation:	The schedule for the roll-up of scan data is not configured properly in the Roll-Up policy.
Action:	Set up the schedule for roll-up in the Roll-Up policy. For more information, see Configure the Roll-Up Policy in Workstation Inventory in *Deployment*.

616: Schedule in the Roll-Up policy is corrupted.

Source: Inventory Service Manager

Severity: Critical

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

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

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

Action: Set the schedule for roll-up in the Roll-Up policy. For more information, see Configure the Roll-Up Policy in Workstation Inventory in *Deployment*.

617: Unable to get the site information from the database.

Source: Inventory Service Manager

Severity: Critical

Possible Cause: The database is not up and running.

Action: Ensure that the database is up. Wait until the connection is established. If the problem still persists, stop the Inventory services on the Inventory server. Ensure the database is up. Restart the Inventory services.

618: The effective Roll-Up policy for this server points to itself as the next level server.

Source: Service Manager

Severity: Warning

Explanation: The Roll-Up policy should specify the next level server for roll-up of scan data. This error occurs if the specified roll-up server is the same server as the current server.

Action: Ensure that the next level server for roll-up is specified correctly in the Roll-Up policy.

622: Unable to get information from the database.

Source: Service Manager

Severity: Critical

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

Possible Cause: The network is down.

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

Possible Cause: The database is not up and running.

Action: Ensure that the database is up.

623: The database attached to this server does not have ZfD 3.2 installed on it.

Source: Service Manager

Severity: Critical

Possible Cause: A ZfD 3.2 Inventory server is connected to a ZfD3 database server or a ZfD3 SP1 database server.

Action: Install ZfD 3.2 on the database server.

624: ZfD 3.2 is not installed on this server.

Source:	Service Manager
Severity:	Critical
Explanation:	The error occurs when ZfD 3.2 installation is not done on the Inventory server.
Action:	Install ZfD 3.2 on the server.

625: ZfD 3.2 roll out on the server failed.

Source:	Service Manager
Severity:	Critical
Explanation:	This error occurs when the Service Manager is unable to update the database during the roll-out.
Action:	Load the database. Start the Inventory services.
	If the problem persists, contact Novell Technical Services.

626: ZfD 3.2 installation did not complete. Run the installation program.

Source:	Service Manager
Severity:	Critical
Explanation:	This error occurs when ZfD 3.2 installation program is unable to complete the installation.
Action:	Install ZfD 3.2 on the Inventory server and the database server.

Inventory Policy Error Messages

  ◆ Roll-Up Policy

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

Source:	Workstation Inventory Policy
Severity:	Critical
Possible Cause:	The Inventory Service object in NDS is invalid.
Explanation:	The installation program creates the Inventory Service object and copies the Inventory server components on the server. The attributes for the Inventory Service object define the settings for scanning inventory. Also, the roles of the server are specified during installation. These settings are stored in NDS.
Action:	Choose the DN of an existing Inventory Service object. If the problem persists, reinstall the Workstation Inventory component.

Inventory Service object does not provide Inventory role.

Source:	Workstation Inventory Policy
Severity:	Critical
Explanation:	The installation program creates the Inventory Service object and installs the inventory server components on the server that you specify.
	This error occurs if the server you select is not a ZfD 3.2 Inventory server.
Action:	Ensure that the specified server is a ZfD Inventory server. Otherwise, run the installation program to install the Inventory components on the server. In the Workstation Inventory policy, choose an Inventory Service object that provides an Inventory role.

Inventory Service object is not valid. Scan Directory path is not configured for this Inventory Service object.

Source:	Workstation Inventory Policy
Severity:	Critical
Explanation:	The installation program creates the Inventory Service object. The attributes for the Inventory Service object define the settings for scanning inventory. These settings are stored in NDS.
	This error occurs if the attribute for the Inventory Service object in NDS is invalid.
Action:	Run the installation program so that the Inventory Service object is created on the server.

Unable to find the policy package for this policy. Windows 95-98 workstation Inventory policy will be assumed.

Source:	Workstation Inventory Policy
Severity:	Critical
Possible Cause:	The policy package is corrupted.
Explanation:	The Workstation Inventory policy package stores the inventory settings for the workstations. This error happens if the policy package is corrupted. By default, the policy is applicable for Windows 95/98 workstations.
Action:	Delete the existing policies. Create the policy package and configure the Inventory policy again.

Unable to update the rights for the SCANDIR directory.

Source:	Inventory Service object property page
Severity:	Critical
Explanation:	The scan data files in the Scan directory (SCANDIR) are processed by the Inventory components. When you install ZfD, you specify the volume on the server for storing the scan data files in the SCANDIR directory. The installation program assigns the [Root] as a Trustee of the SCANDIR directory with Create rights.
	You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page. This error occurs when you modify the location of the SCANDIR directory on a NetWare server, and the rights for the SCANDIR directory cannot be created.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There is a problem in NDS.
Action:	Log in with administrator rights and specify the directory again.

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

Source:	Inventory Service object property page
Severity:	Critical
Possible Cause:	The specified server is not a roll-up server.
Explanation:	When you install ZfD, you specify the volume on the server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.
	The SCANDIR directory path is the location on the server that stores the scan data files. The format of the scan directory path is as follows:
	server_name_\volume_of_the_server\ZENWORKS\SCANDIR
	The specified servername in the Scan Directory Path cannot be changed. Click Browse to select an existing directory on a NetWare server.

Unable to update the NDS attributes for the Inventory Service object.

Source:	Inventory Service object property page
Severity:	Critical
Explanation:	The inventory settings for the server are stored in NDS. This error occurs if the attributes cannot be written to NDS.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There may be a problem with NDS.
Action:	Log in with administrator rights and configure the Inventory Service object property page again.

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

Source:	Inventory Service object property page
Severity:	Warning
Explanation:	When you install ZfD, you specify the volume on the server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.
	The SCANDIR directory path is the location on the server that stores the scan data files. The format of the Scan Directory Path is as follows:
	server_name\volume_of_the_server\ZENWORKS\SCANDIR
Action:	Click Browse to specify the path to an existing directory on a NetWare server.

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

Source:	Inventory Service object property page
Severity:	Warning
Explanation:	When you want to change the role of an Inventory Service object, you must perform certain tasks to support the new role of the server.
	If there are workstations and Inventory policies attached to the server, you must remove the associated Inventory policies before you change the role of the server.
Action:	Remove the associated Inventory policies.

Specified change of role is not allowed. Choose a valid role.

Source:	Inventory Service object property page
Severity:	Warning
Explanation:	See Changing the Role of the Inventory Service Object in Workstation Inventory in *Administration*.
Action:	Choose another role for the Inventory Service object.

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

Source:	Inventory Service object property page

Severity:	Warning
Explanation:	On a Windows NT/2000 server, the settings for the shared directory (SCANDIR) are modified only if you log in as an administrator or with administrator rights.
Action:	Log in to the Windows NT/2000 server as an administrator.

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

Source:	Inventory Service object property page
Severity:	Critical
Explanation:	When you install ZfD, you specify the volume on the server for storing the scan data files. You can modify the volume or the directory of the SCANDIR directory path in the Inventory Service object property page.
	The SCANDIR directory path is the location on the server that stores the scan data files. The format of the Scan Directory Path is as follows:
	server_ name\volume_of_the_server\directory
Action:	Click Browse to specify the path to an existing location on the server.

Insufficient rights. Scan Directory path is not modified.

Source:	Inventory Service object property page
Severity:	Critical
Explanation:	On a Windows NT/2000 server, the setting for the shared directory (SCANDIR) is modified only if you log in as an administrator or with administrator rights.
Action:	Log in to the Windows NT/2000 server as an administrator.

Unable to read the existing shared directory. Scan Directory path is not modified. Log in as administrator

Source:	Inventory Service object property page
Severity:	Warning
Explanation:	On a Windows NT/2000 server, the setting for the shared directory (SCANDIR) is modified only if you log in as an administrator or with administrator rights.
Action:	Log in to the Windows NT/2000 server as an administrator.

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

Source:	Roll-Up Policy
Severity:	Critical
Possible Cause:	The specified DN does not exist.
Explanation:	You must specify the DN of the server at the next level to move the scan data from the selected server. The server that you specify must be one of the following servers: Intermediate Server, Intermediate Server with Database, Intermediate Server with Database and Workstations, Intermediate Server with Workstations, Root Server, or Root Server with Workstations.
Action:	Specify an existing Inventory Service object of the next-level server for roll-up of scan data.

Inventory Service object does not provide roll-up service.

Source:	Roll-Up Policy
Severity:	Critical
Possible Cause:	The server is not configured as a roll-up server.
Explanation:	You must specify the DN of the server at the next level to move the scan data from the selected server. The server that you specify must be one of the following servers: Intermediate Server, Intermediate Server with Database, Intermediate Server with Database and Workstations, Intermediate Server with Workstations, Root Server, or Root Server with Workstations.
	This error occurs if the selected server in the Roll-Up policy is not one of these server types.
Action:	In the Inventory Service object Property page, configure the role of the selected server that supports roll-up. In the Roll-Up policy, specify the DN of the roll-up server.

Custom Scan Editor Error Messages

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

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.
	This error occurs if the entries in the file are not valid or the file is not a valid text file.
Action:	Ensure that you specify a valid Custom Scan file. Create this file by following the Format of the Custom Scan file conventions in Workstation Inventory in *Administration*.

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

Source:	Custom Scan Editor
Severity:	Warning

Explanation:	If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.
	This error occurs if the entries in the file are not valid or the file is not a valid text file.
Action:	Create the file by following the Format of the Custom Scan file conventions in Workstation Inventory in *Administration*.

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

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	If you have a large number of software applications that you want to specify for software scanning, you can create a Custom Scan file and later import the file.
	This error occurs if the entries in the file are not valid or the file is not a valid text file.
Action:	Create this file by following the Format of the Custom Scan file conventions in Workstation Inventory in *Administration*.

The Custom Scan file is corrupted.

Source:	Custom Scan Editor
Severity:	Warning
Action:	Create this file by following the Format of the Custom Scan file conventions in Workstation Inventory in *Administration*.

Unable to open the selected file.

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	The file is in use or locked by some other application.
Action:	Ensure that the file is not in use by any other application.

Unable to export the data to the selected file.

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	Input-output error while writing to the file.
Action:	If the file exists, delete the file and retry the export operation with a different file name.

Unable to export the data.

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	There is an input-output error while writing to the file.
Action:	If the file exists, delete the file and retry the export operation with a different file name.

The Custom Scan Editor is unable to get the data from NDS.

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	The Custom Scan data is stored in NDS. The Custom Scan Editor program is unable to access the directory services.
Action:	Ensure that the time synchronization has been set within a radius of 2 seconds.

The Custom Scan Editor is unable to write the data to NDS.

Source:	Custom Scan Editor
Severity:	Warning
Explanation:	The Custom Scan data is stored in NDS. The Custom Scan Editor program is unable to access the directory services.
Action:	Ensure that the time synchronization has been set within a radius of 2 seconds.

Policy Migration Error Messages

The Inventory Service object does not provide Inventory role. Migration will not proceed.

Source:	Policy Migration
Severity:	Warning
Explanation:	ZENworks 2 Inventory policies are migrated for an Inventory Service object in ZfD 3.2. The Inventory Service object that you have selected for migration must be an Inventory server, such as an Intermediate Server with Workstations. The server cannot be an Intermediate Server or other type that does not have workstations attached.
Action:	In ConsoleOne, choose an Inventory Service object that is an Inventory server.

Inventory Service object does not contain the DN of the Inventory server. Migration will not proceed.

Source:	Policy Migration
Severity:	Critical
Explanation:	In ZENworks 2, when you configure the Inventory policy settings, you specify the DN of the Inventory server. This setting specifies the Inventory server to which the attached workstations

will send the scan data. To migrate the Inventory policy, you must specify a valid DN address in the Policy Migration window.

Action: Ensure that you have properly configured the Inventory policy in ZENworks 2 and specified the DN of the server correctly in the Policy Migration window.

Servername has been migrated before.

Source: Policy Migration

Severity: Warning

Explanation: The Policy Migration tool migrates the ZENworks 2 Inventory policies only once. This error happens if you are migrating the Inventory policies that have been migrated earlier.

Inventory Policy Object *policy_object_name* has invalid settings *setting_name*.

Source: Policy Migration

Severity: Warning

Explanation: The Inventory policy settings in ZENworks 2 are not properly configured.

Action: Ensure that the ZENworks 2 Inventory policy settings are configured.

Contextname has invalid NDS attribute *attribute_name*.

Source: Policy Migration

Severity: Warning

Explanation: The Policy settings are stored in NDS. This error occurs when the NDS attributes for the Policy settings in ZENworks 2 are invalid.

Action: Ensure that the ZENworks 2 Inventory policy settings are configured.

Roll-Up Scheduler Error Messages

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

Source: Roll-Up Scheduler

Severity: Critical

Possible Cause: The attributes for the server's Scheduler policy in NDS are invalid.

Action: Stop the Inventory Services on the server. Delete the existing Roll-Up policy and create the policy again. Start the Inventory Services on the server.

If the problem persists, contact Novell Technical Services.

502: Unable to refresh the Roll-Up Schedule for the server.

Source: Roll-Up Scheduler

Severity: Critical

Explanation: The attributes for the server's Scheduler policy in NDS are invalid.

Action: Stop the Inventory Services on the server. Delete the existing Roll-Up policy and create the policy again. Start the Inventory Services on the server.

Scanner Error Messages

001: Unable to create Windows temporary directory.

Source:	Scanner
Severity:	Informational
Explanation:	When scanning the workstations, the Scanner places the scan log files and other files in the Windows temporary directory (WINDOWS\TEMP on Windows 95/98, TEMP on Windows NT/2000).
	The Scanner creates the directory if it does not exist.
Possible Cause:	The environment variables (TMP and TEMP) for locating the Windows Temporary directory are not set to the correct path.
Action:	Ensure that the environment variables are set properly.

002: Unable to register in to the DMI Service Layer.

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

003: Insufficient memory. Close some applications.

Source:	Scanner
Severity:	Critical
Possible Cause:	The workstation has insufficient memory.
Action:	Close some applications so that system memory is available for the Scanner.

004: Windows temporary directory created.

Source:	Scanner

Severity:	Informational
Explanation:	When scanning the workstations, the Scanner places the scan log files and other files in the TEMP directory (WINDOWS\TEMP on Windows 95/Windows 98, and TEMP on Windows NT/2000).

005: Unable to update the minimal information file (MINFO.INI). Ensure the file has Write access.

Source:	Scanner
Severity:	Critical
Explanation:	When scanning the workstations, the Scanner stores minimal information of the scan data in the MINFO.INI file in the TEMP directory (WINDOWS\TEMP on Windows 95/98, TEMP on Windows NT/2000).
Possible Cause:	The file is in Read-Only mode.
Action:	Ensure that the MINFO.INI file in the TEMP directory has Write access.

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

Source:	Scanner
Severity:	Informational
Explanation:	The Scanner cannot free the allocated system heap memory. This error occurs if some memory areas are corrupted.
Action:	Close some applications so that system memory is available for the Scanner.

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

Source:	Scanner
Severity:	Critical
Possible Cause:	Insufficient memory to run the Scanner on the workstation.
Action:	Close some applications and run the Scanner from the Service Manager.

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

Source:	Scanner
Severity:	Informational
Possible Cause:	The MSI layer is not installed or functional.
Explanation:	The Scanner uses the MSI layer to collect software information on the workstations. If the MSI layer was not present on the workstation at the time of scanning, the Scanner probes the workstation.

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

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

010: Unable to create the History file (HIST.INI) in the Windows Temp directory.

Source:	Scanner
Severity:	Warning
Explanation:	The Scanner creates a history file (HIST.INI) in the Windows temporary directory (WINDOWS\TEMP on Windows 95/Windows 98, and TEMP on Windows NT/2000).
Possible Cause:	There is no free disk space on the workstation.
Action:	Ensure that there is free disk space.
Possible Cause:	The file is corrupted.
Action:	The Scanner re-creates this file and enforces a complete scanning of the workstation.

011: Unable to read the History file. The Scanner will recreate this file and scan the workstation completely.

Source:	Scanner
Severity:	Warning
Explanation:	The Scanner creates a history file (HIST.INI) in the Windows temporary directory (WINDOWS\TEMP on Windows 95/Windows 98, and TEMP on Windows NT/2000). If the file is corrupted, the Scanner re-creates the file and scans the workstation completely.

012: Unable to create the .STR file.

Source:	Scanner
Severity:	Critical
Possible Cause:	The disk is full on the workstation.
Action:	Ensure that there is free disk space.
Possible Cause:	The network is down or the network connections are closed.
Action:	Ensure the network is up and the network connections are active.
Possible Cause:	The SCANDIR directory does not exist on the server.
Action:	Configure the SCANDIR directory in the Inventory Service object property page.

013: Microsoft Installer is not installed.

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

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

Source:	Scanner
Severity:	Warning

Explanation: The Scanner creates a history file (HIST.INI) in the TEMP directory (WINDOWS\TEMP on Windows 95/98, TEMP on Windows NT/2000). If the file is corrupted, the Scanner re-creates the file and scans the workstation completely.

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

Source: Scanner

Severity: Warning

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

Possible Cause: The key is missing.

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

Possible Cause: The values in the keys are invalid.

Action: Register the workstation.

016: Unable to create the key in the registry.

Source: Scanner

Severity: Warning

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

Possible Cause: The keys are missing in the registry.

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

Action: Register the workstation.

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

Source: Scanner

Severity: Warning

Explanation: The Scanner creates the keys in Novell\Workstation Manager in the Registry.

Possible Cause: The key is missing.

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

Possible Cause: The value in the keys are invalid.

Action: Register the workstation.

018: Unable to find the MAC address of the workstation.

Source: Scanner

Severity: Critical

Possible Cause: The WINSOCK.DLL files do not exist on the workstation.

Action: Ensure that the WINSOCK.DLLs are installed on the workstation.

019: Unable to get the local time on the workstation.

Source: Scanner

Severity: Critical

Action:	If the problem persists, contact Novell Technical Services.

020: The Custom Scan file is corrupted.

Source:	Scanner
Severity:	Warning
Explanation:	The attribute for the Custom Scan file in NDS contains invalid data.
Action:	In ConsoleOne, run the Custom Scan Editor. The editor will validate the Custom Scan file. If the problem persists, contact Novell Technical Services.

021: Unable to access the Custom Scan file.

Source:	Scanner
Severity:	Warning
Explanation:	The attribute for the Custom Scan file in NDS contains invalid data.
Action:	In ConsoleOne, run the Custom Scan Editor. The editor will validate the Custom Scan file.
	If the problem persists, contact Novell Technical Services.
Action:	See the NDS documentation Web site (http://www.novell.com/documentation) for more information about NDS error messages.

022: Unable to write to the .STR file.

Source:	Scanner
Severity:	Warning
Possible Cause:	The SCANDIR directory does not exist on the server.
Possible Cause:	A .STR file with the same filename exists on the server.
Action:	See the NDS documentation Web site (http://www.novell.com/documentation) for more information about NDS error messages.

023: Unable to close the .STR file.

Source:	Scanner
Severity:	Warning
Possible Cause:	The system memory on the workstation is corrupted.
Possible Cause:	The network connection is closed when the Scanner is storing the file on the server.
Action:	Ensure that the network is up and the network connections are active.
Action:	Schedule the scan again.

024: Initiated scan successfully.

Source:	Scanner
Severity:	Informational
Explanation:	This message is displayed when the Scanner has been launched successfully on the workstation. Whether the Enable Scan of workstation option was unchecked or checked in the Inventory Service object property page, this message is displayed.

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

025: Unable to create the minimal information MINFO.INI file.

Source:	Scanner
Severity:	Informational
Explanation:	The scanners store minimal information of the scan data in the MINFO.INI file in the TEMP (WINDOWS\TEMP on Windows 95/98, and TEMP on Windows NT/2000) directory. This information is stored in NDS.
Possible Cause:	There is no free disk space on the workstation.
Action:	Ensure that there is free disk space.

026: Unable to find the Workstation DN Name or Tree in NDS.

Source:	Scanner
Severity:	Critical
Possible Cause:	The workstation is not registered.
Action:	Ensure the workstation is properly registered as a Workstation object in NDS. To verify, from the system tray at the workstation, click Workstation Manager > Display NDS Information. The Workstation object and the Workstation tree should display the DN name and the tree name.

027: Unable to read the sequence number from the Workstation object.

Source:	Scanner
Severity:	Warning
Explanation:	This error occurs if the scan details are deleted from NDS. Also, the workstation details are deleted from NDS and newly created.
Action:	Make sure that the Selector is loaded on the server. This ensures that the Selector is ready to process .STR files.
Action:	Ensure that the database contains the scan information. This ensures that the Selector has processed the .STR file and created the sequence number in the Workstation object.
	In ConsoleOne, click a container. Click Tools > Configure DB. Select a ZENworks Database object > click OK.
	View the scan information > right-click the workstation from ConsoleOne > click Actions > click Inventory.
Action:	If the problem persists, contact Novell Technical Services.

028: Unable to read the SCANDIR directory location from the Inventory policy.

Source:	Scanner
Severity:	Warning

Explanation:	The Scanner collects the scan data in the .STR file. The .STR file for the workstation is stored in the SCANDIR directory. The SCANDIR directory path is specified during the installation or in the Inventory Service object property page.
	This error occurs if the SCANDIR directory location is not properly configured in the Inventory Service object property page.
Action:	Ensure that the SCANDIR directory path is properly configured in the Inventory Service object property page.

029: Unable to generate the .STR file name. Contact Novell Technical Services.

Source:	Scanner
Severity:	Warning
Explanation:	The Scanner collects the scan data in a .STR file.
	The convention of the .STR filename is: *macaddress_gmt_sequencenumber.STR*
	where *macaddress* is the MAC address of the workstation, *gmt* is the time at which the workstation is scanned for the first time, *sequencenumber* is the internal sequencing number of the workstation, and .STR is the file extension.
	For example, 00508b12b2c4_944029836000_10.STR is the .STR file for the workstation with a MAC address of 00508b12b2c4, a GMT of 944029836000, and an internal sequencing number of 10.
	This error occurs if the Scanner is unable to generate the filename for the .STR file.
Action:	If the problem persists, contact Novell Technical Services.

030: Unable to update the Workstation object.

Source:	Scanner
Severity:	Warning
Explanation:	The Scanner writes the minimal scan information and the status of the scan in NDS.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.

031: Unable to read the Software Scan option in the Inventory policy.

Source:	Scanner
Severity:	Warning
Explanation:	By default, the Scanner does not collect the software information of the workstation. If you want the software inventory, you must enable the Software Scan option in the Inventory policy. The Inventory policy settings are stored in NDS.
Action:	Ensure that the Software Scan option is enabled in the Inventory policy.
Action:	See the NDS documentation Web site (http://www.novell.com/documentation) for more information about NDS error messages.

032: Unable to unregister from the DMI 2.0 Service Layer.

Source:	Scanner
Severity:	Warning
Possible Cause:	The system memory on the workstation is corrupted.
Explanation:	The Scanner does not collect the scan data from the Service Provider within the Service Layer.

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

Source:	Scanner
Severity:	Warning
Explanation:	By default, the Scanner does not collect the software information of the workstation. If you want the software inventory, you must enable the Software Scan option in the Inventory policy.
Possible Cause:	The Software Scan option is not selected in the Inventory policy.
Action:	Click the Enable the Software Scan option in the Inventory policy.

034: Unable to write to the scan error log, ZENERRORS.LOG.

Source:	Scanner
Severity:	Warning
Explanation:	The scanners report the errors in the ZENERR.LOG log file in the TEMP directory (WINDOWS\TEMP on Windows 95/98 and TEMP on WINDOWS NT/2000) on the workstations.
Possible Cause:	The file is corrupted.
Action:	The Scanner re-creates the file.
Possible Cause:	The disk is full.
Action:	Ensure that there is free disk space on the workstations.

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

Source:	Scanner
Severity:	Critical
Possible Cause:	The Inventory policy associated with the Workstation object does not exist.
Action:	Associate the Workstation object with an Inventory policy.

036: Unable to access the SCANDIR directory.

Source:	Scanner
Severity:	Critical
Possible Cause:	The directory does not exist.
Action:	Ensure that the SCANDIR directory path is properly configured in the Inventory Service object property page.

037: Unable to update the Scanner intermediate file, SCAN.TXT.

Source:	Scanner
Severity:	Critical
Explanation:	The SCAN.TXT file is in Read-Only mode. The Scanner cannot write to the file.
Action:	Ensure that the SCAN.TXT file directory has Write access.

038: Unable to update the Scanner intermediate file, MINFO.INI.

Source:	Scanner
Severity:	Critical
Explanation:	The MINFO.INI file is in Read-Only mode. The Scanner cannot write to the file.
Action:	Ensure that the MINFO.INI file in the Windows temporary directory (WINDOWS\TEMP on Windows 95/Windows 98, and TEMP on Windows NT/2000) has Write access.

039: Unable to update the Scanner intermediate file, ZENERROR.LOG.

Source:	Scanner
Severity:	Critical
Explanation:	The ZENERROR.LOG file is in Read-Only mode. The Scanner cannot write to the file.
Action:	Ensure that the ZENERROR.LOG file directory has Write access.

040: System environment variable TMP or TEMP is not set.

Source:	Scanner
Severity:	Critical
Explanation:	When scanning workstations, the Scanner places the scan log files and other files in the Windows temporary directory (WINDOWS\TEMP on Windows 95/98 and TEMP on Windows NT/2000).
	The Scanner creates the directory if the TEMP directory does not exist.
Possible Cause:	The environment variables (TMP and TEMP) for locating the Windows temporary directory are not set to the correct path.
Action:	Ensure that the environment variables TMP or TEMP are set to the Windows temporary directory.

041: Incorrect ZENworks client configuration.

Source:	Scanner
Severity:	Critical
Possible Cause:	The Inventory client files in the WINDOWS\SYSTEM or WINNT\SYSTEM32 directories are missing or are older versions.
Action:	Reconfigure the workstation by installing the ZfD 3.2 Workstation Inventory client files only.

042: Unable to launch Inventory Scanner.

Source:	Scanner
Severity:	Critical

Possible Cause:	Insufficient rights for launching the Scanner.
Action:	Set the NDS tree containing the Inventory policies as the Trustees of the PUBLIC\ZENWORKS directory.
Possible Cause:	If this error message is displayed on a Windows NT workstation, the DNS name might not have been properly configured.
Action:	On the Windows NT workstation, do the following:

1 Right-click Network Neighborhood > click Properties.

2 Click the Protocols tab.

3 In the Network Protocols list, select TCP/IP Protocol and click the Properties button.

4 Click the DNS tab.

5 Make sure that the DNS name, DNS Service Search Order, and Domain Suffix Search Order have been properly configured

6 Click the WINS Address tab.

7 Ensure that the Enable DNS for Windows Resolution check box is selected.

Action:	If the problem persists, contact Novell Technical Services.

043: Unable to read the Software Rules file.

Source:	Scanner
Severity:	Informational
Explanation:	The Scanner reads the display name for the vendor and the product from the Software Rules file (SWRULES.INI). This file is located in PUBLIC\ZENWORKS on the Inventory server. This error occurs if the file is not accessible, does not exist in the directory, or if the file does not allow read access.
Action:	Ensure that the SWRULES.INI file exists in PUBLIC\ZENWORKS on the Inventory server.
Action:	Ensure that the file has Read permission.

044: The Software Rules file is corrupted.

Source:	Scanner
Severity:	Warning
Explanation:	The Scanner reads the display name for the vendor and the product from the Software Rules file (SWRULES.INI). This file is located in PUBLIC\ZENWORKS on the Inventory server. This error occurs if the contents of the file are incorrect or the file has a physical error.
Action:	Ensure that the SWRULES.INI file contains correct entries. See Customizing the Software Scanning Information of Vendors and Products in Workstation Inventory in *Administration*.
Action:	Copy the SWRULES.INI file from the ZfD 3.2 *Program* CD.

045: The Scanner configuration file for Jaz and Zip drives is not found.

Source:	Scanner
Severity:	Critical
Possible Cause:	The ZIPNAMES.INI file is corrupted.

Possible Cause:	The ZIPNAMES.INI file does not exist in the PUBLIC\ZENWORKS directory on the Inventory server.
Action:	Install the ZIPPNAMES.INI file from the ZfD 3.2 *Program* CD in the PUBLIC\ZENWORKS directory on the Inventory server.

046: Unable to load the ZENworks Library, ZENPOL32.DLL.

Source:	Scanner
Severity:	Critical
Possible Cause:	The file is corrupted or does not exist in the Windows System directory.
Action:	Copy the ZENPOL32.DLL file from the ZfD 3.2 *Program* CD to the Windows System directory.

047: Unable to read the ZENworks Library, ZENPOL32.DLL.

Source:	Scanner
Severity:	Critical
Possible Cause:	The file is corrupted or an older version of the file exists.
Action:	Copy the ZENPOL32.DLL file from the ZfD 3.2 *Program* CD to the Windows System directory.

48: Could not initialize WMI.

Source:	Scanner
Severity:	Critical
Possible Cause:	Microsoft's Windows Management Instrumentation (WMI) is not installed on the workstation.
Action:	Install WMI again on the workstation.

49: Could not initialize COM.

Source:	Scanner
Severity:	Critical
Possible Cause:	An internal occur has occurred.
Action:	Contact Novell Technical Services.

50: Could not initialize COM Security.

Source:	Scanner
Severity:	Critical
Possible Cause:	An internal occur has occurred.
Action:	Contact Novell Technical Services.

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

Source:	Scanner
Severity:	Critical
Possible Cause:	WMI is not installed on the workstation.

Action:	Install WMI again on the workstation.

52: Could not connect to WMI server.

Source:	Scanner
Severity:	Critical
Possible Cause:	WMI is not installed on the workstation.
Action:	Install WMI again on the workstation.

Sender and Receiver Error Messages

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

Source:	Sender
Severity:	Critical
Explanation:	For each roll-up scheduled by the Sender, the .STR files from the ENTMERGEDIR directory are placed in ENTPUSHDIR directory and compressed to a .ZIP file. In addition to the .STR file, the ZIP file contains a Property file with the information about the .ZIP file.

Possible Cause:	The disk is full.
Action:	Ensure that there is free disk space.
Possible Cause:	The directory (ENTPUSHDIR) is not found on the server.
Action:	Ensure that the ENTPUSHDIR directory exists on the server.
Possible Cause:	There is no write access for the ENTPUSHDIR directory.
Action:	Ensure that the directory has write permission.

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

Source:	Sender and Receiver
Severity:	Critical
Explanation:	The Property file contains the roll-up information of the .ZIP file. The Property file is compressed with the .STR files to the .ZIP file.
	The Sender and the Receiver read the property file in the .ZIP file to verify if the compressed file is in .ZIP format and if the .ZIP file is an Inventory .ZIP file. The inventory components also read the file to get the roll-up information of the .ZIP file.
Possible Cause:	The directory (ENTPUSHDIR) is not found on the server.
Action:	Ensure that the ENTPUSHDIR directory exists on the server.
Possible Cause:	There is no Read access for the files in the ENTPUSHDIR directory.
Action:	Ensure that the files have Read access.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

303: Unable to unzip the file *zipfilename*.

Source:	Sender and Receiver
Severity:	Informational
Explanation:	The inventory components (Sender and Receiver) internally decompress the .ZIP file.
Possible Cause:	The .ZIP file was corrupted during transmission from the Sender.
Action:	The inventory component will transmit the files again.

304: Unable to open the file *pathname/filename*.

Source:	Sender and Receiver
Severity:	Critical
Explanation:	This error occurs when the files are accessed by both the Sender and the Receiver. In the Inventory cycle, the Sender and the Receiver on the servers transfer the compressed scan files from the lower-level servers to the higher-level servers.
Possible Cause:	The disk is full on the server.
Action:	Ensure that there is free disk space.

Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the server.
Possible Cause:	There is no Read and Write access to the files in the directory.
Action:	Ensure that the files have Read and Write access.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

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

Source:	Sender
Severity:	Critical
Explanation:	The Sender creates a .ZIP file of all .STR files and the Property file. This file is sent to the Receiver.
Possible Cause:	The disk is full.
Action:	Ensure that there is free disk space.
Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the server.
Possible Cause:	There is no Read and Write access to the files in the directory.
Action:	Ensure the directory has Read and Write access for the files in the directory.

308: Compression failure. *filename.STR* is not compressed to a .ZIP file.

Source:	Sender
Severity:	Critical
Explanation:	The Sender compresses the .STR files in the ENTPUSHDIR directory of the server as a .ZIP file and also creates a Property file.
Possible Cause:	There is an internal problem with the Java* utility for creating a .ZIP file of the .STR files.
Action:	If the problem persists, contact Novell Technical Services.

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

Source:	Sender
Severity:	Critical
Explanation:	The Sender compresses the .STR files in the ENTPUSHDIR directory of the server as a .ZIP file and also creates a Property file.
Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the server.
Possible Cause:	There is no Read and Write access to the files in the directory.
Action:	Ensure that the directory has Read and Write access for the files in the directory.

| Possible Cause: | The disk is full. |
| Action: | Ensure that there is free disk space. |

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

Source:	Sender and Receiver
Severity:	Warning
Explanation:	This error occurs when the inventory component closes the intermediate files after processing them.
Possible Cause:	The input-output buffers are not closed.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

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

Source:	Sender and Receiver
Severity:	Warning
Explanation:	This error occurs when the Sender or the Receiver is writing data to the network and the network connection is lost or closed.
Action:	Ensure that the network is up and running and the network connections are active.

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

Source:	Sender and Receiver
Severity:	Warning
Explanation:	This error occurs when the Sender or the Receiver is reading the data from the network and the network connection is lost or closed.
Action:	Ensure that the network is up and running and the network connections are active.

315: Unable to accept connection from the Sender.

Source:	Receiver
Severity:	Warning
Possible Cause:	The socket is not created properly.
Action:	Ensure that the network is up and running and the network connections are active.

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

| Source: | Sender and Receiver |
| Severity: | Warning |

Explanation:	This error occurs when the Sender or the Receiver is reading data from the network and either of the inventory components close or crash.
Possible Cause:	The network is down or the network connections are closed.
Action:	Ensure that the network is up and running and the network connections are active.
Action:	Ensure that the network connections are active and restart the inventory components.

317: Unable to copy the file *filename* from the ENTPUSHDIR directory to the DBDIR directory.

Source:	Receiver
Severity:	Critical
Explanation:	The Receiver on the server that has the database attached to it copies the files from the ENTPUSHDIR to the DBDIR directory after the .ZIP file is received from the lower-level server.
Possible Cause:	The disk is full.
Action:	Ensure that there is free disk space.
Possible Cause:	The directory that contains the files does not exist.
Action:	Ensure that the directory exists on the server.
Possible Cause:	There is no Write access to the files in the directory.
Action:	Ensure that the directory has Write access for the files in the directory.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

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

Source:	Sender
Severity:	Critical
Explanation:	This error occurs when the .ZIP file cannot be sent from the Sender to the Receiver on the network.
Possible Cause:	The network is down or the network connections are closed.
Action:	Ensure that the network is up and running and the network connections are active.
Possible Cause:	The disk is full.
Action:	Ensure that there is free disk space.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do not need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

320: Unable to reach the Receiver *receiver_host_address*.

Source:	Sender
Severity:	Critical

Explanation:	This error occurs when the Sender cannot establish the connection with the Receiver.
Possible Cause:	The Receiver address in the NDS is not correct.
Action:	Specify a valid address for the Receiver.
Possible Cause:	The Receiver is down.
Possible Cause:	The address is not properly configured in NDS.
Action:	Verify the Receiver address in NDS with the address of the Receiver that the Sender is establishing the connection with.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and running and the network connections are active.

321: Input-output error while creating the socket.

Source:	Sender
Severity:	Warning
Explanation:	This error occurs when the Sender is establishing the connection with the Receiver for transmitting the scan data files.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and running and the network connections are active.

322: Input-output error while closing the buffers.

Source:	Sender and Receiver
Severity:	Warning
Possible Cause:	The input-output buffers are not closed properly.
Action:	Restart the Inventory component from the Service Manager.

324: Directory *directory_name* does not exist.

Source:	Sender and Receiver
Severity:	Critical
Explanation:	The Inventory component accesses the files in the directory for processing the scan information.
Action:	Ensure that the directory exists on the server.
Action:	If the source of the problem is the Receiver component, follow the specified actions and restart the Receiver from the Service Manager.
	If the source of the problem is the Sender component, follow the specified actions before the Sender is rescheduled. You do need to restart the Sender because the roll-up time scheduled in the Roll-Up policy triggers the Sender.

325: The Receiver could not bind to accept connections from the Senders at time in milliseconds *time_in_milliseconds*.

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

Action:	Ensure that there are free port numbers in the range. You may need to exit the applications using the port numbers.

326: The Sender could not connect to the Receiver because the Receiver's Host Address is not configured properly.

Source:	Sender
Severity:	Critical
Possible Cause:	The Host Address is not configured properly in the Receiver.
Action:	Ensure that the Host Address is configured properly.

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

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

Selector Error Messages

401: Unable to access *filename*. The file is in use by other applications or the file is corrupted.

Source:	Selector
Severity:	Critical
Possible Cause:	The file is in use by other applications.
Possible Cause:	The file is corrupted.
Action:	Ensure that the file is not in use.

402: File *filename* is invalid or corrupt. Deleting the file.

Source:	Selector
Severity:	Critical
Possible Cause:	The inventory scan data is corrupted or the .STR file contains incomplete content.
Action:	The Scanner will send a Full Scan again.
	If required, ensure that a Full Scan is done at the workstation.

405: The directories required for the Selector are not found. Selector service is stopped.

Source:	Selector
Severity:	Critical
Explanation:	The Selector processes the scan data files to determine whether the new scan data should be merged with the existing data and places the files in the appropriate directories.
Action:	Ensure that the directories (DBDIR, ENTMERGE) exist and these directories have Create access.
Action:	If the problem persists, reinstall the ZENworks Inventory component.

Storer Error Messages

101: Invalid username or password.

Source:	Storer
Severity:	Critical
Explanation:	The username and password for the Inventory database are configured in the Database Location policy. The Storer logs in to the database with the specified username and password.
Action:	Ensure that the username and password match the details in the database.

102: Unable to load the Sybase JDBC driver file (JDBCDRV.ZIP).

Source:	Storer
Severity:	Critical
Possible Cause:	The driver files required by the Storer are missing.
Action:	Copy the driver file (JDBCDRV.ZIP) from the ZfD 3.2 *Program* CD (\PUBLIC\ZENWORKS\LIB) or contact Novell Technical Services.

103: Unable to load the Oracle JDBC driver file (CLASSES111.ZIP).

Source:	Storer
Severity:	Critical
Possible Cause:	The driver files required by the Storer are missing.
Action:	Copy the driver file (CLASSES111.ZIP) from the ZfD 3.2 *Program* CD (\PUBLIC\ZENWORKS\LIB) or contact Novell Technical Services.

104: Unable to connect to the database server.

Source:	Storer
Severity:	Critical
Possible Cause:	The network is either down or the IP address is not reachable.
Possible Cause:	The database is down.
Action:	Ensure that the database server is reachable with the specified IP address. Ping the server to check the connectivity of the server.

105: Database connection failed.

Source:	Storer
Severity:	Critical
Possible Cause:	The database is not up and running.
Action:	Ensure that the database is up. Wait until the database reconnection is established successfully.

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

Source:	Storer
Severity:	Informational
Explanation:	The scan data file (.STR) contains invalid data. The Storer will enforce a full scan of the workstations attached to the server.

121: Unable to read the Database Location policy.

Source:	Storer
Severity:	Critical
Possible Cause:	The policy settings are not properly configured in the Database Location policy.
Action:	Ensure that the Database Location policy is properly configured.

122: Unable to read the database directory (DBDIR) from the policy.

Source:	Storer
Severity:	Critical
Explanation:	The Storer takes the files from the DBDIR directory on the server to update the database.
Possible Cause:	The SCANDIR directory path is not properly configured in the Inventory Service object.

Action:	Ensure that the SCANDIR directory path is properly configured in the Inventory Service object property page.

141: Unable to read mapping file. MAP.SER is missing or corrupted.

Source:	Storer
Severity:	Critical
Explanation:	One of the data files that the Storer requires is missing or corrupted.
Action:	Ensure that the ZENINVSERVER.JAR is copied from the ZfD 3.2 *Program* CD to the correct directory on the server.
	Copy the .JAR file from \ZENWORKS\PRODUCT\SWHWINV\PUBLLIC\ZENWORKS\WMINV\LIB to the SYS:\PUBLIC\ZENWORKS\WMINV\LIB on the NetWare server or \NOVELL\\PUBLIC\ZENWORKS\WMINV\LIB on the Windows NT/2000 servers.

142: Unable to read association file. ASSOCIATION.SER is missing or corrupted.

Source:	Storer
Severity:	Critical
Explanation:	One of the data files that the Storer requires is missing or corrupted.
Action:	Ensure that the ZENINVSERVER.JAR file is copied from the ZfD 3.2 *Program* CD to the correct directory on the server.
	Copy the .JAR file from \ZENWORKS\PRODUCT\SWHWINV\PUBLLIC\ZENWORKS\WMINV\LIB to the SYS:\PUBLIC\ZENWORKS\WMINV\LIB on the NetWare server or \NOVELL\\PUBLIC\ZENWORKS\WMINV\LIB on the Windows NT/2000 servers.

143: The database directory (DBDIR) does not exists.

Source:	Storer
Severity:	Critical
Explanation:	The Storer stores the scan data from the .STR files located in the DBDIR directory to the Inventory database. This error occurs if the DBDIR directory does not exist on the server.
Action:	Ensure that the directory path of the SCANDIR directory specified in the Inventory Service object property page exists on the server.

151: Workstation is not found in the database.

Source:	Storer
Severity:	Warning
Possible Cause:	The previous scan data of the workstation is not stored in the database.
Action:	The Storer enforces complete scanning of the workstation.

152: The .STR file is corrupted. Schedule a Full scan of the workstation from the Inventory Service object.

Source:	Storer

Severity:	Warning
Explanation:	The Storer updates the database with the scan information from the .STR files. This error occurs if the Storer does not update the scan data in the database because the .STR files are corrupted.
Action:	Schedule a complete scanning of the workstation.

153: The scan data is not updated in the database. The scan data stored in the database is newer than the data of the .STR files.

Source:	Storer
Severity:	Informational
Explanation:	The Storer did not update the database with the data of the .STR files. The Storer will enforce a full scan of the workstations attached to the server.

200: The Storer has updated the database.

Source:	Storer
Severity:	Informational
Explanation:	The Storer has stored the scan data files in the database.

Data Export Error Messages

1101: File *filename* is not found.

Source: Data Export Program on Remote Server

Severity: Critical

Explanation:	The data export configuration files (.EXP and .CFG) contain the data export settings for exporting the data from the Inventory database. This error occurs when these files do not exist.
Possible Cause:	The specified .EXP filename or the specified path for the file is incorrect.
Action:	Specify the correct name of the .EXP filename and then run the Data Export tool again.
Possible Cause:	The .CFG file is not in the same directory as the .EXP file.
Action:	Ensure that the .EXP file and the corresponding .CFG file are in the same directory. From ConsoleOne, run the Data Export tool again.

1102: An error occurred while reading from the file *filename*. Ensure no other applications are using the .EXP and .CFG files, and run the data export program.

Source:	Data Export Program on Remote Server
Severity:	Critical
Explanation:	The data export configuration files (.EXP and .CFG) contain the data export settings for exporting the data from the Inventory database. This error occurs when the data export tool is unable to read the .EXP or the .CFG file.
Possible Cause:	The files are locked by some other application or the input-output buffers are full.
Action:	Ensure that no other application is using the .EXP and .CFG files and run the data export tool again.

1103: Attribute *attributename* does not exist in the Inventory database. Ensure that .CFG file contains valid Inventory attributes.

Source:	Data Export Program on Remote Server
Severity:	Critical
Possible Cause:	The .CFG file contains an attribute which is not a valid Inventory attribute.
Explanation:	The data export .CFG file contains the Inventory attributes that you choose to export. This error occurs when an attribute in the .CFG file does not match the actual Inventory attributes.
Action:	From ConsoleOne, run the Data Export tool. Ensure that the data configuration files (.CFG and .EXP) are not corrupted or manually edited. On the server, run the Data Export program.
	If the problem persists, contact Novell Technical Services.

1104: Class *classname* is not found. Unable to connect to the Inventory database because the JDBC driver is not found.

Source:	Data Export Program on Remote Server
Severity:	Critical
Explanation:	Data Export uses JDBC to connect to the Inventory database. This error occurs when the required JDBC driver is not present.
Action:	Contact Novell Technical Services.

1105: Unable to connect to the Inventory database using the URL *urlname*. SQL exception occurred *sql_error_details*.

Source:	Data Export Program on Remote Server

Severity:	Critical
Possible Cause:	The database is not running.
Action:	Ensure that the database is up and running. On the server, run the Data Export program.
Possible Cause:	The network connections are down while connecting to the database.
Action:	Ensure that network is up and running. On the server, run the Data Export program.
Possible Cause:	The IP address or the port number of the database in the .EXP file is not correct.
Action:	Ensure that the correct IP address and port number are specified in the .EXP file.
	Otherwise, from ConsoleOne, run the Data Export tool. Ensure that the IP address and port number details are specified in the .EXP file. On the server, run the Data Export program.
Possible Cause:	The username or the password is not correct.
Action:	Verify with the database administrator if the username and the password are valid. On the server, run the Data Export program.

1106: Unable to connect to the Inventory database.

Source:	Data Export Program on Remote Server
Severity:	Critical
Possible Cause:	The database is not running.
Action:	Ensure that the database is up and running. From ConsoleOne, run the Data Export tool. Ensure that the IP address and port number details are specified in the .EXP file. On the server, run the Data Export program.
Possible Cause:	The network connections are down while connecting to the database.
Action:	Ensure that the network is up and running.
Possible Cause:	The IP address or the port number of the database in the .EXP file is not correct.
Action:	Ensure that correct IP address and port number are specified in the .EXP file.
Possible Cause:	The username or the password is not correct.
Action:	Verify with the database administrator if the username and the password are valid.

1108: Unable to disconnect from the Inventory database.

Source:	Data Export Program on Remote Server
Severity:	Informational
Explanation:	This error occurs when the data export is almost completed.
Possible Cause:	The database or the network connections are not up and running.
Action:	If the data export to the .CSV file is not complete, ensure that the database is up and running. From ConsoleOne, run the Data Export tool again.

1110: *Filename* is not a valid .EXP file.

Source:	Data Export Program on Remote Server
Severity:	Critical
Possible Cause:	The .EXP file should contain the following attributes:

- ◆ DBVendor = *dbvendor_name*
- ◆ DBUser = *dbuser_name*
- ◆ DBPassword = *db_password*
- ◆ DBIPAddress = *database_server_ip_address*
- ◆ DECfgFile = *filename.cfg*
- ◆ DBPort = *port_number*

  The attribute names are case-sensitive. If any one of the preceding attributes are not present, the file is not a valid .EXP file.

Action: From ConsoleOne, run the Data Export tool. Ensure that the data configuration files (.CFG and .EXP) are not corrupted or manually edited. On the server, run the Data Export program.

If the problem persists, contact Novell Technical Services..

1111: Input-output error occurred while writing to the file *filename*.

Source: Data Export Program on Remote Server

Severity: Critical

Possible Cause: Disk is full.

Action: Ensure that there is enough disk space. On the server, run the Data Export program again.

Possible Cause: Some other application is trying to read from or write to the same file.

Action: Ensure that no other application is using the file. On the server, run the Data Export program again.

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

Source: Data Export Program on Remote Server

Severity: Critical

Possible Cause: Disk is full.

Action: Ensure that there is enough disk space. On the server, run the Data Export program again.

Possible Cause: Some other application is trying to read from or write to the same file.

Action: Ensure that no other application is using the file. On the server, run the Data Export program again.

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

Source: Data Export Program on Remote Server

Severity: Critical

Possible Cause: No write permission to the file.

Action: Ensure that the file has the write permission. On the server, run the Data Export program again.

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

Source: Data Export Program on Remote Server

Severity: Critical

Possible Cause: In the .EXP file, one or more of the following values for the attributes is missing:

1. Database vendor name (DBVendor=*dbvendor_name*)

2. IP address of the server on which the database is running (DBIPAddress=*database_server_ip_address*)

3. Port number of the database (DBPort=*port_number*)

4. Name of the corresponding .CFG file (DECfgFile=*filename*)

Explanation: The .EXP file should contain the following attributes:

- ◆ DBVendor = *dbvendor_name*

- ◆ DBUser = *dbuser_name*

- ◆ DBPassword = *db_password*

- ◆ DBIPAddress = *database_server_ip_address*

- ◆ DECfgFile = *filename.cfg*

- ◆ DBPort = *port_number*

  The attribute names are case-sensitive. If any one of the preceding attributes is not present, the file is not a valid .EXP file.

These values are required to connect to the database and to export the attributes in the corresponding .CFG file.

Action: Ensure that these values are assigned correctly. Otherwise, from ConsoleOne, run the Data Export tool. Ensure that the data configuration files (.CFG and .EXP) are not corrupted or manually edited. On the server, run the Data Export program.

1117: Unable to accept the DBUsername and DBPassword due to an input-output error.

Source: Data Export Program on Remote Server

Severity: Critical

Possible Cause: Unable to accept command line input.

Action: On the server, run the Data Export program. If the problem persists, contact Novell Technical Services.

1118: Specified database *vendorname* is not supported in the .EXP file. Ensure the DBVendor=SYBASE or DBVendor=ORACLE.

Source: Data Export Program on Remote Server

Severity: Informational

Possible Cause: The database vendor, specified in the .EXP file, should be either SYBASE or ORACLE.

Action: The ZfD Inventory supports Sybase and Oracle databases. Ensure that the vendor field (DBVendor=) in the .EXP file is either SYBASE or ORACLE. These values are case-sensitive.

From ConsoleOne, run the Data Export tool. Ensure that the data configuration files (.CFG and .EXP) are not corrupted or manually edited. On the server, run the Data Export program.

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

Source: Data Export Program on Remote Server

Severity: Informational

Possible Cause: The file does not have the Write permission.

Action: Ensure that the file has the necessary rights or run the data export to specify a different CSV file name.

1123: Invalid site name selection.

Source: Data Export Program on Remote Server

Severity: Informational

Explanation: Before exporting the inventory information, you must choose the inventory sites from a list of sites.

Possible Cause: The specified site is not present in the list.

Action: Choose a site name from the specified list. On the server, run the Data Export program.

1124: Cannot accept site names due to an input-output failure. Run the Data Export program again.

Source: Data Export Program on Remote Server

Severity: Critical

Explanation: Before exporting the inventory information, you must choose the inventory sites from a list of sites.

Possible Cause: Unable to accept command line input.

Action: On the server, run the Data Export program again. If the problem persists, contact Novell Technical Services.

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

Source: Data Export Program on Remote Server

Severity: Critical

Action: Ensure that the database is running, and the network connectivity is working. On the server, run the Data Export program.

1133: No sites are found. The database is not initialized.

Source: Data Export Program on Remote Server

Severity: Critical

Possible Cause: The database is not initialized or the site name is deleted from the database.

Action: The installation program initializes the database. If there are initialization problems with the database, contact Novell Technical Services.

1134: No site names are selected.

Source: Data Export Program on Remote Server

Severity: Informational

Explanation: To export the inventory data from the database, you must choose one or more Inventory database sites. This message occurs if you have not chosen any site in the Data Export tool.

Unable to launch Data Export. Configure the database (Click Tools > Configure DB).

Source:	Data Export Program on Remote Server
Severity:	Warning
Explanation:	Before running the Data Export, you must configure the database. This message is displayed when the database is not configured.
Action:	From ConsoleOne, click Tools > Configure DB. Choose a ZENworks Database object > click OK. Run the Data Export tool (click Tools > Data Export).

Unable to launch Data Export as connection cannot be established to the database. Ensure the properties of the Database Object are configured properly.

Source:	Data Export Tool
Severity:	Warning
Possible Cause:	The database object is not set properly in the properties page.
Action:	Ensure that the Database object properties are set properly. In ConsoleOne, right-click the Database object > click Properties > click ZENworks Database. Ensure that the properties page contains the properties that are correct as per your database configuration. Also, ensure that the JDBC Properties page is configured properly. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

Data Export will not proceed. Ensure that the working directory (\CONSOLEONE\<*version_no*>\REPORTING) exists.

Source:	Data Export Tool
Severity:	Warning
Possible Cause:	The working directory for the Data Export tool in \CONSOLEONE*version_no*\REPORTING does not exist.
Action:	Ensure that the directory exists. Otherwise, create the directory structure.

Configured database is empty. Data Export will not proceed because export operations cannot be done.

Source:	Data Export Tool
Severity:	Informational
Explanation:	The Data Export tool uses the Inventory database populated with the scan data of the workstations. This message is displayed when the database does not contain inventory information of the workstations.
Action:	Ensure that the Inventory setup is properly configured, and that the workstations are scheduled for scanning. Verify from the status logs whether the scan data has been stored successfully in the Inventory database.

Error in constructing the Data Export Attributes Panel.

Source:	Data Export Tool
Severity:	Critical
Explanation:	There is some internal error in invoking the Data Export window.

Action: From ConsoleOne, run the Data Export tool. If the problem persists, contact Novell Technical Services.

Error in invoking the Data Export Criteria dialog.

Source: Data Export Tool

Severity: Critical

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

Action: From ConsoleOne, run the Data Export tool. If the problem persists, contact Novell Technical Services.

Specified Data Export configuration file does not exist.

Source: Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to load an existing configuration file (.EXP). After you load the .EXP file, you can modify the settings for data export and then export the data to a CSV file. This error occurs if the file you specify for opening a saved database query does not exist in the directory.

Action: Ensure that you specify an existing file.

Invalid configuration file will not be opened. You must create the configuration file again.

Source: Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to load an existing configuration file (.EXP). After you load the .EXP file, you can modify the settings for data export and then export the data to a CSV file. This error occurs if there are problems with the file.

Action: From ConsolOne, run the Data Export tool again. Ensure that the .EXP file exists.

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

Source: Data Export Tool

Severity: Warning

Explanation: The Data Export tool allows you to save the settings that you selected in to a data export configuration file (.EXP). The settings that are stored are the inventory components you selected and the query formed for filtering the workstations. If you open an existing .EXP file, the stored settings will be loaded. This error occurs if you do not specify a valid .EXP extension.

Action: Ensure that you specify a valid .EXP extension.

Invalid file extension for CSV file. Specify .CSV as the file extension.

Source: Data Export Tool

Severity: Warning

Explanation: The Data Export will export the inventory information of the workstations from the Inventory database to the specified comma separated value (.CSV) file. This error occurs if you do not specify .CSV as the file extension.

Action:	Ensure that the specified file extension is .CSV.

Specify the .CSV file in to which the inventory data will be exported.

Source:	Data Export Tool
Severity:	Informational
Explanation:	The Data Export exports the inventory information of the workstations from the Inventory database to the specified comma separated value (.CSV) file.

Error creating directory(s) for the CSV file. Data Export will use the default directory.

Source:	Data Export Tool
Severity:	Warning
Explanation:	The Data Export exports the inventory information of the workstations from the Inventory database to specified comma separated value (.CSV) file. This error occurs if the .CSV file cannot be created in the specified directory. This tool creates the specified .CSV file in the default directory CONSOLEONE*version_no*\\REPORTING\\EXPORT.
Possible Cause:	The disk is full.
Action:	Ensure that there is disk space.
Possible Cause:	There is no Write access for the directory.
Action:	Ensure that the file has Write access in the specified directory.

filename configuration file will not be loaded because the file is for a different language locale. Ensure that you use the correct language locale file.

Source:	Data Export Tool
Severity:	Warning
Explanation:	The configuration file (.EXP) contains the locale settings. The DELocaleLanguage parameter specifies the language in use.
Action:	Ensure that you use a correct locale configuration file (.EXP). For example, DELocalLanguage=*US* specifies the locale setting for the English language.

Error reading the configuration details from *filename.* Run the Data Export tool to create the configuration file again.

Source:	Data Export Tool
Severity:	Critical
Explanation:	The configuration file (.EXP) contains the data export settings. The settings that are stored are the inventory components you selected and the query formed for filtering the workstations. If you open an existing .EXP file, the stored settings will be loaded. This error occurs if the file is corrupted and the Data Export tool is unable to read the file.
Action:	From ConsoleOne, run the Data Export tool. Save the data export settings in a configuration file (.EXP) file.

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

Source:	Data Export Tool
Severity:	Warning
Possible Cause:	The disk is full.
Action:	Ensure that there is disk space.
Possible Cause:	There is no Write access for the directory.
Action:	Ensure that the file has Write access in the specified directory.

Error in attempting to overwrite *filename*. Ensure the directory has Write permissions and delete the existing file.

Source:	Data Export Tool
Severity:	Warning
Possible Cause:	There is no write access for the directory.
Action:	Ensure that the file has write access in the specified directory. Delete the existing file in the directory.

***filename* configuration file is not found.**

Source:	Data Export Tool
Severity:	Critical
Explanation:	There is an internal error with the file or the file has been accidentally deleted.
Action:	From ConsoleOne, run the Data Export tool. Save the data export settings in the configuration file.

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

Source:	Data Export Tool
Severity:	Informational
Explanation:	The site names that you have selected do not exist in the Inventory database. By default, this tool will export the data from all databases satisfying the filter conditions specified for the workstations.

Unable to proceed with Data Export because the connection to the database is lost. Exit from the Data Export. Run the Data Export tool again. Configure the database, if required.

Source:	Data Export Tool
Severity:	Critical
Explanation:	An internal error has occurred.
Action:	Exit from the Data Export tool. From ConsoleOne, run the Data Export tool again.

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

Source:	Data Export Tool
Severity:	Critical
Possible Cause:	The contents of the configuration files (.EXP and .CFG) are invalid.
Action:	From ConsoleOne, run the Data Export tool. Save the data export settings in the configuration file.

Configure DB Error Messages

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

Source:	Configure DB
Severity:	Warning
Possible Cause:	The Database object is not set properly in the properties page.
Action:	Ensure that the Database object properties are set properly. In ConsoleOne, right-click the Database object > click Properties > click ZENworks Database. Ensure that the properties page contains the properties that are correct as per your database configuration. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

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

Source:	Configure DB
Severity:	Warning
Possible Cause:	The Inventory database is not up and running.
Action:	Ensure that the database server is up and the Inventory database on the database server is loaded.

1024: Unable to locate any Database objects.

Source:	Configure DB
Severity:	Warning
Possible Cause:	The container does not have any Database objects (ZENworks Database) that are configured for ZfD.

Action:	Select a container with Database objects or a different level container. If necessary, create a Database object and configure the properties of the Database object. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

1025: Error getting Database objects.

Source:	Configure DB
Severity:	Warning
Possible Cause:	The Database objects are corrupted.
Action:	Create the Database objects again. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.
Possible Cause:	The Database objects or the container may not have Browse rights.
Action:	Assign Browse rights (PUBLIC) for the container and the Database objects.

1028: Unable to look up database address in Database object.

Source:	Configure DB
Severity:	Warning
Explanation:	This error occurs if the properties for the Database object are not set properly.
Action:	In ConsoleOne, right-click the Database object > click Properties > click ZENworks Database. Ensure that you specify the DN of the server or if the server is a NetWare 4.*x, type the IP address*. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

1029: Database port information is not found. Ensure that the Database Object properties are set properly.

Source:	Configure DB
Severity:	Warning
Explanation:	The Database object is not set properly in the properties page.
Action:	In ConsoleOne, right-click the Database object > click Properties > click Jdbc Driver Information. Ensure that the Port information is set for the database. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

1030: Database driver Information is not found. Ensure the Database Object properties are set properly.

Source:	Configure DB
Severity:	Warning
Explanation:	The Database object is not set properly in the properties page.
Action:	In ConsoleOne, right-click the Database object > click Properties > click Jdbc Driver Information. Ensure that the driver information is set for the database. For more information, see Configure the Policies for the Database in Workstation Inventory in *Deployment*.

AlterDBSpaces Tool (Organizing the Database Spaces) Error Messages

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

Source:	AlterDBSpace
Severity:	Warning
Explanation:	This error occurs if the Inventory database is not up and running.
Action:	Before organizing the database spaces on the server, ensure that the Inventory database is loaded. Follow the instructions in Organizing the Database Spaces for a Sybase Database on NetWare or Windows NT/2000 Servers (AlterDBSpace Tool) in Workstation Inventory in *Administration*.

1003: Database spaces adjusted correctly. Restart the database to take effect.

Source:	AlterDBSpace
Severity:	Informational
Explanation:	Ensure that you load the database after running the AlterDBSpace tool. Follow the instructions in Organizing the Database Spaces for a Sybase Database on NetWare or Windows NT/2000 Servers (AlterDBSpace Tool) in Workstation Inventory in *Administration*.

1004: Specified COUNT in ALTERDB.PROPS is not assigned or it is not correctly set.

Source:	AlterDBSpace
Severity:	Warning
Explanation:	The COUNT parameter in ALTERDB.PROPS specifies the total number of database space files. This parameter should be set to 9. This error occurs if the COUNT parameter is not assigned correctly.
Action:	Ensure that the parameter in ALTERDB.PROPS is set as follows: COUNT=*9*.

1005: Specified COUNT=0 in ALTERDB.PROPS is incorrect.

Source:	AlterDBSpace
Severity:	Warning

Explanation:	The COUNT parameter in ALTERDB.PROPS specifies the total number of database space files. This parameter should be set to 9. This error occurs if the COUNT parameter is not assigned correctly.
Action:	Ensure that the parameter in ALTERDB.PROPS is set as follows: COUNT=*9*.

1006: Unable to load ALTERDB.PROPS. Ensure that the file exists and the CLASSPATH includes the directory containing ALTERDB.PROPS.

Source:	AlterDBSpace
Severity:	Warning
Explanation:	The property file for the AlterDBSpace tool is located in PUBLIC\ZENWORKS\WMINV\PROPERTIES.
Action:	Ensure that the file exists in the specified directory.

1007: AlterDBSpace completed and stopped.

Source:	AlterDBSpace
Severity:	Informational
Explanation:	This message indicates the completion of database space organization by the AlterDBSpace tool.

1008: The database is being accessed in DBA Mode. Stop the inventory service and try again.

Source:	AlterDBSpace
Severity:	Warning
Explanation:	The database is in use by the Inventory components.
Action:	Shut down the database server. Follow the instructions in Organizing the Database Spaces for a Sybase Database on NetWare or Windows NT/2000 Servers (AlterDBSpace Tool) in Workstation Inventory in *Administration*.

Inventory Database Backup Error Messages

1010: Unable to proceed because the Database directory in SCANDIR path cannot be created.

Source:	Inventory Database Backup
Severity:	Warning

Explanation:	The Database Backup tool creates the backup directory (\DATABASE) where the backup files are placed. This error occurs if the tool is unable to create the directory because there is an input-output problem while creating the directory.
Action:	Ensure that there is free disk space. Run the Backup tool again. See Backing Up the Inventory Database in Workstation Inventory in *Administration*.

1011: An error occurred while backing up the database. Ensure the backup path in the server properties file is correct.

Source:	Inventory Database Backup
Severity:	Warning
Explanation:	In the server properties file, you specify the destination location of the Inventory database backup. This error occurs if the backup path does not exist or if the path is incorrectly specified.
Action:	Ensure that the backup path in the server properties is specified correctly. See Backing Up the Inventory Database in Workstation Inventory in *Administration*.

1012: Unable to perform a Database lookup. Check if the database is up and running.

Source:	Inventory Database Backup
Severity:	Warning
Explanation:	The Database tool is unable to connect to the database.
Action:	Ensure that the database is up and running.

1013: Input-output error occurred. Check connectivity with the database server.

Source:	Inventory Database Backup
Severity:	Warning
Explanation:	During the backup activity, if there is some problem with the network connectivity, this error is displayed. The server is unable to connect to the database server.
Action:	Ensure that the network connections are up.

1014: Backup of database on Sybase is supported. Backup of any other database using this tool is not supported.

Source:	Inventory Database Backup
Severity:	Informational
Explanation:	This Inventory database backup tool is supported for Inventory database on Sybase.

1015: Backup database is now available in *backuplocation*

Source:	Inventory Database Backup
Severity:	Informational
Explanation:	On successful completion of the backup, the backup tool displays the message indicating the location of the database backup directory.

NDS-DB Sync Tool Error Messages

1016: Unable to proceed because the file *path\filename* is not found.

Source:	NDS-DB Sync Tool
Severity:	Warning
Explanation:	The NDS-DB Sync tool generates a lookup file in the Database Delete Phase. This tool is unable to read the lookup file.
Action:	Ensure that the lookup file is in the LOGS directory and run the NDS-DB Sync tool. See Synchronizing the Inventory Database with eDirectory (NDS-DB Sync Tool) in Workstation Inventory in *Administration.*

1017: Unable to proceed because the Inventory database cannot be connected to.

Source:	NDS-DB Sync Tool
Severity:	Warning
Explanation:	The tool is unable to connect to the Inventory database.
Action:	Ensure that the database is up and running.

1018: Unable to proceed because the file *path\filename* cannot be read.

Source:	NDS-DB Sync Tool
Severity:	Warning
Explanation:	The tool is unable to read the path to create the lookup file.
Action:	Ensure that the directory PUBLIC\ZENWORKS\WMINV\LOG exists and the lookup file is in this directory. Otherwise, run the NDS-DB Sync tool. See Synchronizing the Inventory Database with eDirectory (NDS-DB Sync Tool) in Workstation Inventory in *Administration.*

1019: An error occurred while accessing ID for Workstation *workstation_name.*

Source:	NDS-DB Sync Tool
Severity:	Warning
Explanation:	The tool is unable to read the workstations in to the database.
Action:	Restart the database and run the NDS-DB Sync tool again. See Synchronizing the Inventory Database with eDirectory (NDS-DB Sync Tool) in Workstation Inventory in *Administration.*

1021: Unable to delete file *path\filename*. Delete it manually.

Source:	NDS-DB Sync Tool
Severity:	Informational
Action:	Delete the lookup file from the logs directory.

Deletion of Inventory Information from ZENworks 2 Database Error Messages

Finished removing all the inventory data from ZENworks 2 database.

Source:	Delete Inventory Information from ZENworks 2 Database
Severity:	Informational
Explanation:	This message indicates that the inventory information has been removed from the ZENworks 2 database.

Unable to connect to the ZENworks 2 Inventory database. Check if ZENworks 2 database ZENINV.DB is loaded.

Source:	Delete Inventory Information from ZENworks 2 Database
Severity:	Warning
Action:	Ensure that the ZENworks 2 Inventory database (ZENINV.DB) is loaded.

If the database is not loaded, ensure that the MGMTDBS.NCF file in SYS:\SYSTEM contains the path to load the ZENINV.DB database.

Otherwise, append the path for ZENINV.DB in MGMTDBS.NCF. See Deleting the Inventory Information from ZENworks 2 database in Workstation Inventory in *Administration*.

Shut down the Sybase database. Run MGMTDBS.NCF to load the ZENworks 2 and ZfD 3.2 databases.

Workstation Inventory Error Messages from a Clustering Environment

The following sections contain detailed explanations of the error messages that may be generated while you are using the ConsoleOne™ snap-in for Workstation Inventory and Clustering:

Unable to update virtual server DN in NDS.

Source:	Cluster snap-in
Severity:	Critical
Explanation:	The inventory settings for the server are stored in NDS®. This error occurs if the attributes cannot be written to NDS.
Possible Cause:	The network is down.

Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There may be a problem with NDS.
Action:	See the NDS documentation Web site (http://www.novell.com/documentation) for troubleshooting information about NDS problems.
Action:	Ensure that you have sufficient rights to modify the NDS attributes.

Unable to update scanner location in NDS.

Source:	Cluster snap-in
Severity:	Critical
Explanation:	The inventory settings for the server are stored in NDS. This error occurs if the attributes cannot be written to NDS.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There may be a problem with NDS.
Action:	See the NDS documentation Web site (http://www.novell.com/documentation) for troubleshooting information about NDS problems.
Action:	Ensure that you have sufficient rights to modify the NDS attributes.

Unable to update the scan directory path in NDS.

Source:	Cluster snap-in
Severity:	Critical
Explanation:	The inventory settings for the server are stored in NDS. This error occurs if the attributes cannot be written to NDS.
Possible Cause:	The network is down.
Action:	Ensure that the network is up and the network connections are active.
Possible Cause:	There may be a problem with NDS.
Action:	See the NDS documentation Web site (http://www.novell.com/documentation) for troubleshooting information about NDS problems.
Action:	Ensure that you have sufficient rights to modify the NDS attributes.

The selected virtual server DN does not represent a cluster. Select a valid virtual server.

Source:	Cluster snap-in
Severity:	Critical
Explanation:	You can open the Configure Inventory Cluster window for any Inventory Service object. This error occurs if you have not selected a virtual server DN that represents a cluster.
Action:	Select a virtual server to configure the inventory settings.

Select a directory on the virtual server instead of volume.

Source:	Cluster snap-in
Severity:	Warning

Explanation: To configure the Inventory Policy settings for the virtual server, you must specify the SCANDIR directory for storing the scan data files (.STR) on the virtual server. The SCANDIR directory is created in the specified location on the virtual server.

This error occurs when the specified scanner location or the scan directory path in NDS contains the volume location instead of the directory location.

Action: Ensure that you specify a directory location on the virtual server.

A **Documentation Updates**

This section lists updates to the *ZENworks for Desktops 3.2 Error Messages Guide* that have been made since the initial release of Novell® ZENworks® for Desktops 3.2. The information will help you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *Deployment* guide was updated and republished:

- October 10, 2003

October 10, 2003

Location	Update
"042: Unable to launch Inventory Scanner." on page 94	Added a new possible cause for this error with suggested actions to correct the possible cause.