

**Job Management Partner 1 Version 10**

**Job Management Partner 1/IT Desktop  
Management 2 Messages**

---

**3021-3-378(E)**

---

## Notices

### ■ Relevant program products

P-2642-78AL Job Management Partner 1/IT Desktop Management 2 - Manager 10-50

The above product includes the following:

- P-CC2642-7AAL Job Management Partner 1/IT Desktop Management 2 - Manager (for Windows Server 2012, Windows Server 2008 Datacenter, Windows Server 2008 Enterprise, Windows Server 2008 Standard, Windows Server 2003)
- P-CC2642-7BAL Job Management Partner 1/IT Desktop Management 2 - Agent (for Windows 8 Enterprise, Windows 8 Pro, Windows Server 2012, Windows 7 Enterprise, Windows 7 Professional, Windows 7 Ultimate, Windows Server 2008 Datacenter, Windows Server 2008 Enterprise, Windows Server 2008 Standard, Windows Server 2003)
- P-CC2642-7CAL Job Management Partner 1/IT Desktop Management 2 - Network Monitor (for Windows 8.1 Enterprise, Windows 8.1 Pro, Windows 8 Enterprise, Windows 8 Pro, Windows Server 2012, Windows 7 Enterprise, Windows 7 Professional, Windows 7 Ultimate, Windows Server 2008 Datacenter, Windows Server 2008 Enterprise, Windows Server 2008 Standard, Windows Server 2003 (x86))
- P-CC2642-7DAL Job Management Partner 1/IT Desktop Management 2 - Asset Console (for Windows Server 2012, Windows Server 2008 Datacenter, Windows Server 2008 Enterprise, Windows Server 2008 Standard, Windows Server 2003)

### ■ Trademarks

Active Directory is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

RSA and BSAFE are either registered trademarks or trademarks of EMC Corporation in the United States and/or other countries.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.

Windows Server is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

This product includes software developed by Ben Laurie for use in the Apache-SSL HTTP server project.

This product includes software developed by Daisuke Okajima and Kohsuke Kawaguchi (<http://relaxngcc.sf.net/>).

This product includes software developed by IAIK of Graz University of Technology.

Portions of this software were developed at the National Center for Supercomputing Applications (NCSA) at the University of Illinois at Urbana-Champaign.

This product includes software developed by the University of California, Berkeley and its contributors.

This software contains code derived from the RSA Data Security Inc. MD5 Message-Digest Algorithm, including various modifications by Spyglass Inc., Carnegie Mellon University, and Bell Communications Research, Inc (Bellcore).

Regular expression support is provided by the PCRE library package, which is open source software, written by Philip Hazel, and copyright by the University of Cambridge, England. The original software is available from <ftp://ftp.csx.cam.ac.uk/pub/software/programming/pcre/>

This product includes software developed by Ralf S. Engelschall <[rse@engelschall.com](mailto:rse@engelschall.com)> for use in the mod\_ssl project (<http://www.modssl.org/>).



Job Management Partner1/IT Desktop Management 2 includes RSA BSAFE(R) Cryptographic software of EMC Corporation.

**HITACHI**  
Inspire the Next

©Hitachi, Ltd.



Other product and company names mentioned in this document may be the trademarks of their respective owners. Throughout this document Hitachi has attempted to distinguish trademarks from descriptive terms by writing the name with the capitalization used by the manufacturer, or by writing the name with initial capital letters. Hitachi cannot attest to the accuracy of this information. Use of a trademark in this document should not be regarded as affecting the validity of the trademark.

## ■ Restrictions

Information in this document is subject to change without notice and does not represent a commitment on the part of Hitachi. The software described in this manual is furnished according to a license agreement with Hitachi. The license agreement contains all of the terms and conditions governing your use of the software and documentation, including all warranty rights, limitations of liability, and disclaimers of warranty.

Material contained in this document may describe Hitachi products not available or features not available in your country.

No part of this material may be reproduced in any form or by any means without permission in writing from the publisher.

## ■ Issued

Apr. 2015: 3021-3-378(E)

## ■ Copyright

All Rights Reserved. Copyright (C) 2015, Hitachi, Ltd.

Copyright, patent, trademark, and other intellectual property rights related to the "TMEng.dll" file are owned exclusively by Trend Micro Incorporated.

# Preface

This manual describes the messages related to Job Management Partner 1/IT Desktop Management 2 - Manager (abbreviated hereafter to JP1/IT Desktop Management 2).

In this manual, Job Management Partner 1 is abbreviated to *JP1*.

## ■ Intended readers

This manual is intended for use by the following persons:

- Administrators who use JP1/IT Desktop Management 2 to manage the security and assets of their organizations
- Users who want to learn how to use and perform operations in JP1/IT Desktop Management 2

## ■ Organization of this manual

This manual is organized into the following chapters and an appendix:

### 1. Messages

This chapter describes the messages output by JP1/IT Desktop Management 2.

### 2. Event Log Messages

This chapter describes the event log messages related to JP1/IT Desktop Management 2.

### 3. Basic Log Messages

This chapter describes the basic log messages related to JP1/IT Desktop Management 2.

### A. Reference Material for This Manual

This appendix provides reference material that might be useful for users of JP1/IT Desktop Management 2.

As reference material for this manual, see the *Job Management Partner 1/IT Desktop Management 2 Overview and System Design Guide*.

# Contents

Notices 2

Preface 4

## **1      Messages 6**

1.1     Format of message explanations 7

1.2     List of messages 8

## **2      Event Log Messages 114**

2.1     Format of message explanations 115

2.2     List of event log messages output by the management server 116

2.3     List of event log messages output by relay systems 138

2.4     List of event log messages output by Agents 155

## **3      Basic Log Messages 159**

3.1     Format of the basic log (USER\_CLT.LOG file) 160

3.2     Format of message explanations 161

3.3     List of basic log messages output by Agents 162

## **Appendix 182**

A        Miscellaneous Information 183

A.1      Amendments for each version 183

# 1

## Messages

This chapter lists and describes messages that notify users of startup, termination, error occurrence, action to be taken, and other information for JP1/IT Desktop Management 2. These messages are output to *product-installation-folder*\log\JDNMAINn.LOG. (Note: *product-installation-folder* here means the installation folder for JP1/IT Desktop Management 2 - Manager.)

## 1.1 Format of message explanations

---

JP1/IT Desktop Management 2 messages consist of a message ID, message type, and message text.

The following shows the format of message IDs and message types, and the meanings of the constituent parts of a message.

### Format: KDEXpnnn-m

KDEX

Indicate a message output from JP1/IT Desktop Management 2.

p

Indicates the component that output the message. The following table shows the correspondence between the numbers and the components:

| Number | Component          |
|--------|--------------------|
| 1      | Installer or setup |
| 2      | GUI                |
| 3      | API                |
| 4      | Utility            |
| 5      | Manager service    |
| 6      | Agent control      |
| 7      | Agent              |
| 8      | Site server        |

nnn

Indicates the message number.

m

Indicates the message type. The following are the message types:

| Message code | Type        | Description  |
|--------------|-------------|--|
| E            | Error       | Processing could not continue because an error occurred.   |
| W            | Warning     | A warning was output, and processing continued. See the warning message to determine whether there is a problem. |
| I            | Information | Processing ended successfully.   |
| Q            | Query       | The system is waiting for a user response.   |
| K            | Processing  | Processing is currently being performed.   |

## 1.2 List of messages

---

### KDEX1001-E

The user does not have Administrative Privileges. Installation is cancelled.  
[Cause] The user does not have Administrative Privileges.  
[Action] Cancel installation.  
[Workaround] Retry installation as a user with Administrative Privileges.

### KDEX1002-E

Installation failed. The OS is not supported.  
[Cause] The OS is not supported.  
[Action] Cancel installation.  
[Workaround] Retry the installation on a supported OS.

### KDEX1003-E

A newer version of the software is already installed.  
Installation is canceled.  
[Cause] A newer version of the software is already installed.  
[Action] Cancel installation.  
[Workaround] Compare the two software versions (between installed and intended to be installed). You can retry installation after uninstalling the installed software.

### KDEX1004-W

Insufficient disk space for the database folder.  
Free disk space (required): *disk-space-required-to-create-database* GB  
[Cause] The disk space is not sufficient for installation to proceed.  
[Action] Return to the main screen and continue installation.  
[Workaround] Free the disk space or specify an alternate disk with sufficient space.

### KDEX1005-W

No components have been selected.  
[Cause] No components are selected for installation.  
[Action] Return to the main screen and continue installation.  
[Workaround] Select a component to install.

### KDEX1006-W

Invalid path. You cannot specify a path exceeding *number-of-bytes* bytes.  
[Cause] The specified path exceeds the maximum path length.  
[Action] Return to the main screen and continue installation.  
[Workaround] Enter a valid path.

## KDEX1008-E

An error occurred during installation/uninstallation.

The operation is canceled.

[Cause] An error occurred during installation/uninstallation.

[Action] Cancel installation/uninstallation.

[Workaround] Retry installation/uninstallation. If the problem persists, contact Support Service.

## KDEX1021-W

Could not configure Windows firewall.

[Cause] Could not configure Windows firewall.

[Action] Continue installation.

[Workaround] If Windows firewall is in use, confirm the settings and execute the addfwlist.bat command to enable communication.

## KDEX1022-W

Could not restore Windows firewall setting.

[Cause] Could not restore Windows firewall setting.

[Action] Continue uninstallation.

[Workaround] If Windows firewall is in use, confirm the settings and execute the netsh command to disable communication (for the program [Product Name]).

## KDEX1024-W

The folder path contains an invalid character ('*invalid-character*').

[Cause] The folder path contains an invalid character.

[Action] Return to the main screen and continue installation.

[Workaround] Enter a valid folder path.

## KDEX1027-E

An installation instance is currently running.

Retry installation after this installation instance ends.

[Cause] An installation instance is running.

[Action] Cancel installation.

[Workaround] Retry installation after the installation instance (current) has ended.

## KDEX1030-I

Installation complete.

## KDEX1031-W

Please specify the User name and Company name.

[Cause] The User name or Company name is not specified.

[Action] Return to the main screen and continue installation.

[Workaround] Specify User and Company name.

## KDEX1032-W

Could not delete the database.

[Cause] The database was not deleted properly during uninstallation.

[Action] Continue uninstallation.

[Workaround] After uninstallation is complete, delete the database and local data folders.

Default database folder: <Application data folder for All Users>\Hitachi\jp1itdmm\Database\db

Default local data folder: <Application data folder for All Users>\Hitachi\jp1itdmm\LocalData

Default operation log database folder: <Application data folder for All Users>\Hitachi\jp1itdmm\Database\oplogdb

## KDEX1033-E

Insufficient disk space for the installation folder.

[Cause] The disk space is insufficient for installation to proceed.

[Action] Cancel installation.

[Workaround] Free the disk space or specify an alternate disk with sufficient space. Then, retry installation.

## KDEX1034-E

Does not support Silent installation.

Installation is canceled.

[Cause] Silent installation was executed.

[Action] Cancel installation.

[Workaround] Run installation without invalid arguments.

## KDEX1035-W

Please specify *folder-specified-by-installer* on a local disk.

[Cause] A non-local folder was specified.

[Action] Return to the main screen and continue installation.

[Workaround] Specify a local folder.

## KDEX1036-W

There is no disk space (sufficient) to upgrade the database.

Free disk space (required): *disk-space-required* GB, Mount point: *mount-point*

[Cause] There is no disk space (sufficient) to upgrade the database.

[Action] Return to the main screen and continue installation.

[Workaround] Free disk space or perform custom installation, and then change the database folder (during Setup).

## KDEX1037-E

An error occurred during installation.

Might be insufficient disk space for *Folder Specified by Setup*.

[Cause] Insufficient disk space for installation to proceed.

[Action] Cancel installation.

[Workaround] Either free the disk space, Or perform custom installation, and then change the corresponding folder (during Setup).

## KDEX1038-E

An error occurred during installation/uninstallation.

Files or folders in the installation folder may be used by another process.

[Cause] Files or folders in the installation folder are currently in use.

[Action] Cancel installation/uninstallation.

[Workaround] Confirm that files or folders in the installation folder are not used by other processes. Then, retry installation/uninstallation.

## KDEX1040-W

Component registration failed.

After installation is complete, from the **Start** menu, run **Component Registration**.

[Cause] Component registration failed.

[Action] Continue installation.

[Workaround] After installation is complete, from the **Start** menu, run **Component Registration**.

## KDEX1043-E

Could not register the license.

Installation is canceled.

[Cause] An error occurred while registering the license.

[Action] Cancel installation.

[Workaround] Retry installation. If the problem persists, contact Customer Support.

## KDEX1046-W

Cannot use the folder path specified for *folder-specified-by-installer*.

A file with a same name as the specified folder already exists in the given path.

[Cause] A file with the same name as the specified folder already exists in the given path. Cannot create a folder with the same name.

[Action] Return to the main screen and continue installation.

[Workaround] Change the name of the existing file, delete the file, or specify a different folder path.

## KDEX1047-W

The computer name (*computer-name*) contains an invalid character.

Valid characters are alphanumerals and hyphen(-).

The first character must be an alphabet and the last character must be an alphabet or a number.

[Cause] The computer name contains an invalid character.

[Action] Return to the main screen and continue installation.

[Workaround] Change the computer name and restart the OS. Then, retry installation.

## KDEX1049-E

Failed to proceed installation since *Excluded software* is currently installed.

[Cause] Excluded software from *Product name* has been installed in the computer.

[Action] Cancel installation.

[Workaround] Retry installation after uninstalling *Excluded software* since both the software cannot be used simultaneously.

## KDEX1050-Q

Hard disk space might become insufficient later due to large volume of operation logs. Click [OK] to continue.

Required space for database:*required-space* GB

[Cause] Insufficient hard disk space for folders (in which the database will be created).

[Action] If you want to continue, click [OK]. Clicking [Cancel] will return to the previous screen.

[Workaround] Increase the available disk space for database creation, or specify an alternate hard disk with sufficient space.

## KDEX1052-I

Restart the OS after completing "*installation*" or "*uninstallation*".

## KDEX1053-E

Installation failed. The OS language is not supported.

[Cause] The OS language is not supported.

[Action] Cancel installation.

[Workaround] Retry installation on the OS with supported language.

## KDEX1054-E

Service operation failed. Service name=*service-name*

[Cause] An error occurred while operating the service.

[Action] Cancel installation/uninstallation.

[Workaround] Check the message logs, and take action based on the error logs.

## KDEX1055-E

Installation of *name-of-product-for-which-installation-was-executed* cannot continue.

[Cause] Required software (*a prerequisite product name*) is not installed in the computer.

[Action] Cancels installation of *name-of-product-for-which-installation-was-executed*.

[Workaround] Install the required software (*a prerequisite product name*), and then retry installation of *name-of-product-for-which-installation-was-executed*.

## KDEX1056-E

Installation cannot continue.

[Cause] There is not enough free space on the disk containing the database folder.

Required space: *Required space for database* GB

[Action] Cancels installation.

[Workaround] Increase the free disk space, or specify a folder on a disk that has enough free space, and then retry installation.

## KDEX1057-E

Failed to execute the command. The specified arguments are invalid. Command name=*command-name*.

[Cause] The specified arguments are invalid.

[Action] Cancel command execution.

[Workaround] Confirm the command arguments, and retry execution.

## KDEX1058-E

The troubleshooting information folder is not accessible.

[Cause] The specified troubleshooting information folder does not exist or is not accessible.

[Action] Cancel command execution.

[Workaround] Check if the specified folder exists and is accessible. Then, retry command execution.

## KDEX1059-E

Failed to execute the command. You do not have the required permissions. Command name=*command-name*.

[Cause] The command was executed by a user without Administrator privileges.

[Action] Cancel command execution.

[Workaround] Retry executing the command as a user with Administrator privileges.

## KDEX1060-E

Could not collect troubleshooting information.

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Contact Customer Support.

## KDEX1061-I

Collected the troubleshooting information.

## KDEX1062-W

Could not collect some troubleshooting information.

The following troubleshooting information are not collected.

*Folders and files failed to be collected.*

[Cause] Insufficient disk space for the troubleshooting information folder.

[Action] Cancel command execution.

[Workaround] Free the disk space, and retry command execution. If the problem persists, get troubleshooting information displayed above individually.

## KDEX1063-E

Failed to write to the folder.

Folder path = *A folder path*

[Cause] The folder is not accessible or an I/O error occurred.

[Action] Cancel command execution.

[Workaround] Check if the specified folder is writable. Then, retry command execution.

## KDEX1065-E

Installation cannot continue.

[Cause] There is not enough free space on the disk containing the installation folder.

Required space: *Required space for installation MB*

[Action] Cancels installation.

[Workaround] Increase the amount of free space on the disk containing the installation folder, and then retry the installation. If you are distributing software by using a package distribution task, edit the site server package, change the installation folder of the install command (the third argument) to a folder on a disk that has enough free space, and then retry the distribution.

## KDEX1066-E

Installation cannot continue.

[Cause] A folder that is not on the local disk was specified for the installation folder.

[Action] Cancels installation.

[Workaround] Edit the site server package, specify a local disk for the installation folder of the install command (the third argument), and then retry the distribution.

## KDEX1067-W

The database could not be deleted.

[Cause] An error occurred during database deletion.

[Action] Continue uninstallation.

[Workaround] After uninstallation is complete, delete the database folder.

Default database folder: <*application-folder-for-All-Users*>\Hitachi\jp1itdms\Database\db

## KDEX1068-E

The trial version cannot be installed because the actual product is already installed.

[Cause] A user attempted to install a trial version in an environment where the product was already installed.

[Action] Cancels installation of the trial version.

[Workaround] If necessary, uninstall the product, and then install the trial version.

## KDEX1069-E

Installation cannot continue.

[Cause] A path that exceeds *maximum-number-of-bytes-of-path* bytes is specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter.

[Action] Cancels installation.

[Workaround] Check the path specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter of the *jdn\_manager\_setup.conf* file, and then re-create the package for distributing site server programs.

## KDEX1070-E

Installation cannot continue.

[Cause] The path specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter contains an invalid character (*invalid-character*).

[Action] Cancels installation.

[Workaround] Check the path specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter of the *jdn\_manager\_setup.conf* file, and then re-create the package for distributing site server programs.

## KDEX1071-E

Installation cannot continue.

[Cause] Either a folder that is not on the local disk or an invalid path is specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter.

[Action] Cancels installation.

[Workaround] Check the path specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter of the *jdn\_manager\_setup.conf* file, and then re-create the package for distributing site server programs.

## KDEX1072-E

Installation cannot continue.

[Cause] The value specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter is outside the valid range. Valid range: *valid-range*

[Action] Cancels installation.

[Workaround] Check the value specified for the *parameter-specified-for-jdn\_manager\_setup.conf* parameter of the *jdn\_manager\_setup.conf* file, and then re-create the package for distributing site server programs.

## KDEX1073-E

Installation cannot continue.

[Cause] The folders specified for the *parameter1-specified-for-jdn\_manager\_setup.conf* and *parameter2-specified-for-jdn\_manager\_setup.conf* parameters are the same folder, or one is a subfolder of the other.

[Action] Cancels installation.

[Workaround] Check the paths specified for the *parameter1-specified-for-jdn\_manager\_setup.conf* and *parameter2-specified-for-jdn\_manager\_setup.conf* parameters of the *jdn\_manager\_setup.conf* file, and then re-create the package for distributing site server programs.

## KDEX1074-E

Installation cannot continue.

[Cause] A path exceeding *maximum-number-of-bytes-of-path* bytes is specified for the installation folder.

[Action] Cancels installation.

[Workaround] Edit the site server package, change the specification of the installation folder of the install command (the third argument), and then retry the distribution.

## KDEX1075-E

Installation cannot continue.

[Cause] The path for the installation folder contains an invalid character (*invalid-character*).

[Action] Cancels installation.

[Workaround] Edit the site server package, change the specification of the installation folder of the install command (the third argument), and then retry the distribution.

## KDEX1076-E

The full-product version cannot be installed because the trial version is installed.

[Cause] An attempt was made to install the full-product version in an environment in which the trial version was installed.

[Action] Cancels installation of the full-product version.

[Workaround] Remove the trial version, and then try to install the full-product version again.

## KDEX1077-E

Failed to write to the data folder shared between servers.

(data folder shared between servers = *path-of-data-folder-shared-between-servers*)

[Cause] You do not have permission to access the data folder shared between servers, or an I/O error occurred.

[Action] Cancels installation.

[Workaround] Verify that you are able to write to the data folder shared between servers, and then retry installation.

## KDEX1078-W

Failed to delete the ODBC data source.

[Cause] An error occurred during deletion of the ODBC data source.

[Action] Continues removal.

[Workaround] After the product has been removed, start the 32-bit version of ODBC Data Source Administrator, and then delete the system data source (JDN\_HIRDB).

## KDEX1079-W

If you want to install Manager, also install Remote Install Manager.

[Cause] Remote Install Manager will not be installed.

[Action] Returns to the previous window to continue the installation.

[Workaround] Install both Manager and Remote Install Manager.

## KDEX1080-W

Enter the information (user ID and password) required to use the database.

[Cause] The User ID or password is not entered.

[Action] Returns to the previous window to continue the installation.

[Workaround] Enter the user ID and password.

## KDEX1081-W

The value specified for *input-item-name* is invalid. The valid value is *valid-value*.

[Cause] An invalid value is specified for *input-item-name*.

[Action] Returns to the previous window to continue the installation.

[Workaround] Specify a valid value.

## KDEX1082-W

The entered passwords do not match.

[Cause] The character strings entered in the password field and the password confirmation field are different.

[Action] Returns to the previous window to continue the installation.

[Workaround] Enter the same character strings in the password field and the password confirmation field.

## KDEX1083-W

The character string entered in the user ID field cannot be used.

[Cause] A reserved keyword of the database is entered as the user ID.

[Action] Returns to the previous window to continue the installation.

[Workaround] Enter another character string in the user ID field.

## KDEX1501-E

Failed to start Setup.

[Cause] Installation was terminated abnormally.

[Action] Cancel Setup.

[Workaround] Perform re-installation.

## KDEX1502-W

Could not find the import file.

[Cause] The import file does not exist.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify a valid and existing import file.

## KDEX1503-E

An error occurred during Setup.

Setup is canceled.

[Cause] An error occurred during Setup.

[Action] Cancel Setup.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1504-E

Failed to initialize the database.

[Cause] An error occurred while initializing the database.

[Action] Cancel Setup.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1505-E

Failed to delete the database or the ODBC data source.

[Cause] Possible causes are as follows:

(1) You do not have permission to access the database folder, the operation log database folder, or the local data folder.

(2) An I/O error occurred.

[Action] Cancels setup.

[Workaround] Check the following, and then retry setup.

(1) Verify that you have permission to access the database folder, the operation log database folder, and the local data folder.

(2) Verify that no disks have failed.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX1506-E

Failed to create the database or the ODBC data source.

[Cause] Possible causes are as follows:

(1) You do not have permission to access the database folder, the operation log database folder, or the local data folder.

(2) An I/O error occurred.

[Action] Cancels setup.

[Workaround] Check the following, and then retry setup.

(1) Verify that you have permission to access the database folder, the operation log database folder, and the local data folder.

(2) Verify that no disks have failed.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX1508-E

The database folder could not be changed.

[Cause] An error occurred while changing the database folder. The possible reasons are:

(1) Improper access privileges to the database folder, the operation log database folder, the operation log backup folder, or the database extraction folder.

(2) An I/O error occurred.

[Action] Cancel Setup.

[Workaround]

(1) Confirm the access rights of the database folder, the operation log database folder, the operation log backup folder, and the database extraction folder.

(2) Confirm that a disk failure has not occurred.

If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1509-E

An error occurred during Setup.

Setup is canceled.

[Cause] An error occurred during Setup.

[Action] Cancel Setup.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1510-W

The specified value for *Input item name* (ex. Logical IP Address) is invalid (out of valid range: *Valid range*).

[Cause] An invalid value for *Input item name* (ex. Logical IP Address) was specified.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify a value within the valid range.

## KDEX1511-E

The user does not have Administrative Privileges.

[Cause] The user does not have Administrative Privileges.

[Action] Cancel Setup.

[Workaround] Retry Setup as a user with Administrative Privileges.

## KDEX1512-E

Currently, another Setup instance is running.

[Cause] Another Setup instance is currently running.

[Action] Cancel the new Setup.

[Workaround] Continue running the existing Setup instance.

## KDEX1513-E

Could not find the setting file for Setup or the file may be corrupted.

[Cause] The setting file (Setup) does not exist or is corrupted.

[Action] Cancel Setup.

[Workaround] Retry installation after uninstalling the program.

## KDEX1514-E

Could not upgrade the database.

[Cause] An error occurred while upgrading the database. The possible reasons are:

- (1) Improper access privileges to database folder, local data folder, or database extraction folder.
- (2) An I/O error occurred.

[Action] Cancel Setup.

[Workaround]

- (1) Confirm the access rights of database folder, local data folder, and database extraction folder.
- (2) Confirm that a disk failure has not occurred.

If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1516-E

Could not stop the service. Service name=*service-name*.

Setup is canceled.

[Cause] An error occurred while stopping the service.

[Action] Cancel Setup.

[Workaround] Check the message logs and take action based on the errors in the logs.

## KDEX1517-E

Could not start the service. Service name=*service-name*.

Setup is canceled.

[Cause] An error occurred while starting the service.

[Action] Cancel Setup.

[Workaround] Check the message logs, and take action based on the error logs.

## KDEX1518-E

Could not change the startup service type. Service name=*service-name*.

Setup is being canceled.

[Cause] An error occurred while changing the startup service type.

[Action] Cancel Setup.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1519-Q

To continue Setup, JP1/IT Desktop Management 2 - Manager services must be stopped. Do you want to stop the service? The service will start automatically when the Setup is complete.

## KDEX1520-Q

To continue Setup, set the cluster resources associated with the following services offline. Then, click OK to resume Setup.

Set the cluster resources online after the Setup is completed.

(service = *service-name*)

## KDEX1521-Q

To continue Setup, set the cluster resources associated with the following services offline. Then, click OK to resume Setup.

(service = *service-name*)

## KDEX1524-W

Insufficient disk space. Required free disk space: *required-free-disk-space* GB, Mount point: *mount-point*.

[Cause] Insufficient disk space.

[Action] Return to the main screen and continue Setup.

[Workaround] Free the disk space or specify an alternate disk with sufficient space.

## KDEX1525-W

Invalid cluster configuration content.

The cluster resource status is either offline or another node is set as the resource owner.

[Cause] Either the cluster resource status is offline or another node is set as the resource owner.

[Action] Return to the main screen and continue Setup.

[Workaround] Confirm the status and ownership of the cluster resource.

## KDEX1526-I

(JP1\_ITDM2\_Web Container) service has started.

## KDEX1527-I

(JP1\_ITDM2\_Web Container) service has stopped.

## KDEX1528-E

Could not start (JP1\_ITDM2\_Web Container) service.

[Cause] An error occurred while starting the service.

[Action] Cancel the service initiation.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1529-E

(JP1\_ITDM2\_Web Container) service has terminated abnormally due to an unexpected cause.

[Cause] An unrecoverable error occurred in the service.

[Action] Stop the service.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1530-E

Could not start (JP1\_ITDM2\_Web Container) service since JP1/IT Desktop Management 2 - Manager Setup was not complete.

[Cause] The service was started before the JP1/IT Desktop Management 2 - Manager Setup was complete.

[Action] Cancel (JP1\_ITDM2\_Web Container) service initiation.

[Workaround] Complete the JP1/IT Desktop Management 2 - Manager Setup first and then start the service.

## KDEX1531-I

Setup successful.

## KDEX1532-E

Setup failed.

## KDEX1533-W

Could not create login shortcut for JP1/IT Desktop Management 2 - Manager.

To log in JP1/IT Desktop Management 2 - Manager, use the URL:

*URL-to-log-in-to-JP1/IT Desktop Management 2 - Manager*

To launch from a shortcut, create an internet shortcut of the above URL in the following file:

*full-path-of-<installation folder>\mgr\conf\jdn\_login.url*

[Cause] An error occurred while creating a login shortcut for JP1/IT Desktop Management 2 - Manager.

[Action] Continue Setup.

[Workaround] To log in JP1/IT Desktop Management 2 - Manager, access the URL provided in this message.

To launch from a shortcut, create an internet shortcut as directed.

## KDEX1534-W

The folder specified for the *Folder Specified by Setup* is unusable.

[Cause] Among the following folders that were specified during the current or previous setup, at least two folders are identical or have a parent-child relationship:

- Database folder
- Data folder
- Local data folder
- Database backup folder

[Action] Return to the previous window and continue the setup.

[Workaround] For the following folders that were specified during the current or previous setup, specify a unique folder that does not have a parent-child relationship with another:

- Database folder
- Data folder
- Local data folder
- Database backup folder

## KDEX1535-W

Specify *folder-specified-by-setup* on a local disk.

[Cause] *folder-specified-by-setup* is not on the local disk, or the path is invalid.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify a folder on the local disk for folder types like database, data, local data, and database extraction.

## KDEX1536-E

An error occurred during Setup.

Insufficient disk space for *folder-specified-by-setup*.

[Cause] Not enough disk space for the specified folders.

[Action] Cancel Setup.

[Workaround] Free the disk space and retry Setup or specify a folder on a disk with sufficient free space.

## KDEX1537-W

Invalid content in import file.  
[Cause] An invalid import file was specified.  
[Action] Return to the main screen and continue Setup.  
[Workaround] Specify a correct import file. If the specified import file is not correct, try copying the import file from the primary server.

## KDEX1538-E

An error occurred during Setup.  
Insufficient disk space.  
Required free disk space=*required-free-disk-space* GB, Mount point=*mount-point*  
[Cause] Insufficient disk space to complete Setup.  
[Action] Cancel Setup.  
[Workaround] Free the disk space and retry Setup or specify a folder on a disk with sufficient free space.

## KDEX1539-W

Insufficient disk space to upgrade the database.  
Required free disk space=*required-free-disk-space* MB, Mount point=*mount-point*.  
[Cause] Insufficient disk space to complete Setup.  
[Action] Return to the main screen and continue Setup.  
[Workaround] Free the disk space and retry Setup or specify a folder on a disk with sufficient free space.

## KDEX1543-E

The license could not be registered.  
License registration is being canceled.  
[Cause] An error occurred while registering the license.  
[Action] Cancel Setup.  
[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX1545-E

Could not launch Setup. Database Manager or a command is running.  
[Cause] Setup was launched when the Database Manager or a command was running.  
[Action] Cancel Setup launch.  
[Workaround] Wait until the executing process (Database Manager or command) ends, and then retry Setup.

## KDEX1546-W

You cannot specify a path that exceeds *The number of bytes* bytes for *Folder Specified by Setup*.  
[Cause] The specified path for *Folder Specified by Setup* exceeds the maximum path length.  
[Action] Return to the main screen and continue setup.  
[Workaround] Enter a valid path.

## KDEX1547-E

Could not start (JP1\_ITDM2\_Web Container) service. An executing process (Setup, Database Manager, or a command) might be running.

[Cause] Started the (JP1\_ITDM2\_Web Container) service when an executing process (Setup, Database Manager, or a command) was running.

[Action] Cancel the (JP1\_ITDM2\_Web Container) service initiation.

[Workaround] Wait until the executing process (Setup, Database Manager, or command) ends, and retry starting (JP1\_ITDM2\_Web Container) service.

## KDEX1548-W

Invalid cluster configuration content.

[Cause] Secondary server option was not selected.

[Action] Return to the main screen and continue Setup.

[Workaround] Select the secondary server option, and continue Setup.

## KDEX1550-W

The specified logical IP address for the cluster configuration is invalid.

[Cause] The specified logical IP address does not exist as a cluster resource.

[Action] Return to the main screen and continue Setup.

[Workaround] If on the primary server, check the specified logical IP address. If on the secondary server, check if the import file is correct.

## KDEX1551-W

Cannot use the specified folder for *folder-specified-by-setup*.

A file with a same name as the specified folder already exists in the folder path.

[Cause] Cannot create a folder with this name in the folder path. Since the folder already contains a file with the same name.

[Action] Return to the main screen and continue Setup.

[Workaround] Change the name of the existing file, delete the file, or specify a different folder path.

## KDEX1552-E

The computer name (*computer-name*) contains an invalid character.

Valid characters are alphanumerals and hyphen(-).

The first character must be an alphabet and the last character must be an alphabet or a number.

[Cause] The computer name contains an invalid character.

[Action] Cancel Setup.

[Workaround] Change the computer name and restart the OS. Then, retry Setup.

## KDEX1555-W

Failed to connect *operation-log-backup-folder*.

[Cause] An error occurred while connecting to the specified network resource.

[Action] Return to the main screen and continue Setup.

[Workaround] Create a folder on a valid network or specify a folder on a local disk.

## KDEX1556-W

Please specify folders on the network in UNC format.

[Cause] A network drive was specified.

[Action] Return to the main screen and continue Setup.

[Workaround] Set the folder in UNC format.

## KDEX1557-W

The folder specified for *Folder Specified by Setup* is unusable.

[Cause] Among the following folders that were specified during the current or previous setup, at least two folders are identical or have a parent-child relationship:

- Folder specified in the Folder Settings window
- Operation log database folder
- Operation log storage folder
- Output folder for saving the revision history

[Action] Return to the previous window and continue the setup.

[Workaround] For the following folders that were specified during the current or previous setup, specify a unique folder that does not have a parent-child relationship with another:

- Folder specified in the Folder Settings screen
- Operation log database folder
- Operation log storage folder
- Output folder for saving the revision history

## KDEX1558-W

The specified Username or Password is invalid.

[Cause] The Username or Password used for connecting to the network resource was invalid.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify a valid Username and Password.

## KDEX1559-E

An error occurred during setup.

Insufficient disk space for *folder-specified-in-Folder-Settings-window or operation-log-storage-location*.

[Cause] Insufficient disk space for the specified folder.

[Action] Cancel Setup.

[Workaround] Free the disk space and retry Setup or specify a folder on a disk with sufficient free space.

## KDEX1560-E

An error occurred during Setup.

Failed to connect *operation-log-backup-folder*.

[Cause] An error occurred while connecting to the specified network resource.

[Action] Cancel Setup.

[Workaround] Specify a folder on a valid network or specify a folder on a local disk. Then retry Setup.

## KDEX1561-E

An error occurred during Setup.

The Username or Password used for connecting to *operation-log-backup-folder* is invalid.

[Cause] The Username or Password specified for connecting to the network resource was invalid.

[Action] Cancel Setup.

[Workaround] Confirm that the Username and Password are valid, and then retry Setup.

## KDEX1562-I

Username and Password has been set successfully to connect to the operation log backup folder.

## KDEX1563-W

Specify *operation-log-storage-area* on a local disk.

[Cause] *operation-log-storage-area* is not on the local disk, or the path is invalid.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify a folder on a local disk.

## KDEX1564-Q

If the operation logs backup setting is off, the operations logs will be deleted. If you want to keep operations logs, change the automatic backup settings to on.

Click OK to start. Click Cancel to review.

## KDEX1565-W

Invalid folder path for *operation-log-storage-area*.

[Cause] An invalid folder path is specified for *operation-log-storage-area*.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify a valid folder path for *operation-log-storage-area*.

## KDEX1566-W

The specified *folder-specified-by-setup* is not accessible.

[Cause] The possible reasons are:

(1) Either the cluster resource status is offline or another node is set as the resource owner.

(2) An I/O error occurred.

[Action] Return to the main screen and continue Setup.

[Workaround] Confirm the specified folder is accessible. If you are specifying the cluster shared disk, confirm the status and ownership of the disk resource.

## KDEX1567-W

Component registration failed.

After setup is complete, from the **Start** menu, run **Component Registration**.

[Cause] Component registration failed.

[Action] Continue setup.

[Workaround] After setup is complete, from the **Start** menu, run **Component Registration**.

## KDEX1568-W

Failed to start the service. Service name=*service-name*.

[Cause] An error occurred while starting the service.

[Action] Continue Setup.

[Workaround] Check the message logs, and take action based on the error logs.

## KDEX1569-I

Restart the OS after completing Setup.

## KDEX1570-Q

The settings will be modified so that operation logs are not collected. This will delete already collected operation logs.

(To obtain already collected operation logs and reference these logs in an environment where a site server is used and the operation logs are distributed, specify the settings so that operation logs are collected.)

Do you want to continue?

## KDEX1571-E

The configuration file specified for setup is invalid.

[Cause] An invalid file was specified for the configuration file specified for setup.

[Action] Cancels setup.

[Workaround] Perform installation again. If the problem persists, use the troubleshooting information collection command to collect troubleshooting information, and contact Customer Support.

## KDEX1572-E

The folder specified for the *folder-specified-by-the-configuration-file* is not usable.

[Cause] The specified folder is a database folder, data folder, or operation log data folder, or has a parent-child relationship with such a folder.

[Action] Cancels setup.

[Workaround] Specify a folder that is not a database folder, data folder, or operation log data folder, and does not have a parent-child relationship with such a folder.

## KDEX1573-E

The path specified for the *folder-specified-by-the-configuration-file* is not usable.

[Cause] An invalid path or a path to a non-local disk was specified for *folder-specified-by-the-configuration-file*.

[Action] Cancels setup.

[Workaround] Specify a path on a local disk.

## KDEX1574-E

The folder path specified for the *folder-specified-by-the-configuration-file* is not usable. An existing file has the same name as the path folder.

[Cause] The folder cannot be created because an existing file has the same name as the path folder.

[Action] Cancels setup.

[Workaround] Change the name of the existing file, delete the file, or specify a different folder path.

## KDEX1575-E

The disk containing the folder specified for the *folder-specified-by-the-configuration-file* cannot be accessed.

[Cause] A disk failure occurred.

[Action] Cancels setup.

[Workaround] Make sure the disk containing the specified folder can be accessed.

## KDEX1576-W

The folder specified for *folder-specified-by-setup* is unusable.

[Cause] Among the following folders that were specified during the current or previous setup, at least two folders are identical or have a parent-child relationship:

- Database folder
- Data folder
- Operation log data folder

[Action] Return to the previous window and continue the setup.

[Workaround] For the following folders that were specified during the current or previous setup, specify a unique folder that does not have a parent-child relationship with another:

- Database folder
- Data folder
- Operation log data folder

## KDEX1577-E

Setup cannot start because a command is executing.

[Cause] Setup was executed while a command was executing.

[Action] Cancels the start of setup.

[Workaround] Wait until the command finishes, and then re-execute setup.

## KDEX1578-W

The port number specified for *specified-reserved-port-number* cannot be used.

[Cause] A reserved port number was specified for *specified-reserved-port-number*.

[Action] Return to the main screen and continue Setup.

[Workaround] Specify another port number, and then retry Setup.

## KDEX1579-E

An attempt to stop the service failed.

[Cause] Setup was executed during processing to start or stop the service used by JP1/IT Desktop Management 2 - Manager.

[Action] Cancels setup.

[Workaround] Wait a while, and then re-execute Setup.

## KDEX1580-E

An attempt to start the service failed (service name = *service-name*). Setup will be canceled.

[Cause] Setup was executed during processing to start or stop the service.

[Action] Cancels setup.

[Workaround] Wait a while, and then re-execute Setup.

## KDEX1581-E

The service (*Web-Container-service-name*) cannot be started from a *type-of-server*. Service startup will be canceled.

[Cause] The service was started on a server other than the management server.

[Action] Cancels startup of the service.

[Workaround] Start the service (*Web-Container-service-name*) from the management server.

## KDEX1582-W

Failed to connect to *data-folder-of-database-server*.

[Cause] The data folder shared between servers that was specified in the folder settings window cannot be connected to.

[Action] Returns to the previous window and continues setup.

[Workaround] Verify that the path of the specified data folder shared between servers is correct, and then check whether there are any problems in the network.

## KDEX1583-W

Failed to read files from the database server.

[Cause] Possible causes are as follows:

(1) The path specified for the data folder shared between servers is incorrect.

(2) Database server setup is incomplete.

(3) You do not have permission to access the data folder shared between servers.

(4) An I/O error occurred.

[Action] Returns to the previous window and continues setup.

[Workaround]

(1) Specify the same path for both of the following:

- The path specified for the data folder in the folder settings window during database setup

- The path specified for the data folder shared between servers

(2) Verify that database server setup is complete.

(3) Verify that you have permission to both read from and write to the data folder shared between servers.

(4) Verify that no disks have failed.

## KDEX1584-E

An error occurred during setup.

[Cause] The *management-server* is accessing the database.

[Action] Cancels setup.

[Workaround] Stop the service given below, which is used by JP1/IT Desktop Management 2 - Manager on the *management-server*, and then retry setup.

(service = *service-name*)

## KDEX1587-Q

From the management server, stop the service given below, which is used by JP1/IT Desktop Management 2 - Manager. If you continue while this service is running, setup might not finish properly.

(service = *service-name-of-management-server*)

The database server service will stop automatically. The database server service that is stopped in this way will start automatically after setup is complete.

Are you sure you want to stop the database server service?

## KDEX1588-Q

From the management server, stop the service given below, which is used by JP1/IT Desktop Management 2 - Manager. If you continue while this service is running, setup might not finish properly.

(service = *service-name-of-management-server*)

Take offline the cluster resources associated with the service given below. After doing so, click [OK] to continue setup.

After setup is complete, bring the cluster resources back online.

(service = *service-name-of-database-server*)

## KDEX1589-Q

From the management server, stop the service given below, which is used by JP1/IT Desktop Management 2 - Manager. If you continue while this service is running, setup might not finish properly.

(service = *service-name-of-management-server*)

Take offline the cluster resources associated with the service given below. After doing so, click [OK] to continue setup.

(service = *service-name-of-database-server*)

## KDEX1590-E

Failed to write to the data folder shared between servers.

(data folder shared between servers = *pass-of-data-folder-shared-between-servers*)

[Cause] Possible causes are as follows:

(1) You do not have permission to access the data folder shared between servers.

(2) An I/O error occurred.

[Action] Cancels setup.

[Workaround] Check the following, and then retry setup.

(1) Verify that you have permission to write to the data folder shared between servers.

(2) Verify that no disks have failed.

## KDEX1591-W

A folder that cannot be used is specified for the *folder-specified-by-Setup*.

[Cause] The same folder as the installation folder was specified for the *folder-specified-by-Setup*.

[Action] Returns to the previous window and continues setup.

[Workaround] For the *folder-specified-by-Setup*, specify a folder other than the installation folder.

## KDEX1592-E

An error occurred during setup processing.

[Cause] Possible causes are as follows:

(1) The IP address specified in the database connection settings window during setup is invalid.

(2) An I/O error occurred.

[Action] Cancels setup.

[Workaround] Check the following, and then retry setup.

(1) Verify that the IP address specified in the database connection settings window during setup is valid.

(2) Verify that no disks have failed.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX1593-E

Failed to connect to the database.

[Cause] Possible causes are as follows:

(1) In the database connection settings window during setup, an IP address was specified that does not exist in the segment that includes the management server.

(2) In the cluster environment settings window for the database server, the IP address specified for the logical IP address does not exist in the segment that includes the management server.

(3) The database is not running.

[Action] Cancels setup.

[Workaround] Check the following, and then retry setup.

(1) Verify that the IP address specified in the database connection settings window during setup exists in the segment that includes the management server.

(2) Verify that the logical IP address specified in the cluster environment settings window for the database server is an IP address that exists in the management server segment.

(3) Verify that the database server service (*service-of-database-server*) is running.

## KDEX1594-E

Failed to create the folder for storing operation logs.

[Cause] Possible causes are as follows:

(1) You do not have permission to access the folder for storing operation logs.

(2) An I/O error occurred.

[Action] Cancels setup.

[Workaround] Check the following, and then retry setup.

(1) Verify that you have permission to access the folder for storing operation logs.

(2) Verify that no disks have failed.

## KDEX1597-E

Failed to create the output folder for saving the revision history.

[Cause] Possible causes include the following:

- (1) You do not have access rights for the output folder.
- (2) An I/O error occurred.

[Action] Cancels setup.

[Workaround] Verify the following, and then retry setup.

- (1) Verify that you have access rights for the output folder.
- (2) Verify that no disk failure has occurred.

## KDEX1598-E

Failed to upgrade the database.

[Cause] An error occurred in an attempt to upgrade the database. Possible causes are as follows:

- (1) You do not have permission to access the database folder, the local data folder, or the database backup folder.
- (2) An I/O error occurred.
- (3) The management server is accessing the database.

[Action] Cancels setup.

[Workaround]

- (1) Verify that you have permission to access the database folder, the local data folder, or the database backup folder.

- (2) Make sure that no disk failure has occurred.

(3) Stop the following services that are being used by JP1/IT Desktop Management 2 on the management server, and then re-execute setup:

*service-name*

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX1599-E

The setup is canceled.

The setup is interrupted.

[Cause] The setup of the distribution function that uses Remote Installation Manager is canceled.

[Action] Cancels the setup.

[Workaround] Retry the setup.

## KDEX1600-Q

If you are using Remote Installation Manager or IT Desktop Management 2 - Asset Console, perform the checks below. If you continuously use Remote Installation Manager or IT Desktop Management 2 - Asset Console without performing the checks, the setup might not have successfully completed.

- Stop Remote Installation Manager, and then make sure that the commands for the distribution function that uses Remote Installation Manager are not being executed.

- Make sure that management information on IT Desktop Management 2 - Asset Console is not being acquired.

To continue the setup, you must stop the services used by *product-name*.

Click [OK] to display the setup window of the distribution function that uses Remote Installation Manager.

Are you sure you want to stop these services?

Stopped services will start automatically when the setup is complete.

## KDEX1601-Q

If you are using Remote Installation Manager or IT Desktop Management 2 - Asset Console, perform the checks below. If you continuously use Remote Installation Manager or IT Desktop Management 2 - Asset Console without performing the checks, setup might not successfully complete.

- Stop Remote Installation Manager, and then make sure that the commands for the distribution function that uses Remote Installation Manager are not being executed.

- Make sure that management information on IT Desktop Management 2 - Asset Console is not being acquired.

In addition, to continue the setup, take the cluster resources that are associated with the service shown below offline.

After taking the cluster resources offline, click [OK]. The setup window of the distribution function that uses Remote Installation Manager appears.

After the setup, bring the cluster resources online.

*list-of-corresponding-JP1/IT Desktop Management 2-services*

## KDEX1602-Q

If you are using Remote Installation Manager or IT Desktop Management 2 - Asset Console, perform the checks below. If you continuously use Remote Installation Manager or IT Desktop Management 2 - Asset Console without performing the checks, the setup might not successfully complete.

- Stop Remote Installation Manager, and then make sure that the commands for the distribution function that uses Remote Installation Manager are not being executed.

- Make sure that management information on IT Desktop Management 2 - Asset Console is not being acquired.

In addition, to continue the setup, take the cluster resources that are associated with the service shown below offline.

After taking the cluster resources offline, click [OK]. The setup continues.

*list-of-corresponding-JP1/IT Desktop Management 2-services*

## KDEX1603-E

An error occurred during the setup.

The setup will be interrupted.

[Cause] An error occurred during the setup.

[Action] Cancels the setup.

[Workaround] Use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.

## KDEX1604-W

The character string entered in the user ID field cannot be used.

[Cause] A reserved keyword of the database is entered as the user ID.

[Action] Returns to the previous window to continue the setup.

[Workaround] Enter another character string, and then perform the setup again.

## KDEX1605-W

The character string entered in the current password field is invalid.

[Cause] The entered character string is different from the current password that was specified.

[Action] Returns to the previous window to continue the setup.

[Workaround] Enter a valid password.

## KDEX1606-W

The passwords that you entered are inconsistent.

[Cause] The passwords entered in *Password or New password* and *Confirm new password* are different.

[Action] Returns to the previous window to continue the setup.

[Workaround] Enter the same character strings in *Password* and *Confirm password*.

## KDEX2003-I

Exported device information successfully.

## KDEX2004-E

Could not export device information.

## KDEX2005-I

Imported asset information successfully.

## KDEX2006-E

Could not import asset information.

## KDEX2007-I

Exported asset information successfully.

## KDEX2008-E

Could not export asset information.

## KDEX3004-I

Logon succeeded. UserID=*user-ID*.

## KDEX3005-E

Failed to log in. The specified User ID or Password is invalid. UserID=*user-ID*.

[Cause] The specified User ID or Password is invalid.

[Action] Cancel login.

[Workaround] Log in using a valid User ID and Password.

## KDEX3006-E

Logon failed. UserID=*user-ID* (or null if not obtainable), cause message=*cause-message*

[Cause] Database error or Expiration of Usage period.

[Response] Cancel Logon.

[Action] For expiration of usage period, purchase a license. For other reasons, collect troubleshooting information from troubleshooting collection information command and contact support service.

## KDEX3007-I

Logoff successful UserID=*user-ID*

## KDEX3027-E

Logon failed. User account is locked. UserID=*user-ID*

## KDEX3029-E

Lock user account. UserID=*user-ID*

## KDEX3030-I

Unlock user account. UserID=*user-ID*

## KDEX3200-I

User is registered. User ID=*user-ID*, Permissions list=*permissions-list*

## KDEX3201-I

User is deleted. User ID=*user-ID*

## KDEX3202-I

User's permission is changed. User ID=*user-ID*, Permissions list=*permissions-list*

## KDEX3203-I

The security policy has been updated. Policy name=*policy-name*, Policy ID=*policy-ID*, Update type=*update-type*

## KDEX3204-W

The security policy could not be updated. (policy name = *policy-name*, policy ID = *policy-ID*, update type = *update-type*, cause of failure = *cause-of-failure*)

[Cause] If the cause of failure is "application error" and the update type is "update", security policy names are duplicated. If the cause of failure is "application error" and the update type is "delete", an attempt was made to delete a security policy associated with a device or group. In other cases, an error occurred in the database.

[Action] Cancels the update of the security policy.

[Workaround] If the cause of failure is "application error" and the update type is "update", specify a security policy name that does not conflict with another. If the cause of failure is "application error" and the update type is "delete", remove all associations, and then delete the security policy. In other cases, collect troubleshooting information by using the troubleshooting collection command, and then contact customer support.

## KDEX3205-I

Agent setting is updated. `agent_setting_name=agent-setting-name`, `setting_ID=setting-ID`, `update_type=update-type`

## KDEX3206-W

An agent setting could not be updated. (agent setting name = *agent-setting-name*, setting ID = *setting-ID*, update type = *update-type*, cause of failure = *cause-of-failure*)

[Cause] If the cause of failure is "application error" and the update type is "update", agent setting names are duplicated. If the cause of failure is "application error" and the update type is "delete", an attempt was made to delete an agent setting associated with a device or group. In other cases, an error occurred in the database.

[Action] Cancels the update of the agent setting.

[Workaround] If the cause of failure is "application error" and the update type is "update", specify an agent setting name that does not conflict with another. If the cause of failure is "application error" and the update type is "delete", remove all associations, and then delete the agent setting. In other cases, collect troubleshooting information by using the troubleshooting information collection command, and then contact customer support.

## KDEX3238-I

Successful license file registration.

## KDEX3239-W

Error in license file registration.

## KDEX3240-I

Updated login credentials or proxy login credentials in support service site setting. `userId=user-ID`, `proxyUserId=proxy-user-ID`, `proxyIPAddress=proxy-IP-address`, `proxyPortno=proxy-port-number`

## KDEX3241-W

Login credentials or proxy login credentials in support service site setting failed. `userId=user-ID`, `proxyUserId=proxy-user-ID`, `proxyIPAddress=proxy-IP-address`, `proxyPortno=proxy-port-number`

## KDEX3242-I

Updated login credentials in discovery settings. `credentialName=credential-name`, `credentialKind=credential-kind`, `userName` or `communityName =user-name or community-name`

## KDEX3243-W

Login credentials update in discovery setting failed. `credentialName=credential-name`, `credentialKind=credential-kind`, `userName` or `communityName =user-name or community-name`

## KDEX3244-I

Updated login credentails for AMT settings. `userId=user-ID`

## KDEX3245-W

Login credential update for AMT setting failed. userId=*user-ID*

## KDEX3246-I

Updated login credentials for AD setting. userId=*user-ID*, hostname=*host-name*, portno=*port-number*, domainName=*domain-name*

## KDEX3247-W

Login credential update for AD setting failed. userId=*user-ID*, hostname=*host-name*, portno=*port-number*, domainName=*domain-name*

## KDEX3248-I

Updated login credentials for mail server connection settings. userId=*user-ID*, hostname=*host-name*, portno=*port-number*

## KDEX3249-W

Login credential update for mail server connection setting failed. userId=*user-ID*, hostname=*host-name*, portno=*port-number*

## KDEX3252-I

The mandatory software will be distributed based on the security policy settings. You can check the task progress status on the distribution screen. Task name=*task-name*

## KDEX3253-I

The unauthorized software will be uninstalled based on the security policy settings. You can check the task progress status on the distribution screen. Task name=*task-name*

## KDEX3254-I

Task started on schedule *execution-start-time*. Task name=*task-name*

## KDEX3255-I

This on demand task has been executed some time ago. It is deleted now. Task name=*task-name*

## KDEX3265-I

The credential ID or Password in the discovery setting was deleted. discoveryCredentialInformationID=*discovery-credential-information-ID*, discoveryCredentialInformationName=*discovery-credential-information-name*

## KDEX3266-I

The administrator permissions password for the AMT settings was updated.

## KDEX3267-W

An attempt to update the administrator permissions password for the AMT settings failed.

## KDEX3299-I

An MDM setting was added. (setting ID = *setting-ID*, MDM setting name = *MDM-setting-name*)

## KDEX3300-E

Failed to add an MDM setting. (setting ID = *setting-ID*, MDM setting name = *MDM-setting-name*)

## KDEX3301-I

The user ID or password of an MDM server or proxy server was updated. (setting ID = *setting-ID*, MDM setting name = *MDM-setting-name*)

## KDEX3302-E

Failed to update the user ID or password of an MDM server or proxy server. (setting ID = *setting-ID*, MDM setting name = *MDM-setting-name*)

## KDEX3303-I

An MDM setting was deleted. (setting ID = *setting-ID*, MDM setting name = *MDM-setting-name*)

## KDEX3304-E

Failed to delete an MDM setting. (setting ID = *setting-ID*, MDM setting name = *MDM-setting-name*)

## KDEX3308-I

The revision history settings were changed.

## KDEX3309-E

Failed to change the revision history settings.

## KDEX3319-I

The auto update settings of the network filter list were changed.

## KDEX3320-E

Failed to change the auto update settings of the network filter list.

## KDEX3321-I

Changed the JP1/NETM/NM - Manager linkage settings.

## KDEX3322-E

Failed to change the JP1/NETM/NM - Manager linkage settings.

## KDEX3333-I

The settings for the Operation Log Settings in the Settings window were changed.

## KDEX3334-E

Failed to change the settings for the Operation Log Settings in the Settings window.

## KDEX3338-I

The operation permission settings for the USB device were changed.

## KDEX3340-I

The authentication information for logging in to Remote Install Manager or Packager was successfully obtained.  
UserID=*user-ID*

## KDEX3341-E

Failed to obtain the authentication information required for logging in to Remote Install Manager or Packager. The specified User ID or Password is invalid. User ID=*user-ID*.

[Cause] The specified User ID or Password is invalid.

[Response] Cancel login.

[Action] Log in using a valid User ID and Password.

## KDEX3342-E

Failed to obtain the authentication information required for logging in to Remote Install Manager or Packager.  
UserID=*user-ID* (or null if not obtainable), cause message=*cause-message*

[Cause] Database error or Expiration of Usage period.

[Response] Cancel Logon.

[Action] For expiration of usage period, purchase a product license. For other reasons, collect troubleshooting information from troubleshooting collection information command and contact support service.

## KDEX3343-E

Failed to obtain the authentication information required for logging in to Remote Install Manager or Packager. The user account is locked. UserID=*user-ID*.

[Cause] The user account is locked.

[Response] Cancels the login.

[Action] Unlock the user account.

## KDEX4000-E

Failed to execute the command. The specified arguments are invalid. Command name=*command-name*.

[Cause] The specified arguments are invalid.

[Action] Cancel command execution.

[Workaround] Confirm the command arguments, and retry execution.

## KDEX4001-E

Failed to execute the command. You do not have the required permissions. Command name=*command-name*.

[Cause] The command was executed by a user without Administrator privileges.

[Action] Cancel command execution.

[Workaround] Retry executing the command as a user with Administrator privileges.

## KDEX4002-E

Failed to execute the command. An executing process (Setup, Database Manager, or a command) might be running.

Command name=*command-name*

[Cause] The command was executed when either Setup, Database Manager, or a command was running.

[Action] Cancel command execution.

[Workaround] Wait until the executing process (Setup, Database Manager, or a command) ends, and then retry command execution.

## KDEX4003-E

Failed to execute the command. Setup has not completed. Command name=*command-name*

[Cause] The JP1/IT Desktop Management 2 - Manager Setup has not completed.

[Action] Cancel command execution.

[Workaround] Retry executing the command, after JP1/IT Desktop Management 2 - Manager Setup.

## KDEX4009-E

Failed to execute the command. Command name=*command-name*, Error code=*error-code (maintenance-code)*.

[Cause] A critical error has occurred while executing the command.

[Action] Cancel command execution.

[Workaround] Use the troubleshooting information collection command to collect troubleshooting information and contact support service.

## KDEX4010-E

Failed to execute the command. Cannot execute in a cluster environment. Command name=*command-name*.

[Cause] The start / stop command was executed in a cluster environment.

[Action] Cancel command execution.

[Workaround] Use the cluster software utility to start/stop JP1/IT Desktop Management 2 - Manager.

## KDEX4011-I

JP1/IT Desktop Management 2 - Manager is stopped. Command name=*command-name*.

## KDEX4012-I

JP1/IT Desktop Management 2 - Manager is forced to stop. Command name=*command-name*.

## KDEX4013-E

Failed to execute the command. Command name=*command-name*, Error code=*error-code (maintenance-code)*.  
[Cause] A critical error occurred during command execution.  
[Action] Cancel command execution.  
[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4014-W

JP1/IT Desktop Management 2 - Manager is stopped. Command name=*command-name*.  
[Cause] Executed stop command (when JP1/IT Desktop Management 2 - Manager was stopped).  
[Action] Cancel stop command execution.  
[Workaround] None.

## KDEX4015-I

JP1/IT Desktop Management 2 - Manager is started. Command name=*command-name*.

## KDEX4016-E

Failed to execute the command. Command name=*command-name*, Error code=*error-code (maintenance-code)*  
[Cause] A critical error occurred during command execution.  
[Action] Cancel command execution.  
[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4017-W

JP1/IT Desktop Management 2 - Manager is started. Command name=*command-name*.  
[Cause] Executed the start command (when JP1/IT Desktop Management 2 - Manager was launched).  
[Action] Cancel command execution.  
[Workaround] None.

## KDEX4020-E

Command execution failed. JP1/IT Desktop Management 2 - Manager is not stopped. (command name = *command-name*)  
[Cause] The command was executed without stopping JP1/IT Desktop Management 2 - Manager on the management server or database server.  
[Action] Cancels command execution.  
[Workaround] Stop JP1/IT Desktop Management 2 - Manager, and then re-execute the command.

## KDEX4021-E

Failed to execute the command. Could not stop JP1/IT Desktop Management 2 - Manager. Command name=*command-name*, Error code=*error-code (maintenance-code)*.  
[Cause] A critical error occurred during command execution.  
[Action] Cancel command execution.

[Workaround] Use the troubleshooting information collection command to collect troubleshooting information and contact support service.

## KDEX4022-W

Database reorganization successful. But, an error occurred while starting JP1/IT Desktop Management 2 - Manager. Command name=*command-name*, Error code=*error-code* (*maintenance-code*).

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4023-E

Failed to execute the command. The -s option cannot be specified in a cluster environment. (command name = *command-name*)

[Cause] The -s option is specified in a cluster environment.

[Action] Cancels command execution.

[Workaround] Stop JP1/IT Desktop Management 2 - Manager by using the cluster software functionality. Then, execute the command again without specifying the -s option.

## KDEX4024-I

The database reorganization was successful. Command name=*command-name*.

## KDEX4025-E

Failed to execute the command. Command name=*command-name*, Error code=*error-code* (*maintenance-code*).

[Cause] Critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4026-E

Failed to execute the command. The backup folder is invalid or does not exist. Command name=*command-name*.

[Cause] The specified backup folder is invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Check if the specified folder exists and is accessible. Then, retry command execution.

## KDEX4027-E

Failed to execute the command. A backup folder with an identical timestamp already exists. Command name=*command-name*.

[Cause] The command could not create the backup folder since a folder with the same name (a string indicating the date and time) already exists.

[Action] Cancel command execution.

[Workaround] retry command execution.

## KDEX4028-I

The database backup was successful. Command name=*command-name*, Backup folder=*backup-folder*.

## KDEX4029-E

Failed to execute the command. Command name=*command-name*, Error code=*error-code (maintenance-code)*.

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4030-E

Failed to execute the command. The data folder is either invalid or does not exist. Command name=*command-name*.

[Cause] The specified data folder is either invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Check if the specified folder exists and is accessible. Then, try executing the command.

## KDEX4031-I

The database restoration was successful. Command name=*command-name*, Data folder=*data-folder*.

## KDEX4032-E

Failed to execute the command. Command name=*command-name*, Error code=*error-code (maintenance-code)*.

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4033-E

Failed to execute the command. Insufficient disk space for the backup folder. Command name=*command-name*.

[Cause] Insufficient disk space for the backup folder.

[Action] Cancel command execution.

[Workaround] Free the disk space, and then try executing the command.

## KDEX4034-E

Failed to execute the command. Insufficient disk space for the temporary folder. Command name=*command-name*.

[Cause] Insufficient disk space for the temporary folder.

[Action] Cancel command execution.

[Workaround] Free the disk space, and then try executing the command.

## KDEX4035-E

Failed to execute the command. The temporary folder is either invalid or does not exist. Command name=*command-name*.

[Cause] The specified temporary folder is either invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Check if the temporary folder exists and is accessible. Then, try executing the command.

## KDEX4036-E

Failed to execute the command. Could not start the database. Command name =*command-name*.

[Cause] Insufficient disk space to start the database.

[Action] Cancel command execution.

[Workaround] Free the space on the disk where you have the installation folder, and retry command execution. If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4037-E

The database reorganization failed. Command name=*command-name*, Error code=*error-code (maintenance-code)*.

## KDEX4038-E

The database backup failed. Command name=*command-name*, Error code=*error-code (maintenance-code)*.

## KDEX4039-E

The database restoration failed. Command name=*command-name*, Error code=*error-code (maintenance-code)*.

## KDEX4040-I

Collected the troubleshooting information.

## KDEX4041-E

Could not collect troubleshooting information.

[Cause] Insufficient disk space for the troubleshooting information folder.

[Action] Cancel command execution.

[Workaround] Free the disk space, and retry command execution. If the problem persists, contact Customer Support.

## KDEX4042-I

Canceled the troubleshooting information collection.

## KDEX4043-W

Could not collect some troubleshooting information.

[Cause] Failed to collect some of the troubleshooting information.

[Action] Cancel command execution.

[Workaround] Retain the partially collected troubleshooting information file, and retry command execution. If the problem persists, contact Customer Support with the retained troubleshooting information.

## KDEX4044-E

The troubleshooting information folder is either invalid or does not exist.

[Cause] The specified troubleshooting information folder is either invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Check if the specified folder exists and is accessible. Then, retry command execution.

## KDEX4050-E

Failed to execute the command. Could not use the default backup folder. Command name=*command-name*

[Cause] The installation folder name contains characters that cannot be used in the backup folder name.

[Action] Cancel command execution.

[Workaround] Retry executing the command with option -b.

## KDEX4051-E

Failed to execute the command. Could not use the default data folder and temporary folder. Command name=*command-name*.

[Cause] The installation folder name contains characters that cannot be used in the data folder name and temporary folder name.

[Action] Cancel command execution.

[Workaround] Retry executing the command with option -b and option -w.

## KDEX4052-E

Failed to execute the command. Could not use the default temporary folder. Command name=*command-name*.

[Cause] The installation folder name contains invalid characters that cannot be used as temporary folder name.

[Action] Cancel command execution.

[Workaround] Retry executing the command with option -w.

## KDEX4053-W

The database backup was successful. But, an error occurred while starting JP1/IT Desktop Management 2 - Manager. Command name=*command-name*, Error code=*error-code (maintenance-code)*, Backup folder=*backup-folder*.

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Start JP1/IT Desktop Management 2 - Manager using the start command. If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4054-W

The database restoration was successful. But, an error occurred while starting JP1/IT Desktop Management 2 - Manager. Command name=*command-name*, Error code=*error-code (maintenance-code)*, Data folder=*data-folder*.

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4055-E

Failed to execute the command. Command name=*command-name*, Data folder=*data-folder*.

[Cause] The specified data folder does not contain backup files.

[Action] Cancel command execution.

[Workaround] Confirm that the specified folder is correct. Then, retry command execution.

## KDEX4056-E

Failed to execute the command. The temporary folder is either invalid or does not exist. Command name=*command-name*.

[Cause] The specified temporary folder is either invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Check if the specified folder exists and is accessible. Then, retry command execution.

## KDEX4057-E

Failed to execute the command. Insufficient disk space for the temporary folder. Command name=*command-name*.

[Cause] Insufficient disk space for the temporary folder.

[Action] Cancel command execution.

[Workaround] Free the disk space, and retry command execution.

## KDEX4058-E

Failed to execute the command. The old version couldn't be backed up. Command name=*command-name*, Backup folder=*backup-folder*.

[Cause] The specified backup was obtained from a version older than the current version.

[Action] Cancel command execution.

[Workaround] Backup the current version and retry command execution.

## KDEX4061-E

Failed to execute the command. Could not establish connection to access operation logs for backup destination folder. Command name=*command-name*

[Cause] The backup destination folder does not exist. Or could not establish connection to the backup destination folder.

[Action] Cancel command execution.

[Workaround] Check if the backup destination folder (specified for operation logs during the Setup) exists, and then reestablish the connection.

## KDEX4062-E

Failed to execute the command. Could not establish connection to access operation logs for backup destination folder. Command name=*command-name*

[Cause] The User name or Password authentication for the backup destination folder has failed.

[Action] Cancel command execution.

[Workaround] Check the Username or Password that was specified during the Setup.

## KDEX4063-E

Failed to execute the command. Command name=*command-name*

[Cause] Insufficient backup space for the local data folder or the operation logs.

[Action] Cancel command execution.

[Workaround] Change the backup destination for the local data folder or the operation logs. Or, free hard disk space.

## KDEX4064-E

Failed to execute the command. The operation logs backup has failed. Command name=*command-name*

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4070-E

Failed to execute the command. Command name=*command-name*.

[Cause] The specified support information file is either invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Check if the specified file exists and is correct. Then, retry command execution.

## KDEX4071-E

Failed to execute the command. Command name=*command-name*.

[Cause] Executed the command without starting JP1/IT Desktop Management 2 - Manager.

[Action] Cancel command execution.

[Workaround] Start JP1/IT Desktop Management 2 - Manager, then retry command execution.

## KDEX4072-E

Failed to execute the command. Failed to update all or part of information for JP1/IT Desktop Management 2 - Manager. Command name=*command-name*, Not updated information=*information-that-could-not-be-updated (Windows updates, antivirus software, definition files for Manager behavior, Agent)*

[Cause] The possible reasons are given below:

- (1) An update for another function is running.
- (2) Insufficient space in the installation folder or the database folder.
- (3) Improper access privileges to the installation folder or the database folder.
- (4) An I/O error has occurred.

[Action] Cancel command execution.

[Workaround]

- (1) Retry command execution after a while.
- (2) Free the disk space.
- (3) Confirm the access rights.
- (4) Confirm that a disk failure has not occurred.

## KDEX4073-I

Updated JP1/IT Desktop Management 2 - Manager.

Command name=*command-name*

## KDEX4080-E

Failed to execute the command. The file path is invalid. Command name=*command-name*, Subcommand name=*subcommand-name*, File path=*file-path*.

[Cause] The possible reasons are:

- (1) The folder in the specified path does not exist, or the specified file path is incorrect.
- (2) The specified path exceeds the maximum path length.
- (3) You do not have file access permission for the specified file.
- (4) Insufficient disk space for the specified file.
- (5) An I/O error occurred.

[Action] Cancel command execution.

[Workaround]

- (1) Make sure the folder in the specified path exists and the specified path is correct.
- (2) Check the path length.
- (3) Make sure you have file access permission.
- (4) Free the disk space for the specified file or specify another file which has sufficient space.
- (5) Confirm that a disk failure has not occurred.

After these are confirmed, retry command execution.

## KDEX4081-E

Failed to execute the command. The patch group is invalid. Command name=*command-name*, Subcommand name=*subcommand-name*, Update group name=*update-group-name*.

[Cause] The specified update group is does not exist.

[Action] Cancel command execution.

[Workaround] Make sure the specified update group exists and retry command execution.

## KDEX4082-E

Failed to execute the command. The filter cannot be used. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The specified filter is invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Make sure the specified filter exists and the type of the filter is correct. Then, retry command execution.

## KDEX4083-E

Failed to execute the command. Database access error occurred. Detailed information=*DBMS-message*, Command name =*command-name*, Subcommand name=*subcommand-name*.

[Cause] JP1/IT Desktop Management 2 - Manager stopped or the displayed error occurred.

[Action] Cancel command execution.

[Workaround] Start JP1/IT Desktop Management 2 - Manager or resolve the displayed error and retry command execution. If the problem persists, execute troubleshooting information collection command to collect troubleshooting information and contact customer support.

## KDEX4084-E

Failed to execute the command. Cannot export. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The possible reasons are:

- (1) Insufficient disk space for the export folder.
- (2) You do not have file access permission for the specified export file.
- (3) An I/O error occurred.

[Action] Cancel command execution.

[Workaround]

- (1) Free the disk space for the export folder or specify another file which has sufficient space.
- (2) Make sure you have file access permission for the specified export file.
- (3) Confirm that a disk failure has not occurred.

After these are confirmed, retry command execution.

## KDEX4085-I

*expanded-inventory-name* export successful. Command name=*command-name*, Subcommand name=*subcommand-name*.

## KDEX4086-E

Failed to execute the command. Command name=*command-name*, Subcommand name=*subcommand-name*, Error code=*error-code (maintenance-code)*.

[Cause] Insufficient memory for the command execution environment. Or a critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Make sure there is sufficient memory for the command execution environment, and retry command execution. If the problem persists, use the troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4087-I

*Export or Import* is canceled. Command name=*command-name*, Subcommand name=*subcommand-name*.

## KDEX4088-E

Failed to execute the command. Cannot use the template. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The specified template is invalid or does not exist.

[Action] Cancel command execution.

[Workaround] Make sure the specified template exists and the type of the template is correct. Then, retry command execution.

## KDEX4089-E

Failed to execute the command. Cannot import the specified file. Command name=*command-name*, Subcommand name=*subcommand-name*.  
[Cause] Invalid file format.  
[Action] Cancel command execution.  
[Workaround] Make sure the specified import file is correct and retry command execution.

## KDEX4090-E

Failed to execute the command. Cannot import the specified file. Command name=*command-name*, Subcommand name=*subcommand-name*.  
[Cause] The template and specified import file do not match.  
[Action] Cancel command execution.  
[Workaround] Make sure the specified import file is correct and retry command execution.

## KDEX4091-I

Successfully imported the asset. Type of asset=*asset-type*, add=*number-of-information-items*, update=*number-of-information-items*, error=*number-of-information-items*.

## KDEX4092-I

*expanded-inventory-name* import successful. Command name=*command-name*, Subcommand name=*subcommand-name*.

## KDEX4093-E

Failed to execute the command. The specified template name is invalid. Command name=*command-name*, Subcommand name=*subcommand-name*.  
[Cause] The specified template name has an invalid character.  
[Action] Cancel command execution.  
[Workaround] Make sure the specified template name is correct and retry command execution.

## KDEX4094-E

Failed to execute the command. Cannot use the Security Policy. Command name=*command-name*, Subcommand name=*subcommand-name*.  
[Cause] The specified security policy does not exist.  
[Action] Cancel command execution.  
[Workaround] Make sure the specified security policy exists and retry command execution.

## KDEX4095-E

Failed to execute the command. The specified security policy name is invalid. Command name=*command-name*, Subcommand name=*subcommand-name*.  
[Cause] The specified security policy name has an invalid character.  
[Action] Cancel command execution.  
[Workaround] Make sure the specified security policy name is correct and retry command execution.

## KDEX4096-E

Failed to execute the command. The specified filter name is invalid. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The filter name length is invalid or the filter name has an invalid character.

[Action] Cancel command execution.

[Workaround] Make sure the specified filter name is correct and retry command execution.

## KDEX4097-E

Failed to execute the command. The specified update group name is invalid. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The specified update group name has an invalid character.

[Action] Cancel command execution.

[Workaround] Make sure the specified update group name is correct and retry command execution.

## KDEX4098-E

Failed to execute the command. Cannot import the specified file. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The additional custom fields in the import file doesn't exist.

[Action] Cancel command execution.

[Workaround] Make sure you specify the additional custom fields and retry command execution.

## KDEX4099-W

Failed to execute the command. Cannot distribute Update information to the update group. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] The update information does not exist.

[Action] Cancel command execution.

[Workaround] Make sure the Update information is updated from Product update. Then, retry command execution.

## KDEX4100-E

The export of *expanded-inventory-name* failed. Command name=*command-name*, Subcommand name=*subcommand-name*.

## KDEX4101-E

The import of *expanded-inventory-name* failed. Command name=*command-name*, Subcommand name=*subcommand-name*.

## KDEX4102-E

Failed to execute the command. Cannot export the specified security policy. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] This security policy is part of mandatory (auto-enforce) software installation package.

[Action] Cancel command execution.

[Workaround] Delete this security policy from auto-enforce settings and retry executing the command.

## KDEX4103-E

Failed to execute the command. Cannot export the specified filter. Command name=*command-name*, Subcommand name=*subcommand-name*.

[Cause] Following might be the possible causes:

- (1) The specified user definition already exists in the filter.
- (2) The specified location or department already exists in the filter.

[Action] Cancel command execution.

[Workaround]

- (1) Make sure this user definition already exists in the filter, delete this definition and retry command execution.
- (2) Make sure this department or location already exists in the filter and delete the specified location or department and retry executing the command.

## KDEX4104-E

Failed to execute the command. JP1/IT Desktop Management 2 - Manager cannot be started or stopped. Command name =*command-name*

[Cause] A command was executed during processing to start or stop JP1/IT Desktop Management 2 - Manager.

[Action] Cancel command execution.

[Workaround] Retry command execution after a while.

## KDEX4105-E

Failed to execute the command. Could not stop JP1/IT Desktop Management 2 - Manager. Command name =*command-name*

[Cause] A command was executed during processing to start JP1/IT Desktop Management 2 - Manager.

[Action] Cancel command execution.

[Workaround] Retry command execution after a while.

## KDEX4106-E

Failed to execute the command. Could not start the database. Command name =*command-name*

[Cause] A command was executed during processing to stop the database.

[Action] Cancel command execution.

[Workaround] Retry command execution after a while.

## KDEX4126-W

Custom fields was imported normally, but some services have not started. (command name = *command-name*, subcommand name = *subcommand-name*)

[Cause] Some services have not started.

[Action] Ends the command normally.

[Workaround] Check whether all services have started. If they have not, start the services.

## KDEX4200-E

Setup is not complete.

[Cause] Since the setup is not complete, could not start the database manager.

[Action] Cancel launching the Database Manager.

[Workaround] Retry starting the Database Manager after Setup ends.

## KDEX4202-E

Database Manager can be started only from the database server.

[Cause] An attempt was made to start Database Manager on a server other than the database server.

[Action] Cancels startup of Database Manager.

[Workaround] Start Database Manager from the database server.

## KDEX4203-E

Could not start Database Manager.

[Cause] Could not start the Database Manager due to an unknown error.

[Action] Cancel launching the Database Manager.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4204-E

Please start (JP1\_ITDM2\_DB Service).

[Cause] The (JP1\_ITDM2\_DB Service) was stopped, so could not start the Database Manager.

[Action] Cancel launching the Database Manager.

[Workaround] Retry launching the Database Manager after starting (JP1\_ITDM2\_DB Service).

## KDEX4205-E

The user does not have Administrator privileges.

[Cause] The user does not have Administrator privileges.

[Action] Cancel launching the Database Manager.

[Workaround] Retry launching the Database Manager as a user with Administrator privileges.

## KDEX4206-E

Could not start the Database Manager because either Setup or a command is running.

[Cause] Started the Database Manager while either Setup or a command was executing.

[Action] Cancel launching Database Manager.

[Workaround] Wait until the executing process (Setup or command) ends, and then retry launching the Database Manager.

## KDEX4207-E

The Database Manager has already started.

[Cause] The Database Manager was already started.

[Action] Cancel launching the Database Manager.

[Workaround] Continue operation with the Database Manager started already.

## KDEX4208-E

An error occurred in the Database Manager.

[Cause] An error occurred in the Database Manager.

[Action] Cancel the execution of Database Manager.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4210-Q

To continue operation, JP1/IT Desktop Management 2 - Manager service must be stopped. Would you like to stop the service?

The service will automatically start when the process ends.

## KDEX4212-E

Database is in maintenance, so cannot continue the process.

[Cause] Could not continue the process since the database is in maintenance.

[Action] Cancel the execution of Database Manager.

[Workaround] Retry execution after database maintenance ends.

## KDEX4213-E

Cannot use the folder path specified for *folder-specified-by-Database-Manager*.

A file with a same name as the specified folder already exists in the given path.

[Cause] A file with the same name as the specified folder already exists in the given path.

[Action] Cancel the execution.

[Workaround] To resume execution, either change or delete the duplicate filename, or specify an alternate folder path.

## KDEX4214-E

Failed to acquire server ID authentication. Authentication server ID file is invalid.

[Cause] Invalid file for server ID authentication.

[Action] Cancel Database Manager execution.

[Workaround] Make sure the authentication server ID file is valid and restart Database Manager.

## KDEX4215-Q

From the management server, stop the service given below. If you continue while this service is running, processing might not finish properly.

(service = *service-name-of-management-server*)

The database server service will stop automatically. The database server service that is stopped in this way will start automatically after processing is complete.

Are you sure you want to stop the database server service?

## KDEX4216-Q

From the management server, stop the service given below. If you continue while this service is running, processing might not finish properly.

(service = *service-name-of-management-server*)

Take offline the cluster resources associated with the service given below. After doing so, click **OK** to continue processing. After processing is complete, bring the cluster resources back online.

(service = *service-name-of-database-server*)

## KDEX4220-E

Failed to start the database.

[Cause] Failed to start the database. Possible causes are as follows:

(1) The disk containing the installation folder does not have enough free space to start the database (required space = *required-space* MB).

(2) (JP1\_ITDM2\_DB Service) has stopped.

[Action] Cancels database startup.

[Workaround]

(1) Free the disk space in the installation folder, and restart the service (JP1\_ITDM2\_DB Service).

(2) Start (JP1\_ITDM2\_DB Service).

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX4221-E

A database failure occurred.

[Cause] A database failure occurred because there was not enough hard disk space for a database extension.

[Action] Cancels database extension.

[Workaround] Use Setup to re-create the database. If a backup of the database exists, after re-creating the database, restore the backup by using Database Manager.

## KDEX4230-E

Could not start the service. Service name=*service-name*.

[Cause] An error occurred while starting the service.

[Action] Cancel the service.

[Workaround] Check the message logs and take action based on the errors in the logs.

## KDEX4231-E

Could not stop the service. Service name=*service-name*.

[Cause] An error occurred while stopping the service.

[Action] Cancel the service.

[Workaround] Check the message logs and take action based on the errors in the logs.

## KDEX4232-E

An attempt to stop the service failed.

[Cause] Processing was executed during processing to start or stop the service used by JP1/IT Desktop Management 2 - Manager.

[Action] Cancel the execution of Database Manager.

[Workaround] Wait a while, and then retry the operation.

## KDEX4233-E

Database backup, restoration, or reorganization processing failed.

[Cause] The database is being accessed from the management server.

[Action] Cancels database backup, restoration, or reorganization processing.

[Workaround] From the management server, stop the service given below, and then retry the database backup, restoration, or reorganization.

(service = *service-name-of-management-server*)

## KDEX4270-I

The database is backed up.

## KDEX4271-E

An error occurred while backing up the database. Backup has been canceled.

[Cause] Backup failed due to the following possible reasons:

- (1) Improper access privileges for the backup folder or data folder.
- (2) An I/O error occurred.

[Action] Cancel backup.

[Workaround]

- (1) Confirm the access rights of the backup folder and data folder.
- (2) Confirm that a disk failure has not occurred.

If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4272-E

The backup folder is not specified.

[Cause] The backup folder is not specified.

[Action] Cancel backup.

[Workaround] Specify a backup folder, and then retry backup .

## KDEX4273-E

The backup folder path contains invalid characters. Valid characters are alphanumeric, #, @, \, period(.), space, and round brackets ().

[Cause] The backup folder path contains invalid characters.

[Action] Cancel backup.

[Workaround] Specify a valid backup folder path, and then retry backup.

## KDEX4275-Q

The specified backup folder already exists.  
To overwrite the existing backup folder, click OK.

## KDEX4276-E

Backup failed.  
[Cause] The backup folder is either on a non-local disk or the path is invalid.  
[Action] Cancel backup.  
[Workaround] Specify a backup folder on a local disk, and then retry backup.

## KDEX4277-E

An error occurred during database backup. Canceled backup. The disk space may be insufficient for the backup folder.  
[Cause] Insufficient disk space for the backup folder.  
[Action] Cancel backup.  
[Workaround] Free the disk space or specify another backup folder, and then retry backup.

## KDEX4278-E

The backup folder path should not exceed *number-of-bytes* bytes.  
[Cause] The backup folder path exceeds the maximum path length.  
[Action] Cancel backup.  
[Workaround] Check the path length, and then retry backup.

## KDEX4280-I

Restored the database.

## KDEX4281-E

An error occurred while restoring the database. Restoration is canceled.  
[Cause] Restore failed due to the following possible reasons:  
(1) Improper access privileges for the temporary or the data folder.  
(2) An I/O error occurred.  
[Action] Cancel restoration.  
[Workaround]  
(1) Confirm the access rights of the temporary and data folders.  
(2) Confirm that a disk failure has not occurred.

If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4282-E

The data folder (*folder-path-specified-by-user*) does not exist. Please check the data folder.  
[Cause] The data folder does not exist.

[Action] Cancel restoration.

[Workaround] Specify a valid data folder, and then retry restoration.

## KDEX4283-E

The data folder is not specified.

[Cause] The data folder was not specified.

[Action] Cancel restoration.

[Workaround] Specify a data folder, and then retry restoration.

## KDEX4284-E

The data folder path contains invalid characters. Valid characters are alphanumeric, #, @, \, period(.), space, and round brackets ().

[Cause] The data folder path contains invalid characters.

[Action] Cancel restoration.

[Workaround] Specify a valid data folder path, and then retry restoration.

## KDEX4285-E

The data folder does not contain the required files for restoration.

[Cause] The data folder does not contain the required files.

[Action] Cancel restoration.

[Workaround] Specify a valid data folder, and then retry restoration.

## KDEX4286-E

An error occurred while restoring the database. Restoration is canceled. The disk space may be insufficient for the temporary folder.

[Cause] Insufficient disk space for the temporary folder.

[Action] Cancel restoration.

[Workaround] Free the disk space or specify another temporary folder, and then retry restoration.

## KDEX4287-E

Failed to restore the backup of an older version. Folder=*specified-folder-path*

[Cause] An older version was backed up than the current version.

[Action] Cancel restoration.

[Workaround] Backup the current version.

## KDEX4288-E

Restoration failed.

[Cause] The data folder is either on a non-local disk or the path is invalid.

[Action] Cancel restoration.

[Workaround] Specify a data folder on a local disk, and then retry restoration.

## KDEX4289-E

The data folder path should not exceed *number-of-bytes* bytes.

[Cause] The data folder path exceeds the maximum path length.

[Action] Cancel restoration.

[Workaround] Check the path length of the data folder, and retry restoration.

## KDEX4290-I

Reorganized the database.

## KDEX4291-E

An error occurred while reorganizing the database. Reorganization has been canceled.

[Cause] Reorganization failed due to the following possible reasons:

(1) Insufficient privileges to access the temporary folder.

(2) An I/O error occurred.

[Action] Cancel reorganization.

[Workaround]

(1) Confirm the access rights of the temporary folder.

(2) Confirm that a disk failure has not occurred.

If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4292-E

The reorganization parameters are not specified.

[Cause] The reorganization parameters were not specified.

[Action] Cancel reorganization.

[Workaround] Retry executing reorganization by specifying the parameters.

## KDEX4293-E

A temporary folder is not specified.

[Cause] A temporary folder was not specified.

[Action] Cancel reorganization.

[Workaround] Specify a temporary folder, and then retry reorganization.

## KDEX4294-E

The temporary folder path contains invalid characters. Valid characters are alphanumeric, #, @, \, period(.), space, and round brackets ().

[Cause] The temporary folder path contains invalid characters.

[Action] Cancel reorganization.

[Workaround] Specify a valid temporary folder path, and then retry reorganization.

## KDEX4295-E

Reorganization failed.

[Cause] The temporary folder is either on a non-local disk or the path is invalid.

[Action] Cancel reorganization.

[Workaround] Specify a temporary folder on a local disk, and then retry reorganization.

## KDEX4296-E

An error occurred while reorganizing the database. Reorganization has been canceled. The disk space may be insufficient for the temporary folder.

[Cause] Insufficient disk space for the temporary folder.

[Action] Cancel reorganization.

[Workaround] Free the disk space or specify another temporary folder, and then retry reorganization.

## KDEX4297-E

You cannot specify a temporary folder path exceeding *number-of-bytes* bytes.

[Cause] The temporary folder path exceeds the maximum path length.

[Action] Cancel reorganization.

[Workaround] Check the path length of the temporary folder, and retry reorganization.

## KDEX4300-E

A temporary folder is not specified.

[Cause] A temporary folder was not specified.

[Action] Cancel restoration.

[Workaround] Specify a temporary folder, and then retry restoration.

## KDEX4301-E

The temporary folder path contains invalid characters. Valid characters are alphanumeric, #, @, \, period(.), space, and round brackets () .

[Cause] The temporary folder path contains invalid characters.

[Action] Cancel restoration.

[Workaround] Specify a valid temporary folder path, and then retry restoration.

## KDEX4302-E

You cannot specify a temporary folder path exceeding *number-of-bytes* bytes.

[Cause] The temporary folder path exceeds the maximum path length.

[Action] Cancel restoration.

[Workaround] Check the path length of the temporary folder, and retry restoration.

## KDEX4303-E

Restoration failed.

[Cause] The temporary folder is either on a non-local disk or the path is invalid.

[Action] Cancel restoration.

[Workaround] Specify a temporary folder on a local disk, and then retry restoration.

#### KDEX4354-I

The database backup was successful.

#### KDEX4355-E

The database backup failed.

#### KDEX4356-I

The database restoration was successful.

#### KDEX4357-E

The database restoration failed.

#### KDEX4358-I

The database reorganization was successful.

#### KDEX4359-E

The database reorganization failed.

#### KDEX4360-E

Backup for data other than operations logs successful. But, operation logs backup failed. So the backup process will stop now.

[Cause] An internal error occurred.

[Action] Cancel backup.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

#### KDEX4361-E

Backup for data other than operations logs successful. But, operation logs backup failed. So the backup process will stop now.

[Cause] Insufficient space for *local-data-folder* or *operation-log-storage-area* for data backup.

[Action] Cancel operation logs backup.

[Workaround] Change *operation-log-storage-area* or free the disk space.

#### KDEX4362-E

Backup for data other than operations logs successful. But, operation logs backup failed. Could not establish the connection to the operation log backup folder. So the backup process will stop now.

[Cause] Either the operation log backup folder does not exist, Or could not establish the connection to the network drive.

[Action] Cancel operation logs backup.

[Workaround] Check if the operation log backup folder (specified for operation logs during the Setup) exists, and then reestablish the connection.

## KDEX4363-E

Backup for data other than operations logs successful. But, operation logs backup failed. Could not establish the connection to the operation log backup folder. So the backup process will stop now.

[Cause] The Username or Password authentication used for accessing the operation log backup folder has failed.

[Action] Cancel operation logs backup.

[Workaround] Check the Username or Password that was specified during Setup.

## KDEX4364-E

Failed to restore the database. Restoration will be stopped. Insufficient disk space.

[Cause] Insufficient hard disk space for *local-data-folder*.

[Action] Restoration will be stopped.

[Workaround] Change *local-data-folder*, or increase hard disk space.

## KDEX4365-E

Database restoration failed. Restoration will be stopped.

Could not establish the connection to the operation log backup folder.

[Cause] Either the operation log backup folder does not exist, Or, could not establish the connection to a network drive.

[Action] Cancel restoration.

[Workaround] Check that the operation log backup folder exists, and reestablish the connection.

## KDEX4366-E

Database restoration failed. Restoration will be stopped.

Could not establish the connection to the operation log backup folder.

[Cause] The Username or Password authentication has failed for the operation log backup folder.

[Action] Cancel restoration.

[Workaround] Check the Username or Password specified during Setup.

## KDEX4367-E

Automatic operation logs backup failed.

[Cause] An internal error occurred.

[Action] Cancel the operation logs backup.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4368-E

Automatic operation logs backup failed.

An I/O error has occurred.

[Cause] Insufficient hard disk space for *local-data-folder-oroperation-log-backup-folder*.

[Action] Cancel the operation logs backup.

[Workaround] Change *local-data-folder-oroperation-log-backup-folder*, or increase hard disk space.

## KDEX4369-E

Automatic operation logs backup failed.

Could not establish the connection to the operation log backup folder.

[Cause] Either the operation log backup folder does not exist, Or, could not establish the connection to a network drive.

[Action] Cancel the operation logs backup.

[Workaround] Check that the operation log backup folder exists, and reestablish the connection.

## KDEX4370-E

Operation log backup failed. Could not establish the connection to the operation log backup folder.

[Cause] The Username or Password authentication has failed for the operation log backup folder.

[Action] Cancel the operation logs backup.

[Workaround] Check the Username or Password specified during Setup.

## KDEX4371-E

Restore operation logs failed.

[Cause] An internal error has occurred.

[Action] Cancel restoration.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX4372-E

Restore operation logs failed.

An I/O error has occurred.

[Cause] Insufficient hard disk space for *local-data-folder*.

[Action] Cancel restoration.

[Workaround] Change *local-data-folder*, or increase hard disk space.

## KDEX4373-E

Restore operation logs failed.

Could not establish the connection to the operation log backup folder.

[Cause] Either the operation log backup folder does not exist, Or could not establish the connection to the network drive.

[Action] Cancel restoration.

[Workaround] Check that the operation log backup folder (specified during Setup) exists, and reestablish the connection.

## KDEX4374-E

Restore operation logs failed. Could not establish the connection to the operation log backup folder.

[Cause] The Username or Password authentication has failed for the operation log backup folder.

[Action] Cancel restoration.

[Workaround] Check the Username or Password specified during the Setup.

## KDEX4375-W

Skipped some operation logs data during restoration.

Skip time:*skip-time*

[Cause] Backup file (operation logs) for the specified day does not exists in the operation log backup folder.

[Action] Continue operation logs restoration.

[Workaround] If the backup data for the specified day has been moved to any other folder, then copy the data to the operation log backup folder. Restore the operation logs again.

## KDEX4376-E

Restore operation logs failed.

[Cause] The backup files do not exists in the operation log backup folder.

[Action] Cancel restoration.

[Workaround] If the backup files has been moved to any other folder, then copy the files to the operation log backup folder. Restore the operation logs again.

## KDEX4377-E

Restore operation logs failed.

[Cause] Improper backup files. In the operation log backup folder there is no catalog file(OPR\_CATALOG\_YYYYMMDD.csv), which has the same date of the backup file(OPR\_DATA\_YYYYMMDD.zip).

[Action] Cancel restoration.

[Workaround] If the backup files has been moved to any other folder, then restore the files and try restoration. Else you can remove the backup files and the improper catalog file, and then try operation logs restoration.

## KDEX4378-Q

If automatic operation logs backup setting is disabled, the operations logs will not be backed up. Enable the automatic backup setting to store the logs.

Click **OK** to resume. Click **Cancel** to review.

## KDEX4379-E

An error occurred while restoring the database. Restoration has been canceled.

[Cause] The backup data version is different from the current version.

[Action] Cancel restoration.

[Workaround] Specify backup data whose version is same as the current version.

## KDEX4380-E

Restore operation logs failed.

[Cause] Operation log backup folder was not specified during Setup.

[Action] Cancel restoration.

[Workaround] Check if the operation log backup folder was specified during Setup.

## KDEX4381-E

Failed to backup the operation logs.

Connection to the operation log backup folder could not be established.

[Cause] Anonymous access to shared folders is restricted on the management server.

[Action] Cancel the operation logs backup.

[Workaround] Create a user account in the management server with Username and Password specified during Setup.

## KDEX4382-E

Restore operation logs failed.

Could not establish the connection to the operation log backup folder.

[Cause] Anonymous access to shared folders is restricted on the management server.

[Action] Cancel restoration.

[Workaround] Create a user account in the management server with Username and Password specified during Setup.

## KDEX4387-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of invalid character input) include the following:

- (1) The format of the import file is invalid.
- (2) An ASCII control character was specified in the import file.
- (3) A surrogate pair was specified in the import file.
- (4) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4388-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of invalid update or deletion targets) include the following:

- (1) A higher-level value that does not exist was specified for a post-change value. (For example, /A/B is specified for the post-change value, but /A does not exist.)

- (2) An attempt was made in the import file to update or delete a value that did not exist before importing the file.
- (3) An attempt was made in the import file to delete a value multiple times.
- (4) An attempt was made in the import file to delete a value that was added in the same import file.
- (5) An attempt was made in the import file to update or delete a management field that did not exist before importing the file. Alternatively, the management field for which an update or deletion attempt was made is not selectable or hierarchical data.
- (6) An attempt was made in the import file to delete all values.
- (7) A lower-level value that does not exist was specified for the post-change values. (For example, /A/B is specified for the pre-change values and /A/B/C is specified for the post-change values, but because /B will become /C after the change, /B is considered to be nonexistent.)
- (8) The update category is D, and no value exists before changing the default language.
- (9) The default selection for a management field (asset status, asset type, license status, license type, contract status, contract type) was changed.
- (10) The default selection for a management field (asset status, asset type, license status, license type, contract status, contract type) was deleted.
- (11) An attempt was made to update the department data applied from data collected from Active Directory.
- (12) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4389-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of invalid deletion targets) include the following:

- (1) An attempt was made to delete a hierarchical level that contains sublevels.
- (2) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4390-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of invalid content input for an item) include the following:

- (1) The contents of the import file specified for the command are invalid.
- (2) The header of the import file is invalid.
- (3) A value that cannot be specified in the import file is specified.
- (4) The same language is specified in the multilingual settings.
- (5) The number of characters that can be specified exceeded the limit.
- (6) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4391-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of an invalid combination) include the following:

- (1) The hierarchy settings among multiple languages do not match.
- (2) The number of columns separated by commas is insufficient in the header or data of the import file.
- (3) For update category U, only the explanation was changed, without changing the set value.
- (4) The multilingual settings were changed for a custom item, an additional license item, or an additional contract item.
- (5) The multilingual settings do not match among identical management fields.
- (6) All pre-change languages were deleted.
- (7) For update category A, a pre-change value has been input.
- (8) An explanation has been input for a hierarchical item.
- (9) For update category U, a pre-change value has been input for a newly added language.
- (10) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4392-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of data duplication) include the following:

- (1) Multiple lines that add the same selection exist in the import file.
- (2) A selection was added that was set before the import of the file.
- (3) A selection is specified that was set before the import of the file and that has the same name as a post-change selection.
- (4) A line prior to the import file is adding the same selection as after the change.
- (5) A line prior to the import file is changing the same selection as after the change.
- (6) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4393-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error

occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] In the import file specified for the command, /unknown is specified for the root of hierarchical or selectable data.

[Action] Cancels command execution.

[Workaround] Verify that the specified import file is correct, and then retry command execution.

## KDEX4394-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of required items that have not been entered) include the following:

(1) No value is set for a required item.

(2) The multilingual value is set, but no languages corresponding to the multilingual settings are specified.

(3) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Revise the specified import file, and then retry command execution.

## KDEX4395-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes (of hierarchical levels exceeding the upper limit) include the following:

(1) In the hierarchical data in the import file specified for the command, the specified data exceeds 40 levels.

(2) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround] Verify that the specified import file is correct, and then retry command execution.

## KDEX4396-E

Command execution failed. Processing to apply the import data failed. The data is not reflected in the database. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes include the following:

(1) While the command was being executed, settings for an asset management field were edited from the operations window.

(2) The management server is temporarily experiencing a heavy load.

(3) The character encoding of the import file does not match the character encoding specified by the -encoding option.

[Action] Cancels command execution.

[Workaround]

- (1) Retry command execution, and check the input from the import file.
- (2) Wait a while, and then retry command execution.
- (3) Ensure that the character encoding of the import file matches the character encoding specified by the -encoding option, and then retry command execution.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX4397-E

Command execution failed. The specified file cannot be imported. (command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, line number at which import check error occurred = *line-number-at-which-imported-CSV-file-error-occurred*, item at which import check error occurred = *name-of-the-item-for-which-imported-CSV-file-error-occurred*)

[Cause] Possible causes include the following:

- (1) An attempt was made to update the additional management items, which have been specified for the user-specified security configuration items, by using the import file that is specified for the command.
- (2) An attempt was made to update the additional management items, which have been specified for the user-defined group conditions, by using the import file that is specified for the command.

[Action] Cancels command execution.

[Workaround] Take one of the following actions to prevent user-defined information from being changed by command execution, and then execute the command again:

- (1) From the user-defined security setup items, delete the additional management items to be updated by the command.
- (2) From the user-defined group conditions, delete the additional management items to be updated by the command.
- (3) Make sure that the specified import file is correct.

## KDEX4398-W

After the common management fields and additional management fields was successfully imported, an attempt to restart the service failed. (command name = *command-name*, subcommand name = *subcommand-name*, service name = *service-name*)

[Cause] Possible causes include the following:

- (1) Processing to link with the service failed.
- (2) An error occurred while the service was being restarted.

[Action] Cancels stopping or starting of the service.

[Workaround] Check the public message log file, and follow the instructions in the message output by the service that failed to be restarted. If no such message has been output, try restarting the service again.

## KDEX4399-I

The common management fields and additional management fields was successfully imported. On the management server, restart the service indicated in parentheses at the end of this message. (command name = *command-name*, subcommand name = *subcommand-name*, service name = *service-name*)

## KDEX4400-E

Import log file output failed. The data is not reflected in the database. (log file name = *import-log-file-name*)

[Cause] Failed to write the log file.

[Action] Cancels processing.

[Workaround] Complete the following steps, and then retry command execution.

- (1) Assign write permissions to the folder in which the import file is stored.
- (2) Ensure that there is enough free space on the disk on which the import file is stored.
- (3) Delete any log files in the folder in which the import file is stored (*import-file-name.log*).

## KDEX4401-E

Command execution failed. The specified file cannot be imported. The data is not reflected in the database.  
(command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, management field name = *name-of-common-management-field-or-additional-management-field*, selection = *selection-set-as-a-common-management-field-or-additional-management-field*)

[Cause] Possible causes include the following:

- (1) A selection that is set as an additional management field of hardware asset information was updated or deleted.
- (2) A selection that is set as an additional management field of software license information was updated or deleted.
- (3) A selection that is set as an additional management field of contract information was updated or deleted.

[Action] Cancels command execution.

[Workaround]

- (1) From the hardware asset information, delete the selection that is set as the additional management field of hardware asset information, and then retry command execution.
- (2) From the software license information, delete the selection that is set as the additional management field of software license information, and then retry command execution.
- (3) From the contract information, delete the selection that is set as the additional management field of contract information, and then retry command execution.

## KDEX4402-E

Command execution failed. The specified file cannot be imported. The data is not reflected in the database.  
(command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*, management field name = *name-of-common-management-field-or-additional-management-field*, selection = *selection-set-as-a-common-management-field-or-additional-management-field*, filter name = *filter-name*)

[Cause] A selection of an additional management field that is set as a filter condition was updated or deleted.

[Action] Cancels command execution.

[Workaround] Delete the additional management field that is set as a filter condition from the conditions, and then retry command execution.

## KDEX4403-E

Failed to execute the command. An attempt to apply the import data failed. The data is not reflected in the database.  
(command name = *command-name*, subcommand name = *subcommand-name*, import file = *import-file-name*)

[Cause] Possible causes include the following:

- (1) The service (JP1\_ITDM2\_DB Service) is stopped.
- (2) A network failure occurred.
- (3) The authentication information for connecting to the data folder shared between servers is incorrect.
- (4) The management server is temporarily experiencing a heavy load.

[Action] Cancels command execution.

[Workaround]

- (1) Start the service (JP1\_ITDM2\_DB Service), and then execute the command again.
- (2) Resolve the cause of the network failure, and then retry command execution.

(3) Verify that the user name and password for connecting to the data folder shared between servers are correct, and then retry command execution.

(4) Wait a while, and then retry command execution.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5000-I

Starting discovery from IP address range.

## KDEX5001-I

IP address range discovery complete.

## KDEX5002-I

Searching the range (Start IP address=*start-IP-address*, End IP address=*end-IP-address*).

## KDEX5003-I

Completed the search for range (Start IP address=*start-IP-address*, End IP address=*end-IP-address*).

## KDEX5004-I

Discovered a new network device and sent an e-mail to the administrator.

## KDEX5005-I

Searching the node (IP address=*IP-address*, MAC address=*MAC-address*).

## KDEX5006-I

Search for (IP address=*IP-address*, MAC address=*MAC-address*) is complete.

## KDEX5007-W

User authentication failed during discovery for this device. IP address=*IP-address*

[Cause] Authentication information is either not set or is not valid.

[Action] Continue the process.

[Workaround] Check if you can log into the target computer as an Administrator with the Windows authentication information specified for discovery. Confirm administrative share is enabled in the target computer, and then retry discovery.

## KDEX5008-W

Failed to access the administrative share. IP address=*IP-address*

[Cause] Failed to connect to the administrative share in the target computer.

[Action] Continue the process.

[Workaround] If the power is switched off in target computer, turn it on. If the firewall is enabled, confirm the port for shared files are open and retry discovery.

## KDEX5009-E

Failed to access the administrative share. IP address=*IP-address*, Error code=*error-code (maintenance-code)*

[Cause] An error occurred while accessing the administrative share. The error is caused by a factor other than connection, communication, and authentication.

[Action] Continue the process.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5010-W

Failed to discover this device because it is processing another request. (IP address = *IP-address*)

[Cause] Possible causes include the following:

- (1) Discovery was executed on a device that was responding to a request from another management server.
- (2) Discovery was executed on a device that was responding to a request from the same management server.

[Action] Continues processing.

[Workaround]

(1) Revise the discovery range, and then retry discovery.

(2) Wait a while, and then retry discovery.

If the problem persists, restart the device, and then retry discovery.

## KDEX5011-W

Failed to obtain detailed information from the administrative share. IP address=*IP-address*

[Cause] Failed to retrieve detailed information in time, from the administrative share.

[Action] Continue the process.

[Workaround] Check the status of the computer, and retry discovery.

## KDEX5012-E

An error occurred while accessing the administrative share in the target computer. IP address=*IP-address*, Error code=*error-code (maintenance-code)*

[Cause] An error occurred while accessing the administrative share in the target computer.

[Action] Continue the process.

[Workaround] Check the operational status of the target computer, and retry discovery. Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5013-E

An error occurred during discovery. Error code=*error-code (maintenance-code)*

[Cause] A critical error occurred during discovery.

[Action] Cancel the process.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5014-W

Failed to update a node due to a brief server error during discovery.

[Cause] (JP1\_ITDM2\_Agent Control) service was either not started or was busy during discovery.

[Action] Continue the process.

[Workaround] Make sure (JP1\_ITDM2\_Agent Control) service is running, and then retry discovery.

## KDEX5015-I

Searching for the nodes discovered by Network Access Control.

## KDEX5016-I

Search for nodes discovered by Network Access Control is complete.

## KDEX5020-I

Collecting device data from agentless devices.

## KDEX5021-I

Device data collection from agentless devices is complete.

## KDEX5027-W

User authentication failed while collecting device data. IP address=*IP-address*

[Cause] Authentication information is either not set or is invalid.

[Action] Continue the process.

[Workaround] Check if you can log into the target computer as an Administrator with the Windows authentication information specified for discovery. Confirm administrative share is enabled in the target compute, and then retry discovery.

## KDEX5040-I

Collecting on-demand device data from agentless devices.

## KDEX5041-I

On-demand device data collection from agentless devices is complete.

## KDEX5043-I

Collected on-demand device data. IP address=*IP-address*

## KDEX5047-W

User authentication failed while collecting on-demand device data. IP address=*IP-address*

[Cause] Authentication information is either not set or is invalid.

[Action] Continue the process.

[Workaround] Check if you can log into the target computer as an Administrator with the Windows authentication information specified for discovery. Confirm administrative share is enabled in the target compute, and then retry discovery.

## KDEX5060-I

Delivering agent.

## KDEX5061-I

Agent delivery complete.

## KDEX5063-I

The agent installer has been started. Access point=*access-point (host-name or IP-address)*, Model name=*model-name*, Version=*version*

## KDEX5064-W

Agent delivery failed. The agent is not registered.

[Cause] The agent is not registered.

[Action] Continue the process.

[Workaround] Go to Start>Programs>JP1\_IT Desktop Management 2 - Manager>Tools>Component Registration to register the agent. Then, retry agent delivery.

## KDEX5065-E

An error occurred during agent delivery. Error code=*error-code (maintenance-code)*

[Cause] A critical error occurred during agent delivery.

[Action] Cancel the process.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5067-W

Agent deployment failed because user authentication failed. (access point = *access-point (host-name or IP-address)*)

[Cause] Possible causes are as follows:

- (1) No credentials are specified, or the specified credentials are invalid.
- (2) The discovery range for when the computer was discovered has been deleted.

[Action] Continues processing.

[Workaround]

- (1) Check whether you are able to log on to the access point as an administrator by using the Windows credentials specified for agent deployment, and then retry agent deployment.
- (2) Increase the discovery range, and then specify credentials. Perform discovery again, and then retry agent deployment.

## KDEX5068-W

Agent delivery failed. Connection failure to the administrative share. Access point=*access-point (host-name or IP-address)*

[Cause] Failed to access the administrative share using the authentication information.

[Action] Continue the process.

[Workaround] Check if the administrative share (ADMIN\$) is enabled in the target computer. Check if you can log into the target computer as an Administrator with the Windows authentication information specified for agent delivery. After confirming the settings, retry agent delivery.

## KDEX5069-W

An error occurred during agent installation. Access point=*access-point (host-name or IP-address)*, Error code=*error-code (maintenance-code)*

[Cause] A critical error occurred during agent installation.

[Action] Continue the process.

[Workaround] Check if the target computer is prepared for agent installation, and then retry agent delivery. If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5070-W

Started Agent delivery. But Failed to connect to the computer. Access point=*access-point (host-name or IP-address)*

[Cause] Failed to connect to the administrative shared folder in target computer.

[Action] Continue the process.

[Workaround] Turn the power on, if the power of the target computer is switched off. If the firewall is enabled, confirm the port for shared files are open and retry discovery.

## KDEX5071-W

A communication error occurred during agent delivery. Access point = *access-point (host-name or IP-address)*

[Cause] Possible causes include the following:

(1) There is a problem in the status of the network between the management server and the computer to which the agent is to be delivered.

(2) The IP address of the computer to which the agent is to be delivered does not exist in the device information.

[Action] Continues processing.

[Workaround]

(1) Verify that there are no problems in the status of the network, and then retry agent delivery.

(2) From the device window, in the [Device List], specify the IP address in the computer device information, and then retry agent delivery.

## KDEX5072-E

An error occurred during agent delivery. Access point=*access-point (host-name or IP-address)*, Error code=*error-code (maintenance-code)*

[Cause] An error occurred during agent delivery. The error is caused by a factor other than connection, communication, and authentication.

[Action] Continue the process.

[Workaround] Use the troubleshooting information collection command to collect troubleshooting information and contact support service.

## KDEX5073-E

An error occurred on the target computer during agent delivery. Access point=*access-point (host-name or IP-address)*, Error code=*error-code (maintenance-code)*

[Cause] An error occurred on the target computer during agent delivery.

[Action] Continue the process.

[Workaround] Retry agent delivery. If the problem persists, execute troubleshooting information collection command to collect troubleshooting information and contact customer support.

## KDEX5074-W

Unable to deliver agent since the MAC address of the computer differs from the registered MAC address.

[Cause] On agent delivery, the MAC address of the target computer, and that managed by the management server are different. The system had connected to a different computer from the one discovered. Access point=*access-point (host-name or IP-address)*, Registered MAC address=*registered-MAC-address*

[Action] Continue the process.

[Workaround] This may be caused by out-of-date discovery information. Retry agent delivery after re-executing discovery.

## KDEX5075-W

Agent delivery was not performed because an agent is already installed. (access point = *access-point (host-name or IP-address)*)

[Cause] An agent is already installed on the target computer.

[Action] Continues processing.

[Workaround] Agent delivery is not required because an agent is already installed on the target computer.

## KDEX5076-W

Agent is installed but no communication from the agent. Access point=*access-point (host-name or IP-address)*

[Cause] The management server has not received any confirmation message from the installed agent.

[Action] Continue the process.

[Workaround] Check the operational status of the network between the management server and the target computer, and confirm whether the agent is installed. If the agent is not installed, retry agent delivery. If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5077-W

Failed to deliver agent. Could not resolve management server host name *management-server-host-name* on the target computer. Access point=*access-point (host-name or IP-address)*

[Cause] Could not resolve the management server's host name on the target computer.

[Action] Continue the process.

[Workaround] Configure the agent setting to enable host name resolution on the target computer, if the setting Connecting management server is set to the default host name. Or, you can set the IP address instead of host name, and then retry agent delivery.

## KDEX5078-W

Credentials required for agent deployment have not been specified. (access point = *access-point (host-name or IP-address)*)

[Cause] Possible causes are as follows:

- (1) You cannot log on to the access point because no Windows credentials have been specified for agent deployment.
- (2) The discovery range for when the computer was discovered has been deleted.

[Action] Continues processing.

[Workaround]

(1) Specify Windows credentials to enable logon to the access point as an administrator, and then retry agent deployment.

(2) Increase the discovery range, and then specify credentials. Perform discovery again, and then retry agent deployment.

## KDEX5079-E

An error occurred while creating the agent media used for agent delivery. Error code=*error-code (maintenance-code)*

[Cause] A critical error occurred while creating the agent media used for agent delivery.

[Action] Cancel the process.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5080-I

Agent delivery started (retry).

## KDEX5081-I

Agent delivery complete (retry).

## KDEX5082-W

Failed to deliver agent since the agent is being installed. Access point=*access-point (host-name or IP-address)*

[Cause] Delivered agent to a computer while it was processing another agent delivery.

[Action] Continue the process.

[Workaround] Another agent delivery is in process, so agent delivery is not required.

## KDEX5083-W

Failed to complete agent installation within *elapsed-time-in-minutes* minutes. Access point=*access-point (host-name or IP-address)*

[Cause] Failed to complete agent installation within the given time.

[Action] Continue the process.

[Workaround] If the agent is installed after this message display, agent will work normally, no action required. If the agent failed to install for a while, retry agent delivery.

## KDEX5084-W

Failed to deliver the agent. User authentication has failed. Access Point=*access-point (host-name or IP-address)*.  
[Cause] Authentication information is either not set or is invalid.  
[Action] Continue the process.  
[Workaround] Check if you can log into the target device as an Administrator with the **Active Directory** information specified for agent delivery. Then, retry agent delivery.

## KDEX5085-W

Failed to deliver the agent. Administrative share connection failure. Access point=*access-point (host-name or IP-address)*  
[Cause] Failed to access the administrative share using the authentication information.  
[Action] Continue the process.  
[Workaround] Check if the administrative share (ADMIN\$) is enabled in the target computer. Check if you can log into the target device as an Administrator with the **Active Directory** information specified for agent delivery. After confirming the settings, retry agent delivery.

## KDEX5086-W

Authentication information required for agent delivery is not specified. Access point=*access-point (host-name or IP-address)*  
[Cause] Login has failed because the Active Directory information required for agent delivery was not specified.  
[Action] Continue the process.  
[Workaround] Specify one or more **Active Directory** information to log in the target computer with Administrator privileges. Retry agent delivery.

## KDEX5100-I

Agentless processing was started on the site server.  
Access point=*access-point-IP-address*, Operation type=*agentless-operation-type*.

## KDEX5101-E

Agentless processing could not be started on the site server.  
Access point=*access-point-IP-address*, Operation type=*agentless-operation-type*.  
[Cause] The site server service (*site-server-service-name*) has not been started.  
[Action] Cancel the process.  
[Workaround] Confirm that the site server process (*site-server-service-name*) has been started, and then retry the operation.

## KDEX5102-I

Agentless processing on the site server is complete.  
Access point=*access-point-IP-address*, Operation type=*agentless-operation-type*.

## KDEX5103-E

A request for agentless processing could not be sent to the site server.

Access point=*access-point-IP-address*, Operation type=*agentless-operation-type*.

[Cause] Possible causes are as follows:

- (1) The site server service (*site-server-service-name*) has not been started.
- (2) The load on the site server has increased.
- (3) An error has occurred on the network.

[Action] Cancel processing.

[Workaround] Check whether an error has occurred on the network, and then check whether the site server service (*site-server-service-name*) has been started. To perform discovery, collection of the latest device data, or agent delivery, wait a while, and then retry the operation.

## KDEX5104-I

Starting discovery from IP address range. (*n* time around)

## KDEX5199-E

A system error has occurred.

[Cause] A critical internal error has occurred in the system.

[Action] Cancel discovery or agent delivery.

[Workaround] Confirm whether configuration environment of the management server is valid and is operating properly. If the problem persists, Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5301-I

Connected to Active Directory.

## KDEX5302-E

Active Directory connection failed.

## KDEX5305-I

A connection to JP1/NETM/NM - Manager was successfully established.

## KDEX5306-E

Failed to connect JP1/NETM/NM - Manager.

## KDEX5307-I

Successfully connected to the Support Service site.

## KDEX5308-E

Failed to connect the Support Service site.

## KDEX5309-I

Updated the security policy.

## KDEX5310-E

Failed to update the security policy.

## KDEX5311-I

Determined the security status. Performed date=*security-judgment-data*, Safe=*number-of-safe-PCs*, Caution=*number-of-caution-PCs*, Warning=*number-of-warning-PCs*, Danger=*number-of-danger-PCs*, Unknown=*number-of-unknown-PCs*, Out of Target=*number-of-out-of-target-PCs*

## KDEX5314-I

Network connection denied. Performed date=*performed-date*, Number of target computers=*number-of-target-computers*

## KDEX5315-I

Network connection successful. Performed date=*performed-date*, Number of target computers=*number-of-target-computers*

## KDEX5316-E

An error occurred in (JP1\_ITDM2\_Service). Error code=*error-code (maintenance-code)*

[Cause] A critical error occurred in the (JP1\_ITDM2\_Service).

[Action] Stop the (JP1\_ITDM2\_Service).

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5317-E

Improper security status result. Host name=*host-name-or-IP-address*

[Cause] The computer does not have an agent installed.

[Action] Cancel the process for determining security status.

[Workaround] Install an agent on the computer indicated by the host name.

## KDEX5319-E

An error occurred while sending e-mail notification to the system administrator. Failed to reach the mail server. Mail server host name=*mail-server-host-name*, Mail server port number=*mail-server-port-number*

[Cause] The host name or port number specified in the settings screen of the mail server is either invalid or the mail server is not in operation.

[Action] Cancel e-mail notification.

[Workaround] Check the host name and port number of the mail server, in the settings screen. Also check the operational status of the mail server. To check the mail server connectivity, send a test mail.

## KDEX5320-E

An error occurred while sending e-mail notification to the system administrato. Invalid SMTP authentication information. Mail server host name=*mail-server-host-name*, Mail server port number=*mail-server-port-number*

[Cause] Incorrect SMTP authentication information in the mail server settings screen.

[Action] Cancel e-mail notification.

[Workaround] Check the SMTP authentication information specified in the settings screen of the mail server. To check the mail server connectivity, send a test mail.

## KDEX5326-E

Failed to start the (JP1\_ITDM2\_Service). The port number is already in use. Error code=*error-code (maintenance-code)*, Port number=*port-number*

[Cause] The port number is already in use.

[Action] Stop the(JP1\_ITDM2\_Service).

[Workaround] Change the port number and start the service (JP1\_ITDM2\_Service).

## KDEX5335-W

Failed to retrieve added device information from the Active Directory server. An irretrievable Active Directory attribute is specified. List of attribute names=*list-of-attribute-names*

[Cause] An irretrievable Active Directory attribute is specified.

[Action] Cancel information retrieval from the added devices.

[Workaround] Check the settings for the added device information.

## KDEX5336-I

Started the (JP1\_ITDM2\_Service).

## KDEX5337-E

Failed to start the (JP1\_ITDM2\_Service).

## KDEX5338-E

Failed to start the (JP1\_ITDM2\_Service). Setup is not complete.

[Cause] JP1/IT Desktop Management 2 - Manager Setup is not complete.

[Action] Cancel starting the(JP1\_ITDM2\_Service).

[Workaround] Retry starting the (JP1\_ITDM2\_Service) after the JP1/IT Desktop Management 2 - Manager Setup is completed.

## KDEX5339-E

Failed to start the (JP1\_ITDM2\_Service). Error code=*error-code (maintenance-code)*

[Cause] A critical error has occurred in the service (JP1\_ITDM2\_Service).

[Action] Cancel the launch of the service (JP1\_ITDM2\_Service).

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5340-I

Stopped the (JP1\_ITDM2\_Service).

## KDEX5341-E

An error occurred in the (JP1\_ITDM2\_Service). Stopped the (JP1\_ITDM2\_Service).

## KDEX5342-E

An error occurred in the (JP1\_ITDM2\_Service). Error code=*error-code* (*maintenance-code*)

[Cause] A critical error occurred in the (JP1\_ITDM2\_Service).

[Action] Stop the (JP1\_ITDM2\_Service).

[Workaround] Determine the cause of the error and use appropriate workarounds to solve the problem, and restart the (JP1\_ITDM2\_Service). Or, use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5343-W

An error occurred while sending a user notification message. Agent is not installed in the computer. Host name=*host-name-or-IP-address*

[Cause] Agent is not installed in the computer.

[Action] Cancel the notification.

[Workaround] Install an agent to the computer indicated by the host name.

## KDEX5344-W

An error occurred while controlling network connection. The computer does not have a network interface card. Host name=*host-name-or-IP-address*

[Cause] The computer does not have a network interface card.

[Action] Cancel the control of network connection.

[Workaround] Install a network interface card on the computer indicated by the host name.

## KDEX5346-E

Failed to start the service(JP1\_ITDM2\_Service). The license has expired.

[Cause] Failed to start the service(JP1\_ITDM2\_Service) because the license has expired.

[Action] Cancel starting the service(JP1\_ITDM2\_Service).

[Workaround] Purchase a valid license.

## KDEX5347-E

Failed to start the (JP1\_ITDM2\_Service). Setup, the database manager, or a command is in execution.

[Cause] The service (JP1\_ITDM2\_Service) was started while setup, the database manager, or a command was in execution.

[Action] Cancel starting the (JP1\_ITDM2\_Service).

[Workaround] Wait until the executing process (Setup, Database Manager, or command) ends, and then restart the (JP1\_ITDM2\_Service).

## KDEX5352-E

An error occurred during e-mail notification to the administrator. The encrypted communication failed. Mail server host name=*mail-server-host-name*, Mail server port number=*mail-server-port-number*

[Cause] The following are possible causes:

- (1) The mail certificate is not installed on the mail server.
- (2) Incorrect authentication method settings for the mail server.

[Action] Cancel e-mail notification.

[Workaround]

- (1) Install the mail certificate on the mail server.
- (2) Check the authentication method settings for the mail server.

To check the mail server connectivity, send a test mail.

## KDEX5353-I

The system is connected to the mail server.

## KDEX5354-E

Failed to connect the system to the mail server.

## KDEX5355-E

Failed to e-mail the Administrators.

[Cause] A critical error occurred during e-mail notification.

[Action] Cancel e-mail notification.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5359-W

Failed to perform Automatic Windows Update. Agent is not installed. Host name=*host-name-or-IP-address*

[Cause] Agent is not installed.

[Action] Cancel automatic Windows Update.

[Workaround] Install Agent on the computer indicated in the above Host name.

## KDEX5360-E

An error occurred in JP1\_ITDM2\_Service.

[Cause] An error occurred in the database.

[Action] Stop JP1\_ITDM2\_Service.

[Workaround] Set up JP1/IT Desktop Management 2 - Manager again.

## KDEX5361-E

Failed to connect to the Active Directory server. A connection error has occurred. Error code=*error-code*, Host name=*Active-Directory-server-host-name*, Port number=*port-number*, Connection account=*user-ID*, Route path for information acquisition=*root-OU*

[Cause] The possible causes are given below:

- (1) The specified host name is incorrect.
- (2) The specified port number is incorrect.
- (3) The Active Directory server is not running.

[Action] Cancel the acquisition of device and organizational information.

[Workaround]

- (1) Check the specified host name in the Active Directory settings.
- (2) Check the specified port number in the Active Directory settings.
- (3) Check whether the Active Directory server is running.

To check the Active Directory server connectivity, test the connection to it.

## KDEX5362-E

Failed to connect to the Active Directory server. Connection authentication has failed. Error code=*error-code*, Host name=*Active-Directory-server-host-name*, Port number=*port-number*, Connection account=*user-ID*, Route path for information acquisition=*root-OU*

[Cause] The specified account or password is incorrect.

[Action] Cancel the acquisition of device and organizational information.

[Workaround] Check the specified account and password in the Active Directory settings. To check the Active Directory server connectivity, test the connection.

## KDEX5363-E

Failed to connect to the Active Directory server.

Could not find the specified domain. Error code=*error-code*, Host name=*Active-Directory-server-host-name*, Port number=*port-number*, Connection account=*user-ID*, Route path for information acquisition=*root-OU*

[Cause] The specified domain in the route path for acquiring Active Directory information is incorrect.

[Action] Cancel the acquisition of device and organizational information.

[Workaround] Check the specified domain in the Active Directory settings. To check the Active Directory server connectivity, test the connection.

## KDEX5364-E

Failed to connect to the Active Directory server.

The specified route path for acquiring Active Directory information could not be found. Error code=*error-code*, Host name=*Active-Directory-server-host-name*, Port number=*port-number*, Connection account=*user-ID*, Route path for information acquisition=*root-OU*

[Cause] The specified OU in the route path for acquiring Active Directory information is incorrect.

[Action] Cancel the acquisition of device and organizational information.

[Workaround] Check the specified OU in the Active Directory settings. To check the Active Directory server connectivity, test the connection to it.

## KDEX5365-E

Failed to connect to the Active Directory server. Could not establish encrypted communication.

Error code=*error-code*, Host name=*Active-Directory-server-host-name*, Port number=*port-number*, Connection account=*user-ID*, Route path for information acquisition=*root-OU*

[Cause] The possible causes are given below:

- (1) The specified port number is incorrect.

(2) The certificate is not installed in the Active Directory server.

[Action] Cancel the acquisition of device and organizational information.

[Workaround]

(1) Check the specified port number in the Active Directory settings.

(2) Check whether the certificate is installed in the Active Directory server.

To check the Active Directory server connectivity, test the connection.

## KDEX5366-I

Synchronization between JP1/IT Desktop Management 2 - Manager and Active Directory is complete.

## KDEX5367-E

Failed to connect to Product Update. The Product Update URL or The proxy server settings is incorrect. Error code=*error-code (maintenance-code)*

[Cause] The specified Product Update URL or The proxy server settings is incorrect.

[Action] Cancel the Product Update connection.

[Workaround] Check the specified URL or The proxy server settings in the Product Update settings. To check the Product Update connectivity, test the connection to it.

## KDEX5368-E

Failed to connect toProduct Update. The user ID or password is incorrect. Error code=*error-code (maintenance-code)*

[Cause] The specified user ID or password is incorrect.

[Action] Cancel the Product Update connection.

[Workaround] Check the specified user ID or password in the Product Update settings.

To check the Product Update connectivity, test the connection.

## KDEX5369-E

Failed to connect to Product Update. Error code=*error-code (maintenance-code)*

[Cause] The proxy server settings has an error.

[Action] Cancel the connection to Product Update.

[Workaround] Check the specified proxy server settings. To check the Product Update connectivity, test the connection.

## KDEX5370-E

The service(JP1\_ITDM2\_Service) will be terminated. The license has either expired or is invalid.

[Cause] The possible causes are given below:

(1) The license has expired.

(2) The license information is invalid.

[Action] Terminate the service(JP1\_ITDM2\_Service).

[Workaround]

(1) Purchase a valid license.

(2) Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

#### KDEX5371-I

Added update programs.

#### KDEX5372-E

Failed to add update program details.

#### KDEX5373-I

Added antivirus software information.

#### KDEX5374-E

Failed to add antivirus software information.

#### KDEX5375-I

Updated the definition file of Manager behavior.

#### KDEX5376-E

Failed to update the definition file of Manager behavior.

#### KDEX5377-I

Updated the agent version.

#### KDEX5378-E

Failed to update the agent version.

#### KDEX5379-I

Connected to the Microsoft site successfully.

#### KDEX5380-E

Failed to connect the Microsoft site.

#### KDEX5381-I

Based on the settings in security policy settings, the mandatory Windows Update will be distributed. You can check the task progress status on the distribution screen. Task name=*task-name*

#### KDEX5382-E

Windows Update distribution task is terminated abnormally. Task name=*task-name*

[Cause] The possible causes are given below:

- (1) The Windows Update File download failed.
- (2) Windows Update File was not registered when you added Windows Update manually.

[Action] Cancel installation.

[Workaround]

- (1) Check the proxy server settings of Product Update in Settings window and network connection status. Execute task again.

- (2) Register Windows Update File. Execute task again.

## KDEX5383-I

The definition file of Agent behavior was updated.

## KDEX5384-E

Failed to update the definition file of Agent behavior.

## KDEX5385-I

The JP1\_ITDM\_Remote Site Service started.

## KDEX5386-E

The JP1\_ITDM\_Remote Site Service failed to start.

## KDEX5387-E

The JP1\_ITDM\_Remote Site Service failed to start. Setup is not complete.

[Cause] Setup of JP1/IT Desktop Management - Manager is not complete.

[Action] Cancel startup of the JP1\_ITDM\_Remote Site Service.

[Workaround] After setup of JP1/IT Desktop Management - Manager is complete, restart the JP1\_ITDM\_Remote Site Service.

## KDEX5388-E

The JP1\_ITDM\_Remote Site Service failed to start. (error code = *error-code (maintenance-code)*)

[Cause] A critical error occurred in the JP1\_ITDM\_Remote Site Service.

[Action] Cancel startup of the JP1\_ITDM\_Remote Site Service.

[Workaround] Collect troubleshooting information, and contact Customer Support.

## KDEX5389-I

The JP1\_ITDM\_Remote Site Service stopped.

## KDEX5390-E

An error occurred in the JP1\_ITDM\_Remote Site Service. The JP1\_ITDM\_Remote Site Service will now stop.

## KDEX5391-E

An error occurred in the JP1\_ITDM\_Remote Site Service. (error code = *error-code (maintenance-code)*)

[Cause] A critical error occurred in the JP1\_ITDM\_Remote Site Service.

[Action] Stop the JP1\_ITDM\_Remote Site Service.

[Workaround] Following the instructions in the messages output before this message, remove the cause of the error, and then restart the JP1\_ITDM\_Remote Site Service. If the problem persists, use the troubleshooting information collection command to collect troubleshooting information, and contact Customer Support.

## KDEX5392-E

An error occurred in the JP1\_ITDM\_Remote Site Service. (error code = *error-code (maintenance-code)*)

[Cause] A critical error occurred in the JP1\_ITDM\_Remote Site Service.

[Action] Stop the JP1\_ITDM\_Remote Site Service.

[Workaround] Collect troubleshooting information, and contact Customer Support.

## KDEX5393-E

The JP1\_ITDM\_Remote Site Service failed to start. The port number is already in use. (error code = *error-code (maintenance-code)*, port number = *port-number*)

[Cause] The port number is already in use.

[Action] Stop the JP1\_ITDM\_Remote Site Service.

[Workaround] Change the port number, and then start the JP1\_ITDM\_Remote Site Service.

## KDEX5394-E

The JP1\_ITDM\_Remote Site Service failed to start. Setup is in progress, or a command is executing.

[Cause] The JP1\_ITDM\_Remote Site Service started while setup was in progress or a command was executing.

[Action] Cancel startup of the JP1\_ITDM\_Remote Site Service.

[Workaround] Wait until setup or the command ends, and then restart the JP1\_ITDM\_Remote Site Service.

## KDEX5395-E

Failed to start the service (JP1\_ITDM2\_Service). The license for this product has not been authenticated (registered).

[Cause] The service (JP1\_ITDM2\_Service) could not be started because the license for this product is not registered.

[Action] Cancels startup of the service (JP1\_ITDM2\_Service).

[Workaround] Authenticate (register) the license for this product.

## KDEX5396-I

A connection to an MDM server was established. (MDM setting = *MDM-setting-name*)

## KDEX5397-E

Failed to connect to an MDM server. (MDM setting = *MDM-setting-name*)

## KDEX5399-E

Failed to start the service (JP1\_ITDM2\_Service). The data folder shared between servers cannot be accessed.

[Cause] Possible causes include the following:

- (1) The database server is stopped.
- (2) A network error occurred.

[Action] Cancels startup of the service (JP1\_ITDM2\_Service).

[Workaround]

- (1) Start the database server, and then start the service (JP1\_ITDM2\_Service).

- (2) Resolve the cause of the network failure, and then start the service (JP1\_ITDM2\_Service).

## KDEX5400-E

Failed to start the service (JP1\_ITDM2\_Service). The data folder shared between servers cannot be accessed.

[Cause] The user name or password for connecting to the data folder shared between servers is incorrect.

[Action] Cancels startup of the service (JP1\_ITDM2\_Service).

[Workaround] Verify that the user name and password for connecting to the data folder shared between servers are correct. (This user name and password were specified during management server setup.) Then, start the service (JP1\_ITDM2\_Service).

## KDEX5401-E

Failed to collect device information and organization information from the Active Directory server. (error code = *error-code*)

[Cause] An error occurred during collection of device information and organization information from the Active Directory server.

[Action] Cancels collection of device information and organization information.

[Workaround] Use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX5402-I

A smart device will be locked.

## KDEX5403-E

Failed to lock a smart device.

## KDEX5404-E

Failed to lock a smart device. (error code = *error-code*, MDM server host name = *MDM-server-host-name*, MDM server port number = *MDM-server-port-number*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*)

[Cause] Possible causes include the following:

- (1) Connection to the MDM server failed.
- (2) Connection to the proxy server failed.
- (3) The MDM server is not running.

[Action] Cancels locking of the smart device.

[Workaround]

- (1) Check the host name and port number of the MDM server that were set in the settings window for MDM linkage.  
(2) Check the IP address and port number of the proxy server that were set in the settings window for MDM linkage.  
(3) Check whether the MDM server is running.

## KDEX5405-E

Failed to lock a smart device. (error code = *error-code*, MDM server user ID = *MDM-server-user-ID*)

[Cause] Authentication for connection to the MDM server failed.

[Action] Cancels locking of the smart device.

[Workaround] Check the user ID and password for the MDM server that were set in the settings window for MDM linkage.

## KDEX5406-E

Failed to lock a smart device. (error code = *error-code*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*, proxy server user ID = *proxy-server-user-ID*)

[Cause] Authentication for connection to the proxy server failed.

[Action] Cancels locking of the smart device.

[Workaround] Check the IP address, port number, user ID, and password for the proxy server that were set in the settings window for MDM linkage.

## KDEX5407-E

Failed to lock a smart device. (error code = *error-code*)

[Cause] Possible causes include the following:

- (1) The applicable smart device is not being managed by the MDM system.  
(2) The profile of the MDM system has been deleted from the smart device.

[Action] Cancels the locking of the smart device.

[Workaround] Verify the following, and then try collecting smart device information from the MDM server again.

- (1) Has the smart device been specified as a managed device of the MDM system?  
(2) Has the profile of the MDM system been installed on the smart device?

## KDEX5409-E

Failed to lock a smart device. (error code = *error-code*)

[Cause] An MDM linkage error occurred.

[Action] Cancels locking of the smart device.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5410-I

The password of a smart device will be reset.

## KDEX5411-E

Failed to reset the password of a smart device.

## KDEX5412-E

Failed to reset the password of a smart device. (error code = *error-code*, MDM server host name = *MDM-server-host-name*, MDM server port number = *MDM-server-port-number*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*)

[Cause] Possible causes include the following:

- (1) Connection to the MDM server failed.
- (2) Connection to the proxy server failed.
- (3) The MDM server is not running.

[Action] Cancels the reset of the smart device password.

[Workaround]

- (1) Check the host name and port number of the MDM server that were set in the settings window for MDM linkage.
- (2) Check the IP address and port number of the proxy server that were set in the settings window for MDM linkage.
- (3) Check whether the MDM server is running.

## KDEX5413-E

Failed to reset the password of a smart device. (error code = *error-code*, MDM server user ID = *MDM-server-user-ID*)

[Cause] Authentication for the MDM server failed.

[Action] Cancels the reset of the smart device password.

[Workaround] Check the user ID and password for the MDM server that were set in the settings window for MDM linkage.

## KDEX5414-E

Failed to reset the passcode of a smart device. (error code = *error-code*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*, proxy server user ID = *proxy-server-user-ID*)

[Cause] Authentication for connection to the proxy server failed.

[Action] Cancels the reset of the smart device passcode.

[Workaround] Check the IP address, port number, user ID, and password for the proxy server that were set in the settings window for MDM linkage.

## KDEX5415-E

Failed to reset the password of a smart device. (error code = *error-code*)

[Cause] The target smart device is not managed by the MDM system.

[Action] Cancels the reset of the smart device password.

[Workaround] Obtain device information from the MDM server.

## KDEX5417-E

Failed to reset the password of a smart device. (error code = *error-code*)

[Cause] An MDM linkage error occurred.

[Action] Cancels the reset of the smart device password.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5418-I

A smart device will be initialized.

## KDEX5419-E

Failed to initialize a smart device.

## KDEX5420-E

Failed to initialize a smart device. (error code = *error-code*, MDM server host name = *MDM-server-host-name*, MDM server port number = *MDM-server-port-number*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*)

[Cause] Possible causes include the following:

- (1) Connection to the MDM server failed.
- (2) Connection to the proxy server failed.
- (3) The MDM server is not running.

[Action] Cancels initialization of the smart device.

[Workaround]

- (1) Check the host name and port number of the MDM server that were set in the settings window for MDM linkage.
- (2) Check the IP address and port number of the proxy server that were set in the settings window for MDM linkage.
- (3) Check whether the MDM server is running.

## KDEX5421-E

Failed to initialize a smart device. (error code = *error-code*, MDM server user ID = *MDM-server-user-ID*)

[Cause] Authentication for connection to the MDM server failed.

[Action] Cancels initialization of the smart device.

[Workaround] Check the user ID and password for the MDM server that were set in the settings window for MDM linkage.

## KDEX5422-E

Failed to initialize a smart device. (error code = *error-code*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*, proxy server user ID = *proxy-server-user-ID*)

[Cause] Authentication for connection to the proxy server failed.

[Action] Cancels initialization of the smart device.

[Workaround] Check the IP address, port number, user ID, and password for the proxy server that were set in the settings window for MDM linkage.

## KDEX5423-E

Failed to initialize a smart device. (error code = *error-code*)

[Cause] Possible causes include the following:

- (1) The applicable smart device is not being managed by the MDM system.
- (2) The profile of the MDM system has been deleted from the smart device.

[Action] Cancels initialization of the smart device.

[Workaround] Verify the following, and then try collecting smart device information from the MDM server again.

- (1) Has the smart device been specified as a managed device of the MDM system?
- (2) Has the profile of the MDM system been installed on the smart device?

## KDEX5425-E

Failed to initialize a smart device. (error code = *error-code*)

[Cause] An MDM linkage error occurred.

[Action] Cancels initialization of the smart device.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5426-E

Failed to synchronize device information with the MDM system. (MDM setting name = *MDM-setting-name*, error code = *error-code*, MDM server host name = *MDM-server-host-name*, MDM server port number = *MDM-server-port-number*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*)

[Cause] Possible causes include the following:

(1) Connection to the MDM server failed.

(2) Connection to the proxy server failed.

(3) The MDM server is not running.

[Action] Cancels synchronization of device information with the MDM system.

[Workaround]

(1) Check the host name and port number of the MDM server that were specified in the settings window for MDM linkage.

(2) Check the IP address and port number of the proxy server that were specified in the settings window for MDM linkage.

(3) Check whether the MDM server is running.

## KDEX5427-E

Failed to synchronize device information with the MDM system. (MDM setting name = *MDM-setting-name*, error code = *error-code*, MDM server user ID = *MDM-server-user-ID*)

[Cause] Authentication for connection to the MDM server failed.

[Action] Cancels synchronization of device information with the MDM system.

[Workaround] Check the user ID and password for the MDM server that were specified in the settings window for MDM linkage.

## KDEX5428-E

Failed to synchronize device information with the MDM system. (MDM setting name = *MDM-setting-name*, error code = *error-code*, proxy server IP address = *proxy-server-IP-address*, proxy server port number = *proxy-server-port-number*, proxy server user ID = *proxy-server-user-ID*)

[Cause] Authentication for connection to the proxy server failed.

[Action] Cancels synchronization of device information with the MDM system.

[Workaround] Check the IP address, port number, user ID, and password for the proxy server that were set in the settings window for MDM linkage.

## KDEX5430-E

Failed to synchronize device information with the MDM system. (error code = *error-code*)

[Cause] An MDM linkage error occurred.

[Action] Cancels synchronization of device information with the MDM system.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5431-I

Synchronization of device information with the MDM system was completed. (MDM setting name = *MDM-setting-name*)

## KDEX5432-I

Synchronization of device information with the MDM system will now start. (MDM setting name = *MDM-setting-name*)

## KDEX5433-E

Failed to start the service (JP1\_ITDM\_Remote Site Service). The command for deleting operation log data (deletelog) is not finished.

[Cause] The command for deleting operation log data is not finished or has failed.

[Action] Cancels the start of the service (JP1\_ITDM\_Remote Site Service).

[Workaround] After the command for deleting operation log data ends normally, start the service (JP1\_ITDM\_Remote Site Service).

## KDEX5434-E

Failed to delete a smart device. (host name = *host-name*, error code = *error-code*)

[Cause] A database access error might have occurred.

[Action] Cancels the deletion of the smart device.

[Workaround] In the settings window, select [Discover Devices], and [Managed Devices]. Then, select the devices that you want to delete, and delete them.

## KDEX5435-E

An error occurred in the service (JP1\_ITDM2\_Service). The data folder shared between servers cannot be accessed.

[Cause] Possible causes include the following:

- (1) The database server is not running.
- (2) A network failure occurred.

[Action] Continues processing of the service (JP1\_ITDM2\_Service).

[Workaround] If the error occurs repeatedly, take the following actions:

- (1) Start the database server.
- (2) Resolve the cause of the network failure.

## KDEX5436-E

An error occurred in the service (JP1\_ITDM2\_Service). The data folder shared between servers cannot be accessed.

[Cause] The user name or password for connecting to the data folder shared between servers is incorrect.

[Action] Continues processing of the service (JP1\_ITDM2\_Service).

[Workaround] If the error occurs repeatedly, verify that the user name and password for connecting to the data folder shared between servers are correct. (This user name and password were specified during management server setup.)

## KDEX5440-E

Failed to synchronize device information with the MDM system. (MDM setting name = *MDM-setting-name*, error code = *error-code*)

[Cause] An MDM linkage error occurred.

[Action] Cancels synchronization of device information with the MDM system.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5450-E

Failed to lock a smart device.

[Cause] The server certificate of the MDM server is invalid.

[Action] Cancels the locking of the smart device.

[Workaround] Execute the keytool command to check whether the server certificate has been imported. If it has not, execute the keytool command to import the server certificate. For details about the keytool command, see the relevant documentation.

## KDEX5451-E

Failed to lock a smart device. (error code = *error-code*)

[Cause] The applicable smart device is excluded from management by the MDM system.

[Action] Cancels the locking of the smart device.

[Workaround] From the MDM system, specify the applicable smart device as a managed device.

## KDEX5452-E

Failed to unlock the pass code of a smart device.

[Cause] The server certificate of the MDM server is invalid.

[Action] Cancels the unlocking of the pass code of the smart device.

[Workaround] Execute the keytool command to check whether the server certificate has been imported. If it has not, execute the keytool command to import the server certificate. For details about the keytool command, see the relevant documentation.

## KDEX5453-E

Failed to unlock the pass code of a smart device. (error code = *error-code*)

[Cause] The applicable smart device is excluded from management by the MDM system.

[Action] Cancels the unlocking of the pass code of the smart device.

[Workaround] From the MDM system, specify the applicable smart device as a managed device.

## KDEX545-E

Failed to initialize a smart device.

[Cause] The server certificate of the MDM server is invalid.

[Action] Cancels initialization of the smart device.

[Workaround] Execute the keytool command to check whether the server certificate has been imported. If it has not, execute the keytool command to import the server certificate. For details about the keytool command, see the relevant documentation.

## KDEX5455-E

Failed to initialize a smart device. (error code = *error-code*)

[Cause] The applicable smart device is excluded from management by the MDM system.

[Action] Cancels initialization of the smart device.

[Workaround] From the MDM system, specify the applicable smart device as a managed device.

## KDEX5456-E

Failed to synchronize device information with the MDM system. (MDM setting name = *MDM-setting-name*)

[Cause] The server certificate of the MDM server is invalid.

[Action] Cancels synchronization of device information with the MDM system.

[Workaround] Execute the keytool command to check whether the server certificate has been imported. If it has not, execute the keytool command to import the server certificate. For details about the keytool command, see the relevant documentation.

## KDEX5460-I

Collection of the revision history started.

## KDEX5461-I

Collection of the revision history ended.

## KDEX5462-E

Collection of the revision history failed.

[Cause] A fatal error occurred during collection of the revision history.

[Action] Cancels collection of the revision history.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5463-E

Failed to output the file for saving the revision history.

[Cause] Possible causes include the following:

- (1) You do not have access rights for the output folder for saving the revision history.
- (2) An I/O error occurred.

[Action] Cancels output of the file for saving the revision history.

[Workaround]

(1) Verify that you have access rights for the output folder for saving the revision history.

(2) Verify that no disk failure has occurred.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5464-I

A request to allow connections to the network was sent to JP1/NETM/NM - Manager.

## KDEX5465-I

A request to reject connections to the network was sent to JP1/NETM/NM - Manager.

## KDEX5466-E

The request to JP1/NETM/NM - Manager to allow connections to the network failed.

[Cause] The JP1/NETM/NM - Manager service has not been started on the management server.

[Action] Stops allowing connections to the network.

[Workaround] Start the JP1/NETM/NM - Manager service on the management server.

## KDEX5467-E

The request to JP1/NETM/NM - Manager to reject connections to the network failed.

[Cause] The JP1/NETM/NM - Manager service has not been started on the management server.

[Action] Stops rejecting connections to the network.

[Workaround] Start the JP1/NETM/NM - Manager service on the management server.

## KDEX5468-E

The request to JP1/NETM/NM - Manager to allow connections to the network failed.

[Cause] JP1/NETM/NM - Manager has not been installed on the management server.

[Action] Stops allowing connections to the network.

[Workaround] Install JP1/NETM/NM - Manager on the management server.

## KDEX5469-E

The request to JP1/NETM/NM - Manager to reject connections to the network failed.

[Cause] JP1/NETM/NM - Manager has not been installed on the management server.

[Action] Stops rejecting connections to the network.

[Workaround] Install JP1/NETM/NM - Manager on the management server.

## KDEX5470-E

The request to JP1/NETM/NM - Manager to allow connections to the network failed. (error code = *error-code* (*maintenance-code*))

[Cause] A fatal error occurred while connections to the network were being allowed.

[Action] Stops allowing connections to the network.

[Workaround] If this error occurs repeatedly, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5471-E

The request to JP1/NETM/NM - Manager to reject connections to the network failed. (error code = *error-code (maintenance-code)*)

[Cause] A fatal error occurred while connections to the network were being rejected.

[Action] Stops rejecting connections to the network.

[Workaround] If this error occurs repeatedly, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX5472-I

Operation log data was successfully stored.

## KDEX5473-E

Failed to store operation log data. (cause and workaround number = *cause and workaround number*)

[Cause] The possible causes are as follows:

- (1) A temporary error occurred during data processing.
- (2) An I/O error occurred in the data folder or a local data folder.
- (3) A connection to the operation log storage folder could not be established.
- (4) Authentication to the operation log storage folder failed.
- (5) An I/O error occurred in the operation log storage folder.
- (6) The operation log storage folder is not specified.
- (7) A connection to the operation log storage folder could not be established because anonymous access to shared folders is restricted on the management server.

[Action] Cancels the storage of the operation log data.

[Workaround]

(1) If the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.

(2) Check whether the data folder or the local folder is accessible, and whether the disk space is sufficient. If the disk does not have enough free space, increase the free disk space, or specify (during setup) a folder on a disk that has enough free space, and then restart the management server.

(3) Check whether the operation log storage folder specified during setup exists, and whether a connection can be established.

(4) Check whether a connection to the operation log storage folder can be established by using the user ID and password specified during setup.

(5) Check whether the operation log storage folder is accessible, and whether the disk space is sufficient.

(6) Check whether the operation log storage folder was specified during setup.

(7) On the management server, create a user account with the username and password that were specified during setup for connections to the operation log storage folder.

## KDEX5474-I

Operation log data was successfully acquired manually.

## KDEX5475-E

An error occurred while manually acquiring operation log data. (cause and workaround number = *cause and workaround number*, detailed information = *detailed information*)

[Cause] The possible causes are as follows:

- (1) A temporary error occurred during data processing.
- (2) An I/O error occurred in the data folder or a local data folder.
- (3) A connection to the operation log storage folder could not be established.
- (4) Authentication to the operation log storage folder failed.
- (5) An I/O error occurred in the operation log storage folder.
- (6) Stored files do not exist in the operation log storage folder.
- (7) The operation log storage folder is not specified.
- (8) A connection to the operation log storage folder could not be established because anonymous access to shared folders is restricted on the management server.
- (9) The operation log file cannot be added to the database because the operation log file shown in detailed information is corrupt.
- (10) The disk capacity required to expand the database was insufficient.
- (11) The total number of dates of automatically-acquired operation logs and dates of manually-acquired operation logs exceeded the maximum value that can be specified for the number of dates to be stored in the operation log database.

[Action] Cancels the manual acquisition of operation log data.

[Workaround]

- (1) If the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.
- (2) Check whether the data folder or the local folder is accessible, and whether the disk space is sufficient. If the disk does not have enough free space, increase the free disk space, or specify (during setup) a folder on a disk that has enough free space, and then restart the management server.
- (3) Check whether the operation log storage folder specified during setup exists, and whether a connection can be established.
- (4) Check whether a connection to the operation log storage folder can be established by using the user ID and password specified during setup.
- (5) Check whether the operation log storage folder is accessible, and whether the disk space is sufficient.
- (6) If the stored files were moved to another folder, restore the files saved in the operation log storage folder, and then acquire the operations log data again.
- (7) Check whether the operation log storage folder was specified during setup.
- (8) On the management server, create a user account with the username and password that were specified during setup for connections to the operation log storage folder.
- (9) Delete the operation log file shown in detailed information.
- (10) In the settings window, reconfigure the server, and then restore the database by using the database manager.
- (11) In the list of operation logs in the security window, delete any unnecessary operation logs that were manually acquired.

## KDEX5477-I

The processing to periodically export operation log data was successfully completed.

## KDEX5478-E

An error occurred during the processing to periodically export operation log data. (cause and workaround number = *cause and workaround number*)

[Cause] The possible causes are as follows:

- (1) A temporary error occurred during data processing.
- (2) An I/O error occurred in the data folder or a local data folder.
- (3) A connection to the operation log storage folder could not be established.
- (4) Authentication to the operation log storage folder failed.
- (5) An I/O error occurred in the operation log storage folder.
- (6) The operation log storage folder is not specified.
- (7) A connection to the operation log storage folder could not be established because anonymous access to shared folders is restricted on the management server.

[Action] Cancels the processing to periodically export operation log data.

[Workaround]

- (1) If the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.
- (2) Check whether the data folder or the local folder is accessible, and whether the disk space is sufficient. If the disk does not have enough free space, increase the free disk space, or specify (during setup) a folder on a disk that has enough free space.
- (3) Check whether the operation log storage folder specified during setup exists, and whether a connection can be established.
- (4) Check whether a connection to the operation log storage folder can be established by using the user ID and password specified during setup.
- (5) Check whether the operation log storage folder is accessible, and whether the disk space is sufficient.
- (6) Check whether the operation log storage folder was specified during setup.
- (7) On the management server, create a user account with the username and password that were specified during setup for connection to the operation log storage folder.

## KDEX5479-E

An error occurred while automatically acquiring operation log data. (cause and workaround number = *cause and workaround number*)

[Cause] The possible causes are as follows:

- (1) A temporary error occurred during data processing.
- (2) An I/O error occurred in the data folder or a local data folder.
- (3) A connection to the operation log storage folder could not be established.
- (4) Authentication to the operation log storage folder failed.
- (5) An I/O error occurred in the operation log storage folder.
- (6) The operation log storage folder is not specified.
- (7) A connection to the operation log storage folder could not be established because anonymous access to shared folders is restricted on the management server.
- (8) The disk capacity required to expand the database was insufficient.
- (9) The total number of dates of automatically-acquired operation logs and dates of manually-acquired operation logs exceeded the maximum value that can be specified for the number of dates to be stored in the operation log database.

[Action] Cancels the processing to automatically acquire operation log data.

#### [Workaround]

- (1) If the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.
- (2) Check whether the data folder or the local folder is accessible, and whether the disk space is sufficient. If the disk does not have enough free space, increase the free disk space, or specify (during setup) a folder on a disk that has enough free space.
- (3) Check whether the operation log storage folder specified during setup exists, and whether a connection can be established.
- (4) Check whether a connection to the operation log storage folder can be established by using the user ID and password specified during setup.
- (5) Check whether the operation log storage folder is accessible, and whether the disk space is sufficient.
- (6) Check whether the operation log storage folder was specified during setup.
- (7) On the management server, create a user account with the username and password that were specified during setup for connection to the operation log storage folder.
- (8) In the settings window, reconfigure the server, and then restore the database by using the database manager.
- (9) In the list of operation logs in the security window, delete any unnecessary operation logs that were manually acquired.

## KDEX5480-E

An error occurred while updating operation log date information. (cause and workaround number = *cause and workaround number*)

[Cause] The possible causes are as follows:

- (1) A temporary error occurred during data processing.
- (2) An I/O error occurred in the data folder or the local data folder.
- (3) A connection to the operation log storage folder could not be established.
- (4) Authentication to the operation log storage folder failed.
- (5) An I/O error occurred in the operation log storage folder.
- (6) The operation log storage folder is not specified.
- (7) A connection to the operation log storage folder could not be established because anonymous access to shared folders is restricted on the management server.

[Action] Cancels the update of operation log date information.

#### [Workaround]

- (1) If the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.
- (2) Check whether the data folder or the local folder is accessible, and whether the disk space is sufficient. If the disk does not have enough free space, increase the free disk space, or specify (during setup) a folder on a disk that has enough free space.
- (3) Check whether the operation log storage folder specified during setup exists, and whether a connection can be established.
- (4) Check whether a connection to the operation log storage folder can be established by using the user ID and password specified during setup.
- (5) Check whether the operation log storage folder is accessible, and whether the disk space is sufficient.
- (6) Check whether the operation log storage folder was specified during setup.
- (7) On the management server, create a user account with the username and password that were specified during setup for connection to the operation log storage folder.

## KDEX5481-E

Failed to expand the operation log database.

[Cause] No free space for the operation log database exists.

[Action] Cancels the expansion of the operation log database.

[Workaround] Free up space, and then restart the service of management servers. If free space is sufficient and the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.

## KDEX5482-I

The deletion of the operation logs that exceeded the storage period from the operation log database, and the recreation of the index information of the operation log database started.

## KDEX5483-I

The deletion of the operation logs that exceeded the storage period from the operation log database, and the recreation of the index information of the operation log database finished.

## KDEX5484-E

Errors occurred during the deletion of the operation logs that exceeded the storage period from the operation log database, and the recreation of the index information of the operation log database. (cause and workaround number = *cause and workaround number*)

[Cause] The possible causes are as follows:

- (1) A temporary error occurred during data processing.
- (2) An I/O error occurred in a local data folder.

[Action] Cancels the deletion of the operation logs that exceeded the storage period from the operation log database, and the recreation of the index information of the operation log database.

[Workaround]

- (1) If the error occurs repeatedly, use the troubleshooting information acquisition command to acquire troubleshooting information, and then contact the support service.
- (2) Check whether the data folder or the local folder is accessible, and whether the disk space is sufficient. If the disk does not have enough free space, increase the free space on the disk, or specify (during setup) a folder on a disk that has enough free space, and then restart management server.

## KDEX5501-I

Database maintenance started.

## KDEX5502-I

Database maintenance finished.

## KDEX5503-I

The aggregation processing to create a report started. (aggregation processing target = *aggregation-processing-target*)

## KDEX5504-I

The aggregation processing to create a report finished. (aggregation processing target = *aggregation-processing-target*)

## KDEX5700-W

Insufficient hard disk space for *Database, Data, Operation Log Database, or Operation Log Backup*.

[Cause] Insufficient hard disk space for *Database, Data, Operation Log Database, or Operation Log Backup*.

[Action] None.

[Workaround] Increase hard disk space, or specify any other path for *Database, Data, Operation Log Database, or Operation Log Backup* on a hard disk with sufficient space.

## KDEX5701-W

Insufficient hard disk space for *Database, Data, Operation Log Database, or Operation Log Backup*. A database failure might occur.

[Cause] Insufficient hard disk space for *Database, Data, Operation Log Database, or Operation Log Backup*.

[Action] None.

[Workaround] Increase hard disk space, or specify any other path for *Database, Data, Operation Log Database, or Operation Log Backup* on a hard disk with sufficient space.

## KDEX6110-I

The (JP1\_ITDM2\_Agent Control) service will be started.

## KDEX6111-E

Failed to start the (JP1\_ITDM2\_Agent Control) service.

## KDEX6112-E

Failed to start the (JP1\_ITDM2\_Agent Control) service.

[Cause] Failed to start the (JP1\_ITDM2\_Agent Control) service.

[Action] Stop the (JP1\_ITDM2\_Agent Control) service.

[Workaround] Start the (JP1\_ITDM2\_Agent Control) service again. If the problem persists, use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX6113-E

Because JP1/IT Desktop Management 2 - Manager setup is incomplete, startup of the (JP1\_ITDM2\_Agent Control) service failed.

[Cause] Because JP1/IT Desktop Management 2 - Manager setup is incomplete, the (JP1\_ITDM2\_Agent Control) service could not be started.

[Action] Stops the (JP1\_ITDM2\_Agent Control) service.

[Workaround] After JP1/IT Desktop Management 2 - Manager setup is complete, start the (JP1\_ITDM2\_Agent Control) service.

## KDEX6114-E

Failed to start the (JP1\_ITDM2\_Agent Control) service. The license has expired.

[Cause] Failed to start the (JP1\_ITDM2\_Agent Control) service because the license has expired.

[Action] Cancels starting the (JP1\_ITDM2\_Agent Control) service.

[Workaround] Purchase a valid license.

## KDEX6115-E

Failed to start the (JP1\_ITDM2\_Agent Control) service. Setup, the database manager, or a command is in execution.

[Cause] The (JP1\_ITDM2\_Agent Control) service was started while setup, the database manager, or a command was in execution.

[Action] Cancel starting the (JP1\_ITDM2\_Agent Control) service.

[Workaround] Wait until the executing process (Setup, Database Manager, or command) ends, and then restart the (JP1\_ITDM2\_Agent Control) service.

## KDEX6116-E

Service (JP1\_ITDM2\_Agent Control) error occurred.

[Cause] The RD area has blocked the service.

[Action] Service (JP1\_ITDM2\_Agent Control) has stopped.

[Workaround] JP1\_ITDM2\_Agent Control has been set up again.

## KDEX6117-E

The (JP1\_ITDM2\_Agent Control) service will be terminated. The license has either expired or is invalid.

[Cause] Possible causes include the following:

(1) The license has expired.

(2) The license information is invalid.

[Action] Stops the (JP1\_ITDM2\_Agent Control) service.

[Workaround]

(1) If the license has expired, purchase a valid license.

(2) If the license information is invalid, collect troubleshooting information by using troubleshooting information collection command, and then contact customer support.

## KDEX6118-E

Failed to start the JP1\_ITDM2\_Agent Control) service. The license is not registered.

[Cause] Failed to start the (JP1\_ITDM2\_Agent Control) service because the license is not registered.

[Action] Cancels starting the (JP1\_ITDM2\_Agent Control) service.

[Workaround] Register a valid license.

## KDEX6119-E

Failed to start the service (JP1\_ITDM2\_Agent Control).

[Cause] An attempt was made to start the service (JP1\_ITDM2\_Agent Control) on the database server.

[Action] Cancels startup of the service (JP1\_ITDM2\_Agent Control).

[Workaround] Check whether the service (JP1\_ITDM2\_Agent Control) is running on the management server. If it is not, start the service on the management server.

## KDEX6120-I

The (JP1\_ITDM2\_Agent Control) service is complete.

## KDEX6121-E

Failed to stop the (JP1\_ITDM2\_Agent Control) service.

## KDEX6122-E

Failed to stop the (JP1\_ITDM2\_Agent Control) service.

[Cause] Failed to stop (JP1\_ITDM2\_Agent Control) service due to an error.

[Action] Stop the (JP1\_ITDM2\_Agent Control) service.

[Workaround] If the service fails to stop after a while, use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX6131-E

(JP1\_ITDM2\_Agent Control) service has stopped abnormally.

## KDEX6132-E

(JP1\_ITDM2\_Agent Control) service has stopped abnormally.

[Cause] Due to a failure, (JP1\_ITDM2\_Agent Control) service has stopped abnormally.

[Action] Stop the (JP1\_ITDM2\_Agent Control) service.

[Workaround] Restart the service (JP1\_ITDM2\_Agent Control). If the problem persists, use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX6140-I

Notified the user with a message. Performed date=*performed-date*, Notification destination=*notification-destination-host-name*

## KDEX6141-I

The database was expanded because of capacity shortage in the operation log storage area.

## KDEX6151-E

Failed to start the service (JP1\_ITDM2\_Agent Control). The data folder shared between servers cannot be accessed.

[Cause] Possible causes include the following:

- (1) The database server is stopped.
- (2) A network failure occurred.

[Action] Cancels startup of the service (JP1\_ITDM2\_Agent Control).

[Workaround]

- (1) Start the database server, and then start the service (JP1\_ITDM2\_Agent Control).

(2) Resolve the cause of the network failure, and then start the service (JP1\_ITDM2\_Agent Control).

## KDEX6152-E

Failed to start the service (JP1\_ITDM2\_Agent Control). The data folder shared between servers cannot be accessed.

[Cause] The user name or password for connecting to the data folder shared between servers is incorrect.

[Action] Cancels startup of the service (JP1\_ITDM2\_Agent Control).

[Workaround] Verify that the user name and password for connecting to the data folder shared between servers are correct. (This user name and password were specified during management server setup.) Then, start the service (JP1\_ITDM2\_Agent Control).

## KDEX6153-E

A service (JP1\_ITDM2\_Agent Control) failed to start. The port number is already being used. (error code = *error-code (Windows Sockets)*, port number = *port-number*)

[Cause] The port number is already being used.

[Action] Stops the processing to start the service (JP1\_ITDM2\_Agent Control).

[Workaround] Change the port number, and then restart the service (JP1\_ITDM2\_Agent Control).

## KDEX6211-E

An error occurred while initializing audit logs of the (JP1\_ITDM2\_Agent Control) service.

[Cause] Due to a failure, an error occurred while initializing audit logs of the (JP1\_ITDM2\_Agent Control) service.

[Action] None.

[Workaround] Restart the (JP1\_ITDM2\_Agent Control) service. If the problem persists, use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX6221-E

An error occurred while processing the audit logs of the (JP1\_ITDM2\_Agent Control) service.

[Cause] Due to a failure, an error occurred during the output processing of audit logs of the (JP1\_ITDM2\_Agent Control) service.

[Action] None.

[Workaround] Restart the (JP1\_ITDM2\_Agent Control) service. If the problem persists, use troubleshooting information collection command to collect troubleshooting information and contact Customer Support.

## KDEX6411-I

The on-demand task is complete. (task name = *task-name*, number of error nodes = *number-of-error-nodes*)

## KDEX6412-E

The installation task was terminated because of an error. Target computer name=*target-computer-name*, Task name=*task-name*

[Cause] *cause-of-error*

[Action] Cancel installation.

[Workaround] *workaround*

## KDEX6413-E

The uninstallation task was terminated because of an error. Target computer name=*target-computer-name*, Task name=*task-name*

[Cause] *cause-of-error*

[Action] Cancel uninstallation.

[Workaround] *workaround*

## KDEX6511-E

An error occurred during event notification to JP1/IM. (error code = *error-code*)

[Cause] A database access error occurred.

[Action] Cancels event notification to JP1/IM.

[Workaround] Check whether the service (JP1\_ITDM2\_DB Service) is running. If it is not, start it. If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8000-E

Failed to execute the command. The specified arguments are invalid. (command name = *command-name*)

[Cause] The specified arguments are invalid.

[Action] Cancel command execution.

[Workaround] Confirm the command arguments, and retry execution.

## KDEX8001-E

Failed to execute the command. You do not have the required permissions. (command name = *command-name*)

[Cause] The command was executed by a user without Administrator permissions.

[Action] Cancel command execution.

[Workaround] Re-execute the command as a user with Administrator permissions.

## KDEX8002-E

Failed to execute the command. Setup is in progress, or a command is executing. (command name = *command-name*)

[Cause] The command was executed while setup was in progress or a command was executing.

[Action] Cancel command execution.

[Workaround] Wait until the process or command ends, and then re-execute the command.

## KDEX8003-I

Re-creation of the operation log database has started.

## KDEX8004-E

Failed to execute the command. Setup is not complete. (command name = *command-name*)

[Cause] Setup of JP1/IT Desktop Management - Remote Site Server is not complete.

[Action] Cancel command execution.

[Workaround] Complete setup of JP1/IT Desktop Management - Remote Site Server, and then re-execute the command.

## KDEX8005-E

Failed to execute the command. (command name = *command-name*, error code = *error-code (maintenance-code)*)

[Cause] A critical error occurred during command execution.

[Action] Cancel command execution.

[Workaround] Use the troubleshooting information collection command to collect troubleshooting information, and contact Customer Support.

## KDEX8006-E

Failed to execute the command. A database access error occurred. (details = *DBMS-message*, command name = *command-name*)

[Cause] The service (JP1\_ITDM2\_DB Service) has stopped, or the error described in "details" occurred.

[Action] Cancels command execution.

[Workaround] Start the service (JP1\_ITDM2\_DB Service) or resolve the error described in "details", and then re-execute the command. If the problem persists, collect troubleshooting information on the site server by using the troubleshooting information collection command, and then contact Customer Support.

## KDEX8007-I

The operation log was moved successfully.

## KDEX8008-E

Failed to execute the command. A file access error occurred. (command name = *command-name*)

[Cause] Possible causes include the following:

- (1) You do not have access permission for the specified folder.
- (2) There is not enough free disk space for the specified folder.
- (3) An I/O error occurred.

[Action] Cancel command execution.

[Workaround]

- (1) Make sure you have access permission for the specified folder.
- (2) Make sure there is enough free disk space for the specified folder.
- (3) Make sure that a disk error did not occur.

If the problem persists, use the troubleshooting information collection command to collect troubleshooting information, and contact Customer Support.

## KDEX8009-E

Failed to execute the command. The specified folder is invalid. (command name = *command-name*)

[Cause] Possible causes include the following:

- (1) The operation log folder currently in use or a folder that does not contain an operation log is specified for the migration-source folder.
- (2) The migration-destination folder is not empty.

[Action] Cancels command execution.

[Workaround] Make sure the specified folder is correct, and then re-execute the command. If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8010-I

Storage of the operation logs is complete.

## KDEX8011-W

Free space on the disk containing the operation log backup folder has become scarce. Increase the free disk space, or change to a disk that has enough free disk.

## KDEX8012-W

Storage of the operations logs stopped because there is almost no free space on the disk containing the operation log backup folder. Increase the free disk space, or change to a disk that has enough free disk.

## KDEX8013-W

Free space on the disk containing the operation log database has become scarce.

## KDEX8014-W

Storage of the operation logs stopped because there is almost no free disk space for the operation log database.

## KDEX8015-I

The operation log database was expanded because its capacity was insufficient.

## KDEX8016-I

Command execution was canceled. (command name = *command-name*)

## KDEX8017-W

Free space on the disk containing the folder that stores content has become scarce. Increase the free disk space, or change to a disk that has enough free space.

## KDEX8018-W

Downloading of content to the site server was stopped because there is almost no free space on the disk containing the folder that stores content. Increase the free disk space, or change to a disk that has enough free space.

## KDEX8019-E

Failed to execute the command. The JP1\_ITDM\_Remote Site Service service failed to stop. (command name = *command-name*)

[Cause] The command was executed during processing to start or stop the JP1\_ITDM\_Remote Site Service service.

[Action] Cancels command execution.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8020-E

Failed to execute the command. Failed to connect to the management server. (command name = *command-name*)

[Cause] Possible causes are as follows:

- (1) The management server service is not running.
- (2) A failure occurred on the network of the management server.

[Action] Cancels command execution.

[Workaround]

- (1) Execute the startservice command to start the management server service, and then re-execute the command.
- (2) Eliminate the cause of the network failure, and then re-execute the command.

## KDEX8021-I

The list of agents managing operation logs was reported to the managing server.

## KDEX8022-W

Re-creation of the operation log database started normally, but the JP1\_ITDM\_Remote Site Service service could not start. (command name = *command-name*)

[Cause] A critical error occurred during command execution.

[Action] Cancels command execution.

[Workaround] Collect troubleshooting information on the site server by using the troubleshooting information collection command, and then contact Customer Support.

## KDEX8023-W

The operation log was moved successfully, but deletion of the move-source folder failed. (command name = *command-name*)

[Cause] A file in the move-source folder is being used.

[Action] Cancels command execution.

[Workaround] Stop any application using the move-source folder, and then delete the folder.

## KDEX8024-W

The operation log was moved successfully, but the service (JP1\_ITDM\_Remote Site Service) could not be started. (command name = *command-name*)

[Cause] A fatal error occurred in the command.

[Action] Cancel command execution.

[Workaround] Collect troubleshooting information on the site server by using the troubleshooting information collection command, and then contact Customer Support.

## KDEX8025-I

The communication service of the site server was started.

## KDEX8026-E

An attempt to start the communication service of the site server failed.

## KDEX8027-I

The communication service of the site server was stopped.

## KDEX8028-E

A database access error occurred in the communication service of the site server. (details = *DBMS-message*)

[Cause] The service (JP1\_ITDM2\_DB Service) has not started, or the error described in "details" occurred.

[Action] Restart the communication service of the site server.

[Workaround] Start the service (JP1\_ITDM2\_DB Service), or resolve the error described in "details" and restart the service (JP1\_ITDM\_Remote Site Service). If the problem persists, collect troubleshooting information on the site server by using the troubleshooting information collection command, and then contact Customer Support.

## KDEX8029-E

An error occurred in the communication service of the site server. (error code = *internal-error-code*)

[Cause] An internal error occurred.

[Action] Restart the communication service of the site server.

[Workaround] Collect troubleshooting information on the site server by using the troubleshooting information collection command, and then contact Customer Support.

## KDEX8030-E

Re-creation of the operation log database has failed.

## KDEX8031-I

Deletion of operation log data ended normally. (number of operation log items before deletion = *number-of-operation-log-items*, number of operation log items after deletion = *number-of-operation-log-items*)

## KDEX8032-W

Deletion of operation log data ended normally, but the service (JP1\_ITDM\_Remote Site Service) could not be started. (command name = *command-name*)

[Cause] A fatal error occurred in the command.

[Action] Cancels execution of the command.

[Workaround] Collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8033-E

Command execution failed. There is not enough free space in the work folder. (command name = *command-name*, required space = *required-space*)

[Cause] Possible causes include the following:

(1) There is not enough free space on the disk that contains the specified folder.

(2) If no work folder has been specified, there is not enough free space on the disk that contains the data folder.

[Action] Cancels execution of the command.

[Workaround] Increase the free space on the disk or specify a folder on a disk that has enough free space, and then re-execute the command. If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8034-E

Deletion of operation log data failed.

## KDEX8035-W

Operation log data to be deleted does not exist.

## KDEX8036-E

Command execution failed. The specified date is invalid. (command name = *command-name*)

[Cause] A date that does not exist was specified.

[Action] Cancels execution of the command.

[Workaround] Check the specified date, and then re-execute the command. If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8037-E

Command execution failed. The specified folder is invalid. (command name = *command-name*)

[Cause] Possible causes include the following:

(1) The folder is not specified using an absolute path.

(2) A path exceeding 120 bytes is specified for the folder.

(3) The folder contains characters that cannot be entered. Characters that can be entered are halfwidth spaces and the following halfwidth characters:  
A-Z a-z 0-9 # @ \ : . ( )

(4) A folder that is not on a local disk is specified.

[Action] Cancels execution of the command.

[Workaround] Check the specified folder, and then re-execute the command. If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8038-E

Command execution failed. The site server was unable to notify the management server of the list of agents managing operation logs. (command name = *command-name*)

[Cause] Possible causes include the following:

(1) The management server service has not started.

(2) A failure has occurred on the network connection to the management server.

[Action] Cancels execution of the command.

[Workaround]

(1) Execute the startservice command to start the management server service, and then re-execute the command.

(2) Remove the cause of the network failure, and then re-execute the command.

If the problem persists, collect troubleshooting information by using the appropriate command, and then contact customer support.

## KDEX8039-E

Command execution failed. (command name = *command-name*)

[Cause] The command for deleting operation log data is not finished or has failed.

[Action] Cancels execution of the command.

[Workaround] After the command for deleting operation log data ends normally, re-execute the command.

# 2

## Event Log Messages

This chapter lists and describes event log messages. Event log messages are output to the Windows Event Viewer by JP1/IT Desktop Management 2. In the Event Viewer, messages for which the **Source** column displays **JP1ITDM2 (DMM)**, **JP1ITDM2 (DMU)**, or **JP1ITDM2 (DMC)** are messages output by JP1/IT Desktop Management 2.

## 2.1 Format of message explanations

Each event log message output by JP1/IT Desktop Management 2 consists of a message ID, message type, and message text. In this manual, the description of each event log message consists of the following elements:

*event-ID <including type>, message-text, cause, and action*

The meaning of each element is as follows:

### Event ID

The ID that identifies the event log message.

### Type

The type of information reported by the message. One of the following types is output:

- Information
- Warning
- Error

### Message text

The body of the message that is output.

### Cause

Describes the reason why the message was output, and the variables used in the message.

### Action

Describes the action to be taken when the message is output.

The following table describes the common variables used in the following sections:

| Variable              | Meaning                                 |
|-----------------------|---|
| <i>bb</i>             | Any character string                    |
| <i>mm</i>             |   |
| <i>n1</i>             |   |
| <i>n2</i>             |   |
| <i>nn</i>             |   |
| <i>xx</i>             |   |
| <i>yy</i>             |   |
| <i>op</i>             | Command option                          |
| <i>path</i>           | Command execution path                  |
| <i>yyyyyy</i>         | Alert message                           |
| <i>YYYYMMDDhhmmss</i> | Date and time                           |
| <i>zz</i>             | Attribute of the JP1 event to be issued |

## 2.2 List of event log messages output by the management server

---

0 <Error>

Windows NT API error occurred. Request: xx, Error yy

1 <Error>

No input file. Error message from *path op.*

2 <Error>

An attempt to create the package or a file in the package failed. Check the JP1/ITDM2 log files. Check the specified path of the file or directory to be packaged, or reduce the number of files or directories to be packaged. Error message from *path op.Detail:xx.*

3 <Error>

Invalid input data. Error message from xx.

4 <Error>

Error in reading the file. Error message from *path op.*

5 <Error>

Error in server connection. Error message from *path op.*

6 <Error>

Error in file transfer. Error message from xx.

7 <Error>

Error in writing file. Error message from *path op.*

10 <Error>

Storage completed. Error message from xx.

11 <Error>

Connector Error. Error message from xx.

12 <Error>

Invalid Environment. Error message from *path op.*

13 <Error>

System Error. Error message from *path op.*

**98 <Error>**

The maximum number of registrations (*path op*) was exceeded, or there was an inconsistency in the internal processing.

**99 <Error>**

Exception error - xx. Error message from *path op*.

**100 <Error>**

Failed to update input file for new version/generation: *path op*.

**101 <Error>**

Failed to melt xx.

**102 <Error>**

Valid path to file(s) to be collected not found. Error message from *path op*.

**103 <Error>**

An environment is injustice. Error message from *path op*.

**104 <Error>**

Matching record not found in database. Error message from *path op*.

**105 <Error>**

Loading of DLL to extract package contents failed. Error message from *path op*.

**106 <Error>**

The package contents could not be output. Make sure that the administration file of the package is correct, and that there is enough memory and free space in the HD. Error message from *path op*.

**107 <Error>**

ODBC environment not initialized. Error message from *path op*.

**108 <Error>**

Local manager version not supported. Error message from *path op*.

**109 <Error>**

Failed to create query. Error message from *path op*.

## 112 <Error>

Too much data satisfies the constraint, output was not done. Error message from *path op*.

## 113 <Error>

The registry information could not be obtained. Error message from *path op*.

## 114 <Error>

The temporary file could not be opened. Error message from *path op*.

## 115 <Error>

Insufficient command argument. Check the command format. Error message from *path op*.

## 116 <Error>

Two /par arguments are specified. Check the command format. Error message from *path op*.

## 117 <Error>

Two /csv arguments are specified. Check the command format. Error message from *path op*.

## 118 <Error>

Two /o arguments are specified. Check the command format. Error message from *path op*.

## 119 <Error>

The file name of the output file is invalid. Check the command format. Error message from *path op*.

## 120 <Error>

Two /i arguments are specified. Check the command format. Error message from *path op*.

## 121 <Error>

The parameter file name is invalid. Check the command format. Error message from *path op*.

## 122 <Error>

Two template keys are specified or an invalid command argument is specified. Check the command format. Error message from *path op*.

## 123 <Error>

The template key is invalid or an invalid command argument is specified. Check the command format. Error message from *path op*.

## 124 <Error>

The file name of the output file is too long. Check the command format. Error message from *path op*.

## 125 <Error>

The parameter file name is too long. Check the command format. Error message from *path op*.

## 126 <Error>

The specified template key cannot be used when the /par argument is specified. Check the command format. Error message from *path op*.

## 127 <Error>

No Output file name is specified. Check the command format. Error message from *path op*.

## 128 <Error>

No file name is specified for the output file. Check the command format. Error message from *path op*.

## 129 <Error>

No parameter file name is specified. Check the command format. Error message from *path op*.

## 130 <Error>

No parameter file name is specified. Check the command format. Error message from *path op*.

## 131 <Error>

Package *xx* restoration failed. Error message from *path op*.

## 132 <Error>

Item *xx* import failed. Error message from *path op*.

## 133 <Error>

Package / Cabinet *xx* backup failed. Error message from *path op*.

## 134 <Error>

One of *xx.pkg*, *xx.xml*, *xx.dpf* file is not available for restoration. Error message from *path op*.

## 135 <Error>

Unable to execute external program *xx*. Error message from *path op*.

## 136 <Error>

Maximum execution period for the command expired. xx Job not ended. Error message from *path op*.

## 137 <Error>

xx is invalid input value. Error message from *path op*.

## 138 <Error>

Error in backing up package xx. Error Message From *path op*.

## 139 <Error>

Label of Item name (xx) which is specified in Parameter file is being used on entered another item.

## 140 <Error>

Existing Higher Server or Local and higher servers of item name (xx) which is specified in Parameter file will be updated. High Server or Local and higher servers cannot be updated.

## 141 <Error>

Though Insert parameter of Item name (xx) in Parameter file is specified, Select parameter is not specified. If Insert parameter is specified, Select parameter is required to be specified together.

## 142 <Error>

This Parameter is duplicated. Or parameter is specified out of brackets: xx.

## 143 <Error>

Unusable characters(\ / \* " ' : ; , & tab) are specified in Parameter(item) of Item name. Or specifiable characters exceed 64 characters. Specified value: xx.

## 144 <Error>

Unusable characters(\ / \* " ' : ; , & tab) are specified in Parameter(label) of Label. Or specifiable characters exceed 64 characters. Specified value: xx.

## 145 <Error>

Unusable characters(\ / \* " ' : ; , & tab) are specified in Parameter(comment) of Comment. Or specifiable characters exceed 255 characters. Specified value: xx.

## 146 <Error>

Unusable characters (except Y (y) or N (n)) are specified in Parameter (require) of required item. Or specification is incorrectly. Specified value: xx.

## 147 <Error>

Unusable characters (except Y (y) or N (n)) are specified in Parameter (insert) of List or List (Text is possible). Or specification is incorrectly. Specified value: *xx*.

## 148 <Error>

Parameter is specified incorrectly. : *xx*.

## 149 <Error>

Parameter (select) of List is specified out of brackets: *xx*.

## 150 <Error>

Unusable characters(\/\* '''; , & tab) are specified to parameter(select) of List on Item name (*xx*) which is specified in parameter file. Or specification is incorrectly.

## 151 <Error>

Parameter (select) of List which exceeds 201 characters is specified to Item name (*xx*) in parameter file.

## 152 <Error>

A specified selection item exceeds the max size for the parameter specified for selection items that have the item name (*xx*), specified in the parameter file. (For "select", the max size is 51,254 bytes. For "selectable", the total value with "upper\_select" is 102,509 bytes.)

## 153 <Error>

Duplicated parameter (select) of List is specified to Item name (*xx*) in parameter file.

## 154 <Error>

Format of Parameter file is invalid. Check whether the format is correctly on [L. line number] or upon lines. : *xx*.

## 155 <Error>

Item name (item) is not specified in parameter file. Item name is required to specify. : *xx*.

## 156 <Error>

Item name (item) is not specified in parameter file. Check whether the input value is specified correctly on [L. line number] or upon lines. Item name is required to specify. : *xx*.

## 157 <Error>

Number of items is achieved the upper limit 255. Check existing number of items. If items do not achieve 255, parameter in the item is incorrectly. Check the contents. Item name of failed to addition: *xx*.

**158 <Error>**

Duplicate USER\_INVENTORY tags are specified. USER\_INVENTORY tag can be specified in Parameter file only once. : *xx*.

**159 <Error>**

File cannot be opened. Check the file. : *xx*.

**160 <Error>**

File cannot be read. Check the file. : *xx*.

**161 <Error>**

File cannot be written. Check the file. : *xx*.

**162 <Error>**

*path op* The CSV file contains invalid data. Check the information specified on [L. line number]: *xx*

**163 <Error>**

*path op* The CSV file format is invalid: *xx*

**166 <Error>**

Nothing has been specified for the parameter (upper\_item). Item name: *xx*

**167 <Error>**

*path op* The specified policy could not be found: *xx*

**168 <Error>**

An item other than those enabled for text input has been specified as a hierarchical item. The selected item must be a hierarchical item specified for input. Item name: *xx*

**169 <Error>**

An incorrect value has been specified for the relation parameters (upper\_select or selectable). Check the information specified on [L. line number]: *xx*

**170 <Error>**

Invalid characters (\ / \* " ' : ; , & tab) have been specified in the relation parameters (upper\_select or selectable). Specified value: *xx*

**171 <Error>**

The value specified for the relation parameters (upper\_select or selectable) exceeds 200 characters. Item name: *xx*

## 172 <Error>

The number of items exceeds 255. Item name: *xx*

## 173 <Error>

Duplicate values have been specified for the relation parameters (upper\_select or selectable). Item name: *xx*

## 175 <Error>

*xx* The CSV file header data is invalid: *yy*

## 176 <Error>

The valid selection items parameter (selectable) has been set in an invalid location. Check the information specified on [L, line number]: *xx*

## 177 <Error>

Either invalid characters (\ / \* " ' : ; , & tab) have been specified in the relation parameters (upper\_select or selectable), or the value of these parameters exceeds 64 characters. Specified value: *xx*

## 178 <Error>

Either the parameter (select, upper\_select, or selectable) has not been specified. Item name: *xx*

## 179 <Error>

A value not specified in the selection item parameter (select) has been specified in the valid selection items parameter (selectable). Item name: *xx*

## 180 <Error>

An attempt to add a lower item relationship to upper item *xx* failed because it already has a lower item.

## 181 <Error>

The maximum number of items (255) or hierarchy levels (10) has been exceeded. Check the existing number of items and hierarchy levels, and if the maximum limit has not been reached, a parameter in the item is most likely specified incorrectly. Item name: *xx*

## 183 <Error>

A value specified in requirement parameter (require) does not match the value of the higher item. Item name: *xx*

## 184 <Error>

An attempt to add or modify a selection values in a top-level or mid-level item has failed, since these actions are not allowed via import. Check the value of the parameter (select). Item name: *xx*

## 185 <Error>

An attempt to add a related lower item to a relationless upper item or a nonexistent selection item has failed. Check the value of the parameter (upper\_select). Item name: xx

## 186 <Error>

An attempt to change a relationship on a top-level or mid-level item has failed. Relationships on these levels can not be changed. Item name: xx

## 187 <Error>

An attempt to change a relationship in a top-level or mid-level item has failed, since this is not allowed via import. Check the value of the parameter (select or upper\_select). Item name: xx

## 188 <Error>

Unable to monitor ID job and all node job. Error message from *path op.*

## 189 <Error>

DM database is under renewal by other process. Wait and re-execute. Error message from *path op.*

## 190 <Error>

Specified job [xx] does not exist. Error message from *path op.*

## 191 <Error>

Error type specification is invalid for Basic Database environment. Error message from *path op.*

## 192 <Error>

Monitor Interval Time is greater than the time out period. Error message from *path op.*

## 195 <Error>

xx You are trying to change items set as policy conditions for automatic maintenance. First delete the user inventory item set in the policy. (item name = yy)

## 1000 <Error>

Control file not found on server. Error message from *path op.*

## 1003 <Error>

API Parameter is invalid (Handle value specification). Error message from *path op.*

## 1004 <Error>

Other process is using file. Error message from *path op.*

**1006 <Error>**

API parameter is invalid (Unspecified parameter error). Error message from *path op*.

**1007 <Error>**

API parameter is invalid (Name syntax check error). Error message from *path op*.

**1008 <Error>**

Already exists. Error message from *path op*.

**1009 <Error>**

Job creation continues. Error message from *path op*.

**1010 <Error>**

No search items or search ended specified information does not exist. Error message from *path op*.

**1011 <Error>**

Not enough space on disk. Error message from *path op*.

**1014 <Error>**

Fatal error occurred (internal error detection). Error message from *path op*.

**1016 <Error>**

System call error occurred due to API. Error message from *path op*.

**1017 <Error>**

API cannot continue transaction. Error message from *path op*.

**1018 <Error>**

Service name does not exist. Error message from *path op*.

**1019 <Error>**

Host name does not exist. Error message from *path op*.

**1020 <Error>**

Appears insufficient memory. Error message from *path op*.

**1021 <Error>**

Service is motive yet. Error message from *path op*.

**1024 <Error>**

Failed to connect. Error message from *path op*.

**1025 <Error>**

Discrepancy about protocol version of server & its API. Error message from *path op*.

**1026 <Error>**

Not match in environment of server with environment of remote install manager. Error message from *path op*.

**1032 <Error>**

Destination not specified (job definition creation/edit error). Error message from *path op*.

**1033 <Error>**

Package specification does not exist (Job definition creation / edit error). Error message from *path op*.

**1035 <Error>**

Unusable node exists. Error message from *path op*.

**1036 <Error>**

Usable node not found. Error message from *path op*.

**1037 <Error>**

Unusable package exists. Error message from *path op*.

**1038 <Error>**

Usable package not found. Error message from *path op*.

**1040 <Error>**

Retry object not found. Error message from *path op*.

**1045 <Error>**

Unusable node and package exists. Error message from *path op*.

**1048 <Error>**

System definition does not exists. Error message from *path op*.

**1051 <Error>**

Modification/deletion item does not exists. Error message from *path op*.

**1052 <Error>**

Cabinet is full. Error message from *path op*.

**1053 <Error>**

DM database is under renewal by other process. Error message from *path op*.

**1054 <Error>**

No. of connections to RDB server exceeded max simultaneous connections. Error message from *path op*.

**1055 <Error>**

An error occurred during the accessing RDB server. Error message from *path op*.

**1056 <Error>**

Invalid Password. Error message from *xx*.

**1057 <Error>**

RDB server name invalid or RDB server is under suspension. Error message from *path op*.

**1058 <Error>**

Database does not exists, database has not been created or may be corrupted. Error message from *path op*.

**1060 <Error>**

Connection with RDB server is removed. Error message from *path op*.

**1061 <Error>**

Specified manager ID does not have permission to get access to the database. Error message from *path op*.

**1063 <Error>**

Login name or password is incorrect. Error message from *path op*.

**1064 <Error>**

Specified version of ODBC driver is inapplicable. Error message from *path op*.

**1067 <Error>**

*path op* There are no settings for storing the software operation monitoring history into the database.

**1068 <Error>**

*path op* The specified storage directory does not exist or access is denied: *storage directory name*

**1069 <Error>**

*path op* The specified directory is not a storage directory or access is denied: *storage directory name*

**1070 <Information>**

*path op* Command processing completed normally.

**1071 <Warning>**

*xx* Command processing was interrupted because the server received a stop request.

**1072 <Warning>**

*path op* Command processing was interrupted because the release request was received.

**1073 <Error>**

*path op* Computer group was neither created nor inherited.

**1074 <Error>**

*path op* The specified group does not exist, an invalid character is included in the specified character string, or the specified character string exceeds the maximum length.

**1086 <Error>**

*path op* Input processing for the offline machine information file (*xx*) was skipped because another process is in progress.

**1500 <Error>**

Specified job does not exists *xx*. Error message from *yy*.

**2001 <Error>**

Memory allocation failure. Error message from *path op*.

**2002 <Error>**

Parameter file *xx* is invalid. Error message from *path op*.

**2003 <Error>**

Parameter file contains invalid value *xx*. Error message from *path op*.

**2004 <Error>**

Server connect error. Error message from *path op*.

## 2005 <Error>

Output file open error. Error message from *path op*.

## 2006 <Error>

Invalid command line argument. Error message from *path op*.

## 2007 <Error>

*path op* is invalid argument. Error message from *xx*.

## 2008 <Error>

*path op* An error occurred in analyzing the parameter file or the map file.:*xx*

## 2009 <Error>

*path op* The processing will now stop because the command has been started twice.:*xx*

## 2014 <Error>

*path op* System Error: *xx*

## 2016 <Error>

*path op* The process has stopped because a change of the assignment key was detected.

## 2021 <Error>

*path op* Processing ended because the user logged off. :*xx*.

## 5007 <Error>

RDB access error during DB transfer.

## 10000 <Error>

RDBMS is connected up to the maximum connection.

## 10004 <Error>

The communication between RDBMS erred.

## 10007 <Error>

An access timing error to RDBMS.

## 10008 <Error>

Database format unmatched.

**10009 <Error>**

Login to RDBMS failed.

**10010 <Error>**

DataSourceName is invalid.

**10011 <Error>**

An access error to RDBMS, because transaction log full.

**10012 <Error>**

An access error to RDBMS, because capacity of database over.

**10101 <Error>**

System error occurred.

**10106 <Error>**

File close error.

**11002 <Error>**

System error occurred in the file transfer server.

**11003 <Error>**

Processing contradiction occurred in the file transfer server.

**11004 <Error>**

The processing sequence to the file transfer server is improper.

**11005 <Error>**

Processing request to a file transfer server is improper.

**11006 <Error>**

While starting the Software Distribution server,a memory shortage had occurred.

Cause

The system might be unstable because of a memory shortage.

Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Control service.

## 11007 <Error>

It failed in creation of a directory in the file transfer server.

## 11010 <Error>

Interruption occurred.

## 11011 <Error>

The specified file does not exist.

## 11012 <Error>

The specified file is improper.

## 11017 <Error>

File error occurred in the management file.

## 11020 <Error>

Setting of an operation environment is improper.

### Cause

The settings specified during setup might be incorrect.

### Action

From the Setup dialog box for the management server, open the **Setup for Distribution by Using Remote Install Manager** dialog box, and then check the settings displayed on the **Server Customization Options** page.

## 11022 <Error>

Resource hangar is destroyed.

### Cause

The package storage directory of JP1/IT Desktop Management 2 might be corrupted.

### Action

Start the maintenance wizard, select Repair and re-install JP1/IT Desktop Management 2. The package storage directory will then be repaired and initialized.

## 11023 <Error>

An illegal difference instruction file received from xx.

## 11024 <Error>

An illegal status notification file received from xx.

## 11025 <Error>

An illegal inventory file received from *xx*.

## 11026 <Warning>

A file(*yy*) of the agent (*xx*) is illegal.

## 11027 <Warning>

The *yy* file to which an illegal host name was set was received from *xx*.

## 11028 <Warning>

There was a connection request from *xx* of illegal host name.

## 12013 <Error>

Environment for the resource management file access server is destroyed.

### Cause

The cabinet information storage directory of JP1/IT Desktop Management 2 might be corrupted.

### Action

Start the maintenance wizard, select Repair and re-install JP1/IT Desktop Management 2. The cabinet information storage directory will then be repaired and initialized.

## 12014 <Error>

Environment for the resource attribute file access server is destroyed.

### Cause

The package information storage directory of JP1/IT Desktop Management 2 might be corrupted.

### Action

Start the maintenance wizard, select Repair and re-install JP1/IT Desktop Management 2. The package information storage directory will then be repaired and initialized.

## 12015 <Error>

Environment for the execution management file access server is destroyed.

### Cause

The job details information storage directory of JP1/IT Desktop Management 2 might be corrupted.

### Action

Start the maintenance wizard, select Repair and re-install JP1/IT Desktop Management 2. The job details information storage directory will then be repaired and initialized.

## 12016 <Error>

Environment for the resource state file access server is destroyed.

#### Cause

The installed-package information storage directory of JP1/IT Desktop Management 2 might be corrupted.

#### Action

Start the maintenance wizard, select Repair and re-install JP1/IT Desktop Management 2. The installed-package information storage directory will then be repaired and initialized.

### 12017 <Error>

It failed in generation of an environment that a resource management file access server operates.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Control service.

### 12018 <Error>

Generation of an environment for the resource attribute file access server failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Control service.

### 12019 <Error>

Generation of an environment for the execution management file access server failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Control service.

### 12020 <Error>

Generation of an environment for the resource state file access server failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Control service.

### 12032 <Error>

No space left on management file,no more space for writing is available.

### 12033 <Error>

It failed in creating an index of the management file.

**12034 <Error>**

It failed in creating an alternation index of the management file.

**12035 <Error>**

It failed in putting on the record key into index of a management file.

**12036 <Error>**

It failed in putting on the letter into index of a management file.

**12037 <Error>**

It failed in dividing index of a management file.

**12038 <Information>**

System is suspended. Download request is denied.

**13003 <Information>**

Software Distribution server was started.

**13004 <Information>**

Software Distribution server was terminated.

**14004 <Error>**

System error occurred during start.

**Cause**

The system might be unstable because of memory shortage.

**Action**

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Control service.

**14010 <Error>**

Connection request to the Software Distribution Manager is improper.

**14018 <Error>**

The hostname of connection destination is not set.

**14033 <Information>**

Request of connection is denied,because server is refuse condition.

## 14035 <Information>

server will be made to be connectable condition.

## 14036 <Information>

Symbol of OpenView NNM Add Failed (Node=xx, Label=yy).

## 14037 <Error>

The JP1/ITDM2 - Manager process is down.

### Cause

JP1/IT Desktop Management 2 detected an abnormal state. A JP1/IT Desktop Management 2 - Manager service (JP1\_ITDM2\_Agent Control) might not be running.

### Action

Restart the JP1\_ITDM2\_Agent Control service.

## 14039 <Error>

JP1/IM Server or Agent is not installed.

## 14040 <Error>

A notice of event to the JP1/IM Event Server failed.

## 14081 <Error>

An error occurred during output of the audit logs.

## 14082 <Information>

A new audit log file was generated successfully.

## 16001 <Warning>

There is no device information that matches the specified conditions.

## 16002 <Error>

An error occurred during the search for device information.

## 16003 <Error>

The device information of xx is incorrect.

## 16004 <Information>

Processing to update the device information of xx will now be stopped.

**16005 <Error>**

A system error occurred during the processing of device information.

**16006 <Error>**

System error occurred.

**18000 <Error>**

netmdmclt/udp service was not definition.

**18001 <Error>**

Local host name is not defined.

**18002 <Error>**

Socket error occurred.

**18003 <Error>**

xx was unknown client address.

**18004 <Error>**

Call to xx for distribution job failed.

**18005 <Error>**

Fail in start rtcp server.

**18006 <Error>**

Error rtcp before process (host:xx).

**18008 <Information>**

Client request server started.

**18010 <Error>**

Message size error.

**18011 <Error>**

netmdmclt/tcp service was not definition.

**19001 <Information>**

Job schedule server was started.

## 19002 <Information>

Job schedule server was terminated.

## 19003 <Warning>

The schedule information was deleted because the *xx* required for schedule execution does not exist. (job definition name: *yy*, job number: *nn*, schedule execution date: *mm*)

## 2.3 List of event log messages output by relay systems

---

0 <Error>

Windows NT API error occurred. Request: xx, Error yy

1 <Error>

No input file. Error message from *path op.*

2 <Error>

An attempt to create the package or a file in the package failed. Check the JP1/ITDM2 log files. Check the specified path of the file or directory to be packaged, or reduce the number of files or directories to be packaged. Error message from *path op.Detail:xx.*

3 <Error>

Invalid input data. Error message from xx.

4 <Error>

Error in reading the file. Error message from *path op.*

5 <Error>

Error in server connection. Error message from *path op.*

6 <Error>

Error in file transfer. Error message from xx.

7 <Error>

Error in writing file. Error message from *path op.*

10 <Error>

Storage completed. Error message from xx.

11 <Error>

Connector Error. Error message from xx.

12 <Error>

Invalid Environment. Error message from *path op.*

13 <Error>

System Error. Error message from *path op.*

**99 <Error>**

Exception error - xx. Error message from *path op*.

**100 <Error>**

Failed to update input file for new version/generation: *path op*.

**101 <Error>**

Failed to melt xx.

**102 <Error>**

Valid path to file(s) to be collected not found. Error message from *path op*.

**131 <Error>**

Package xx restoration failed. Error message from *path op*.

**133 <Error>**

Package / Cabinet xx backup failed. Error message from *path op*.

**134 <Error>**

One of xx.pkg, xx.xml, xx.dpf file is not available for restoration. Error message from *path op*.

**135 <Error>**

Unable to execute external program xx. Error message from *path op*.

**136 <Error>**

Maximum execution period for the command expired. xx Job not ended. Error message from *path op*.

**137 <Error>**

xx is invalid input value. Error message from *path op*.

**138 <Error>**

Error in backing up package xx. Error Message From *path op*.

**188 <Error>**

Unable to monitor ID job and all node job. Error message from *path op*.

**190 <Error>**

Specified job [xx] does not exist. Error message from *path op*.

## 192 <Error>

Monitor Interval Time is greater than the time out period. Error message from *path op*.

## 193 <Error>

Error type specification is invalid for SubManager. Error message from *path op*.

## 1002 <Error>

TCP/IP Windows Sockets Interface error. *xx/yy*

### Cause

The network environment has an error or a communication failure has occurred.

*xx* : Name of the function for which the error occurred

*yy* : Error code for the socket error

### Action

Correct the network environment or communication settings, and then restart the computer.

## 1003 <Error>

API Parameter is invalid (Handle value specification). Error message from *path op*.

## 1004 <Error>

Other process is using file. Error message from *path op*.

## 1006 <Error>

API parameter is invalid (Unspecified parameter error). Error message from *path op*.

## 1008 <Error>

Already exists. Error message from *path op*.

## 1009 <Error>

Job creation continues. Error message from *path op*.

## 1010 <Error>

No search items or search ended specified information does not exist. Error message from *path op*.

## 1011 <Error>

Not enough space on disk. Error message from *path op*.

## 1014 <Error>

Fatal error occurred (internal error detection). Error message from *path op*.

**1016 <Error>**

System call error occurred due to API. Error message from *path op*.

**1017 <Error>**

API cannot continue transaction. Error message from *path op*.

**1032 <Error>**

Destination not specified (job definition creation/edit error). Error message from *path op*.

**1033 <Error>**

Package specification does not exist (Job definition creation / edit error). Error message from *path op*.

**1035 <Error>**

Unusable node exists. Error message from *path op*.

**1036 <Error>**

Usable node not found. Error message from *path op*.

**1037 <Error>**

Unusable package exists. Error message from *path op*.

**1038 <Error>**

Usable package not found. Error message from *path op*.

**1040 <Error>**

Retry object not found. Error message from *path op*.

**1045 <Error>**

Unusable node and package exists. Error message from *path op*.

**1051 <Error>**

Modification/deletion item does not exists. Error message from *path op*.

**1052 <Error>**

Cabinet is full. Error message from *path op*.

**1056 <Error>**

Invalid Password. Error message from *xx*.

## 2002 <Error>

Parameter file *xx* is invalid. Error message from *path op*.

## 2003 <Error>

Parameter file contains invalid value *xx*. Error message from *path op*.

## 2004 <Error>

Server connect error. Error message from *path op*.

## 2005 <Error>

Output file open error. Error message from *path op*.

## 2006 <Error>

Invalid command line argument. Error message from *path op*.

## 2007 <Error>

*xx* is invalid argument. Error message from *path op*.

## 2021 <Error>

*path op* Processing ended because the user logged off. : *xx*.

## 7008 <Information>

Remote installer started up, because Client received request from server.

## 7009 <Error>

Client received request from server, but remote installer start up failed.

### Cause

The system might be unstable because of memory shortage.

### Action

Solve the memory shortage problem, and then restart the computer.

## 8001 <Error>

Memory shortage occurred in the relay system.

### Cause

The system might be unstable because of memory shortage.

### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

**8002 <Error>**

System error occurred in the relay system.

**8003 <Information>**

Software Distribution SubManager started.

**8004 <Information>**

Software Distribution SubManager stopped.

**8005 <Error>**

An error occurred while receiving job instruction file (hostname : xx).

**8006 <Error>**

System error occurred in the Software Distribution SubManager.

**8007 <Error>**

The resource file to distribute does not exist.

**8008 <Error>**

The script file for the job to execute does not exist..

**8009 <Error>**

Destination host specified in job instruction is invalid.

**8010 <Error>**

Connect to the target host failed. (xx/yy)

**8011 <Error>**

Error occurd initializing a NamedPipe

**8012 <Error>**

Error occurred creating a NamedPipe

**8013 <Error>**

Error occurred connecting a NamedPipe

**8014 <Error>**

Read message error

## 8015 <Error>

Write message error

## 8016 <Error>

Message operand contains invalid value.

## 8017 <Error>

There is sequence error in the message.

## 8018 <Information>

There is no message from server.

## 8019 <Error>

xx: deletion failed.

## 8020 <Success>

xx: deletion complete.

## 8021 <Information>

Package [xx] is stored.

## 8022 <Information>

Updated the script file of package [xx].

## 8023 <Error>

The higher system cannot be connected because that is old version. (hostname:xx)

### Cause

The higher system might be an older version.

xx : Host name or IP address of the connection destination or job execution request sender specified during setup

### Action

Check the version of the higher system. Upgrade the higher system if its version is old.

## 8024 <Error>

No Free Space to download the package.

### Cause

The amount of free space on the hard disk is insufficient.

### Action

Secure enough free space on the hard disk, and then re-execute the job.

## 8025 <Error>

No Free Space to download the script file.

### Cause

The amount of free space on the hard disk is insufficient.

### Action

Secure enough free space on the hard disk, and then re-execute the job.

## 8026 <Error>

No free space in package directory to store the package.

### Cause

The amount of free space on the hard disk is insufficient.

### Action

Secure enough free space on the hard disk, and then re-execute the job.

## 8027 <Error>

Destination host not defined (hostname:xx).

## 8028 <Error>

An error occurred clearing package keeping directory.

## 8029 <Information>

Package keeping directory is cleared.

## 8030 <Error>

An error occurred while resource file downloading.

## 8031 <Error>

An error occurred while script file downloading.

## 8032 <Error>

Communication error occurred while relaying a job (hostname : xx).

## 8034 <Information>

Receive a request of suspend.

## 8035 <Information>

Receive a request of restart.

**8036 <Information>**

Collect file keeping directory was initialized.

**8037 <Error>**

Initialize of collected file directory failed.

**8038 <Information>**

Target files under the directory used to store the collected files were sent.

**8039 <Error>**

Target files under the directory used to store the collected files could not be sent.

**8040 <Error>**

Cannot add xx.

**8041 <Information>**

xx was added.

**8042 <Error>**

Delete of xx from the ID failed.

**8043 <Error>**

Delete of xx failed.

**8044 <Information>**

xx was deleted.

**8045 <Error>**

Change of ID group password failed(ID name:xx).

**8046 <Information>**

Change of password for xx complete.

**8047 <Information>**

xx was deleted from the ID group.

**8048 <Error>**

Invalid ID change(request:xx).

## 8049 <Error>

Transmission of ID file failed.

## 8050 <Error>

ID-Job received from *yy* but *xx* is valid server.

### Cause

The connection destination settings might be incorrect.

*xx* : Host name or IP address of the connection destination specified during setup

*yy* : Host name or IP address of the higher system that executed ID editing

### Action

In the Agent's **Setup** dialog box, open the **Connection-destination settings** page, and then check the settings on the higher system used for distribution that uses the Remote Installation Manager.

## 8051 <Information>

System configuration file was transmitted.

## 8052 <Error>

Transmission of System configuration file failed.

## 8060 <Information>

Processing to initialize the relay server started.

## 8061 <Information>

Processing to initialize the relay server completed.

## 8064 <Information>

A connection to the host (*xx*) was established.

## 8065 <Information>

The file (*yy*) was received from the host (*xx*). (*bb*)

## 8066 <Information>

The job (*n1*) received from the host (*xx*) was relayed. (*n2*)

## 8067 <Information>

The job (*n1*) received from the host (*xx*) was re-executed. (*n2*)

## 8068 <Information>

The file (yy) was transmitted to the host (xx). (bb)

## 8069 <Information>

The connection to the host (xx) was canceled.

## 10101 <Error>

System error occurred.

## 10106 <Error>

File close error.

## 11002 <Error>

System error occurred in the file transfer server.

## 11003 <Error>

Processing contradiction occurred in the file transfer server.

## 11004 <Error>

The processing sequence to the file transfer server is improper.

## 11005 <Error>

Processing request to a file transfer server is improper.

## 11006 <Error>

While starting the Software Distribution server,a memory shortage had occurred.

### Cause

The system might be unstable because of memory shortage.

### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

## 11010 <Error>

Interruption occurred.

## 11011 <Error>

The specified file does not exist.

## 11017 <Error>

File error occurred in the management file.

## 11020 <Error>

Setting of an operation environment is improper.

### Cause

The settings specified during setup might be incorrect.

### Action

Check and correct the settings of **Relay system settings** in the Agent settings that have been assigned.

## 11022 <Error>

Resource hangar is destroyed.

### Cause

The package storage directory of JP1/IT Desktop Management 2 might be corrupted.

### Action

Start the maintenance wizard, select Repair, and re-install JP1/IT Desktop Management 2. The package storage directory will then be repaired and initialized.

## 11023 <Error>

An illegal difference instruction file received from xx.

## 11024 <Error>

An illegal status notification file received from xx.

## 11025 <Error>

An illegal inventory file received from xx.

## 12013 <Error>

Environment for the resource management file access server is destroyed.

### Cause

The cabinet information storage directory of JP1/IT Desktop Management 2 might be corrupted.

### Action

Start the maintenance wizard, select Repair, and re-install JP1/IT Desktop Management 2. The cabinet information storage directory will then be repaired and initialized.

## 12014 <Error>

Environment for the resource attribute file access server is destroyed.

#### Cause

The package information storage directory of JP1/IT Desktop Management 2 might be corrupted.

#### Action

Start the maintenance wizard, select Repair, and re-install JP1/IT Desktop Management 2. The package information storage directory will then be repaired and initialized.

### 12015 <Error>

Environment for the execution management file access server is destroyed.

#### Cause

The job details information storage directory of JP1/IT Desktop Management 2 might be corrupted.

#### Action

Start the maintenance wizard, select Repair, and re-install JP1/IT Desktop Management 2. The job details information storage directory will then be repaired and initialized.

### 12016 <Error>

Environment for the resource state file access server is destroyed.

#### Cause

The installation package storage directory of JP1/IT Desktop Management 2 might be corrupted.

#### Action

Start the maintenance wizard, select Repair, and re-install JP1/IT Desktop Management 2. The installation package information storage directory will then be repaired and initialized.

### 12017 <Error>

It failed in generation of an environment that a resource management file access server operates.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

### 12018 <Error>

Generation of an environment for the resource attribute file access server failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

### 12019 <Error>

Generation of an environment for the execution management file access server failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

### 12020 <Error>

Generation of an environment for the resource state file access server failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

### 12032 <Error>

No space left on management file,no more space for writing is available.

### 12033 <Error>

It failed in creating an index of the management file.

### 12034 <Error>

It failed in creating an alternation index of the management file.

### 12035 <Error>

It failed in putting on the record key into index of a management file.

### 12036 <Error>

It failed in putting on the letter into index of a management file.

### 12037 <Error>

It failed in dividing index of a management file.

### 12038 <Information>

System is suspended. Download request is denied.

### 13003 <Information>

Software Distribution server was started.

### 13004 <Information>

Software Distribution server was terminated.

## 14004 <Error>

System error occurred during start.

### Cause

The system might be unstable because of memory shortage.

### Action

Solve the memory shortage problem, and then restart the JP1\_ITDM2\_Agent Service service.

## 14010 <Error>

Connection request to the Software Distribution Manager is improper.

## 14018 <Error>

The hostname of connection destination is not set.

## 14033 <Information>

Request of connection is denied,because server is refuse condition.

## 14035 <Information>

server will be made to be connectable condition.

## 14036 <Information>

Symbol of OpenView NNM Add Failed (Node=xx, Label=yy).

## 14038 <Error>

The JP1/ITDM2 - Agent (relay server) process is down.

### Cause

JP1/IT Desktop Management 2 detected an abnormal state. A JP1/IT Desktop Management 2 - Agent service (JP1\_ITDM2\_Agent Service) might not be running.

### Action

Restart the JP1\_ITDM2\_Agent Service service.

## 14039 <Error>

JP1/IM Server or Agent is not installed.

## 14040 <Error>

A notice of event to the JP1/IM Event Server failed.

## 16003 <Error>

The device information of xx is incorrect.

**16004 <Information>**

Processing to update the device information of xx will now be stopped.

**16005 <Error>**

A system error occurred during the processing of device information.

**16006 <Error>**

System error occurred.

**18000 <Error>**

netmdmclt/udp service was not definition.

**18001 <Error>**

Local host name is not defined.

**18002 <Error>**

Socket error occurred.

**18003 <Error>**

xx was unknown client address.

**18004 <Error>**

Call to xx for distribution job failed.

**18005 <Error>**

Fail in start rtcp server.

**18006 <Error>**

Error rtcp before process (host:xx).

**18008 <Information>**

Client request server started.

**18010 <Error>**

Message size error.

**18011 <Error>**

netmdmclt/tcp service was not definition.

## 19001 <Information>

Job schedule server was started.

## 19002 <Information>

Job schedule server was terminated.

## 19003 <Warning>

The schedule information was deleted because the *xx* required for schedule execution does not exist. (job definition name: *yy*, job number: *nn*, schedule execution date: *mm*)

## 2.4 List of event log messages output by Agents

---

0 <Error>

Windows NT API error occurred. Request: xx, Error yy

5 <Error>

Error in server connection. Error message from *path op.*

7 <Error>

Error in writing file. Error message from *path op.*

99 <Error>

Exception error - xx. Error message from *path op.*

100 <Error>

Failed to update input file for new version/generation: *path op.*

1001 <Error>

Client failed to receive execution request from server.

Cause

The system might be unstable because of memory shortage.

Action

Restart the computer.

1002 <Error>

TCP/IP Windows Sockets Interface error. xx/yy

Cause

The network environment has an error or a communication failure has occurred.

xx : Name of the function for which the error occurred

yy : Error code for the socket error

Action

Correct the network environment or communication settings, and then restart the computer.

1003 <Error>

WinSock API error occurred. Error xx, Info: yy.

Cause

The network environment has an error or a communication failure has occurred.

xx : Error code for the socket error

*yy* : Name of the function for which the error occurred

#### Action

Correct the network environment or communication settings, and then restart the computer.

### 1056 <Error>

Invalid Password. Error message from *xx*.

### 2002 <Error>

Parameter file *xx* is invalid. Error message from *path op*.

### 2003 <Error>

Parameter file contains invalid value *xx*. Error message from *path op*.

### 2004 <Error>

Server connect error. Error message from *path op*.

### 2005 <Error>

Output file open error. Error message from *path op*.

### 2006 <Error>

Invalid command line argument. Error message from *path op*.

### 2021 <Error>

*path op* Processing ended because the user logged off. : *xx*.

### 5012 <Error>

Error occurred. Cause *xx*, Info: *yy*.

#### Cause

An error occurred during installation of a package.

*xx* : Error code for a C runtime error or Win32 API error

*yy* : Name of the function for which the error occurred

#### Action

Identify the cause of the error from the indicated error code and function name, correct the error, and then re-execute the job.

### 6001 <Error>

Error occurred. Cause *xx*, Info: *yy*.

#### Cause

An error occurred during packaging.

*xx* : Error code for a C runtime error or Win32 API error

*yy* : Name of the function for which the error occurred

#### Action

Identify the cause of the error from the indicated error code and function name, correct the error, and then re-execute packaging.

### 7002 <Information>

Software Distribution client service stopped. (*xx/yy*)

### 7003 <Information>

Software Distribution client service start. Ver=*xx*

### 7004 <Error>

Client cannot read instruction from server. Possibly from Windows file system error.

#### Cause

There might be file corruption or disk failure.

#### Action

Execute ScanDisk, solve the file or disk problem, and then restart the computer.

### 7008 <Information>

Remote installer started up, because Client received request from server.

### 7009 <Error>

Client received request from server, but remote installer start up failed.

#### Cause

The system might be unstable because of memory shortage.

#### Action

Solve the memory shortage problem, and then restart the computer.

### 7010 <Information>

*xx* started up, because client received message from server.

### 7011 <Error>

Client service received request from server, but *xx* starting up failed.

### 7012 <Information>

Client responder service stopped. Client cannot receive message.

## 7013 <Error>

Error occured. Info: *xx*.

## 7014 <Error>

Error occured. Error *xx*, Info: *yy*.

### Cause

An error occurred during registration of a package.

*xx* : Error code for a C runtime error or Win32 API error

*yy* : Name of the function for which the error occurred

### Action

Identify the cause of the error from the indicated error code and function name, correct the error, and then re-execute packaging.

## 7015 <Information>

*xx*.

## 7016 <Information>

*xx*.

## 7017 <Information>

*xx*.

## 7018 <Error>

The length of local hostname was too long.

### Cause

A string longer than 64 characters is set as the local host name.

### Action

Set the local host name with 64 or fewer characters.

## 20000 <Error>

Error occured. Error *xx*, Info: *yy*.

### Cause

The network environment might have an error or a communication failure might have occurred.

*xx* : Error code for a socket error

*yy* : Name of the function for which the error occurred

### Action

Solve the problem with the network environment or communication settings, and then use Client Manager to restart the client.

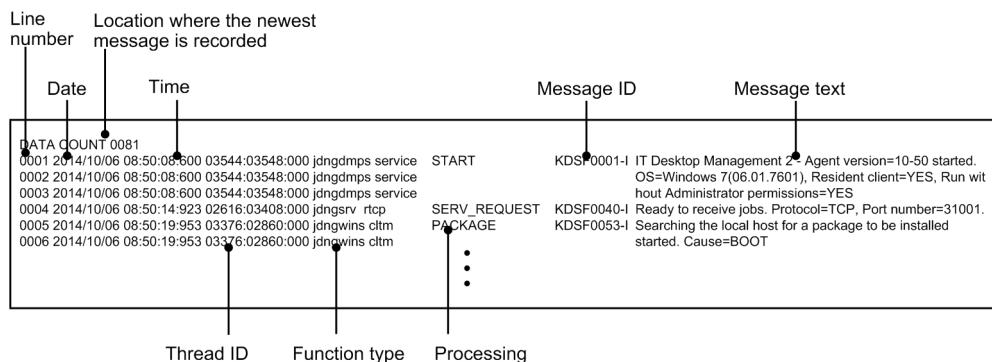
# 3

## Basic Log Messages

This chapter lists and describes basic log messages. Basic log messages are fundamental log messages related to Agent behavior. Basic log messages are output to *JP1/IT-Desktop-Management-2-Agent-installation-folder\log\USER\_CLT.LOG*.

### 3.1 Format of the basic log (USER\_CLT.LOG file)

The following figure shows the format of the USER\_CLT.LOG file, to which basic log messages are output.



In the USER\_CLT.LOG file, the number of the line on which the newest message is recorded is output to the first line. Messages are output to the second and following lines. You can track the operations of Agent from the date, time, message ID, or message text of each message. On the second and following lines, fixed items are output at fixed positions (columns). The following shows the location of each item:

Windows Server 2003 or Windows XP

Line number: Columns 0 to 3

Date: Columns 6 to 15

Time (hour:minute:second:millisecond): Columns 17 to 28

Thread ID: Columns 30 to 41

Function type: Columns 43 to 50

Processing: Columns 52 to 67

Message ID: Columns 69 to 78

Message text: Columns 80 to 189

Windows 8.1, Windows 8, Windows Server 2012, Windows 7, Windows Server 2008, or Windows Vista

Line number: Columns 0 to 3

Date: Columns 5 to 14

Time (hour:minute:second:millisecond): Columns 16 to 27

Thread ID: Columns 29 to 52

Function type: Columns 54 to 61

Processing: Columns 63 to 78

Message ID: Columns 80 to 89

Message text: Columns 91 to 189

## 3.2 Format of message explanations

---

In this manual, the description of each basic log message consists of the following elements:

*basic-log-message-ID, message-text, cause, and action*

The meaning of each element is as follows:

### Basic log message ID

The ID that identifies the basic log message. The alphabetic character at the end of the ID indicates the type of information reported by the message. One of the following types is output:

- I (information)
- W (warning)
- E (error)

### Message text

The body of the message that is output. For items that are enclosed by curly brackets ({} ) and separated by a vertical bar (|), only one of the items is output. Items that are enclosed by square brackets ([ ]) are output depending on the condition.

### Cause

Describes the reason why the message was output, and the variables used in the message.

The instruction number in a message is a unique number assigned to identify the job process as a more fine-grained processing unit. Messages logged with the same instruction number pertain to the same process. For example, if a single job is used to distribute two packages, messages indicating job reception, success, and other events are output for each package. In this case, the job numbers in these messages are the same, but the instruction numbers are different for each package. To track the events for a specific package, see the messages that contain the instruction number for that package.

The maintenance code in a message is necessary only when the user inquires about the message. The user does not need to know the meaning of the maintenance code.

### Action

Describes the action to be taken when the message is output. This element does not exist for messages that require no action.

### 3.3 List of basic log messages output by Agents

---

#### KDSF0001-I

xxxxxxxx version=vvrrss started. OS=oxxxxooo, Resident client=YES, Run without Administrator permissions=YES

##### Cause

The product indicated by *xxxxxxxx* started. The details of the product are as follows:

*xxxxxxxx*: Product name

*vvrrss*: Version number and the revision number

*oxxxxooo*: OS name and version

#### KDSF0003-E

A process *pppppppp* failed to start in *xxxxxxxx* version=vvrrss. OS=oxxxxooo, {Win32 | Socket | Runtime} error, Code=*mm*[: *nnnnnn*][, *zzzzzz*]

##### Cause

Startup of a process failed.

*pppppppp*: Name of the process that could not be started

*xxxxxxxx*: Product name

*vvrrss*: Version

*oxxxxooo*: OS name and version

{Win32 | Socket | Runtime}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

*mm*: Error code

*nnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzz*: Maintenance information

##### Action

Restart the computer.

#### KDSF0010-I

*uuuuuuuu*(SessionID=*sss*) logged on. User permission={Administrator | Ordinary user}

##### Cause

A user logged on.

*uuuuuuuu*: Name of the logged-on user

*sss*: Session ID (output if the OS is Windows Vista or later)

{Administrator | Ordinary user}: Permission of the logged-on user

Administrator: Administrator permissions

Ordinary user: Non-administrator user permissions

## KDSF0020-I

A {logoff|shutdown} request was issued from OS[SessionID=sss].

### Cause

The OS issued a logoff or shutdown request.

{logoff|shutdown}: Type of request from the OS

logoff: A logoff request was issued.

shutdown: A shutdown request was issued.

sss: Session ID (output if the OS is Windows Vista or later)

Note: If the OS is Windows 8.1, Windows 8, or Windows Server 2012, this message is not output when a shutdown request is issued.

## KDSF0030-I

xxxxxxxx terminated normally.

### Cause

The product indicated by xxxxxxxx terminated normally.

xxxxxxxx: Product name

## KDSF0031-W

A process down was detected in xxxxxxxx. Process name=pppppppp

### Cause

A process failure was detected.

xxxxxxxx: Product name

pppppppp: Relevant process name

### Action

Restart the computer.

If this event occurs frequently, contact the system administrator.

## KDSF0032-W

The process pppppppp was forcibly terminated by a timeout.

### Cause

Because a process did not terminate within a certain length of time during termination of a product, the process was terminated forcibly.

pppppppp: Relevant process name

## KDSF0040-I

Ready to receive jobs. Protocol=TCP, Port number=yyyyyyyy

### Cause

Preparation for job reception was completed.

yyyyyyyy: Number of port to be used (decimal number)

## KDSF0041-E

Preparation for receiving jobs failed. {Win32 | Socket | Runtime} error, Code=*mm*[*:nnnnnnn*][*,zzzzzzzz*]

### Cause

Preparation for job reception failed.

{Win32 | Socket | Runtime}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

*mm*: Error code

*nnnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

### Action

Restart the computer. If the same failure occurs again after the computer has been restarted, review the environment settings after referring to the explanation of the error code.

## KDSF0042-I

A job execution request was received from *xxxxxxxx* (*yyy.yyy.yyy.yyy, zzzzzz*). Protocol=TCP, ID key for operations=0x*nn*

### Cause

A job execution request was received from a higher-level system. The details are as follows:

*xxxxxxxx*: Host name of the higher-level system

*yyy.yyy.yyy.yyy*: IP address of the higher-level system

*zzzzzzz*: Product type of the higher-level system

netmdm: Manager

netmdmw: Relay system

0x*nn*: Operation key for the higher-level system

0x01: Host name

0x02: IP address

## KDSF0050-I

Polling to *xxxxxxxx* (*yyyyyyyy*) started.

### Cause

Polling started.

*xxxxxxxx*: Host name or IP address of the polling-destination device

*yyyyyyyy*: Product type of the polling-destination device

netmdm: Manager

netmdmw: Relay system

## KDSF0051-I

Polling to *xxxxxxxx* (*yyyyyyyy*) from *hhhhhhhh* (*iii.iii.iii.iii, dddddd*) is completed. ID key for operations=0x*nn*

## Cause

Polling was completed.

xxxxxxx: Host name or IP address of the polling-destination device

yyyyyyy: Product type of the polling-destination device

netmdm: Manager

netmdmw: Relay system

hhhhhhh: Local host name

iii.iii.iii.iii: IP address of the local host

ddddddd: Host ID of the local host

0xnn: Operation key for the higher-level system

0x03: Host name

0x04: IP address

0xff: The operation key information is invalid.

## KDSF0052-W

Polling to xxxx (yyyy) from hhhhhh (iii.iii.iii.iii, dddddd) failed. ID key for operations=0xnn, {Win32 | Socket | Runtime | Protocol} error, Code=mm[: nnnnnn][, zzzzzzz]

## Cause

Polling failed due to an error. (The error might be a temporary error.)

xxxxxx: Host name or IP address of the polling-destination device

yyyyyyy: Product type of the polling-destination device

netmdm: Manager

netmdmw: Relay system

hhhhhhh: Local host name

iii.iii.iii.iii: IP address of the local host

ddddddd: Host ID of the local host

0xnn: Operation key for the higher-level system

0x03: Host name

0x04: IP address

0xff: The operation key information is invalid.

{Win32 | Socket | Runtime | Protocol}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

mm: Error code

nnnnnn: Explanation of the error code indicated by mm

zzzzzzz: Maintenance information

## Action

Check whether the host name (or IP address) and the product type of the polling-destination device are correct. If these settings are correct, make sure that the higher-level system of the polling-destination device is running.

## KDSF0053-I

Searching the local host for a package to be installed started. Cause={BOOT | SCHEDULE}

### Cause

The system started a search for the packages that have been downloaded and are ready for installation on the local host.

Cause={BOOT | SCHEDULE}: When a search is performed

BOOT: When the system starts, it searches for the packages that are set to be installed at startup.

SCHEDULE: If the system has already received packages for which the installation date and time has been specified, the system searches for those packages at the specified date and time.

## KDSF0054-I

Searching the local host for a package to be installed was completed.

### Cause

The system completed a search for the packages that have been downloaded and are ready for installation on the local host.

## KDSF0055-W

A fatal error occurred during job processing.

### Cause

A fatal error occurred during job processing.

### Action

Restart the OS.

## KDSF0060-I

A job was received. Job type=yyyyyyyy, Job number=jjjjjjjj, Instruction number=cccccccc, Installation timing=zzzzzzzz (0xaa+0xbb), Replace existing package={YES | NO}, Installation date/time=ttttttttttt {, Installation mode={BG | GUI}, Package information=D.cc.pppppp.vvvv.ssss, Package name=nnnnnnnnn,fffffff}

### Cause

This message is output when a job was received. This message is also output when the managing server deletes a job that is running on the Agent and the Agent receives a job deletion request.

yyyyyyyy: Job type

Install package: *Install package* job

Collect files from client: *Collect files from client* job

Send package, allow client to choose: *Send package, allow client to choose* job

Delete job: Job deletion request (A job deletion request sent to the client when the managing server deletes a job. This job deletion request is not a job.)

jjjjjjjj: Job number

cccccccc: Instruction number

zzzzzzzz: When the package is installed

Normal installation: The package is installed immediately.

Install when the system starts: The package is installed when the system starts.

Install when system stops: The package is installed when the system stops.

*0xaa+0xbb*: Maintenance information about the execution timing

Replace existing package={YES | NO}: Whether to replace the same already existing package

YES: Replaces the same package.

NO: Does not replace the same package.

*ttttttttttt*: Installation date and time (YYYYMMDDhhmm)

The following information is output for an Install-by-package job or Install-by-client-user job only:

{BG | GUI}: Installation mode

BG: Background installation mode

GUI: GUI installation mode

D.*cc.pppppp.vvv.vsss*: Package information

- *cc*: Cabinet ID

- *pppppp*: Package ID

- *vvv*: Version number and the revision number

- *ssss*: Generation number

*nnnnnnnnn*: Package name

*fffff*: Package maintenance information

## KDSF0061-I

The local host reported to the managing server that the status of a job on the local host has changed. Instruction number=*cccccccc*, Maintenance code=*kkkkkkkkkkkkkkk[: sssssssss]*

### Cause

The status of a job on the local host changed, and the change was reported to the managing server.

*cccccccc*: Instruction number

*kkkkkkkkkkkkkkk*: Maintenance code (same code as for Remote Installation Manager)

*ssssssss*: Explanation of the maintenance code

## KDSF0070-I

Downloading a file by unicasting was started. *fffff*, Unicasting from *hhhhhhh*

### Cause

Downloading of a file that was delivered by unicast started.

*fffff*: Maintenance information

*hhhhhhh*: Host name or IP address of the higher-level system (unicast source)

## KDSF0071-I

Downloading a file by multicasting was started. *fffff*, Multicasting from *hhhhhhh* (multicast address=*iii.iii.iii.iii*)

### Cause

Downloading of a file that was delivered by multicast started.

*fffff*: Maintenance information

*hhhhhhh*: Host name or IP address of the higher-level system (multicast source)

*iii.iii.iii.iii*: Multicast address set in the higher-level system (multicast source)

## KDSF0072-I

The file was normally downloaded by unicasting. *fffffff*, Size=*yyyyyyyy* bytes, Unicasting from *hhhhhhh*

### Cause

A file delivered by unicast was downloaded successfully.

*fffffff*: Maintenance information

*yyyyyyyy*: Size of the downloaded file (bytes)

*hhhhhhh*: Host name or IP address of the higher-level system (unicast source)

## KDSF0073-I

The file was normally downloaded by multicasting. *fffffff*, Size=*yyyyyyyy* bytes, Multicasting from *hhhhhhh* (multicast address=*iii.iii.iii.iii*)

### Cause

A file delivered by multicast was downloaded successfully.

*fffffff*: Maintenance information

*yyyyyyyy*: Size of the downloaded file (bytes)

*hhhhhhh*: Host name or IP address of the higher-level system (multicast source)

*iii.iii.iii.iii*: Multicast address set in the higher-level system (multicast source)

## KDSF0074-W

An error occurred in downloading a file by unicasting. *fffffff*, Unicasting from *hhhhhhh*, {Win32 | Socket | Runtime | Protocol} error, Code=*mm[:nnnnnn][,zzzzzzzz]*

### Cause

A file delivered by unicast could not be downloaded.

*fffffff*: Maintenance information

*hhhhhhh*: Host name or IP address of the higher-level system (unicast source)

{Win32 | Socket | Runtime | Protocol}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

*mm*: Error code

*nnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

### Action

Normally, no user needs to take action. A retry is attempted automatically as specified by **Communication settings** in the agent settings. If the number of retry attempts reaches the preset maximum, a retry will be attempted at the next polling.

Note, however, that if this symptom frequently occurs early after deployment of the product, the network environment might have a problem. In this case, review the network environment settings.

## KDSF0075-W

An error occurred in downloading a file by multicasting. {Win32 | Socket | Runtime | Protocol} error, Code=*mm*[*nnnnnnn*][*zzzzzzzz*]

### Cause

A file delivered by multicast could not be downloaded.

{Win32 | Socket | Runtime | Protocol}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: JP1/Software Distribution protocol error

*mm*: Error code

*nnnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

### Action

Normally, no user needs to take action. A retry is attempted automatically. If the number of retry attempts reaches the preset maximum, downloading will be retried by unicast.

Note, however, that if this symptom frequently occurs early after deployment of the product, the network environment might have a problem. In this case, review the network environment settings.

## KDSF0076-W

Downloading by multicasting terminated abnormally. This package will be downloaded by unicasting.*fffffff*, Multicasting from *hhhhhhh* (multicast address=*iii.iii.iii.iii*)

### Cause

A package delivered by multicast could not be downloaded normally. This package will be downloaded by unicast.

*fffffff*: Maintenance information

*hhhhhhh*: Host name or IP address of the higher-level system (multicast source)

*iii.iii.iii.iii*: Multicast address set in the higher-level system (multicast source)

### Action

If this message is frequently output on multiple agents, decrease the job packet size in the settings on the multicast-source host.

## KDSF0077-W

The multicast address does not match between the higher system and client. This package will be downloaded by unicasting. Multicasting from *hhhhhhh*, Local multicast address=*lll.lll.lll.lll*

### Cause

The multicast address set on the local host is different from the multicast address set in the higher-level system (multicast source). This package will be downloaded by unicast.

*hhhhhhh*: Host name or IP address of the higher-level system (multicast source)

*lll.lll.lll.lll*: Multicast address set on the local host

## Action

In a multi-polling environment, if the multicast source is not the higher-level system that is set as the default connection destination, ignore this message. If the multicast source is the higher-level system that is set as the default connection destination, set the same multicast address for the agent and higher-level system.

## KDSF0080-I

Uploading to *hhhhhhh* was started. *fffffff*, Size=*yyyyyyyy* bytes

### Cause

Uploading of a file started.

*hhhhhhh*: Host name or IP address of the upload destination

*fffffff*: Maintenance information

*yyyyyyyy*: Size of the file being uploaded (bytes)

## KDSF0081-I

The file was normally uploaded to *hhhhhhh.fffffff*, Size=*yyyyyyyy* bytes

### Cause

A file was uploaded successfully.

*hhhhhhh*: Host name or IP address of the upload destination

*fffffff*: Maintenance information

*yyyyyyyy*: Size of the uploaded file (bytes)

## KDSF0082-W

An error occurred in uploading to *hhhhhhh.fffffff*, {Win32 | Socket | Runtime | Protocol} error, Code=*mm[:nnnnnn][,zzzzzzzz]*

### Cause

A file could not be uploaded.

*hhhhhhh*: Host name or IP address of the upload destination

*fffffff*: Maintenance information

{Win32 | Socket | Runtime | Protocol}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

*mm*: Error code

*nnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

## Action

Normally, no user needs to take action. A retry is attempted automatically as set by **Non-transmitted processing result files** in **Communication settings** in the agent settings. If the number of retry attempts reaches the preset maximum, uploading will be retried at the next polling.

Note, however, that if this symptom frequently occurs early after deployment of the product, the network environment might have a problem. In this case, review the network environment settings.

## KDSF0090-I

A job started. Job type=*jjjjjjjj*, Job number=xxxxxxxx, Instruction number=yyyyyyyy, Package information=D.cc.pppppp.vvvv.ssss, Package name=nnnnnnnn, ffffffff

### Cause

Execution of a job started.

*jjjjjjjj*: Job type

Install package: *Install package* job

Collect files from client: *Collect files from client* job

Send package, allow client to choose: *Send package, allow client to choose* job

xxxxxxxx: Job number

yyyyyyyy: Instruction number

The following information is output for an Install-by-package job or Install-by-client-user job only:

D.cc.pppppp.vvvv.ssss: Package information

- *cc*: Cabinet ID

- *pppppp*: Package ID

- *vvvv*: Version number and the revision number

- *ssss*: Generation number

*nnnnnnnn*: Package name

*ffffffffff*: Package maintenance information

## KDSF0091-I

The job is completed. Job type=*jjjjjjjj*, Job Number=xxxxxxxx, Instruction number=yyyyyyyyy[, Package information=D.cc.pppppp.vvvv.ssss, Package name=nnnnnnnn, ffffffff, Installation path=zzzzzzzz]

### Cause

A job was executed successfully.

*jjjjjjjj*: Job type

Install package: *Install package* job

Collect files from client: *Collect files from client* job

Send package, allow client to choose: *Send package, allow client to choose* job

xxxxxxxx: Job number

yyyyyyyy: Instruction number

The following information output for an Install-by-package job or Install-by-client-user job only:

D.cc.pppppp.vvvv.ssss: Package information

- *cc*: Cabinet ID

- *pppppp*: Package ID

- *vvvv*: Version number and the revision number

- *ssss*: Generation number

*nnnnnnnn*: Package name

*ffffffffff*: Package maintenance information

*zzzzzzzz*: Installation destination path name (Note: If a Hitachi program product is installed at the default installation destination, the correct value is not displayed.)

## KDSF0092-E

An error occurred in a job. Job type=*jjjjjjjj*, Job number=*xxxxxxxx*, Instruction number=*yyyyyyyy*, [Package information=D.cc.pppppp.vvvv.ssss, Package name=*nnnnnnnn*, *fffffff*, Installation path=*iiiiiii*, ]Cause={The installer *ccccccc*, Code=0xdd, *zzzzzzz* | An external program *aaaaaaaa*, Code=0xdd, *zzzzzzz* | An error occurred in unarchiving or archiving a file, *eeeeeee* error, Code=*mm*[: *nnnnnn*][, *zzzzzzz*] | An installation conditions error occurred: *pppppppp*, *zzzzzzz*} . Maintenance code=*kkkkkkkkkkkkkkk*[: *ssssssss*]

### Cause

A job could not be executed.

*jjjjjjjj*: Job type

Install package: *Install package* job

Collect files from client: *Collect files from client* job

Send package, allow client to choose: *Send package, allow client to choose* job

*xxxxxxxx*: Job number

*yyyyyyyy*: Instruction number

[Package information=D.cc.pppppp.vvvv.ssss, Package name=*nnnnnnnn*, *fffffff*, Installation path=*iiiiiii*, ]

This information is output for an Install-by-package job or Install-by-client-user job only.

D.cc.pppppp.vvvv.ssss: Package information

- *cc*: Cabinet ID

- *pppppp*: Package ID

- *vvvv*: Version number and the revision number

- *ssss*: Generation number

*nnnnnnnn*: Package name

*fffffff*: Package maintenance information

*iiiiiii*: Installation destination path name (Note: If a Hitachi program product is installed at the default installation destination, the correct value is not displayed.)

Cause: The cause of the error. Information is output with one of the following four patterns:

1) The installer *ccccccc*, Code=0xdd, *zzzzzzz*

Job execution failed because of a problem with the installer of a Hitachi program product or another company's software.

*ccccccc*: What happened in the installer:

- was not started because of an error

- resulted in an error

- terminated by a timeout

0xdd: Error code

*zzzzzzz*: Maintenance information

2) An external program *aaaaaaaa*, Code=0xdd, *zzzzzzz*

Job execution failed because of a problem with an external program.

*aaaaaaaa*: What happened in the external program:

- was not started because of an error

- resulted in an error

- terminated by a timeout

0xdd: Error code

*zzzzzzz*: Maintenance information

3) An error occurred in unarchiving or archiving a file, *eeeeeeee* error, Code=*mm*[: *nnnnnn*][, *zzzzzzzz*]

Job execution failed because an error occurred while a file was being unarchived or archived.

*eeeeeeee*: Error type

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

*mm*: Error code

*nnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

4) An installation conditions error occurred: *pppppppp*, *zzzzzzzz*

Job execution failed because of an installation condition error.

*pppppppp*: Installation condition (system or software condition) that caused the error

*zzzzzzzz*: Maintenance information

*kkkkkkkkkkkkkk*: Maintenance code (same code as for Remote Installation Manager)

*ssssssss*: Explanation of the maintenance code

#### Action

Take action after referring to the maintenance code's explanation output at *ssssssss*. In addition, take action according to the cause indicated in the message as shown below:

- Cause=The installer *ccccccc*, Code=0xdd, *zzzzzzzz*

If no explanation is output at *ssssssss*, determine why Code=0xdd is returned, by referring to the documentation for the relevant program product or software.

- Cause=An external program *aaaaaaaa*, Code=0xdd, *zzzzzzzz*

If no explanation is output at *ssssssss*, determine why Code=0xdd is returned, by referring to the documentation for the external program or by contacting the vendor of the external program.

- Cause=An error occurred in unarchiving or archiving a file, *eeeeeeee* error, Code=*mm*[: *nnnnnn*][, *zzzzzzzz*]

Take action by referring to the error code's explanation output at *nnnnnn*.

- Cause=An installation conditions error occurred: *pppppppp*, *zzzzzzzz*

Verify that the installation condition output at *pppppppp* is appropriate.

#### KDSF0093-I

Job number=xxxxxxx, Instruction number=yyyyyyy, Program path=zzzzzzzz. The installer started. Package information=D.cc.pppppp.vvvv.ssss, Package name=nnnnnnnn, Timeout=mm

#### Cause

An installer started.

*xxxxxxx*: Job number

*yyyyyyy*: Instruction number

*zzzzzzzz*: Path name of the started program

D.cc.pppppp.vvvv.ssss: Package information

- *cc*: Cabinet ID
- *pppppp*: Package ID
- *vvvv*: Version number and the revision number
- *ssss*: Generation number

*nnnnnnnnn*: Package name

*mm*: Timeout value (seconds). The timeout value of 0 means that a timeout never occurs.

## KDSF0094-I

Job number=*xxxxxxxx*, Instruction number=*yyyyyyyyy*, Program path=*zzzzzzzzz*. The external program started.  
Timing=*ttttttt*, Monitor=*wwwwwwwww*, Result notification=*eeeeeeeeee*, Error action={Abort | Continue},  
Timeout=*mm*

### Cause

An external program started.

*xxxxxxxx*: Job number

*yyyyyyyyy*: Instruction number

*zzzzzzzzz*: Path name of the started program

*ttttttt*: When the external program started

Before installation: The external program started immediately before installation.

After installation: The external program started immediately after installation.

Installation error: The external program started when an installation error occurred.

*wwwwwwwww*: Timeout-related behavior

No timeout: The system waits for the external program to respond indefinitely. No timeout occurs.

Error after timeout: The system treats the timeout as an error.

Continue after timeout: The system does not treat the timeout as an error.

*eeeeeeeeee*: Notification method for the external program processing result

Windows: The Windows message for the external program is used for notification.

Return code: The exit code for the external program is used for notification.

{Abort | Continue}: How the system behaves if the processing result is an error

Abort: The system stops processing, assuming an error.

Continue: The system continues processing without assuming an error.

*mm*: Timeout value for the external program (seconds). The timeout value of 0 means that a timeout never occurs.

## KDSF0095-I

Job number=*xxxxxxxx*, Instruction number=*yyyyyyyyy*, Program path=*zzzzzzzzz*. The {installer | external program} terminated normally.

### Cause

An installer or external program terminated normally.

*xxxxxxxx*: Job number

*yyyyyyyyy*: Instruction number

*zzzzzzzzz*: Path name of the program that terminated normally

{installer | external program}: Type of program that terminated normally

installer: The program is an installer.

external program: The program is an external program.

## KDSF0096-W

Job number=xxxxxxxx, Instruction number=yyyyyyyy, Program path=pppppppp. The {installer | external program} {was not started because of an error. *eeeeeeee* error, Code=*mm[: nnnnnn][, zzzzzzzz]* | resulted in an error. Return code=0xzz, Extend return code=0xccccccc | terminated by a timeout}.

### Cause

An installer or external program terminated abnormally or timed out.

xxxxxxxx: Job number

yyyyyyyy: Instruction number

pppppppp: Path name of the external program

{installer | external program}: Type of terminated program

installer: The program is an installer.

external program: The program is an external program.

{was not started because of an error. *eeeeeeee* error, Code=*mm[: nnnnnn][, zzzzzzzz]* | resulted in an error. Return code=0xzz |, Extend return code=0xccccccc | terminated by a timeout}: The cause of termination. Information is output with one of the following three patterns:

- was not started because of an error. *eeeeeeee* error, Code=*mm[: nnnnnn][, zzzzzzzz]*

The program failed to start.

*eeeeeeee*: Error type

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

*mm*: Error code

*nnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

- resulted in an error. Return code=0xzz, Extend return code=0xccccccc

The program terminated because of an error.

0xzz: Return code returned by the external program (one-byte format)

0xccccccc: Return code returned by the external program (four-byte format)

- terminated by a timeout

The program terminated because of a timeout.

### Action

Take action according to the cause of termination as shown below:

- If the cause is that the program failed to start

Check whether the path name of the external program is correct.

- If the cause is that an error occurred

Check the conditions specified by the return code.

- If the cause is that a timeout occurred

Make sure that the timeout settings are correct. In addition, determine why the external program did not terminate before a timeout occurred.

## KDSF0100-I

The automatic registration of *hhhhhhh* (*iii.iii.iii.iii, dddddddd*) to the managing server started. Old managing server: *vvvvvvv* -> New managing server: *xxxxxxx*

### Cause

Automatic registration of the local host to the system configuration information managed by the managing server started.

*hhhhhhh*: Local host name

*iii.iii.iii.iii*: IP address of the local host

*ddddd*: Host identifier of the local host

*vvvvvvv*: Host name or IP address of the (old) managing server on which the local host is currently registered<sup>#</sup>. If the local host has never been registered, an asterisk (\*) is output here.

*xxxxxxx*: Host name or IP address of the (new) managing server on which the local host is being registered<sup>#</sup>

#

This message is also output when the IP address or host name of the local host is changed, even if the managing server is not changed. In this case, the same value is output as the old and new managing server names.

## KDSF0101-I

The automatic registration of *hhhhhhh* (*iii.iii.iii.iii, dddddddd*) to the managing server was completed. Old managing server: *vvvvvvv* -> New managing server: *xxxxxxx*

### Cause

Automatic registration of the local host to the system configuration information managed by the managing server finished.

*hhhhhhh*: Local host name

*iii.iii.iii.iii*: IP address of the local host

*ddddd*: Host identifier of the local host

*vvvvvvv*: Host name or IP address of the (old) managing server on which the local host was previously registered<sup>#</sup>. If the local host has never been registered, an asterisk (\*) is output here.

*xxxxxxx*: Host name or IP address of the (new) managing server on which the local host is currently registered<sup>#</sup>

#

This message is also output when the IP address or host name of the local host is changed, even if the managing server is not changed. In this case, the same value is output as the old and new managing server names.

## KDSF0102-W

The automatic registration of *hhhhhhh* (*iii.iii.iii.iii, dddddddd*) to the managing server failed. Old managing server: *vvvvvvv* -> New managing server: *xxxxxxx, {Win32 | Socket | Runtime | Protocol} error, Code=mm[: nnnnnn][, zzzzzzzz]*

### Cause

Automatic registration of the local host to the system configuration information managed by the managing server failed.

*hhhhhhh*: Local host name

*iii.iii.iii.iii*: IP address of the local host

*ddddd*: Host identifier of the local host

*vvvvvvv*: Host name or IP address of the (old) managing server on which the local host is currently registered<sup>#</sup>. If the local host has never been registered, an asterisk (\*) is output here.

*xxxxxxxx*: Host name or IP address of the (new) managing server on which registration of the local host failed<sup>#</sup>

{Win32 | Socket | Runtime | Protocol}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

*mm*: Error code

*nnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

#

This message is also output when the IP address or host name of the local host is changed, even if the managing server is not changed. In this case, the same value is output as the old and new managing server names.

#### Action

Automatic registration is retried at the next polling. If polling is triggered by system startup, restart the OS.

If a retry of automatic registration fails, check the explanation of the error code.

### KDSF0103-I

Inventory information was reported because a system modification was detected.

#### Cause

Inventory information was reported because a system modification was detected.

### KDSF0110-I

ID group processing started. ID group=*xxxxxxxx*, Operation={ADD | EXECUTE | DELETE}, Relay managing the ID=*hhhhhhh* (*iiiiii*)

#### Cause

A process related to ID groups started.

*xxxxxxxx*: Target ID group name

{ADD | EXECUTE | DELETE}: Processing type

ADD: The started process is the addition of the local host to the target ID group.

EXECUTE: The started process is a request to execute the ID group job submitted to the target ID group. (This process automatically takes place when the local host is registered to an ID group in order to execute the ID group job that has already been saved on the ID management relay.)

DELETE: The started process is the deletion of the local host from the target ID group.

*hhhhhhh*: ID management relay

*iiiiii*: Product type of the ID management relay

netmdm: Manager

netmdmw: Relay system

## KDSF0111-I

ID group processing was completed. ID group=xxxxxxxx, Operation={ADD | EXECUTE | DELETE}, Relay managing the ID=hhhhhhh (iiiiii)

### Cause

A process related to ID groups finished.

xxxxxxxx: Target ID group name

{ADD | EXECUTE | DELETE}: Processing type

ADD: The finished process is the addition of the local host to the target ID group.

EXECUTE: The finished process is a request to execute the ID group job submitted to the target ID group. (This process automatically takes place when the local host is registered to an ID group in order to execute the ID group job that has already been saved on the ID management relay.)

DELETE: The finished processing is deletion of the local host from the target ID group.

hhhhhhh: ID management relay

iiiiii: Product type of the ID management relay

netmdm: Manager

netmdmw: Relay system

## KDSF0112-E

An error occurred in IP group processing. ID group=xxxxxxxx, Operation={ADD | EXECUTE | DELETE}, Relay managing the ID=hhhhhhh (iiiiii), {Win32 | Socket | Runtime | Protocol} error, Code=mm[:nnnnnn][,zzzzzzz]

### Cause

A process related to ID groups failed.

xxxxxxxx: Target ID group name

{ADD | EXECUTE | DELETE}: Processing type

ADD: The failed process is the addition of the local host to the target ID group.

EXECUTE: The failed process is a request to execute the ID group job submitted to the target ID group. (This process automatically takes place when the local host is registered to an ID group in order to execute the ID group job that has already been saved on the ID management relay.)

DELETE: The failed process is the deletion of the local host from the target ID group.

hhhhhhh: ID management relay

iiiiii: Product type of the ID management relay

netmdm: Manager

netmdmw: Relay system

{Win32 | Socket | Runtime | Protocol}: Type of the error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

mm: Error code

nnnnnn: Explanation of the error code indicated by mm

zzzzzzz: Maintenance information

## Action

By referring to the explanation of the error code, check whether the ID management relay specification is correct and check whether a communication error has occurred.

## KDSF0120-I

Packaging started. Package information=D.cc.pppppppp.vvvv.ssss, Save to=hhhhhhh (iiiiiii)

### Cause

Packaging started.

D.cc.pppppp.vvvv.ssss: Package information

- D: Type of Packager. D indicates that the package was registered from Windows Packager. D is always output as the type of Packager.
- cc: Cabinet ID
- pppppp: Package ID
- vvvv: Version number and the revision number
- ssss: Generation number

hhhhhhh: Host name or IP address of the managing server in which to register the package

iiiiiii: Product type of the managing server in which to register the package

netmdm: Manager

netmdmw: Relay system

## KDSF0121-I

Packaging terminated normally. Package information=D.cc.pppppppp.vvvv.ssss, Save to=hhhhhhh (iiiiiii)

### Cause

Packaging finished successfully.

D.cc.pppppp.vvvv.ssss: Package information

- D: Type of Packager. D indicates that the package was registered from Windows Packager. D is always output as the type of Packager.
- cc: Cabinet ID
- pppppp: Package ID
- vvvv: Version number and the revision number
- ssss: Generation number

hhhhhhh: Host name or IP address of the managing server in which to register the package

iiiiiii: Product type of the managing server on which to register the package

netmdm: Manager

netmdmw: Relay system

## KDSF0122-E

Packaging failed. Package information=D.cc.pppppppp.vvvv.ssss, Save to=hhhhhhh (iiiiiii), {Win32 | Socket | Runtime | Protocol} error, Code=mm[:nnnnnn][, zzzzzzz]

### Cause

Packaging failed.

**D.cc.pppppp.vvvv.ssss:** Package information

- D: Type of Packager. D indicates that the package was registered from Windows Packager. D is always output as the type of Packager.
- cc: Cabinet ID
- pppppp: Package ID
- vvvv: Version number and the revision number
- ssss: Generation number

**hhhhhhh:** Host name or IP address of the managing server in which to register the package

**iiiiiii:** Product type of the managing server in which to register the package

netmdm: Manager

netmdmw: Relay system

{Win32 | Socket | Runtime | Protocol}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

Protocol: Protocol error

**mm:** Error code

**nnnnnn:** Explanation of the error code indicated by *mm*

**zzzzzzz:** Maintenance information

#### Action

Check whether the host name or IP address of the managing server is correct and check whether a communication error has occurred.

### KDSF0123-E

Creation of the package failed. (information = TablNum[xxxxxxxx], limit = [65535])

#### Cause

A package could not be created because the total number of targets# exceeded the maximum (65,535).

**xxxxxxxx:** Total number of targets

#: Information specific to the package to be created. The total number of targets is the total of the following values + 4:

Total number of the folders or files to be packaged

Total number of the short file names for folders or files to be packaged

#### Action

Make sure that the total number of targets does not exceed the maximum (65,535), and try again.

### KDSF0130-E

An error occurred in a process *ppppppppp*. {Win32 | Socket | Runtime} error, Code=*mm*[*:nnnnnn*][, *zzzzzzz*]

#### Cause

An error occurred in the process indicated by *ppppppppp*.

**pppppppp:** Target process name

{Win32 | Socket | Runtime}: Type of error

Win32: Win32 API error

Socket: Socket error

Runtime: C runtime error

*mm*: Error code

*nnnnnnn*: Explanation of the error code indicated by *mm*

*zzzzzzzz*: Maintenance information

#### Action

Check the explanation of the error code, and take appropriate action.

### KDSF0140-E

An application exception occurred in process *ppppppppp*.

#### Cause

An application exception occurred in the process indicated by *ppppppppp*.

*ppppppppp*: Target process name

#### Action

Contact Hitachi if necessary. If you choose to contact Hitachi, obtain DUMP.LOG beforehand.

# Appendix

## A. Miscellaneous Information

---

This appendix provides miscellaneous information about using JP1/IT Desktop Management 2.

### A.1 Amendments for each version

#### Changes in 10-50

- The event log messages output by the management server (event IDs: 0 to 19003) were added.
- The event log messages output by relay systems (event IDs: 0 to 19003) were added.
- The event log messages output by Agents (event IDs: 0 to 20000) were added.
- The basic log messages output by Agents (message IDs: KDSF0001-I to KDSF0140-E) were added.
- The messages that have the following IDs were added:

KDEX1079-W, KDEX1080-W, KDEX1081-W, KDEX1082-W, KDEX1083-W, KDEX1599-E, KDEX1600-Q, KDEX1601-Q, KDEX1602-Q, KDEX1603-E, KDEX1604-W, KDEX1605-W, KDEX1606-W, KDEX3308-I, KDEX3309-E, KDEX3333-I, KDEX3334-E, KDEX3338-I, KDEX5472-I, KDEX5473-E, KDEX5474-I, KDEX5475-E, KDEX5477-I, KDEX5478-E, KDEX5479-E, KDEX5480-E, KDEX5481-E, KDEX5482-I, KDEX5483-I, KDEX5484-E, KDEX5501-I, KDEX5502-I, KDEX5503-I, KDEX5504-I, and KDEX6153-E

- The messages that have the following IDs were changed:

KDEX1526-I, KDEX1527-I, KDEX1528-E, KDEX1529-E, KDEX1530-E, KDEX1533-W, KDEX1547-E, KDEX1579-E, KDEX1584-E, KDEX1587-Q, KDEX1588-Q, KDEX1589-Q, KDEX1598-E, KDEX4003-E, KDEX4010-E, KDEX4011-I, KDEX4012-I, KDEX4014-W, KDEX4015-I, KDEX4017-W, KDEX4020-E, KDEX4021-E, KDEX4022-W, KDEX4023-E, KDEX4053-W, KDEX4054-W, KDEX4071-E, KDEX4072-E, KDEX4073-I, KDEX4083-E, KDEX4104-E, KDEX4105-E, KDEX4204-E, KDEX4210-Q, KDEX4220-E, KDEX4232-E, KDEX4403-E, KDEX5014-W, KDEX5064-W, KDEX5316-E, KDEX5326-E, KDEX5336-I, KDEX5337-E, KDEX5338-E, KDEX5339-E, KDEX5340-I, KDEX5341-E, KDEX5342-E, KDEX5346-E, KDEX5347-E, KDEX5360-E, KDEX5370-E, KDEX5395-E, KDEX5399-E, KDEX5400-E, KDEX5434-E, KDEX5435-E, KDEX5436-E, KDEX6110-I, KDEX6111-E, KDEX6112-E, KDEX6113-E, KDEX6114-E, KDEX6115-E, KDEX6116-E, KDEX6117-E, KDEX6118-E, KDEX6119-E, KDEX6120-I, KDEX6121-E, KDEX6122-E, KDEX6131-E, KDEX6132-E, KDEX6151-E, KDEX6152-E, KDEX6211-E, KDEX6221-E, KDEX6511-E, KDEX8004-E, and KDEX8006-E

- The messages that have the following IDs were deleted:

KDEX4074-E, KDEX4075-E, and KDEX4076-E