# ServerView Resource Coordinator VE

# Messages

Windows/Linux

# Preface

**Purpose**

This manual provides an explanation of messages used by ServerView Resource Coordinator VE (hereinafter Resource Coordinator VE) and corrective actions.

**Target Readers**

This manual is written for people who will install and administer systems using Resource Coordinator VE.

It is strongly recommended that you read the "ServerView Resource Coordinator VE Setup Guide" before using this manual.

When setting up systems, it is assumed that readers have the basic knowledge required to configure the servers, storage and network devices to be installed.

**Organization**

This manual consists of four chapters, an appendix, and a glossary. The contents of these chapters, the appendix, and the glossary are listed below.

| Title | Description |
|---|---|
| Chapter 1 Resource Coordinator VE Messages | Explains the messages output by Resource Coordinator VE. |
| Chapter 2 Information Messages | Explains the messages that provide information to users and the corrective actions. |
| Chapter 3 Warning Messages | Explains the messages that warn users when an error is detected and the corrective actions. |
| Chapter 4 Error Messages | Explains the messages that inform users of the causes of detected errors and the relevant corrective actions. |
| Appendix A System Log Messages | Explains the messages Resource Coordinator VE outputs to the system log. |
| Glossary | Explains the terms used in this manual. Please refer to it when necessary. |

**Notational Conventions**

The notation in this manual conforms to the following conventions.

- When using Resource Coordinator VE and the functions necessary differ due to the necessary basic software (OS), it is indicated as follows:

| [Windows] | Sections related to Windows (When not using Hyper-V) |
|---|---|
| [Linux] | Sections related to Linux |
| [Solaris] | Sections related to Solaris |
| [VMware] | Sections related to VMware |
| [Hyper-V] | Sections related to Hyper-V |
| [Xen] | Sections related to Xen |
| [Solaris Containers] | Sections related to Solaris containers |
| [Windows/Hyper-V] | Sections related to Windows and Hyper-V |
| [Windows/Linux] | Sections related to Windows and Linux |
| [Linux/VMware] | Sections related to Linux and VMware |

| | |
|---|---|
| [Linux/Xen] | Sections related to Linux and Xen |
| [Linux/Solaris/VMware] | Sections related to Linux, Solaris, and VMware |
| [Linux/VMware/Xen] | Sections related to Linux, VMware, and Xen |
| [Linux/Solaris/VMware/Xen] | Sections related to Linux, Solaris, VMware, and Xen |
| [VM host] | Sections related to VMware, Windows Server 2008 with Hyper-V enabled, Xen, and Solaris containers |

- Unless specified otherwise, the blade servers mentioned in this manual refer to PRIMERGY BX servers.

- References and character strings or values requiring emphasis are indicated using double quotes ( " ).

- Window names, dialog names, menu names, and tab names are shown enclosed by square brackets ( [ ] ).

- Button names are shown enclosed by angle brackets (< >).

- The order of selecting menus is indicated using [ ]-[ ].

- Text to be entered by the user is indicated using bold text.

- Variables are indicated using italic text and underscores.

- The ellipses ("...") in menu names, indicating settings and operation window startup, are not shown.

## Menus in the RC console

Operations on the RC console can be performed using either the menu bar or pop-up menus.
By convention, procedures described in this manual only refer to pop-up menus.

## Related Manuals

The following manuals are provided with Resource Coordinator VE. Please refer to them when necessary.

- ServerView Resource Coordinator VE Installation Guide

  Explains the methods for installing and configuring the software components of Resource Coordinator VE.

- ServerView Resource Coordinator VE Setup Guide

  Explains Resource Coordinator VE and its functions, as well as the settings and operations necessary for setup.

- ServerView Resource Coordinator VE Operation Guide

  Explains the functions provided by Resource Coordinator VE as well as the settings and operations necessary when using it.

- ServerView Resource Coordinator VE Command Reference

  Explains the types, formats, and functions of the commands used with Resource Coordinator VE.

- ServerView Resource Coordinator VE Messages (This manual)

  Explains the meanings of messages output by Resource Coordinator VE, and the corrective action to be taken.

## Abbreviations

The following abbreviations are used in this manual:

| Abbreviation | Products |
|---|---|
| Windows | Microsoft(R) Windows Server(R) 2008 Standard<br>Microsoft(R) Windows Server(R) 2008 Enterprise<br>Microsoft(R) Windows Server(R) 2008 R2 Standard<br>Microsoft(R) Windows Server(R) 2008 R2 Enterprise<br>Microsoft(R) Windows Server(R) 2008 R2 Datacenter |

| Abbreviation | Products |
|---|---|
| | Microsoft(R) Windows Server(R) 2003 R2, Standard Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition<br>Windows(R) 7 Professional<br>Windows(R) 7 Ultimate<br>Windows Vista(R) Business<br>Windows Vista(R) Enterprise<br>Windows Vista(R) Ultimate<br>Microsoft(R) Windows(R) XP Professional operating system |
| Windows Server 2008 | Microsoft(R) Windows Server(R) 2008 Standard<br>Microsoft(R) Windows Server(R) 2008 Enterprise<br>Microsoft(R) Windows Server(R) 2008 R2 Standard<br>Microsoft(R) Windows Server(R) 2008 R2 Enterprise<br>Microsoft(R) Windows Server(R) 2008 R2 Datacenter |
| Windows 2008 x86 Edition | Microsoft(R) Windows Server(R) 2008 Standard (x86)<br>Microsoft(R) Windows Server(R) 2008 Enterprise (x86) |
| Windows 2008 x64 Edition | Microsoft(R) Windows Server(R) 2008 Standard (x64)<br>Microsoft(R) Windows Server(R) 2008 Enterprise (x64) |
| Windows Server 2003 | Microsoft(R) Windows Server(R) 2003 R2, Standard Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition |
| Windows 2003 x64 Edition | Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition<br>Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition |
| Windows 7 | Windows(R) 7 Professional<br>Windows(R) 7 Ultimate |
| Windows Vista | Windows Vista(R) Business<br>Windows Vista(R) Enterprise<br>Windows Vista(R) Ultimate |
| Windows XP | Microsoft(R) Windows(R) XP Professional operating system |
| Windows PE | Microsoft(R) Windows(R) Preinstallation Environment |
| Linux | Red Hat(R) Enterprise Linux(R) AS (v.4 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (v.4 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (v.4 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.5 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.5 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.5 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.5 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.6 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.6 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.6 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.6 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.7 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.7 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.7 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.8 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.8 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.8 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.8 for EM64T) |

| Abbreviation | Products |
|---|---|
| | Red Hat(R) Enterprise Linux(R) 5 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.1 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.2 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.3 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.4 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64)<br>SUSE(R) Linux Enterprise Server 10 Service Pack2 for x86<br>SUSE(R) Linux Enterprise Server 10 Service Pack2 for EM64T<br>SUSE(R) Linux Enterprise Server 10 Service Pack3 for x86<br>SUSE(R) Linux Enterprise Server 10 Service Pack3 for EM64T<br>SUSE(R) Linux Enterprise Server 11 for x86<br>SUSE(R) Linux Enterprise Server 11 for EM64T<br>Oracle Enterprise Linux Release 5 Update 4 for x86 (32 Bit)<br>Oracle Enterprise Linux Release 5 Update 4 for x86_64 (64 Bit) |
| Red Hat Enterprise Linux | Red Hat(R) Enterprise Linux(R) AS (v.4 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (v.4 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (v.4 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.5 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.5 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.5 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.5 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.6 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.6 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.6 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.6 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.7 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.7 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.7 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T)<br>Red Hat(R) Enterprise Linux(R) AS (4.8 for x86)<br>Red Hat(R) Enterprise Linux(R) ES (4.8 for x86)<br>Red Hat(R) Enterprise Linux(R) AS (4.8 for EM64T)<br>Red Hat(R) Enterprise Linux(R) ES (4.8 for EM64T)<br>Red Hat(R) Enterprise Linux(R) 5 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.1 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.2 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.3 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.4 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) |
| Red Hat Enterprise Linux 5 | Red Hat(R) Enterprise Linux(R) 5 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.1 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.2 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64)<br>Red Hat(R) Enterprise Linux(R) 5.3 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) |

| Abbreviation | Products |
|---|---|
| | Red Hat(R) Enterprise Linux(R) 5.4 (for x86)<br>Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) |
| SUSE Linux Enterprise Server | SUSE(R) Linux Enterprise Server 10 Service Pack2 for x86<br>SUSE(R) Linux Enterprise Server 10 Service Pack2 for EM64T<br>SUSE(R) Linux Enterprise Server 10 Service Pack3 for x86<br>SUSE(R) Linux Enterprise Server 10 Service Pack3 for EM64T<br>SUSE(R) Linux Enterprise Server 11 for x86<br>SUSE(R) Linux Enterprise Server 11 for EM64T |
| Oracle Enterprise Linux | Oracle Enterprise Linux Release 5 Update 4 for x86 (32 Bit)<br>Oracle Enterprise Linux Release 5 Update 4 for x86_64 (64 Bit) |
| Solaris | Solaris(TM) 10 Operating System |
| VMware | VMware(R) Infrastructure 3<br>VMware vSphere(TM) 4 |
| Xen | Citrix XenServer(TM) 5.5<br>Citrix Essentials(TM) for XenServer 5.5, Enterprise Edition<br>Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Linux Virtual Machine Function<br>Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Linux Virtual Machine Function<br>Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Linux Virtual Machine Function<br>Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Linux Virtual Machine Function |
| VIOM | ServerView Virtual-IO Manager |
| ServerView Agent | ServerView SNMP Agents for MS Windows (32bit-64bit)<br>ServerView Agents Linux<br>ServerView Agents VMware for VMware ESX Server |
| Excel | Microsoft(R) Office Excel(R) 2007<br>Microsoft(R) Office Excel(R) 2003<br>Microsoft(R) Office Excel(R) 2002 |
| Excel 2007 | Microsoft(R) Office Excel(R) 2007 |
| Excel 2003 | Microsoft(R) Office Excel(R) 2003 |
| Excel 2002 | Microsoft(R) Office Excel(R) 2002 |
| Resource Coordinator | Systemwalker Resource Coordinator |
| Resource Coordinator VE | ServerView Resource Coordinator VE |

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# Contents

# Chapter 1 Resource Coordinator VE Messages

This chapter explains an outline of the messages displayed by Resource Coordinator VE.

The locations where messages are output or displayed vary depending on the component involved.

- Manager, agent

   Output in the system log, the event log of the RC console, standard output, or standard error output.

- GUI

   Displayed on the RC console.

- CLI

   Output in the standard output or standard error output.
   Also output on the GUI when it is active.

The output format of the manager, agent, and CLI messages is as follows:

## Output format

> *pkgname*:*severity*:*id*:*message*

*pkgname*

   Displays the package name.

*severity*

   Indicates the severity of the problem.

- INFO (Information)

   The message provides information to users.

- WARNING (Warning)

   The message warns users that the system has detected an error.

- ERROR (Error)

   The message shows the cause of a detected problem.

*id*

   Displays the ID of the message.

*message*

   Displays the text of the message.

### 📑 Note

- At the beginning of messages, command names may be displayed using "*command1*:" or "*command1*:*command2*:".

- For *command1* or *command2*, executed processes may be displayed.

- *pkgname*, *severity*, and *id* may not be included in *message*.

- When executing pre-configuration, "(in line *line_no* of the system configuration file)" may be displayed at the end of messages.

- *line_no* indicates the line in the system configuration file that was imported for pre-configuration that contains an error or was unable to be processed.

For how to collect troubleshooting information, refer to "15.1 Types of Troubleshooting Data" of the "ServerView Resource Coordinator VE Operation Guide".

## 📖 Information

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- Management blades, Management Boards, Remote Management Controllers, ServerView Agent, ServerView RAID

  When a chassis name is displayed for the Device name in an event log, the event is related to a management blade or a Management Board.
  When an event log has a blank Event ID and a physical server name is displayed for the Device name, the event is a Remote Management Controller, ServerView Agent, or ServerView RAID event, or indicates the status of a device registered as a server.
  For management blade, Management Board, Remote Management Controller, ServerView Agent, and ServerView RAID events, refer to the manual of the relevant product.

- SPARC Enterprise

  When an event log has a blank Event ID and the physical server name of a SPARC Enterprise server is displayed for the Device name, the event is an XSCF event, or indicates the status of a device registered as a server.
  For XSCF events refer to the manual of the relevant product.

- LAN switches

  When a LAN switch name is displayed for the Device name in an event log, the event is related to a LAN switch.
  For LAN switch events refer to the manual of the LAN switch being used.

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

# Chapter 2 Information Messages

This chapter explains the messages that provide information to users.

## 2.1  21XXX series

This section explains the following message series:

### Information
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The 211XX series messages are also displayed in the event log of the RC console.
· · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · ·

## 2.1.1  211XX series

This section explains the 211XX message series.

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### 21105

FJSVrcx:INFO:21105:*server_name*:server status is changed to *status*

[Description]

The status of the server *server_name* has been changed to *status*.
*status* can be the following statuses: "normal", "stop", and "unknown".

[Corrective Action]

Check the status of the server *server_name* has been changed to *status*. When the status is "normal", or "stop" (after operations to stop the server have been performed), no action is required.
In any other cases, locate the fault using the RC console.

For operation from the RC console, refer to "Chapter 2 User Interface" of the "ServerView Resource Coordinator VE Setup Guide".

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### 21111

FJSVrcx:INFO:21111:*server_name*:server registration succeeded

[Description]

Registration of the managed server *server_name* has been completed successfully.

[Corrective Action]

No action is required.

---

### 21115

FJSVrcx:INFO:21115:site manager started

[Description]

A manager has been started.

[Corrective Action]

No action is required.

---

### 21121

FJSVrcx:INFO:21121:site manager stopped

[Description]

A manager has been stopped.

[Corrective Action]

No action is required.

## 21128

FJSVrcx:INFO:21128:*service_name* started

[Description]

A service has been started.
The service name started is displayed for *service_name*.

[Linux]
The *PxeMtftp* message of the HBA address rename setup service is not output.

[Corrective Action]

No action is required.

## 21129

FJSVrcx:INFO:21129:*service_name* stopped

[Description]

A service has been stopped.
The service name stopped is displayed for *service_name*.

[Linux]
The *PxeMtftp* message of the HBA address rename setup service is not output.

[Corrective Action]

No action is required.

## 21130

FJSVrcx:INFO:21130:agent started

[Description]

An agent has been started.

[Corrective Action]

No action is required.

## 21131

FJSVrcx:INFO:21131:agent stopped

[Description]

An agent has been stopped.

[Corrective Action]

No action is required.

## 21140

FJSVrcx:INFO:21140:a setting was not checked because of insufficient information. target=*target*, detail=*detail*

[Description]

Checking of *detail* failed because of insufficient information.

- When *detail* is "model check"

This message is displayed when an admin file is not backed up as given in "Appendix B Admin Server Backup and Restore" of the "ServerView Resource Coordinator VE Operation Guide", or when a restoration fails as a consequence of loss or corruption of the backup admin file.

[Corrective Action]

No action is required.

## 21143

FJSVrcx:INFO:21143:*operation*:started

[Description]

The processing of *operation* has been started.
The operation name is displayed for *operation*.

[Corrective Action]

No action is required.

## 21144

FJSVrcx:INFO:21144:*operation*:completed

[Description]

The processing of *operation* has been completed.
The operation name is displayed for *operation*.

[Corrective Action]

No action is required.

## 21145

FJSVrcx:INFO:21145:*operation*:cancelled

[Description]

The processing of *operation* has been cancelled.
The operation name is displayed for *operation*.

[Corrective Action]

No action is required.

## 21146

FJSVrcx:INFO:21146:*name*:*type* status is changed to *status*

[Description]

The status of the *type* resource *name* has been changed to *status*.
*status* can be the following statuses: "normal", "stop", and "unknown".

[Corrective Action]

Check the status of the *type* resource *name* that has changed to *status*. When the status is "normal", or "stop" (after operations to stop the resource have been performed), no action is required.
In any other cases, locate the fault using the RC console.

For operation from the RC console, refer to "Chapter 2 User Interface" of the "ServerView Resource Coordinator VE Setup Guide".

## 21147

FJSVrcx:INFO:21147:*server_name*:server deletion succeeded

[Description]

Deletion of the managed server *server_name* has been completed successfully.

[Corrective Action]

No action is required.

## 21148

FJSVrcx:INFO:21148:*server_name*:agent registration succeeded

[Description]

Registration of the agent has been completed successfully.

[Corrective Action]

No action is required.

## 21149

FJSVrcx:INFO:21149:*server_name*:agent deletion succeeded

[Description]

Deletion of the agent has been completed successfully.

[Corrective Action]

No action is required.

## 21150

FJSVrcx:INFO:21150:image *image* deployed on server *server_name*

[Description]

*image* has been deployed on the managed server *server_name*.
When deployment is performed simultaneously on multiple servers, multiple names will be displayed for *server_name*.

[Corrective Action]

No action is required.

## 21151

FJSVrcx:INFO:21151:*server_os_name:operation* from *server_name1* to *server_name2*

[Description]

The operation *operation* will be performed for the server OS *server_os_name*.
One of the following is displayed for *operation:*

- switchover

- failback

For switchover, the name of the primary server is displayed for *server_name1*, and the name of the spare server for *server_name2*.
For failback, the name of the spare server is displayed for *server_name1*, and the name of the primary server for *server_name2*.

## [Corrective Action]

No action is required.

## 21152

FJSVrcx:INFO:21152:The following operation has already been performed. *detail*

## [Description]

The operation displayed for *detail* has already been performed.
"Encryption of activation.dat" is displayed for *detail*.

The password in the license information file has already been encrypted.

## [Corrective Action]

No action is required.

## 21153

FJSVrcx:INFO:21153:*obj*:*function* was aborted. detail=*detail*

## [Description]

The processing of the *function* for *obj* has been aborted.
The reason the processing of *function* was aborted is displayed for *detail*.

- When *detail* is "hardware maintenance mode"

   The processing of the *function* was aborted because *obj* is in hardware maintenance mode.

- When *detail* is "Reserved SB"

   *Function* was aborted because *obj*'s Reserved SB has been set.

## [Corrective Action]

No action is required.

## 21161

FJSVrcx:INFO:21161:*obj*:*type* is detected.

## [Description]

A VM guest has been detected.
The server name of the VM guest is displayed for *obj*.
VMguest is displayed for *type*.

## [Corrective Action]

No action is required.

## 21162

FJSVrcx:INFO:21162:*obj*:*type* is lost.

[Description]

A VM guest is no longer under the management of RCVE.
The server name of the VM guest is displayed for *obj*.
VMguest is displayed for *type*.

[Corrective Action]

No action is required.

## 21163

FJSVrcx:INFO:21163:*obj*:*type* is migrated.

[Description]

A VM guest has been migrated.
The server name of the VM guest is displayed for *obj*.
VMguest is displayed for *type*.

[Corrective Action]

No action is required.

## 21164

FJSVrcx:INFO:21164:*script_name*:script execution started

[Description]

Execution of the script *script_name* has been started.

[Corrective Action]

No action is required.

## 21165

FJSVrcx:INFO:21165:*script_name*:script execution completed

[Description]

Execution of the script *script_name* has been completed successfully.

[Corrective Action]

No action is required.

# 2.2  23XXX series

This section explains the following message series:

-

# 2.2.1  233XX series

This section explains the 233XX message series.

## 23301

FJSVrcx:INFO:23301:*server*:admin LAN information was successfully updated

[Description]

The admin LAN information held by the agent on the managed server *server* has been successfully updated.
The name of the managed server is displayed for *server*.

[Corrective Action]

No action is required.

# 2.3  24XXX series

This section explains the following message series:

- 2.3.1 241XX series

Information

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The 241XX series messages are also displayed in the event log of the RC console.

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## 2.3.1  241XX series

This section explains the 241XX message series.

**24101**

FJSVrcx:INFO:24101:*switch_name*:registration of LAN switch succeeded

[Description]

Registration of the LAN switch *switch_name* has been completed successfully.

[Corrective Action]

No action is required.

**24102**

FJSVrcx:INFO:24102:*switch_name*:deletion of LAN switch succeeded

[Description]

Deletion of the LAN switch *switch_name* has been completed successfully.

[Corrective Action]

No action is required.

**24103**

FJSVrcx:INFO:24103:*switch_name*:restoration of LAN switch succeeded

[Description]

Restoration of the LAN switch *switch_name* has been completed successfully.

[Corrective Action]

No action is required.

**24104**

FJSVrcx:INFO:24104:*server_name*: VLAN configuration completed

[Description]

Configuration of VLAN settings for the managed server *server_name* has been completed successfully.

[Corrective Action]

No action is required.

### 24105

FJSVrcx:INFO:24105:*switch_name*:information of replaced LAN switch updated

[Description]

The information for the LAN switch *switch_name* has been updated.

[Corrective Action]

No action is required.

## 2.4  25XXX series

This section explains the following message series:

## 2.4.1  259XX series

This section explains the 259XX message series.

### 25901

FJSVrcx:INFO:25901:Import has not been performed.

[Description]

The system configuration file specified for import does not contain an entry for the resource to register or change, so it has not been processed.
This message is output in the following conditions:

- When there is no resource information given in the system configuration file

- When all of the operation columns for the resource in the system configuration file include hyphens ("-")

[Corrective Action]

No action is required.
When registering or changing resources, check and correct the content of the system configuration file and perform the operation again.

## 2.5  29XXX series

This section explains the following message series:

## 2.5.1  291XX series

This section explains the 291XX message series.

### 29112

FJSVrcx:INFO:29112:maintenance LED status changed to ON

[Description]

The status of a maintenance LED has been changed to ON.
The LED of the server blade will turn on or start blinking.

[Corrective Action]

No action is required.

### 29113

FJSVrcx:INFO:29113:maintenance LED status changed to OFF

[Description]

The status of a maintenance LED has been changed to OFF.
The LED of the server blade will turn off or stop blinking.

[Corrective Action]

No action is required.

## 2.5.2  293XX series

This section explains the 293XX message series.

### 29303

FJSVrcx:INFO:29303:SNMPTrap daemon started.

[Description]

The SNMP trap daemon has been started.

[Corrective Action]

No action is required.

### 29304

FJSVrcx:INFO:29304:SNMPTrap daemon terminated.

[Description]

The SNMP trap daemon has been stopped.

[Corrective Action]

No action is required.

# Chapter 3 Warning Messages

This chapter explains the messages that warn users when an error is detected.

## 3.1 41XXX series

This section explains the following message series:

- 3.1.1 411XX series

- 3.1.2 413XX series

- 3.1.3 415XX series

## Information
. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

The 411XX and 413XX series messages are also displayed in the event log of the RC console.
. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

## 3.1.1 411XX series

This section explains the 411XX message series.

### 41105

FJSVrcx:WARNING:41105:failed to get the server information from *server_name*

[Description]

Server configuration information and status have not been obtained from the server *server_name*.
One of the following may apply to the server *server_name*.

    a.  There is a problem with the network environment between the admin server and the server *server_name*

    b.  The server *server_name* is not powered on

    c.  The agent service for the server *server_name* has stopped

    d.  The server *server_name*, or the server management unit has failed (Related errors are displayed)

    e.  The load on the CPU of the server *server_name* is high and information cannot be obtained from the server

[Corrective Action]

For a.

  Check the network environment.

For b.

  Power on the server *server_name*.

For c.

  When the server *server_name* is a managed server, start the agent service.
  For how to start the agent service, refer to "5.1 rcxadm agtctl" of the "ServerView Resource Coordinator VE Command Reference".

For d.

  Recover the failed server or server management unit.

For e.

  After the load on the CPU of the server has become lower, update and obtain new information.
  To update the information, right-click the server on the RC console resource tree and select [Update] from the displayed menu.
  Updating of the information may take around 30 seconds. Check in the resource details that information for the server has changed.

When the cause is not one of the above, collect troubleshooting information, and contact Fujitsu technical staff.

## 41106

FJSVrcx:WARNING:41106:*server*:*operation* failed during switchover, retrying using another Admin LAN interface. detail=*detail*

[Description]

As the process *operation* failed on the server *server*, the admin LAN interface will be switched to the spare interface and the operation will be executed again.

[Corrective Action]

Check the status of the admin LAN and perform corrective action as necessary.

## 41110

FJSVrcx:WARNING:41110:invalid format for license file *filename*

[Description]

The format of the license file *filename* is incorrect.

[Corrective Action]

As there is a chance that installation was not completed successfully, perform uninstallation and then perform installation again. However, if there is no problem with the range of functions that can be used, corrective action is not necessary.

## 41111

FJSVrcx:WARNING:41111:invalid feature found in license file *filename*

[Description]

There is an invalid function described in the license file *filename*.

[Corrective Action]

The invalid function cannot be read. No action is required.

## 41115

FJSVrcx:WARNING:41115:*server_name*:shutdown of the server failed. forced poweroff started

[Description]

Power off was performed for the managed server *server_name*, but power off could not be confirmed. The managed server will undergo forced power off.
This message may be displayed during switchover (Auto-recovery or manual switching), failback or when reconfiguring hardware properties after hardware replacement.

[Corrective Action]

The relevant server will undergo forced power off. No action is required.

## 41116

FJSVrcx:WARNING:41116:*server_name*:rebooting of the server failed. forced reboot started

[Description]

The managed server *server_name* was rebooted, but rebooting could not be confirmed. The managed server will undergo forced reboot.
This message may be displayed during Auto-recovery, manual switching or failback.

[Corrective Action]

The relevant server will undergo forced reboot. No action is required.

---

## 41120

FJSVrcx:WARNING:41120:different *type* detected. registered=*obj1* detected=*obj2*

[Description]

A server or LAN switch with differing *type* information was detected in the same slot of the same chassis as a registered server or LAN switch.
One of the following is displayed for *type*:

- IP address

- MAC address

- Product

- LAN switch model

- blade type

The registered value is displayed for *obj1* and the newly detected value for *obj2*.

[Corrective Action]

- When *type* is IP address

 The IP address of the NIC being used for the admin LAN may have been changed.
 Check the IP address settings of the managed server and change the IP address if necessary.
 For changing IP addresses, refer to "6.3.2.3 Changing Admin IP Addresses" of the "ServerView Resource Coordinator VE Setup Guide".

- When *type* is MAC address or Product

 When a server has been replaced, or server registration or reconfiguration of hardware properties has been performed, a MAC address that differs from the actual MAC address may have been entered.
 Check the status of the server and reconfigure the hardware properties again if necessary.

 However, when VIOM coordination settings have been performed, reconfiguration of hardware properties is performed automatically so no action is necessary.

 For reconfiguration of hardware properties, refer to "9.3 Re-configuring Hardware Properties" of the "ServerView Resource Coordinator VE Operation Guide".

 With PRIMERGY BX900 chassis, there are cases where this message is displayed directly after a server blade is inserted. This occurs because a short time is necessary for the management blade to recognize the admin LAN NIC, so no action is required.

- When *type* is LAN switch model

 The LAN switch may have been replaced with a different model.
 To continue using the new model, delete the registered LAN switch and then register the new one.

- When *type* is blade type

 When multi-slot servers have been registered, a server blade or storage blade may have been inserted in the slave slot. Or, when a server has been registered in the slave slot, a multi-slot server may have been inserted.

 To continue using the new server, delete the registered server blade.

To suppress this message when performing maintenance work, place the device into maintenance mode.
Note that this message cannot be suppressed for LAN switches.

---

## 41121

FJSVrcx:WARNING:41121:no *type* detected

[Description]

*type* information was not detected for a server blade.
"NIC for admin LAN" is displayed for *type*.

[Corrective Action]

There is a chance that the server blade has no NIC to use for the admin LAN or the management blade cannot correctly recognize the server blade's NIC.
Check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.
If it is not being recognized correctly, remount the server blade and power it on.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 41122

FJSVrcx:WARNING:41122:data collection could not complete within the polling interval. (*detail)*

[Description]

Data collection could not be completed within the polling interval.
Detailed information is displayed for *detail*.

[Corrective Action]

Either change the polling interval to one longer than the current interval, or reduce the number of devices that are the target of data collection.

## 41123

FJSVrcx:WARNING:41123:*obj*:*function* was aborted. detail=*detail*

[Description]

The processing of the *function* for *obj* has not been performed.
The reason the processing of *function* was not performed is displayed for *detail*.

- When *detail* is "*obj* is busy"

  *function* could not be performed as *obj* was performing another operation.

[Corrective Action]

When *function* is "auto-recovery", Auto-Recovery has not been performed.
Perform server switchover manually as necessary.

# 3.1.2 413XX series

This section explains the 413XX message series.

## 41303

FJSVrcx:WARNING:41303:*server_name*:server status is changed to *status*

[Description]

The status of the managed server *server_name* has been changed to *status*.
"warning" is displayed for *status*.

[Corrective Action]

Locate the fault using the RC console.

For operation from the RC console, refer to "Chapter 2 User Interface" of the "ServerView Resource Coordinator VE Setup Guide".

## 41305

FJSVrcx:WARNING:41305:*name*:*type* status is changed to *status*

[Description]

The status of the *type* resource *name* has been changed to *status*.
"warning" or "unknown" is displayed for *status*.

[Corrective Action]

Locate the fault using the RC console.

- When *type* is "LAN switch"

The admin server cannot communicate correctly with the management blade or the device *name*. Check that the network cable is correctly connected and the network settings are correct.

For operation from the RC console, refer to "Chapter 2 User Interface" of the "ServerView Resource Coordinator VE Setup Guide".

## 41306

FJSVrcx:WARNING:41306:*server*:NIC takeover on Admin LAN was detected

[Description]

The admin server has detected that the NIC used for the admin LAN on the managed server *server* has been switched.
The name of the managed server is displayed for *server*.

[Corrective Action]

If necessary, investigate the cause of the switching of the NIC on the managed server and take corrective action.

# 3.1.3 415XX series

This section explains the 415XX message series.

## 41502

FJSVrcx:WARNING:41502:*obj*:*function* was skipped (*cause*)

[Description]

During an operation on *obj*, processing of *function* could not be performed, so it was skipped.
The name of the resource is displayed for *obj*.
The name of the skipped process is displayed for *function*.
The reason the process could not be performed is displayed for *cause*.

The following strings are displayed for *function* and *cause*.

- When *function* is "VLAN settings"

Changes could not be made to the VLAN settings of the LAN switch.

- When *cause* is "*resource* is in unsupported state. (IBP mode)"

As the LAN switch blade has been changed to IBP mode, it cannot be controlled using Resource Coordinator VE.

The name of the LAN switch is displayed for *resource*.

[Corrective Action]

From the RC console, check on the details window for the LAN switch displayed for *resource* that the end of "Product name(Product name)" of the basic information is "(Mode:IBP)". No action is required.

## 3.2 43XXX series

This section explains the following message series:

- 3.2.1 431XX series

- 3.2.2 433XX series

## 3.2.1 431XX series

This section explains the 431XX message series.

### 43101

FJSVrcx:WARNING:43101:communication error.code=*code*

[Description]

SNMP trap transmission failed. Transmission will be attempted again.

[Corrective Action]

Check if an error occurred during server registration. If an error has occurred, check the status of the admin server and the communication route between the admin server and the managed server, and then perform server registration again.

## 3.2.2 433XX series

This section explains the 433XX message series.

### 43301

FJSVrcx:WARNING:43301:*server*:failed to update admin LAN information

[Description]

Updating of the admin LAN information held by the agent on the managed server *server* has failed.

The name of the managed server is displayed for *server*.

From when this message is output, until "Message number 23301" is output, there is a chance that the following operations will not complete successfully on *server*.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

[Corrective Action]

No action is required.

If "Message number 23301" is not output within an hour of this message being displayed, collect troubleshooting information and contact Fujitsu technical staff.

## 3.3 44XXX series

This section explains the following message series:

- 3.3.1 444XX series

## 3.3.1 444XX series

This section explains the 444XX message series.

FJSVrcx:WARNING:44401:No LAN switches were detected between *start_ipaddress* and *end_ipaddress*

[Description]

No LAN switches were detected in the specified network range (The range of IP addresses between *start_ipaddress* and *end_ipaddress*).

[Corrective Action]

Check the following and perform the operation again.

- The admin IP address of the LAN switch for detection is inside the network range

- Pings from the manager to the LAN switch for detection are returned normally

- The manager can communicate successfully with the SNMP community name specified for the LAN switch for detection

- The LAN switch for detection supports either CDP or LLDP protocols, and it is operating

# 3.4  47XXX series

This section explains the following message series:

- 3.4.1 471XX series

- 3.4.2 472XX series

# 3.4.1  471XX series

This section explains the 471XX message series.

**47101**

FJSVrcx:WARNING:47101:*filename*:permission denied

[Description]

Access authority has not been configured for the file *filename*.

[Corrective Action]

Change the owner, the owning group, and the access authority of the file.

**47102**

FJSVrcx:WARNING:47102:*filename*:insecure permission

[Description]

Access authority exists for someone other than the owner of the file *filename*. There is no problem with processing, but in some cases there may be security problems.

[Corrective Action]

Invalidate all access authorities for the file other than the owner's.

**47103**

FJSVrcx:WARNING:47103:*filename*:invalid file format

[Description]

The format of the file *filename* is invalid.

[Corrective Action]

Delete the file.

---

FJSVrcx:WARNING:47104:*filename*:invalid file type

[Description]

The file type of the file *filename* is invalid.

[Corrective Action]

Delete the file.

## 3.4.2   472XX series

This section explains the 472XX message series.

---

FJSVrcx:WARNING:47232:power management error(rcxerrno=*rcxerrno*)

[Description]

An error has occurred during power control of a managed server.

[Corrective Action]

The SNMP settings of the server management unit may not have Write (reference and updating) authority.

Check the following and take corrective action.

- Check the SNMP community name set from the RC console.
  If it was omitted, "public" will be specified.

- Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
  If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

  For details of checks and the setup method, refer to the management blade manual.

---

FJSVrcx:WARNING:47233:Windows activation failed. target=*target*

[Description]

Activation of *target* failed.
When this message is displayed, deployment of Windows Server 2008 is complete but activation has not been performed.

[Corrective Action]

1. Check the problem on the managed server for which activation failed and then perform activation.

   a. Open the following log file on the managed server.

      %SystemRoot%\System32\LogFiles\SystemcastWizard\activation.log

   b. Check if activation.log contains the following character string:

      Search string: slui.exe 0x2a

      - When the character string is present

        - The error code is given after the search string, so execute the following command. The [Windows License Authentication] dialog containing the error details is displayed.

```
> slui.exe 0x2a error_code <RETURN>
```

📘 Example

......................................................................................

```
C:\> slui.exe 0x2a 0x8007232B <RETURN>
```

......................................................................................

- Refer to the following URL and resolve the problem:

```
URL: http://support.microsoft.com/?scid=kb%3Ben-us%3B938450&x=17&y=9 (As of June 2010)
```

- When the character string is not present

  Check the details of settings in the license information file.
  For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

  c. Perform activation.

2. Check that a password has been set for Administrator on the managed server for which activation failed.
   If a password has not been set, open "User Accounts" from the Windows Control Panel, and create an Administrator password from the [User Account] window.

3. Correct the content of the license information file on the managed server that the cloning image was collected from then collect a new cloning image.
   For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide". After successfully collecting a cloning image, delete the cloning image for which deployment failed.

4. Copy the license information file from the managed server in step 3. to the managed server in step 2.

# 3.5  49XXX series

This section explains the following message series:

# 3.5.1  491XX series

This section explains the 491XX message series.

### 49113

FJSVrcx:WARNING:49113:different model server detected. registered=*registered_model* detected=*detected_model*

[Description]

The model name contained in hardware properties after replacement of a managed server is different from the model name before replacement.

[Corrective Action]

Check that the replacement server is of the same model as the original. When the model of the replacement server differs from the original, replace it with the same model as the original.
If a different model server is used for the replacement, the OS from prior to replacement may not operate, and restoration, cloning and server switchover may not operate correctly.

# 3.5.2  495XX series

This section explains the 495XX message series.

## 49501

FJSVrcx:WARNING:49501:ServerView Agent has stopped

[Description]

The ServerView Agent of the managed server has not been started.

[Corrective Action]

Check if the ServerView Agent is running on the managed server, and if it is not running start it.

For details of checks and the startup method, refer to the ServerView Agent manual.

FJSVrcx:WARNING:49501:ServerView Agent has stopped

# Chapter 4 Error Messages

This chapter explains the messages that inform users of the causes of detected errors and the relevant corrective actions.

## 4.1 61XXX series

This section explains the following message series:

## Information

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

The 611XX series messages are also displayed in the event log of the RC console.

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

### 4.1.1 611XX series

This section explains the 611XX message series.

---

**61104**

FJSVrcx:ERROR:61104:failed to start *mgr_name*. code=%1

[Description]

Startup of the manager failed.

The exit code of the command executed internally is displayed for code=%1.

[Corrective Action]

- When *mgr_name* is Task Manager and code is environment error

  The configuration of the manager restart is incorrect.
  For details, refer to "Appendix A Notes on Operating ServerView Resource Coordinator VE" of the "ServerView Resource Coordinator VE Operation Guide" and restart the manager service.
  When restarting the manager, stop it and then restart it.

- For other than the above

  Restart the manager.
  When restarting the manager, stop it and then restart it.

For how to stop and start managers, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

**61106**

FJSVrcx:ERROR:61106:stopping of *mgr_name* failed. code=%1

[Description]

Stopping of the manager failed.

The name of the service which has not been stopped is given for *mgr_name*.
The exit code of the command executed internally is displayed for code=%1.

## [Corrective Action]

[Windows]
Open "Services" from "Administrative Tools" on the Control Panel, and then stop the relevant service on the [Services] window.

[Linux]
Use the "service" command and stop the relevant service.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 61107

FJSVrcx:ERROR:61107:starting of *mgr_name* failed. code=%1

## [Description]

Starting of the service *mgr_name* comprising the manager failed.

The exit code of the command executed internally is displayed for code=%1.

## [Corrective Action]

- When *mgr_name* is "HBA address rename setup service"
  Check the status of the HBA address rename setup service, and if it is "Stopped" then start the HBA address rename setup service.
  For how to start the HBA address rename setup service, refer to "6.2.2.1 Settings for the HBA address rename setup service" of the "ServerView Resource Coordinator VE Setup Guide".

- When *mgr_name* is something other than "HBA address rename setup service"
  Restart the manager. When the service comprising the manager has been started, stop the service of the manager and restart it. For how to stop and start managers, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 61111

FJSVrcx:ERROR:61111:failed to start site manager. code=%1

## [Description]

The manager cannot be started because of the problem indicated in code=%1.
One of the following is indicated for %1:

a. timeout

   A timeout has occurred during starting of the manager.

b. environment error

   An error has occurred in the boot environment of the manager.

c. internal error

   An internal error has occurred.

## [Corrective Action]

For a. or c.

   Restart the manager.
   When restarting the manager, stop it and then restart it.
   For how to stop and start managers, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

For b.

   Check the port number used by the manager, and change it as necessary.
   For details, refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 61115

FJSVrcx:ERROR:61115:license file not found in *directory*

[Description]

No license file was found in *directory*.

[Corrective Action]

There is a chance that Resource Coordinator VE has not been installed successfully.
After uninstalling it, perform installation again.

## 61121

FJSVrcx:ERROR:61121:*server_name*:server status is changed to *status*

[Description]

The status of the server *server_name* has been changed to *status*.
"error" or "fatal" is displayed for *status*.

[Corrective Action]

Locate the fault using the RC console.
The detailed information can be checked by starting the management software for each resource.

For operation from the RC console, refer to "Chapter 2 User Interface" of the "ServerView Resource Coordinator VE Setup Guide".

## 61125

FJSVrcx:ERROR:61125:*original_server*:failed to shutdown. code=%1

[Description]

Server switchover or failback failed because the source managed server *original_server* was not powered off.
The name of the managed server to be replaced is displayed for *original_server*.
The exit code of the command executed internally is displayed for code=%1.

[Corrective Action]

**When the exit code displayed for %1 is 7**
The error may have occurred because a part of the manager program is not operating.

[Windows]
Open "Services" from "Administrative Tools" on the Control Panel, and then confirm that the following services have been started on the [Services] window.

- Deployment Service

- PXE Services

- TFTP Service


[Linux]
Use the "service" command and confirm that the following services have been started.

- scwdepsvd

- scwpxesvd

- scwtftpd

a. When the services have been started

Check the following:

- Whether the managed server *original_server* is powered on

  When the managed server *original_server* is powered on, manually power it off, and then perform manual switching or failback to *original_server* from the RC console.
  When the managed server *original_server* is powered off, in that state perform either manual switching or failback from the RC console.

- Whether communication with the server management unit is possible

  Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
  If a cable is disconnected from the LAN connector, connect it.

- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade

  - Check the SNMP community name set from the RC console.
    If it was omitted, "public" will be specified.

  - Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
    If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

- That the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values

  For details of checks and the setup method, refer to the manual of the server being used.

b. When the services have not been started

[Windows]
Open "Services" from "Administrative Tools" on the Control Panel and execute the following operations on the [Services] window, and then perform manual switching or failback again.

- Stop the Deployment Service

- Stop the PXE Services

- Stop the TFTP Service

- Start the TFTP Service

- Start the PXE Services

- Start the Deployment Service

**Stopping services**
On the [Services] window, select the service to be stopped.
Select [Properties] from the pop-up menu, and then click <Stop>.

**Starting services**
On the [Services] window, select the service to be started.
Select [Properties] from the pop-up menu, and then click <Start>.

[Linux]
Use the "service" command, and after performing the following operations perform manual switching or failback again.

- Stop scwdepsvd

- Stop scwpxesvd

- Stop scwtftpd

- Start scwtftpd

- Start scwpxesvd

- Start scwdepsvd

**Stopping services**

Use the following command to stop services.

```
# service service_name stop <RETURN>
```

**Starting services**

Use the following command to start services.

```
# service service_name start <RETURN>
```

**Note**

................................................................................

When manual switching or failback will be performed again due to this message, perform the operation regardless of the status of *original_server*.

................................................................................

**See**

................................................................................

- For server switchover, refer to "10.2 Switchover" of the "ServerView Resource Coordinator VE Operation Guide".

- For failback, refer to "10.3 Post-Switchover Operations" of the "ServerView Resource Coordinator VE Operation Guide".

................................................................................

**When the exit code displayed for %1 is something other than 7**

Collect troubleshooting information and contact Fujitsu technical staff.

---

## 61130

FJSVrcx:ERROR:61130:stopping of site manager failed

[Description]

Stopping of the manager failed.

[Corrective Action]

Perform stopping of the manager again.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 61131

FJSVrcx:ERROR:61131:site manager terminated abnormally

[Description]

A manager terminated abnormally.

[Corrective Action]

Restart the manager.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 61135

FJSVrcx:ERROR:61135:GENERIC_ERROR:*PxeMtftp|PxeParser|PxeService*:%1

[Description]

An error of the HBA address rename setup service *PxeMtftp|PxeParser|PxeService* has occurred.

One of the following is indicated for %1:

a. PxeParser: malloc returned NULL, there is insufficient memory available

There is not enough virtual memory available.

b. PxeService: Unable to Start TFTP Server

The TFTP Server could not be started.

[Linux]
The *PxeMtftp* message of the HBA address rename setup service is not output.

[Corrective Action]

For a.

[Windows]
Restart the HBA address rename setup service after exiting applications currently being used or increasing the amount of virtual memory.
To increase the amount of virtual memory, open "System" on the Windows Control Panel, and select the "Advanced" tab on the [System Properties] window.

[Linux]
Restart the HBA address rename setup service after exiting applications currently being used or increasing the amount of virtual memory.
Refer to the OS manual for the method for increasing the amount of virtual memory.

For b.

Execute the netstat -na command using the Windows command prompt and check if the UDP port 69 is already used by another program. When the port is not in use, start the HBA address rename setup service again.

When the detailed information displayed for %1 is something other than the above, or if this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 61136

FJSVrcx:ERROR:61136:*service_name* stopped abnormally

[Description]

A service has stopped abnormally.
The service name stopped is displayed for *service_name*.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

---

## 61137

FJSVrcx:ERROR:61137:PXE server control failed

[Description]

Control of the PXE server failed.
Processing of the WWN settings for the HBA of the server may fail.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

---

## 61138

FJSVrcx:ERROR:61138:internal error

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 61139

FJSVrcx:ERROR:61139:failed to get information from the management server

[Description]

Obtaining the information of the admin server failed.
Processing of the WWN settings for the HBA of the server may fail.

[Corrective Action]

Check the following and resolve the problem:

- Check the status of the admin server.

  If the status is off, power on the admin server.

- Check the startup status of the manager.

  When the manager is stopped, start the manager.

  The startup status of the manager can be checked using the following methods.

  [Windows]
  Open "Services" from "Administrative Tools" on the Control Panel, and check that the status of the Resource Coordinator Manager service on the [Services] window is "Started".

  [Linux]
  Use the "service" command and confirm that the "rcvmr" service has been started.

  For details, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

- Check if there is a problem with the network environment between the server used for the HBA address rename setup service and the admin server.

  If a cable is disconnected from the LAN connector, connect it.

  For HBA address rename setup service, refer to "6.2.2.1 Settings for the HBA address rename setup service" of the "ServerView Resource Coordinator VE Setup Guide".

**Information**

Check if the cause of the problem has been removed by examining the update information of the synchronization time in the [HBA address rename setup] dialog. If the synchronization time is not updated within 15 minutes, the cause of the problem has not been removed.

If this does not resolve the problem, collect troubleshooting information of the HBA address rename setup service environment and contact Fujitsu technical staff.

## 61142

FJSVrcx:ERROR:61142:no *type* detected

[Description]

*type* information was not detected for a server blade.
"NIC for admin LAN" is displayed for *type*.

[Corrective Action]

There is a chance that the server blade has no NIC to use for the admin LAN or the management blade cannot correctly recognize the server blade's NIC.

Check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.
If it is not being recognized correctly, remount the server blade and power it on.

For the PRIMERGY BX900 series, check that the setting for Automatic Inventory Retrieval on the management blade is "automatic".
If the setting has already been made, there is a chance that the management blade has not yet recognized the admin LAN NIC. Wait a short while, and then check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 61143

FJSVrcx:ERROR:61143:*operation*:failed

[Description]

The processing of *operation* has failed.
The operation name is displayed for *operation*.

An error message indicating the reason processing of *operation* failed is displayed after this message (Multiple error messages may be displayed).

[Corrective Action]

Check the error number of the message related to *operation* which is displayed after this message, and take the corrective action indicated for that message.

## 61144

FJSVrcx:ERROR:61144:*operation*:rollback failed

[Description]

After processing of *operation* failed, processing of automatic recovery (rollback) failed.
The operation name is displayed for *operation*.

Before this message is output, an error message indicating that processing of *operation* failed in "Message number 61143" is output.
Also, an error message indicating the reason processing of automatic recovery (rollback) failed is displayed after this message (Multiple error messages may be displayed).

[Corrective Action]

Refer to the corrective action for "Message number 61143" output before this message, and take the corrective action for the cause of the failed *operation*.

Then check the error number of the error message indicating the cause of failure of automatic recovery (rollback) output after this message, and take the corrective action indicated for that message.

## 61145

FJSVrcx:ERROR:61145:*obj*:is in switchover state

[Description]

The requested process cannot be performed as *obj* is undergoing server switchover.

[Corrective Action]

Perform the operation again after performing failback or continuation on the server.

## 61146

FJSVrcx:ERROR:61146:*obj*:is not in switchover state

[Description]

Failback or continuation has been executed for *obj*, which is not undergoing server switchover.

## [Corrective Action]

Check that server switchover has been performed and then perform the operation again.

---

## 61147

FJSVrcx:ERROR:61147:The system has reached the maximum *resource* registration limit(*limit*).

## [Description]

As the maximum (*limit*) would be exceeded, no more *resource* can be registered.

## [Corrective Action]

No action is required.

---

## 61148

FJSVrcx:ERROR:61148:The specified server OS type is mismatched with the detected OS, *os_name*.

## [Description]

The server OS type specified during server registration or agent registration is incorrect.
If this message is output during server registration, the server has been registered successfully but agent registration has failed.

## [Corrective Action]

When *os_name* is VMware, select "VM host" for the server OS type and execute agent registration.

---

## 61149

FJSVrcx:ERROR:61149:*name*:*type* status is changed to *status*

## [Description]

The status of the *type* resource *name* has been changed to *status*.
"error" or "fatal" is displayed for *status*.

## [Corrective Action]

Locate the fault using the RC console.
The detailed information can be checked by starting the management software for each resource.

For operation from the RC console, refer to "Chapter 2 User Interface" of the "ServerView Resource Coordinator VE Setup Guide".

---

## 61151

FJSVrcx:ERROR:61151:*value*: conflicts with *address_type* of:*obj*

## [Description]

*value* conflicts with the *address_type* of *obj*.
The following causes are possible:

- The specified value conflicts with the *address_type* of *obj*

- The value of an already registered *obj* is wrong

One of the following is displayed for *address_type*:

- IP address

- MAC address

- network address

One of the following is displayed for *obj*:

- admin server

   Indicates the admin server.

- Resource name

   Indicates an already registered resource.

- subnet name

   Indicates an already registered subnet.

## [Corrective Action]

- When the specified value conflicts with the *address_type* of *obj*

   Check and correct the value specified and then perform the operation again.

- When the value of an already registered *obj* is wrong

   Change the value of *obj*, and then perform the operation again.

## 61155

FJSVrcx:ERROR:61155:chassis(*chassis_name*) is not registered in *external_software*. server=*server_name*

### [Description]

As the target chassis *chassis_name* has not been registered with the external software *external_software*, control of the server *server_name* failed.
The chassis name is displayed for *chassis_name*.
The name of the external software is displayed for *external_software*.
The name of the managed server is displayed for *server_name*.

### [Corrective Action]

Register the target chassis with the external software.
After that, perform the operation again.

## 61156

FJSVrcx:ERROR:61156:chassis(*chassis_name*) is not registered as a managed resource in *external_software*. server=*server_name*

### [Description]

As that target chassis *chassis_name* has not been registered as the target of management for the external software *external_software*, control of the server *server_name* failed.
The chassis name is displayed for *chassis_name*.
The name of the external software is displayed for *external_software*.
The name of the managed server is displayed for *server_name*.

### [Corrective Action]

Register the target chassis as the target of management by the external software.
After that, perform the operation again.

## 61157

FJSVrcx:ERROR:61157:failed to configure virtual I/O settings. detail=*detail*

### [Description]

An error occurred during the configuration of virtual I/O settings.
A detailed message is displayed for *detail*.

[Corrective Action]

Check the content of *detail*, and take corrective action.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 61162

FJSVrcx:ERROR:61162:resource state(s) differ from actual state(s) in *external_software*.

[Description]

There is an inconsistency in the state of resources registered with the external software *external_software* and the actual state.

The name of the external software is displayed for *external_software*.

[Corrective Action]

When performing operations with the external software at the same time, stop the operations temporarily.

After that, perform the operation again.

---

## 61163

FJSVrcx:ERROR:61163:unable to assign server profile. software=*external_software*, server=*server_name*, detail=*detail*

[Description]

As there is a problem with the state of the server, assignment of a server profile failed.

The name of the external software is displayed for *external_software*.

The name of the managed server is displayed for *server_name*.

A detailed message is displayed for *detail*.

[Corrective Action]

Check the state of the server, and perform hardware replacement if there is a problem with the server.

After confirming the state of the server is normal, perform the operation again.

---

## 61164

FJSVrcx:ERROR:61164:*external_software* license error.(*detail*)

[Description]

A license error has occurred with the external software *external_software*.

The name of the external software is displayed for *external_software*.

A detailed message is displayed for *detail*.

[Corrective Action]

Check that the license settings of the external software have been configured correctly.

After confirming the license settings have been configured correctly, perform the operation again.

---

## 61165

FJSVrcx:ERROR:61165:hardware does not support server profile assignment. target=*server_name*, profile=*profile_name*, software=*external_software*, detail=*detail*

[Description]

A function not supported by the server *server_name* has been included in the server profile *profile_name*.

The name of the managed server is displayed for *server_name*.

The name of the server profile is displayed for *profile_name*.

The name of the external software is displayed for *external_software*.

A detailed message is displayed for *detail*.

[Corrective Action]

Check that the BIOS or iRMC firmware versions of the servers which the server profile is to be allocated to are compliant with the server profile function. If the version is not compliant, upgrade to a compliant version or refer to the manual of the external software, and correct the function settings in the server profile to one that is supported.

After performing the corrective action above, perform the operation again.

## 61166

FJSVrcx:ERROR:61166:*server_name* is not powered off.

[Description]

The power of the server *server_name* has not been stopped.
The name of the managed server is displayed for *server_name*.

[Corrective Action]

Stop the power of the server.
After that, perform the operation again.

## 61167

FJSVrcx:ERROR:61167:I/O device not found for *server_name*

[Description]

The I/O device used for the assignment of the server profile to the server *server_name* was not found.
The name of the managed server is displayed for *server_name*.

[Corrective Action]

Check the server profile and mount the necessary I/O device.
After that, perform the operation again.

## 61168

FJSVrcx:ERROR:61168:*resource_name*:incorrect *external_software* configuration. (*detail*)

[Description]

There is an inconsistency in the configuration of the external software *external_software*.
The name of the resource is displayed for *resource_name*.
The name of the external software is displayed for *external_software*.
A detailed message is displayed for *detail*.

[Corrective Action]

Refer to the manual of the external software, and take corrective action.
After that, perform the operation again.

## 61169

FJSVrcx:ERROR:61169:current *external_software* configuration is incompatible with *server_name*.

[Description]

A compatibility problem between the server *server_name* and the external software *external_software* has occurred.
The name of the external software is displayed for *external_software*.
The name of the managed server is displayed for *server_name*.

[Corrective Action]

Refer to the external software *external_software*, and replace the server *server_name* with a compatible model.
After that, perform the operation again.

## 61170

FJSVrcx:ERROR:61170:*external_software* is not installed

[Description]

The external software *external_software* has not been installed.
The name of the external software is displayed for *external_software*.

[Corrective Action]

Install the external software.
After that, perform the operation again.

## 61171

FJSVrcx:ERROR:61171:invalid server profile. profile=*profile_name*, detail=*detail*

[Description]

The server profile is invalid.
The name of the server profile is displayed for *profile_name*.
A detailed message is displayed for *detail*.

[Corrective Action]

Check the content of the server profile.
After that, perform the operation again.

## 61172

FJSVrcx:ERROR:61172:authentication failure. software=*external_software*, user=*username*

[Description]

An authentication error occurred during communication with the external software *external_software*.
The name of the external software is displayed for *external_software*.
The user name for which authentication failed is displayed for *username*.

[Corrective Action]

Correct the account information of the external software.
After that, perform the operation again.

## 61173

FJSVrcx:ERROR:61173:*external_software* doesn't support *server_name*. detail=*detail*

[Description]

The external software *external_software* does not support the server *server_name*.
The name of the external software is displayed for *external_software*.
The name of the managed server is displayed for *server_name*.
A detailed message is displayed for *detail*.

[Corrective Action]

Replace the target server with a model that is supported by the external software.
After that, perform the operation again.

## 61180

FJSVrcx:ERROR:61180:inconsistent *config_type* configuration for server profile:*servers*

[Description]

There is an error in either the virtualization method configuration *config_type* for *servers*, or the configuration of the server profiles for *servers*.

The spare servers for which there is an error in the virtualization method configuration *config_type* are displayed for *servers*.

When there are multiple servers, they are displayed separated by commas (",").

[Corrective Action]

Based on the content of *servers*, check the virtualization method configuration.

- When *servers* is a spare server

  Check and correct the virtualization method configuration of the spare server, and then perform the operation again.

- When *servers* is something other than a spare server

  Two virtualization methods, VIOM coordination and HBA address rename, have both been configured for the server. Ensure that only one virtualization method is used in a single chassis.


## 61181

FJSVrcx:ERROR:61181:*external_software* not registered

[Description]

The specified external software *external_software* has not been registered.

[Corrective Action]

Check that there are no mistakes in the configuration of *external_software* and that *external_software* has not been deleted.


## 61182

FJSVrcx:ERROR:61182:*server_name*:invalid switchover configuration detected, next switchovers will fail. *detail*

[Description]

The switchover configuration of the server *server_name* set as the spare server or the spare server that has been switched to is invalid. If switchover to or failback from *server_name* is attempted, it will fail.

The cause of the failure of switchover or failback is displayed for *detail*.

- When *detail* is "expected VIOM server profile not found"

  The VIOM server profile configured for the primary server when setting it as a spare server cannot be found. The VIOM configuration may have been changed or deleted.

[Corrective Action]

Follow the content displayed for *detail* and check the switchover settings for *server_name*.

- When *detail* is "expected VIOM server profile not found"

  Check the state of the server profile from the VIOM management console, perform I/O virtualization configuration for *server_name* and then repeat the operation.


## 61183

FJSVrcx:ERROR:61183:*server_name*:invalid spare server configuration detected, next switchovers will fail. *detail*

## [Description]

The switchover configuration of the physical server *server_name* set as the spare server, or the server that was switched from, is invalid. When *server_name* is selected as a spare server for the switchover process, or when failback is performed, the operation will fail. The cause of the failure of switchover or failback is displayed for *detail*.

- When *detail* is "expected VIOM server profile not found"

  A VM host with the VIOM server profile configured was specified for *server_name* when setting it as the spare server, but the server profile cannot be found.

- When *detail* is "unexpected VIOM server profile was found"

  A VIOM server profile was configured for *server_name* when setting it as a spare server, but the VM host cannot be detected.

## [Corrective Action]

Follow the content displayed for *detail* and check the switchover settings for *server_name*.

- When *detail* is "expected VIOM server profile not found"

  Check the state of the server profile from the VIOM management console, perform I/O virtualization configuration for *server_name* and then repeat the operation.

- When *detail* is "unexpected VIOM server profile was found"

  When dealing with a spare server or a server that has undergone switchover, check the state of the original server and use the VIOM management console to check the state of the server profile. Then change the I/O virtualization configuration of *server_name* and perform the operation again.
  Or, change the spare server configuration information.

---

## 61184

FJSVrcx:ERROR:61184:inconsistent boot configuration between: *spare_servers* and *server_name*

## [Description]

The boot configuration settings for *spare_servers* are inconsistent.
The name of the server for which spare server settings were performed is displayed for *server_name*.
The names of the physical servers which were specified as the spare servers for *server_name* are displayed for *spare_servers*, separated by commas.

## [Corrective Action]

Check and correct the boot configurations of the physical servers specified as spare servers, and then perform the operation again.

---

## 61185

FJSVrcx:ERROR:61185:SAN boot cannot be specified for *server_name* (Virtual I/O configuration required)

## [Description]

As there is no virtual I/O configuration for *server_name*, SAN boot cannot be specified.

## [Corrective Action]

Check and correct the virtual I/O configuration and then perform the same operation on the spare server again.

---

## 61186

FJSVrcx:ERROR:61186:another control command is still running

## [Description]

Another control command is currently being executed.

[Corrective Action]

Wait a couple of minutes and then execute the command again.

## 61187

FJSVrcx:ERROR:61187:No license found for this feature

[Description]

No license was found for the feature being used.

[Corrective Action]

In order to perform the process, purchase a license for the product which is required for the process.

## 61188

FJSVrcx:ERROR:61188:*value*:invalid *type*

[Description]

The *value* specified as *type* is invalid.

The following is displayed for *type:*

- network address

- subnet mask

- gateway

[Corrective Action]

Check and correct the *value* specified and then perform the operation again.

## 61189

FJSVrcx:ERROR:61189:*service* is not installed

[Description]

*service* has not been installed.

The following is displayed for *service*:

- DHCP Server

[Corrective Action]

Install *service*, and then perform the operation again.

## 61190

FJSVrcx:ERROR:61190:*service* is not running

[Description]

*service* has not been started.

The following is displayed for *service*:

- DHCP Server

[Corrective Action]

Start *service*, and then perform the operation again.

## 61191

FJSVrcx:ERROR:61191:*obj*:*function* was aborted. detail=*detail*

[Description]

The processing of the *function* for *obj* has not been performed.

The reason the processing of *function* was not performed is displayed for *detail*.

- When *function* is "deploying cloning image"

Deployment of a cloning image failed.

- When *detail* is "target servers are in different subnets"

Multiple managed servers belonging to differing subnets have been specified as the cloning image deployment destination.

[Corrective Action]

- When *function* is "deploying cloning image"

Take corrective action based on the content of *detail*.

- When *detail* is "target servers are in different subnets"

Perform deployment of cloning images to each managed server belonging to the same subnet.

## 61193

FJSVrcx:ERROR:61193:invalid license key

[Description]

The entered license key cannot be used.

[Corrective Action]

Check if there are any mistakes in the entered license key. If there are no mistakes in the entered license key, check the product name, version, and usage limit applied for when obtaining the license key. Inputting a valid license key will resolve the problem.

## 61194

FJSVrcx:ERROR:61194:*script_name*:failed to start script

[Description]

Startup of the script *script_name* has failed.

[Corrective Action]

Check the file attributes and environment of the script, and resolve any problems so the script can be executed.

## 61195

FJSVrcx:ERROR:61195:*script_name*:script error (return value = *value*)

[Description]

The script named *script_name* has terminated abnormally.

The exit code of the script is displayed for *value*.

[Corrective Action]

Take corrective action based on the error details.

### 61197

FJSVrcx:ERROR:61197:*obj*:cannot perform VIOM operation because a spare server is assigned to this server

[Description]

VIOM operations failed, because the spare server settings have been performed for *obj*.

[Corrective Action]

Release the settings of the spare server, and then perform the operation again.

## 4.1.2 613XX series

This section explains the 613XX message series.

### 61305

FJSVrcx:ERROR:61305:internal error

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

### 61306

FJSVrcx:ERROR:61306:monitoring of server boot failed

[Description]

Boot monitoring of the managed server failed.
Processing of the WWN settings for the HBA of the server may fail.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

### 61307

FJSVrcx:ERROR:61307:PXE server control failed

[Description]

Control of the PXE server failed.
Processing of the WWN settings for the HBA of the server may fail.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

### 61308

FJSVrcx:ERROR:61308:WWN setting failed. code=%1,%2

[Description]

The process of setting the WWN for the HBA of the server failed.

An internal code is displayed for %1.
One of the following is indicated for %2:

  a.  HBA adapter not found

  b.  command error

c.  TFTP error

[Corrective Action]

For a.

Make sure the total number of ports on HBA adapters mounted on the server is equal to or greater than the number specified on the GUI.

For b.

Refer to "BIOS Settings for Managed Servers" in "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide" and update the FC-HBA BIOS firmware if it is old.

For c.

A problem related to file transfer has occurred. Check the status of the admin LAN.

When a message other than the above is output, or the corrective action above does not resolve this problem, collect troubleshooting information and contact Fujitsu technical staff.

---

### 61309

FJSVrcx:ERROR:61309:The port number for *service_name* is already in use.

[Description]

The port number used for *service_name* is already in use.

[Corrective Action]

Check the port number used by *service_name*, and change it if necessary.
For details, refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide".

## 4.1.3  615XX series

This section explains the 615XX message series.

---

### 61501

FJSVrcx:ERROR:61501:the cloning process terminated abnormally. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

[Description]

An error has occurred during the process set in "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".

The target managed server is displayed for *obj*.
One of the following is displayed for *event*:

- PRE_TGTSVR_IMAGE_CREATE

  The error occurred in the process performed before collecting cloning images.

- POST_TGTSVR_IMAGE_CREATE

  The error occurred in the process performed after collecting cloning images.

- POST_TGTSVR_IMAGE_INSTALL

  The error occurred in the process performed after deploying cloning images.

One of the following is displayed for *action*:

[Windows]
*Installation_folder*\Agent\bin\rcxadm

[Linux]
/opt/FJSVrcxat/bin/rcxadm

[Corrective Action]

The processing results of the network parameter auto-configuration function are output in the following files:
Check the error messages output in these files and take corrective action for those messages.

[Windows]
*Installation_folder*\Agent\var\log\error_lan.log

[Linux]
/var/opt/FJSVnrmp/logs/error_lan.log

For details, refer to "8.6.2 Maintenance" of the "ServerView Resource Coordinator VE Setup Guide".

After resolving the problem, perform the operation again using the following procedures.

**Operations**

- When the error occurred before collection of cloning images

  Perform cloning image deployment again.

- When the error occurred after collection of cloning images

  Delete any collected cloning images, and then collect cloning images again.

- When the error occurred after deployment of cloning images

  **When the managed server used for collection of cloning images is the same as that for deployment**

  Perform cloning image deployment again.
  When modifying the definition file of the network parameter auto-configuration function, restore any system images collected before the cloning image was deployed, and then modify the definition file.
  When the definition file of the network parameter auto-configuration function of the collection target has been modified, delete any cloning images collected before the modification was made, and then collect and deploy cloning images again.

  **When the managed server used for collection of cloning images is different from that used for deployment**
  After resolving the problem, deploy cloning images again.
  When the definition file of the network parameter auto-configuration function of the collection target has been modified, delete any cloning images collected before the modification was made, and then collect and deploy cloning images again.

---

## 61502

FJSVrcx:ERROR:61502:timeout occurred while executing the cloning process. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

[Description]

A timeout error has occurred during processing of the network parameter auto-configuration settings registered in "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".

The target managed server is displayed for *obj*.

One of the following is displayed for *event*:

- PRE_TGTSVR_IMAGE_CREATE

  The error occurred in the process performed before collecting cloning images.

- POST_TGTSVR_IMAGE_CREATE

  The error occurred in the process performed after collecting cloning images.

- POST_TGTSVR_IMAGE_INSTALL

  The error occurred in the process performed after deploying cloning images.

One of the following is displayed for *action*:

[Windows]
*Installation_folder*\Agent\bin\rcxadm

[Linux]
/opt/FJSVrcxat/bin/rcxadm

## [Corrective Action]

Check the load on the managed server. If there are no problems, perform the operation again based on "Operations" in "Message number 61501".

## 61506

FJSVrcx:ERROR:61506:SOCKET_ERROR:*PxeMtftp|PxeParser|PxeService*:%1

## [Description]

A socket error of the HBA address rename setup service *PxeMtftp|PxeParser|PxeService* has occurred.

One of the following is indicated for %1:

    a. PxeMtftp: Unable to bind to socket on port 69, Error=0x%x

    b. PxeParser: Socket Error while binding DHCP Socket: 0x%x, Port 67, IP=%u-%u-%u-%u

    c. PxeService: Initreg-Unable to bind send socket : WSAGetLastError = 0x%x

    d. PxeService: Unable to bind send socket : WSAGetLastError = 0x%x

    e. PxeService: Error 0x%x while binding Socket on Port=4011, IP=%u-%u-%u-%u

    f. PxeService: Error 0x%x while binding DHCP Socket on Port=67, IP=%u-%u-%u-%u

[Linux]
The *PxeMtftp* message of the HBA address rename setup service is not output.

## [Corrective Action]

Execute the netstat ?na command and check if the following port is already used by another program. When the port is not in use, start the HBA address rename setup service again.

For a.: UDP port 69

For b.: Port 67 of IP Address %u-%u-%u-%u

For c.: Port 68 of IP Address 0.0.0.0

For d.: Port 68 of IP Address 0.0.0.0

For e.: Port 4011 of IP Address %u-%u-%u-%u

For f.: Port 67 of IP Address %u-%u-%u-%u

When the detailed information displayed for %1 is something other than the above, or if this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 61507

FJSVrcx:ERROR:61507:*operation* is already running.

## [Description]

As another instance of the RC console is performing LAN switch discovery, the requested LAN switch discovery cannot be performed.
Multiple instances of LAN switch discovery cannot be performed simultaneously on a single manager.

The following is displayed for *operation*:

- LAN switch discovery

Wait until the LAN switch discovery being performed from another instance of the RC console finishes, and then perform the operation again.
The status of operations being performed can be checked on Recent Operations of the RC console.

# 4.1.4  617XX series

This section explains the 617XX message series.

## 61701

FJSVrcx:ERROR:61701:model not supported. target=*target*, *details*

[Description]

A model that is not supported has been detected.
The target device is displayed for *target*.
Detailed information is displayed for *details*.

[Corrective Action]

Check that the device is supported by Resource Coordinator VE.

## 61702

FJSVrcx:ERROR:61702:invalid response received from device. target=*target*, *details*

[Description]

During one of the following operations, an invalid response was received from the device.

- Registration of power monitoring devices

- Changing of power monitoring device settings

- Reconfiguration of the hardware properties of power monitoring devices

The detected device is displayed for *target*.
Detailed information is displayed for *details*.

The device may not be operating correctly or there may have been a problem during communication.

[Corrective Action]

Check if the target device is operating correctly.
For details of device operation checks, refer to the manual of the relevant device.

Check that there are no problems with the network the device uses (wiring, switches, routers, etc.).
For network communication checks refer to the manuals of the network devices being used.

After checking the device and the network, perform the operation again.

## 61703

FJSVrcx:ERROR:61703:failed to get information from device. target=*target*, *details*

[Description]

During collection of environmental data, collection of data from the device failed.
The detected device is displayed for *target*.
Detailed information is displayed for *details*.

The device may not be operating correctly or there may have been a problem during communication.

[Corrective Action]

Check if the target device is operating correctly.
For details of device operation checks, refer to the manual of the relevant device.

Check that there are no problems with the network the device uses (wiring, switches, routers, etc.).
For network communication checks refer to the manuals of the network devices being used.

After checking the device and the network, update the information of the device and check that the update is completed successfully.

# 4.2 63XXX series

This section explains the following message series:

## 4.2.1 631XX series

This section explains the 631XX message series.

### 63102

FJSVrcx:ERROR:63102:already running.

[Description]

Agent startup failed because an agent has already been started.

[Corrective Action]

To restart the agent, stop it then start it again. If not restarting it, continue operation.

For how to stop and start agents, refer to "5.1 rcxadm agtctl" of the "ServerView Resource Coordinator VE Command Reference".

### 63104

FJSVrcx:ERROR:63104:failed to start

[Description]

Startup of the agent failed.

[Corrective Action]

Take corrective action for the message that was output just before this one.

### 63105

FJSVrcx:ERROR:63105:failed to stop

[Description]

Stopping of the agent failed.

[Corrective Action]

Take corrective action for the message that was output just before this one.

# 4.3 64XXX series

This section explains the following message series:

## 4.3.1 646XX series

This section explains the 646XX message series.

### 64681

FJSVnrmp:ERROR:64681:GLS not installed

[Description]

PRIMECLUSTER GLS has not been set up.

[Corrective Action]

Perform setup of PRIMECLUSTER GLS.

### 64682

FJSVnrmp:ERROR:64682:file not found(filename=*file_name*)

[Description]

A file was not found.
The file name is displayed for *file_name*.

[Corrective Action]

Take corrective action depending on the file name *file_name*.

- ipaddr.conf

    Create a file referring to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".

- ifcfg-eth*X*

    Create the following file corresponding to eth*X*.

    - Red Hat Enterprise Linux

        /etc/sysconfig/network-scripts/ifcfg-eth*X* (eth*X* is the interface name of eth0, eth1, etc.)

    - SUSE Linux Enterprise Server

        /etc/sysconfig/network/ifcfg-eth*X* (the *X* of eth*X* can be any desired letter)

### 64685

FJSVnrmp:ERROR:64685:editing of the hosts file failed

[Description]

Editing the hosts file failed.

[Corrective Action]

When definition in the hosts file is necessary, check if there is a problem with the file and then execute the command again.

### 64691

FJSVnrmp:ERROR:64691:internal error.

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 64692

FJSVnrmp:ERROR:64692:user not privileged

[Description]

Users without sufficient authority cannot execute the command.

[Corrective Action]

Execute the command with OS administrator authority.

## 64693

FJSVnrmp:ERROR:64693:IP address not defined in the ipaddr.conf file(code=*code*)

[Description]

An IP address has not been defined.
Internal code information is displayed for *code*.

[Corrective Action]

An IP address has not been defined in the ipaddr.conf file, or the definition strings are incorrect.
For details, refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".
After defining them correctly, execute the command again.

## 64694

FJSVnrmp:ERROR:64694:invalid settings found in the configuration file of ipaddr.conf (code=*code*)

[Description]

The definition file of ipaddr.conf is incorrect.
Internal code information is displayed for *code*.

[Corrective Action]

For the settings of the ipaddr.conf file, check the following:

- Different numbers are used for the end of each definition keyword

- Each interface name and IP address has been set correctly

If there are no problems based on the results of the above checks, the settings for the user command execution function of PRIMECLUSTER GLS may be incorrect.
Check the settings, and then execute the command again.

## 64695

FJSVnrmp:ERROR:64695:LAN interface has already been configured.

[Description]

The settings of LAN interface have already been performed.

[Corrective Action]

Check the contents set. If there are no problems, no action is required.
When changing the settings, after releasing the settings of the LAN interface by executing the rcxadm lanctl unset command, change the content of the configuration file and perform settings using the rcxadm lanctl set command.

## 64696

FJSVrcx:ERROR:64696:already enabled.

[Description]

The network parameter auto-configuration function is already enabled.

[Corrective Action]

No action is required.

## 64697

FJSVrcx:ERROR:64697:already disabled.

[Description]

The network parameter auto-configuration function is already disabled.

[Corrective Action]

No action is required.

## 64698

FJSVnrmp:ERROR:64698:command terminated abnormally(command=*command*, target=*target*, detail=*detail*)

[Description]

A system command terminated abnormally.
The command name is displayed for *command*.
The target of the command is displayed for *target*.
The details of the abnormal termination are displayed for *detail*.

[Corrective Action]

Take corrective action depending on the command name *command*.

- When "command=ifconfig" or "netsh" is displayed

The settings for the interface in the definition (represented using keywords) displayed in *target* of the ipaddr.conf file have not been completed successfully.
Check the status of the interface described in the definitions using the execution device, resolve the problem, and then perform the operation again.
"none" is displayed for *detail*.

- When "command=hanetconfig, hanetmask, hanetpoll" is displayed

The settings for the virtual interface of the setup target (represented using keywords) displayed in *target* of the ipaddr.conf file have not been completed successfully.
For error messages of each command displayed in *detail*, refer to the PRIMECLUSTER GLS manual to resolve the problem, and then perform the operation again.

- When "command=mv" is displayed

There is not enough disk space available. Check the disk and secure sufficient disk space, then execute the command again.
Or, on a Linux managed server, a blank space has been set for IF_NAME, PRI_NAME, or SCD_NAME in the ipaddr.conf file, which causes the process to terminate abnormally. Check the definition, and then execute the command again.
"none" is displayed for *target* and *detail*.

- When "command=vconfig" is displayed

On a Linux managed server, a period (".") has been set for IF_NAME, PRI_NAME, or SCD_NAME in the ipaddr.conf file, which causes the process to terminate abnormally. Check the definition, and then execute the command again.
"none" is displayed for *target* and *detail*.

## 4.3.2　647XX series

This section explains the 647XX message series.

### 64780

FJSVnrmp:ERROR:64780:invalid file format(file=*file*,detail=*detail*)

[Description]

There is a mistake in the file format.
The file name is displayed for *file*.
The details of the mistake are displayed for *detail*.

[Corrective Action]

When the file name is the ipaddr.conf file, check the following:

- The definition is described using the format "*keyword*(*number*)=*setting value*"

  The line that was unable to be read is displayed for "line *line_number*" in *detail*.

- NODE_NAME has been described

  The definition without NODE_NAME identified is displayed for "none,*keyword*" in *detail*.

- IF_NAME or VIF_NAME has been described at the head of the interface entry

  The definition without a lead description is displayed for *detail* using "*server_name*,*keyword*".

- The keyword of the interface entry is not duplicated or insufficient

  The definition that is duplicated or insufficient is displayed for *detail* using "*server_name*,*keyword*".

- The keyword numbers in each interface entry match within the entry

  The unmatched definition is displayed for *detail* using "*server_name*,*keyword*".

- The keyword numbers of interface entries for each server are arranged in ascending order

  The definition not arranged in ascending order is displayed for *detail* using "*server_name*,*keyword*".

For details of the ipaddr.conf file, refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".
After defining them correctly, execute the command again.

### 64781

FJSVnrmp:ERROR:64781:invalid value in the configuration file(file=*file*, detail=*detail*)

[Description]

The definition file contains an invalid setting value.
The file name is displayed for *file*.
The details of the mistake are displayed for *detail*.

[Corrective Action]

When the file name is the ipaddr.conf file, check the following about the definition setting value indicated as "*server_name*,*keyword*" that is displayed for *detail*.

- The setting value is not a blank space, and no unnecessary blank spaces are included

- The server name starts with an alphabetic character and is not longer than 15 alphanumeric characters (including hyphens, "-") long

- The format of the IP address and subnet mask (decimal numbers separated by periods (".")) is correct

- A network address, multicast address, or broadcast address is not being used for the IP address

- The name of a virtual interface is sha*X* (*X* indicates an integer between 0 and 255)

- Two different IP addresses are set for monitoring targets

- ON or OFF has been set for HUB-HUB monitoring

For details of the ipaddr.conf file, refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".
After defining them correctly, execute the command again.

## 64782

FJSVnrmp:ERROR:64782:overlapped value in the configuration file(file=*file*, detail=*detail*)

[Description]

There are duplicate setting values in the definition file.
The file name is displayed for *file*.
The details of the mistake are displayed for *detail*.

[Corrective Action]

When the file name is ipaddr.conf file, the definition setting value indicated by "*server_name*,*keyword*" displayed for *detail* is a duplicate of another definition in the same file, check the following:

- Names of any servers are not duplicated

- IP addresses of interfaces and virtual interfaces of servers are not duplicated

- Names of interfaces and virtual interfaces are not duplicated on any single server

- The monitoring target IP address is not used as the IP address of interfaces or virtual interfaces of any servers

For details of the ipaddr.conf file, refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".
After defining them correctly, execute the command again.

## 64783

FJSVnrmp:ERROR:64783:invalid subnetwork address in the configuration file(file=*file*, detail=*detail*)

[Description]

The definition file contains an invalid network address.
The file name is displayed for *file*.
The details of the mistake are displayed for *detail*.

[Corrective Action]

When the file name is ipaddr.conf file, check the following about the subnet to which the IP address indicated in "*server_name*,*keyword*" displayed for *detail* belongs:

- When *keyword* is IF_IPAD or VIF_IPAD

  Check that the subnet the IP address belongs to is different from that of other interfaces and virtual interfaces in the same server, and also that the IP address is not included in either subnet.

- When *keyword* is POL_ADDR

  Check that the subnet the IP address belongs to is the same as that of the IP address of the virtual interface in the same interface entry.

For details of the ipaddr.conf file, refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".
After defining them correctly, execute the command again.

# 4.4 65XXX series

This section explains the following message series:

-

## 4.4.1 655XX series

This section explains the 655XX message series.

### 65509

65509: An unrecoverable error occurred.

[Description]

An I/O error has occurred, or command execution failed.

[Corrective Action]

Check that there is enough free disk space on the server used for the HBA address rename setup service, and the network is correctly connected.
After checking the amount of free disk space and the network connection, perform the operation again. If the same error occurs again, collect troubleshooting information and contact Fujitsu technical staff.

### 65510

65510: Failed in registration due to internal contradiction.

[Description]

An I/O error has occurred, or command execution failed.

[Corrective Action]

Check that there is enough free disk space on the server used for the HBA address rename setup service, and the network is correctly connected.
After checking the amount of free disk space and the network connection, perform the operation again. If the same error occurs again, collect troubleshooting information and contact Fujitsu technical staff.

### 65516

65516: Failed to show help due to failure of starting web browser.

[Description]

The web browser for displaying HELP has not been started.

[Corrective Action]

Perform setting of the web browser.
Start Internet Explorer, select [Tools]-[Internet Options] then select the [Programs] tab and click <Make default>.
After checking the amount of free disk space and the network connection, perform the operation again.
If the same error occurs again, collect troubleshooting information and contact Fujitsu technical staff.

### 65529

65529:establishing connection with admin server failed

FJSVrcx:ERROR:65529:establishing connection with admin server failed

## [Description]

This message is displayed in the following situations:

a. When connection to the admin server fails

   There are the following possibilities:

   - The admin server has stopped

   - The manager on the admin server has stopped

   - Another user has deleted the logged in user

   If this message is displayed after settings are made or operations performed there is a chance that the settings were not reflected or the operations failed.

b. When a user logged in using another window or tab (the same process) of the same web browser on the same admin server logs out

## [Corrective Action]

### For a.

Check the following, resolve the problem, and log in again.
If this message is displayed after settings are made or operations performed, log in again and then perform the settings or operation again.
When logging in to the same process again, login is performed automatically and the login window will not be displayed.

- When the manager is stopped, start the manager.

  Startup status of the manager can be checked using the following methods.

  [Windows]
  Open "Services" from "Administrative Tools" on the Control Panel, and check that the status of the "Manager services" explained in "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" is "Started" on the [Services] window.

  [Linux]
  Use the "service" command, and check the startup status of the services listed under "Manager services" in "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

- Check if there is a problem with the network environment between the server used for the HBA address rename setup service and the admin server.

  If a cable is disconnected from the LAN connector, connect it.

- Check with an administrator of Resource Coordinator VE if the user who was logged in was a registered user.
  If a user was not registered, request the administrator to take corrective action.

### For b.

Log in again. Login will be performed automatically and the login window will not be displayed.

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## 65530

65530:Failed to start services.

## [Description]

Starting of services failed because ServerView Deployment Manager, other DHCP services, or PXE services are installed, or a memory shortage occurred.
The service has not been started.

## [Corrective Action]

[Windows]
Open "Event Viewer" from "Administrative Tools" on the Control Panel to check if "Message number 61506" is displayed on the event log of displayed window, and then take the following corrective actions:

- When "Message number 61506" is displayed

  Uninstall ServerView Deployment Manager, other DHCP services, and PXE services, and then perform the operation again.

- When "Message number 61506" is not displayed

  Exit open applications that are not being used or increase the amount of memory, and then perform the operation again.

[Linux]
Check whether "Message number 61506" is displayed in the system log and then take the following corrective actions:

- When "Message number 61506" is displayed

  Uninstall ServerView Deployment Manager, other DHCP services, and PXE services, and then perform the operation again.

- When "Message number 61506" is not displayed

  Exit open applications that are not being used or increase the amount of memory, and then perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 4.4.2  656XX series

This section explains the 656XX message series.

### 65605

65605:Managed server registration failed.

[Description]

Registration of a managed server has not been completed successfully. The managed server has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

### 65606

65606:Managed server deletion failed.

[Description]

Deletion of a managed server has not been completed successfully. The managed server has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

### 65609

65609: Failed to set maintenance mode.

[Description]

Settings of maintenance mode have not been completed successfully. The managed server has not been placed into maintenance mode.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

### 65610

65610: Failed to release maintenance mode.

[Description]

Release from maintenance mode has not been completed successfully. The managed server has not been released from maintenance mode.

## 65611

65611:Failed to apply VM Home Position settings.

[Description]

Application of VM Home Position settings failed. VM Home Position settings have not been applied.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65612

65612:Failed to migrate VM Guests to their VM Home Positions.

[Description]

Migration of VM guests to VM Home Positions failed. VM guests have not been migrated to VM Home Positions.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65613

65613:Failed to clear VM Home Position settings.

[Description]

Clearing of VM Home Position settings failed. VM Home Position settings have not been cleared.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65634

65634:Backup of system image failed.

[Description]

Backup of a system image has not been completed successfully. The system image has not been backed up.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65635

65635:Restoration of system image failed.

[Description]

Restoration of a system image has not been completed successfully. The system image has not been restored.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65638

65638:Changing of spare server settings failed.

[Description]

Configuration of spare server information has not been completed successfully. The spare server information has not been configured.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65640

65640:Setting the spare server to continue operation in the server group failed.

[Description]

Continuation of a spare server has not been completed successfully. Continued use of the spare server is not possible.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65641

65641:Failback of the original server to the server group failed.

[Description]

Failback to the recovered managed server from the spare server has not been completed successfully. Failback to the recovered managed server from the spare server has not been performed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65642

65642:Switching of the managed server with the spare server failed.

[Description]

Switching of the managed server with the spare server has not been completed successfully. Switching of the managed server and the spare server has not been performed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65649

65649:Chassis registration failed.

[Description]

Registration of a chassis has not been completed successfully. The chassis has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65650

65650:Chassis deletion failed.

[Description]

Deletion of a chassis has not been completed successfully. The chassis has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65651

65651:Registration of LAN switch failed.

[Description]

Registration of a LAN switch has not been completed successfully. The LAN switch has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65652

65652:Registration of agent failed.

[Description]

Registration of the agent has not been completed successfully. The agent has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65653

65653:Deletion of LAN switch failed.

[Description]

Deletion of a LAN switch has not been completed successfully. The LAN switch has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65654

65654:Changing of managed server settings failed.

[Description]

Setting changes of a managed server have not been completed successfully. The settings of the server have not been changed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65655

65655:Changing of LAN switch settings failed.

[Description]

Setting changes of a LAN switch have not been completed successfully. The settings of the LAN switch have not been changed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65656

65656:Changing of HBA address rename settings failed.

[Description]

Configuration and setting changes of the HBA address rename information for the server have not been completed successfully. The HBA address rename information has not been configured or changed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65657

65657:Changing of network settings failed.

[Description]

The settings and setting changes of the network information for the server have not been completed successfully. The network information has not been set or changed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65658

65658:Powering on of managed server failed.

[Description]

Power on of a managed server has not been completed successfully. The server has not been powered on.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65659

65659:Powering off of managed server failed.

[Description]

Power off of a managed server has not been completed successfully. The server has not been powered off.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65660

65660:Forced powering off of managed server failed.

[Description]

Forced power off of a managed server has not been completed successfully. The server has not been powered off.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65661

65661:Reboot of managed server failed.

[Description]

Reboot of a managed server has not been completed successfully. The server has not been rebooted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65662

65662:Forced reboot of managed server failed.

[Description]

Forced reboot of a managed server has not been completed successfully. The server has not been rebooted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65663

65663:Turning on of maintenance LED failed.

[Description]

Turning on or flashing of a maintenance LED has not been completed successfully. The maintenance LED has not been turned on or is not flashing.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65664

65664:Turning off of maintenance LED failed.

[Description]

Stopping the flashing of a maintenance LED has not been completed successfully. Flashing of the maintenance LED has not been stopped.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65666

65666:Restoration of LAN switch failed.

[Description]

Restoration of a LAN switch has not been completed successfully. The LAN switch has not been restored.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65667

65667:Creation of cloning image failed.

[Description]

Obtaining a cloning image has not been completed successfully. The cloning image has not been obtained.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65668

65668:Deployment of cloning image failed.

[Description]

Deployment of a cloning image has not been completed successfully. The cloning image has not been deployed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65669

65669:Deletion of system image failed.

[Description]

Deletion of a system image has not been completed successfully. The system image has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65670

65670:Deletion of cloning image failed.

[Description]

Deletion of a cloning image has not been completed successfully. The cloning image has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65671

65671:Failed to create user account.

[Description]

Registration of a user account has not been completed successfully. The user account has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65672

65672:Failed to change user account.

[Description]

Changing of a user account has not been completed successfully. The user account has not been changed.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65673

65673:Failed to delete user account.

[Description]

Deletion of a user account has not been completed successfully. The user account has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65674

65674:Failed to modify chassis settings.

[Description]

Modification of chassis settings has not been completed successfully. The settings of the chassis have not been modified.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65675

65675:Failed to re-configure hardware properties.

[Description]

The re-configuration of hardware properties failed. The hardware properties have not been re-configured.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65676

65676:Failed to register power monitoring device.

[Description]

Registration of a power monitoring device has not been completed successfully. The power monitoring device has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65677

65677:Failed to delete power monitoring device.

[Description]

Deletion of a power monitoring device has not been completed successfully. The power monitoring device has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65678

65678:Failed to modify power monitoring device settings.

[Description]

Modification of power monitoring device settings has not been completed successfully. The settings of the power monitoring device have not been modified.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65679

65679:Failed to export environmental data.

[Description]

Export of environmental data has not been completed successfully. The environmental data has not been exported.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.
When no detailed message is displayed, reduce the number of resources specified to 80 or less, and then perform the operation again.

## 65680

65680:Failed to authenticate the VM Host username and password.

[Description]

Authentication of the target resource was not completed successfully. The entered login account information is not correct.

[Corrective Action]

Enter the correct user name and password for the target resource. Also, check that the admin network settings of the target resource have been configured correctly.
When either "Message number 67359" or "Message number 69115" are displayed in a dialog, check the number of the message and contact Fujitsu technical staff.
When no detailed message is displayed, check the operating status and settings of the manager and the target resource.

## 65681

65681:Failed to register VM Host login account information.

[Description]

Setting of VM host login account information has not been completed successfully. The login account information of the VM host has not been modified.

[Corrective Action]

Check the operating status and settings of the VM host. Also, check that the admin network settings of the target resource have been configured correctly.

## 65682

65682:The execution of the VM management software is not supported for the selected resource.

[Description]

Execution of the VM management software is not supported for the selected resource. The VM management software has not been started.

[Corrective Action]

No action is required.

## 65683

65683:The applet is not supported in this browser.

[Description]

A web browser that is not supported by Resource Coordinator VE is being used. The VM management software has not been started.

[Corrective Action]

Start the VM management software using a web browser supported by Resource Coordinator VE.

## 65684

65684:The applet is not supported for this operating system.

[Description]

A client OS that is not supported by Resource Coordinator VE is being used. The VM management software has not been started.

[Corrective Action]

Start the VM management software using a client OS supported by Resource Coordinator VE.

## 65685

65685:Failed to download the java policy configuration file.

[Description]

Downloading of the java policy configuration file has not been completed successfully. The java policy configuration file has not been downloaded.

[Corrective Action]

Check the operating status and settings of the VM host.

## 65686

65686:Changing of external software (%1) settings failed.

[Description]

Configuration of external software has not been completed successfully. The settings of the external software will not be changed.

Information regarding external software such as VIOM is displayed for %1.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65687

65687:Changing of VM management software settings failed.

[Description]

Settings of VM management software have not been completed successfully. The settings of the VM management software will not be changed.

[Corrective Action]

Check the settings of the VM management software.

## 65688

65688:Failed to discover LAN switches.

[Description]

Discovery of LAN switches has not been completed successfully. LAN switches have not been discovered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65689

65689:Failed to get physical link information.

[Description]

Collection of physical link information of LAN switches ended abnormally.
Physical link information of LAN switches has not been obtained.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65690

65690:Failed to migrate the selected VM guest.

[Description]

Migration of the VM guest failed.

The VM guest has not been migrated.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65694

65694:Registration of subnet failed.

[Description]

Registration of subnet information has not been completed successfully. The subnet information has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65695

65695:Changing of subnet settings failed.

[Description]

Registration of subnet information has not been completed successfully. The subnet information has not been registered.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65696

65696:Deletion of subnet failed.

[Description]

Deletion of the subnet information has not been completed successfully. The subnet information has not been deleted.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

## 65698

65698:Changing of monitoring settings failed.

[Description]

Configuration of monitoring information has not been completed successfully. The monitoring information has not been configured.

[Corrective Action]

Check the message number displayed in the details of the dialog and take corrective action.

# 4.4.3   658XX series

This section explains the 658XX message series.

## 65809

65809: User (*user_account_name*) has not been registered.

FJSVrcx:ERROR:65809:User (*user_account_name*) has not been registered.

[Description]

The user account name *user_account_name* specified for User has not been registered.
The user account name specified is displayed for *user_account_name*.

[Corrective Action]

Check with the administrator if the specified user account name *user_account_name* has been registered.
Check that the user account name *user_account_name* is correct. If the name is wrong, specify the name again and then perform the operation.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 65810

65810: User (*user_account_name*) has already been registered.

FJSVrcx:ERROR:65810:User (*user_account_name*) has already been registered.

[Description]

The user account name *user_account_name* specified for User has already been registered.
The user account name specified is displayed for *user_account_name*.

[Corrective Action]

Check with the administrator if the specified user account name *user_account_name* has been registered.
Check that the user account name *user_account_name* is correct. If the name is wrong, specify the name again and then perform the operation.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 65812

65812: The user account (*user_account_name*) does not have a system administrator access privilege.

FJSVrcx:ERROR:65812:The user account (*user_account_name*) does not have a system administrator access privilege.

[Description]

The user account *user_account_name* does not have the privileges required for this operation.

[Corrective Action]

The privilege level might have been changed on other clients. Log in again using a privileged account.

## 65817

65817An unexpected error has been detected: *error*

FJSVrcx:ERROR:65817:An unexpected error has been detected: *error*

[Description]

An unexpected error has occurred.
The error message detected by the manager is displayed in the details of the error dialog.

[Corrective Action]

When an error message is displayed in the details of the error dialog, take the corrective action for that error message number.
If no error message is displayed in the details of the error dialog, collect troubleshooting information and contact Fujitsu technical staff.

## 65825

65825:The number of characters of *parameter* (*parameter_name* : length == *length*) ranges from (*lower_limit*) at a minimum to (*upper_limit*) at a maximum.

FJSVrcx:ERROR:65825:The number of characters of *parameter* (*parameter_name* :length == *length*) ranges from (*lower_limit*) at a minimum to (*upper_limit*) at a maximum.

[Description]

For the maximum number of characters "*parameter_name* : character length == *length*" permitted in *parameter* (user account, password, or server), the upper limit is *upper_limit* and the lower limit is *lower_limit*.
If *parameter* is a password, it is represented using asterisks ("*").

[Corrective Action]

Specify the parameter using a value between *lower_limit* and *upper_limit*.

## 65826

65826: *parameter* (*parameter_name*) includes an invalid character.

FJSVrcx:ERROR:65826:*parameter* (*parameter_name*) includes an invalid character.

[Description]

An invalid character is included in the parameter name *parameter_name* of *parameter* (user account, password, authority level, or server).
If *parameter* is a password, *parameter_name* is represented using asterisks ("*").

[Corrective Action]

Specify the parameter again using valid characters.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

For details of valid characters, refer to the following:

User account

The user name given in "4.2 Managing User Accounts" of the "ServerView Resource Coordinator VE Operation Guide"

Password

The password (and the password confirmation) given in "4.2 Managing User Accounts" of the "ServerView Resource Coordinator VE Operation Guide"

Authority level

The authority level set in "4.2 Managing User Accounts" of the "ServerView Resource Coordinator VE Operation Guide"

Server

The physical server name given in "6.1.3 Registering Managed Servers" of the "ServerView Resource Coordinator VE Setup Guide"

## 65836

65836:User ("*username*") has already been registered.

[Description]

Registration failed because a user with the same name as *username* has already been registered.

[Corrective Action]

Enter a user name not registered.

## 65837

65837:The input password is not correct. Please input the current password again.

[Description]

Changing the user failed because the password entered is incorrect.

[Corrective Action]

Enter the current password of the user to be changed.

## 65838

65838:The input passwords do not match. Please input the same password for registration in both input columns.

[Description]

Registration or changing of the user failed because the password to be registered or changed and the password for confirmation did not match.

[Corrective Action]

Use the same password for registration or changing of the user as the password used for confirmation.

## 65839

FJSVrcx:ERROR:65839:Only one user account remains, which cannot be deleted.

[Description]

The specified user account cannot be deleted as there is only one user account with administrator authority registered.

[Corrective Action]

To delete the specified user account it is necessary to register another user account with administrator authority.

## 4.4.4　659XX series

This section explains the 659XX message series.

### 65901

FJSVrcx:ERROR:65901:Backup of current system configuration failed.

[Description]

Writing of backup information failed because a problem such as an I/O error occurred.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- The disk that the following folder exists on has 10 MB or more space available

  [Windows]
  *Manager_installation_folder*\Manager\var\config_backup

  [Linux]
  /var/opt/FJSVrcvmr/config_backup

- Writing to the above disk is performed correctly

- Writing and reading authority for the directory above has been set for the user executing the operation

- All other operations have been completed

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

### 65904

FJSVrcx:ERROR:65904:Export of current system configuration failed.

[Description]

The export process has failed.

[Corrective Action]

The export process has failed because another operation is being executed. Wait until the process has finished and then perform export again.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

### 65908

FJSVrcx:ERROR:65908:The specified system configuration file, "*file_name*", is invalid.

[Description]

As the system configuration file *file_name* specified for import is invalid, the process has been stopped.
If the specified file does not exist, 'unknown' may be displayed for *file_name*.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- That the contents and format of the system configuration file are correct

- The specified file exists

- That the active user has reading authority for the file specified

- That the active user has reading authority for the directory specified

- The file specified can be opened using other software

For the system configuration file, refer to "Appendix D Format of CSV System Configuration Files" of the "ServerView Resource Coordinator VE Setup Guide".

## 65910

FJSVrcx:ERROR:65910:The value of *item*, *value*, is invalid.

[Description]

The process has been stopped because there is a mistake in the format of *value* for *item* in the system configuration file or the file contains an invalid character.
One of the following is displayed for *item:*

- Type

- operation

- Key value for resource definition information

[Corrective Action]

Resolve the problem referring to the details displayed for *item*, and then perform the operation again.

- Type

  - When an RCXCSV V2.0 format system configuration file has been imported

    An invalid value has been set for the section name.
    Correct the definition in the system configuration file.

  - When an RCXCSV V1.0 format system configuration file has been imported

    Something other than Chassis, EtherSwitch or ServerBlade has been specified for the type of resource.
    Correct the definition in the system configuration file.

- operation

  Either a value other than "new", "change" or a hyphen ("-") is specified in the operation column, or the description of the operation of the section header is incorrect.
  Correct the definition in the system configuration file.

- Key value for resource definition information

  Either an invalid value has been specified for the value corresponding to the displayed key value, or the description of the displayed key value of the section header is incorrect.
  Correct the definition in the system configuration file.

For the values that can be specified for *item*, refer to "D.3 Resource Definitions" of the "ServerView Resource Coordinator VE Setup Guide".

## 65911

FJSVrcx:ERROR:65911:Specified resource *value* not found.

[Description]

The process has been stopped as the specified resource name *value* has not been registered.

[Corrective Action]

Change using an un-registered resource name is not possible.
Specify a resource name that has already been registered and perform the operation again.
When an already registered resource name has been registered, the description of the key value of the section header resource name

is incorrect.

Correct the system configuration file, and then perform the operation again.

When registering new resource information using the specified resource name, change the operation to "register(new)".

## 65914

FJSVrcx:ERROR:65914:Registering *type* (*value*) was failed.

[Description]

The process has been stopped as registration of the resource name *value* could not be performed for the resource type *type*.

[Corrective Action]

Resource names that have already been registered cannot be used for registration.
Specify a resource name that has not already been registered and perform the operation again.

When changing the resource information of the specified resource name, change the operation to "change".

## 65921

FJSVrcx:ERROR:65921:The version of *file_name* is not supported.

[Description]

The process was stopped as the description of the version of file format in the system configuration file is incorrect.

[Corrective Action]

Correct the description of the version of the file format in the system configuration file, and then perform the operation again.
For the system configuration file, refer to "Appendix D Format of CSV System Configuration Files" of the "ServerView Resource Coordinator VE Setup Guide".

## 65926

FJSVrcx:ERROR:65926:The file extension of *file_name* is not supported.

[Description]

The import process was stopped as a file with an extension other than ".csv" was specified for import.

[Corrective Action]

Specify a system configuration file with the extension ".csv", and then perform the operation again.

## 65928

FJSVrcx:ERROR:65928:Invalid data found.

[Description]

The process was stopped as there is a line that cannot be loaded in the correct format from the system configuration file.

[Corrective Action]

The entire line may not be able to be loaded correctly due to a mistake in the use of double quotes ( " ). Check the content of the system configuration file, resolve the problem, and then perform the operation again.
For the characters that can be used, refer to "D.2 File Format" of the "ServerView Resource Coordinator VE Setup Guide".

## 65929

FJSVrcx:ERROR:65929:*obj*:*operation_type* operation not supported for *property_type* property.

[Description]

The system configuration file does not support *operation_type* for *property_type*.

[Corrective Action]

When *operation_type* is "change", take the following corrective action based on the applicable *property_type*.

- "mac_address" or "hbaar_mac_address"

  When changing the admin LAN MAC address used for the admin LAN or the HBA address rename setup service, perform setting of the hardware information again.
  When changing other values, change the MAC address value specified in the system configuration file to one that has already been registered.

## 65993

65993:Unable to connect to the manager. Please check whether the manager is operating correctly. The manager address is *IP_address*.

[Description]

The HBA address rename setup service failed to connect to the manager.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- When a problem has occurred in the network environment

  Check if there is a problem with the network connection between the HBA address rename setup service and the manager.
  Check if a LAN cable is unplugged, or a problem has occurred in the LAN cable or network devices.

- When there is a mistake in the entered IP address or port number

  Check that there are no mistakes in the IP address and port number for the manager that were specified for connecting to the manager from the HBA address rename setup service.

- When the manager has stopped

  Restart the manager.
  For how to check the status of and start the service on the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

# 4.5  67XXX series

This section explains the following message series:

## 4.5.1  671XX series

This section explains the 671XX message series.

## 67101

FJSVrcx:ERROR:67101:not privileged

[Description]

The command was executed without OS administrator authority.

[Corrective Action]

Execute the command with OS administrator authority.

When using Windows Server 2008, it is not possible for user accounts not named 'Administrator' that have administrator authority to execute commands with administrator authority even by starting the command prompt from the menu.
Right-click Command Prompt on the menu, and start a command prompt by selecting [Run as administrator] from the displayed menu. Then perform the operation.

## 67102

FJSVrcx:ERROR:67102:*option*:illegal option

[Description]

The option is invalid. usage is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

## 67106

FJSVrcx:ERROR:67106:*obj*:name contains invalid character

[Description]

The name *obj* contains invalid characters.

[Corrective Action]

Specify the name using alphanumeric characters, and underscores ("_"). Check the name, and then perform the operation again.

## 67112

FJSVrcx:ERROR:67112:no resources found matching *obj*

[Description]

Resources that match *obj* were not found.

[Corrective Action]

Check the conditions specified.

## 67114

FJSVrcx:ERROR:67114:can not copy file [*filename1->filename2*]

[Description]

The file *filename1* cannot be copied to the file *filename2*.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check the access authority for the file or directory.

- Check that there is sufficient disk area available.

## 67117

FJSVrcx:ERROR:67117:*obj*:failed to create file or directory

[Description]

The file or directory *obj* cannot be created.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check the access authority for the directory.

- Check that there is sufficient disk area available.

## 67119

FJSVrcx:ERROR:67119:*obj*:command execution error

[Description]

An error occurred during execution of the command *obj*.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67124

FJSVrcx:ERROR:67124:not enough memory

[Description]

There is not enough memory available.

[Corrective Action]

Exit any unnecessary programs, and then perform the operation again.
If performing the operation again does not resolve the problem, refer to "1.1.2.6 Memory Capacity" of the "ServerView Resource Coordinator VE Installation Guide" and check that the memory is sufficient.

## 67126

FJSVrcx:ERROR:67126:*obj*:No such directory

[Description]

The specified directory was not found.

[Corrective Action]

Specify the correct directory.

## 67128

FJSVrcx:ERROR:67128:invalid date

[Description]

The specified time and date are invalid.

[Corrective Action]

Specify the date and time using the format "*YYYY*/*MM*/*DD hh*:*mm*:*ss*".

## 67129

FJSVrcx:ERROR:67129:syntax error

[Description]

The command syntax is incorrect. usage is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

## 67130

FJSVrcx:ERROR:67130:*option*:option requires an argument

[Description]

An argument was not specified for the option. usage is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

## 67131

FJSVrcx:ERROR:67131:*option*:argument too long

[Description]

The option argument specified is too long.
*option* may not be displayed.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.

## 67132

FJSVrcx:ERROR:67132:*option*:contains invalid character

[Description]

The option argument specified contains invalid characters.

[Corrective Action]

Check the option argument specified.
For operations where use of line feed characters is prohibited, check that line feed characters have not been inadvertently inserted through copy and pasting.
After checking, perform the operation again.

## 67133

FJSVrcx:ERROR:67133:*value*:out of range

[Description]

The specified value is outside the allowed range.

[Corrective Action]

Check and correct the value specified and then perform the operation again.

## 67134

FJSVrcx:ERROR:67134:*value*:invalid format

[Description]

The format of the value specified is invalid.

[Corrective Action]

Check and correct the value specified and then perform the operation again.

## 67135

FJSVrcx:ERROR:67135:*option*:invalid argument

[Description]

The option argument specified is invalid. usage is displayed.

[Corrective Action]

Specify the correct argument, and then perform the operation again.

## 67136

FJSVrcx:ERROR:67136:*filename*:invalid file format

[Description]

The file format specified for *filename* is incorrect.

[Corrective Action]

Check the file format.

When "activation.dat" is displayed for *filename*, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide" and check the file format of the license information file.

## 67137

FJSVrcx:ERROR:67137:command is already running

[Description]

The command is already running.

[Corrective Action]

Wait a couple of minutes and then execute the command again.

## 67138

FJSVrcx:ERROR:67138:*option*:argument too short

[Description]

The option argument specified is too short.
*option* may not be displayed.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.

## 67139

FJSVrcx:ERROR:67139:*filename*:file not found

[Description]

The file specified for *filename* was not found.

[Corrective Action]

Check the file name specified.

## 67140

FJSVrcx:ERROR:67140:*filename*:permission denied

[Description]

Access authority is not possessed for the file specified for *filename*.

[Corrective Action]

Check the owner, the owning group, and access authority of the file.

## 67141

FJSVrcx:ERROR:67141:*filename*:write failed

[Description]

Writing of the file specified for *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

## 67142

FJSVrcx:ERROR:67142:*filename*:read failed

[Description]

Reading of the file specified for *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

## 67143

FJSVrcx:ERROR:67143:*filename*:open failed

[Description]

Opening of the file specified for *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

## 67144

FJSVrcx:ERROR:67144:*filename*:remove failed

[Description]

Deletion of the file specified for *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

## 67145

FJSVrcx:ERROR:67145:*filename*:rename failed

[Description]

Renaming of the file specified for *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

## 67146

FJSVrcx:ERROR:67146:*filename*:file not found

[Description]

The Resource Coordinator VE file *filename* was not found.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- When "activation.dat" is displayed for *filename*

  Create the license information file "activation.dat" for the managed server.
  For details of the license information file, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

- When "/opt/FJSVnrmp/lan/public/rcxlanctl" is displayed for *filename*

  When using SUSE Linux Enterprise Sever, the network parameter auto-configuration function is not supported. Perform manual public LAN settings as necessary.

- When something other than the above file is displayed for *filename*

  If the error is due to one of the following, restore the entire system, or install Resource Coordinator VE again.

  - When the relevant files have been deleted

  - When the relevant files have been deleted because of system failure, or disk or file system failure

- When operating managers in clusters

  There is a chance that the link target of the file displayed for *filename* is a file on a shared disk for managers.
  Mount the shared disk for managers on the node the operation was performed on.

When the cause is not one of the above, collect troubleshooting information and contact Fujitsu technical staff.

## 67147

FJSVrcx:ERROR:67147:*filename*:permission denied

[Description]

Access to the Resource Coordinator VE file *filename* has been denied.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67148

FJSVrcx:ERROR:67148:*filename*:write failed

[Description]

Writing to the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

- Check that there are no programs referring to the following files and folders on the admin server:

  - The image file storage folder

    The image file storage folder is the folder specified in "2.1.2 Installation [Windows]" of the "ServerView Resource Coordinator VE Installation Guide".

  [Windows]

  - *Installation_folder*\Manager\var\control

  [Linux]

  - /var/opt/FJSVrcvmr/control

When "activation.dat" is displayed for *filename*, check the following:

- Check the writing authority for the license information file "activation.dat" on the managed server.
  If writing authority for the license information file has not been granted, add writing authority.
  For details of the license information file, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67149

FJSVrcx:ERROR:67149:*filename*:read failed

[Description]

Reading of the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

## 67150

FJSVrcx:ERROR:67150:*filename*:open failed

[Description]

Opening of the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67151

FJSVrcx:ERROR:67151:*filename*:remove failed

[Description]

Deletion of the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check that there are no programs referring to the following files and folders on the admin server:

    - The image file storage folder

  [Windows]

    - *Installation_folder*\Manager\var\control

  [Linux]

    - /var/opt/FJSVrcvmr/control

## 67152

FJSVrcx:ERROR:67152:*filename*:rename failed

[Description]

Renaming of the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

- Check that there are no programs referring to the following files and folders on the admin server:

    - The image file storage folder

  [Windows]

    - *Installation_folder*\Manager\var\control

  [Linux]

    - /var/opt/FJSVrcvmr/control

## 67153

FJSVrcx:ERROR:67153:*obj*:already exists

[Description]

The specified object *obj* already exists.

[Corrective Action]

Change the name of the object to be created, or after deleting the existing *obj* perform the operation again.

## 67154

FJSVrcx:ERROR:67154:*obj*:not found

[Description]

The specified object name *obj* was not found or was deleted during processing.
If this message is displayed when a command was executed, there is a chance that the resource type of the specified object name differs from the resource type that can be specified for the command argument.
The specified object name or the resource type of the specified object name is displayed for *obj*.
If the file was deleted during processing, the resource type is displayed.
When a command was executed, and the object name resource type is physical OS or VM host, "server OS" will be displayed. For system images or cloning images, "image" or "*obj*(image)" will be displayed.

[Corrective Action]

Check the existence of the displayed object, and then perform the operation again.
If displayed when a command was executed, check the resource type of the specified object and then perform the operation again.

## 67155

FJSVrcx:ERROR:67155:*type obj*:already exists

[Description]

The object *obj* of the type *type* exists.
When *type* is "MAC address", an already registered server may have been inserted into another slot.
When *type* is "chassis", the same name as an already registered server may have been specified for the chassis name.
In cases where the *type* is "server", there are the following possibilities:

- When the basic or registered information of the server has been changed

  The same name as an already registered chassis has been specified for the server name.

- When the subnet information has been registered or changed

  A managed server belonging to the specified subnet already exists.

- When the admin IP address of the admin server has been changed

  A managed server belonging to the subnet including the specified admin IP address already exists.

[Corrective Action]

When *type* is "MAC address", either delete the registered server or return it to its original slot.
When *type* is "chassis" or "server", change the name to a new one and perform the operation again.
When *type* is "server", either delete the displayed "*obj*" or change the admin IP address of "*obj*".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67156

FJSVrcx:ERROR:67156:*type*:not found

## [Description]

The *type* object was not found.

## [Corrective Action]

If this message is displayed during server switchover or failback with "physical server" as the *type*, perform the operation again after server switchover or failback is completed.

When the cause is not one of the above, check the existence of the *type* resource and then perform the operation again.

## 67157

FJSVrcx:ERROR:67157:*obj*:user not privileged

## [Description]

Sufficient access authority is not possessed for the object *obj*. Processing cannot be continued.

## [Corrective Action]

Check the execution authority. Some operations of Resource Coordinator VE require the following levels of authority:

- Privileged-user authority for Resource Coordinator VE

- OS administrator authority

Log in again using a user account with the appropriate authority and perform the operation again.

## 67159

FJSVrcx:ERROR:67159:authentication failure

## [Description]

User authentication failed. There are the following two possibilities:

a. Login failed as either the user name or the password was incorrect

b. Another user has deleted the logged in user or the user's authority has been changed

## [Corrective Action]

For a.

Enter the correct user name and password, and then log in again.

For b.

Operation is not possible. Request an administrator of Resource Coordinator VE to take corrective action.
When the authority of the logged in user has been changed, logging out and then logging in again deactivates menu operations that cannot be performed.

## 67160

FJSVrcx:ERROR:67160:*obj*:not found

## [Description]

The specified object *obj* was not found.

## [Corrective Action]

Check the existence of the displayed object *obj* and parameters, and then perform the operation again.

## 67161

FJSVrcx:ERROR:67161:*option*:can not specify

## [Description]

The option *option* cannot be specified.

## [Corrective Action]

Check the parameter, and then perform the operation again.

## 67162

FJSVrcx:ERROR:67162:*option*:is required

## [Description]

The option *option* must be specified.

## [Corrective Action]

Check the parameter, and then perform the operation again.

## 67164

FJSVrcx:ERROR:67164:*value*:overlaps

## [Description]

The same value was specified.

## [Corrective Action]

Check and correct the value specified and then perform the operation again.

## 67167

FJSVrcx:ERROR:67167:*obj*:contains *type*

## [Description]

The command cannot be executed because the object *obj* holds the *type* object.
The name of the object is displayed for *obj*.
For *type*, "physical server" is displayed for physical servers, "LAN switch" for LAN switches, and "VMHost" for VM hosts.

## [Corrective Action]

Delete the *type* object from the object *obj*, and then perform the operation again.

## 67174

FJSVrcx:ERROR:67174:*obj*:not found

## [Description]

The object was not found.

## [Corrective Action]

Check the status of the specified *obj*.

## 67175

FJSVrcx:ERROR:67175:*obj*(*type*):not found

## [Description]

The specified object *obj* (*type*) was not found.
The name of the object that was not found is displayed for *obj*.
The type of the object *obj* is displayed for *type*.

## [Corrective Action]

Check the parameter, and then perform the operation again.

---

## 67177

FJSVrcx:ERROR:67177:*obj*:configuration for *function* not found

## [Description]

The command cannot be executed because the function *function* is not configured for the specified object *obj*.
"spare server" is displayed for *function*.

## [Corrective Action]

This message will be displayed when server switching is performed in the status where the function is not set for the object *obj*.
Specify the managed server for which the server switchover function is set or set the function for the server, and then perform the operation again.

For settings for server switchover, refer to "Chapter 9 Server Switchover Settings" of the "ServerView Resource Coordinator VE Setup Guide".

---

## 67178

FJSVrcx:ERROR:67178:*obj*:is *status* status

## [Description]

The command cannot be executed because the status of the object *obj* is *status*.
One of the following is displayed for *status:*

- normal

- warning

- unknown

- stop

- error

- fatal

## [Corrective Action]

Check the conditions necessary for operation of *obj* and change it to the appropriate status.
After changing the status perform the operation again.
For details of each status, refer to "5.2 Resource Status" of the "ServerView Resource Coordinator VE Operation Guide".

---

## 67179

FJSVrcx:ERROR:67179:*obj*:is *mode* mode

## [Description]

The command cannot be executed because the mode of the object *obj* is *mode*.
One of the following is displayed for *mode:*

- active

- maintenance

[Corrective Action]

Check the status of the object *obj*, and then perform the operation again.

## 67181

FJSVrcx:ERROR:67181:*obj*:is not *mode* mode

[Description]

The command cannot be executed because the specified server *obj* is not in *mode* mode.
One of the following is displayed for *mode:*

- active

- maintenance

[Corrective Action]

Check the mode of the object *obj*, and then perform the operation again.

This message is displayed when the following operations are performed and the specified server *obj* is in a mode other than maintenance mode.

- When backing up system images

- When restoring system images

- When collecting cloning images

- When deploying cloning images

These operations can only be performed on servers that are in maintenance mode. After placing the target into maintenance mode, perform the operation again.

 See
. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

- For details of operations using system images, refer to "Chapter 8 Backup and Restore" of the "ServerView Resource Coordinator VE Operation Guide".

- For details of operations using cloning images, refer to "Chapter 8 Cloning [Windows/Linux]" of the "ServerView Resource Coordinator VE Setup Guide".

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

## 67182

FJSVrcx:ERROR:67182:*type*:is not the same between *obj1* and *obj2*

[Description]

The type *type* of *obj1* and *obj2* is different.
The following is displayed for *type:*

- boot device

- server type

[Corrective Action]

Take corrective action based on the content of *type*.

- boot device

Check the boot devices of *obj1* and *obj2*, specify the same managed server for the boot device and perform the operation again.

- server type

It is not possible to specify combinations of PRIMERGY BX series managed servers and managed servers of other models for *obj1* and *obj2*. Specify the same type of servers for *obj1* and *obj2,* and then perform the operation again.

## 67185

FJSVrcx:ERROR:67185:server not found in the chassis (chassis=*chassis_name,*slot=*slot_number*)

[Description]

No managed server was found in *slot_number* of *chassis_name*.

[Corrective Action]

Check the following:

- Whether there is a server in the relevant slot of the displayed chassis

- Whether the information of the server in the resource details changes after the following operation is performed

The information of the server blade in the chassis may not be the newest. Update the RC console, and execute the command again. To update the information, right-click the chassis on the RC console resource tree and select [Update] from the displayed menu. Updating of the information may take around 30 seconds.

## 67188

FJSVrcx:ERROR:67188:*type*:is not specified

[Description]

The *type* object is not specified.

[Corrective Action]

Specify the *type* object, and then perform the operation again.

## 67192

FJSVrcx:ERROR:67192:communication error.target=*target*

[Description]

An error occurred during communication with the target *target*.

[Corrective Action]

Check the following items in order, resolve the cause of the problem, and perform the operation again.
If this message was displayed when executing a command and *target* is "Resource Coordinator Manager", the manager may have stopped. Check "Check the communication destination" and "Port number checks" below, resolve the problem and perform the operation again.
If this message is displayed when registering servers, resolve the problem and register the agent again.

- Network cable checks

**How to check**
Check if the network cable is correctly connected between the admin server and the server *target*.

**Corrective action**
If the network cable is damaged, replace it. When the network cable is connected incorrectly, reconnect it.

- Check the power status of a chassis

**How to check**
Check if the chassis is powered on.

**Corrective action**

Power on the chassis.

For how to check the power status and power on a chassis, refer to the manual of the server being used.

- Check the settings of network devices (e.g. LAN switch) being used

  **How to check**

  Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

    - Between the NIC of the admin server and the switch port

    - Between the NIC of the managed server and the switch port

  **Corrective action**

  If the settings used for duplex mode configuration are incorrect, correct them.

  For checks and setup of the admin LAN between the admin server and the managed server, refer to the manuals of the OS and network switches being used.

- Check the network environment

  **How to check**

  Execute the ping command on the server where a manager is installed to check the network status.

  Check if communication with the agent is possible.

  [Windows]

  ```
  >ping the_IP_addresses_of_managed_servers <RETURN>
  ```

  <Example: Normal communication>

  ```
  Pinging ipaddr with 32 bytes of data:

  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128

  Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
  Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
  ```

  <Example: Abnormal communication>

  ```
  Pinging ipaddr with 32 bytes of data:

  Request timed out.
  Request timed out.
  Request timed out.
  Request timed out.

  Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
  ```

  [Linux]

  ```
  # ping the_IP_addresses_of_managed_servers <RETURN>
  ```

  <Example: Normal communication>

  ```
  PING host name (ipaddr) 56(84) bytes of data.
  64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
  64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
  64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
  ```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

**Corrective action**
Check the following:

For <Example: Normal communication>

- "Check the communication destination"

- "Firewall checks"

- "Port number checks"

- "Certification checks"

For <Example: Abnormal communication>

- "Firewall checks"

- "Network cable checks"

- Check the communication destination

  **How to check**
  Check if the programs on the destination of communication are running.

  For how to check, refer to "Chapter 5 Starting and Stopping" of the "ServerView Resource Coordinator VE Setup Guide".

  **How to check**
  Restart the manager or the agent.

  For how to start managers and agents, refer to "Chapter 5 Starting and Stopping" of the "ServerView Resource Coordinator VE Setup Guide".

- Firewall checks

  **How to check**
  Check the settings of firewall software set for the admin server and the managed server.

  **How to check**
  Change the settings of the firewall to the appropriate values.

  For details of the ports to set connection permission for, refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide".

  For details of checks and setup of firewalls, refer to the manual of the firewall software being used.

- Port number checks

  **How to check**
  Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server or managed servers based on the following.

  - If port numbers are set.

  - If the same port number or service name is being used.

  **Corrective action**
  Change the port number to the proper number.
  For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

> 📌 **Note**
> ········································································
>
> If the error message "Message number 67198" is output during restoration of system images or deployment of cloning images and the settings of the port numbers of the managed server are incorrect, check if the restoration of backed up system images or deployment of collected cloning images was performed before the changing of port numbers performed in "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".
> If deployment or restoration was performed, perform recovery as follows:
>
> - When system images were restored
>
>   Change the port number and then restore the backed up system image.
>   System images which have been restored cannot be used. Delete any such images.
>
> - When cloning images were deployed
>
>   Change the port number and then deploy the collected cloning image.
>   Cloning images which have been deployed cannot be used. Delete any such images.
> ········································································

- IP address checks

  **How to check**
  Check if the IP address displayed in the error message is correct.

  **Corrective action**
  If the IP address is incorrect, specify the correct IP address and execute the operation again.

- Certification checks

  For check methods and corrective actions, refer to "15.7 Cloning Issues Following Manager Re-installation" of the "ServerView Resource Coordinator VE Operation Guide".

- Check the load on the network of the admin LAN

  **How to check**
  Check the network load of the admin LAN.
  The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server for registration.

  **Corrective action**
  After the process that is causing the high network load finishes, perform the operation again.

When the cause is not one of the above, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67193

FJSVrcx:ERROR:67193:failed to get admin server info

[Description]

Obtaining the information of the admin server failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- The IP address specified might be incorrect.

  Check if the IP address specified is the admin server IP address.

- There is a chance that the shared disk for managers is not mounted.

  When operating managers in clusters, there is a chance that the link target of the file displayed for *filename* is a file on a shared disk for managers.
  Mount the shared disk for managers on the node the operation was performed on.

## 67194

FJSVrcx:ERROR:67194:failed to get dhcp info

[Description]

Obtaining DHCP information failed.

[Corrective Action]

Refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide", and check whether the "Manager services" and "Deployment services" have been started on the admin server.
If any of these services has been stopped, stop the remaining services and start all of the services again. Then perform the operation in which the error occurred again.
If this does not resolve the problem, the settings of the admin server may have been changed after it was set up. Collect troubleshooting information and contact Fujitsu technical staff.

## 67195

FJSVrcx:ERROR:67195:communication error.code=*code*

[Description]

An internal error has occurred during communication.

[Corrective Action]

Refer to the corrective action of "Message number 67192".

**ℹ️ Information**

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

**When this message is displayed when executing the rcxadm mgrctl snap -all command**
The troubleshooting information of the server in which this message is displayed will not be obtained. Log in to the target admin server or managed server then collect information by executing the rcxadm mgrctl snap or rcxadm agtctl snap command. After collecting troubleshooting information contact Fujitsu technical staff.

For details, refer to "5.1 rcxadm agtctl" or "5.7 rcxadm mgrctl" of the "ServerView Resource Coordinator VE Command Reference".

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

## 67196

FJSVrcx:ERROR:67196:communication error.*detail*

[Description]

A communication error occurred during execution of a manager command.

[Corrective Action]

Take corrective action following the instructions for each message displayed in *detail*.

- When *detail* is rcxfunc=*rcxfunc*,command=*rcxcommand*,rcxerrorno=*rcxerrno*

  Refer to the corrective action of "Message number 67192".
  When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- When *detail* is target=127.0.0.1

  The manager may be stopped.
  Collect troubleshooting information and contact Fujitsu technical staff.

## 67197

FJSVrcx:ERROR:67197:DB access error

[Description]

A DB access error occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67198

FJSVrcx:ERROR:67198:command execution error.*detail*

[Description]

An error has occurred during execution of a manager command.
The details of the message are displayed for *detail*.

Take corrective action based on the content of *detail*.
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- When rcxfunc=SoftRM

    - When rcxerrorno=4*X*

        (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=40) FJSVrcx:ERROR:
        68040:*rcxcommand*:*rcxsubcommand*:the cloning process terminated abnormally

    or

        (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=41) FJSVrcx:ERROR:
        68041:*rcxcommand*:*rcxsubcommand*:error occurred during the cloning process

    or

        (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=42) FJSVrcx:ERROR:
        68042:*rcxcommand*:*rcxsubcommand*:the cloning process timed out

    or

        (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=43) FJSVrcx:ERROR:
        68043:*rcxcommand*:*rcxsubcommand*:some cloning processes terminated abnormally

    - When rcxerrorno=40

        When the following message is displayed just after the event log message, perform "Corrective action 5". If it is not displayed, refer to "Corrective action 6".

        FJSVrcx:ERROR:68040:*rcxcommand*:*rcxsubcommand*:the cloning process terminated abnormally

    - When rcxerrorno=41

        Check if power control operations that affect power control status and operations that affect communication with the manager are being executed simultaneously on the failed managed server.
        When such operations are being executed simultaneously, wait for completion of those operations, and then perform this operation again.

    - When other than rcxerrorno=41

        Take corrective action for the following messages which are displayed just after the event log message.
        If it is not displayed, refer to "Corrective action 6".

        - "Message number 61501"

        - "Message number 61502"

- When a message other than the above is output

  For the corrective action, refer to "Corrective action 6".

*rcxcommand*

  The command name is given.
  Depending on the command name output for *rcxcommand,* the process where the error occurred can be identified.

- rcxsoftimage

  An error has occurred during backup of system images or collection of cloning images

- rcxsoftdeploy

  An error has occurred during restoration of system images or deployment of cloning images

- rcxsoftrm

  An error has occurred during collection or deployment of cloning images

*rcxsubcommand*

  The subcommand name is given.

*ipaddr*

  The IP address of the admin server is given.

- When rcxfunc=HBA rename

  - When rcxerrorno=2,3,104,105

    For the corrective action, refer to "Corrective action 3".

  - When rcxerrorno=102

    For the corrective action, refer to "Corrective action 2".

  - When a message other than the above is output

    Collect troubleshooting information and contact Fujitsu technical staff.

- When rcxfunc=rcxinitsnmpv3

  - agent command error

    There is a chance that a cloning image that was collected from a server other than a PRIMERGY Partition Model server has been deployed on a PRIMERGY Partition Model server.
    Check the deployed cloning images.

  - When a message other than the above is output

    Collect troubleshooting information and contact Fujitsu technical staff.

- For "registry access error"

  For the corrective action, refer to "Corrective action 4".

- For syscall=

  For the corrective action, refer to "Corrective action 6".

- For code=, cmd=

  - When code=1, and cmd includes netsh.exe dhcp server add scope

    There is a possibility that a network address for which the standard Windows DHCP server cannot be used has been specified.

    For the corrective action, refer to "Corrective action 7".

  - When code=,1 and cmd includes netsh.exe dhcp server scope *network_address* add reservedip, or netsh.exe dhcp server scope *network_address* delete reservedip

    As there is a chance that accessing the database of the DHCP server failed, perform the failed operation again.

[Corrective Action]

Corrective action 1

Check the following and take corrective action.

1. Check the network environment

   Refer to the corrective action of "Message number 67192".

2. Check the starting of the manager

   Check whether the manager is active. If it has stopped, start it again.
   For details of how to start the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

3. Check the stop of the image operation

   Image collection, updating, deployment, or recovery might be being executed. Check the screen of the managed server and confirm that the image operation has been completed. Completion of image operation can be confirmed if the OS login window is displayed.

4. Recovery

   If the problem is resolved by steps 1 to 3, perform step 4. of "Message number 68295".

   If this does not resolve the problem, refer to "Corrective action 6".

Corrective action 2

Check the following and take corrective action.

1. Check the network environment

   Refer to the corrective action of "Message number 67192".

2. Check the starting of the manager

   Check whether the manager is active. If it has stopped, start it again.
   For details of how to start the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

3. Check the disk space

   The admin server might not have sufficient disk space available.
   Check the disk space, and then execute the command again.

Corrective action 3

The admin server might not have sufficient disk space available.
Check the disk space, and then execute the command again.

Corrective action 4

Check the following, resolve the problem and execute the command again.

- Check the status of the admin server. Setup of the server might not be complete.

  For setup, refer to "2.1 Manager Installation" of the "ServerView Resource Coordinator VE Installation Guide".

If this does not resolve the problem, refer to "Corrective action 6".

Corrective action 5

There are cases where definition of the network parameter auto-configuration function that can be defined in the cloning image definition has not been performed correctly.

Refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide", check and correct the definition and then perform the operation again.

When not using this function, refer to "Corrective action 6".

Corrective action 6

Collect troubleshooting information and contact Fujitsu technical staff.

Corrective action 7

Check and correct the value specified and then perform the operation again.

# 4.5.2  672XX series

This section explains the 672XX message series.

## 67200

FJSVrcx:ERROR:67200:*obj*:the process was terminated because an error occurred on another server

[Description]

Command execution was canceled. For details, refer to the event output at the same time.

[Corrective Action]

Refer to the event output at the same time.

## 67207

FJSVrcx:ERROR:67207:failed to delete cloning image *obj*

[Description]

Deletion of the cloning image *obj* failed.

[Corrective Action]

Refer to the other messages output at the same time.

## 67209

FJSVrcx:ERROR:67209:*obj*:already in use

[Description]

The IP address or MAC address specified for *obj* cannot be used because it is already in use.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.
When this message is output, the IP address or MAC address may already be being used for one of the following registered devices.

- Chassis

- LAN switches

- Admin servers

- Managed servers

- Power monitoring devices

## 67210

FJSVrcx:ERROR:67210:*obj*:is busy

[Description]

The command cannot be executed because another command is being executed by *obj*.

In the following cases, a resource name other than the one specified is displayed for *obj*.

- When power operation of a chassis is performed while another process is being executed for a resource mounted in the chassis

- When takeover of operations has been performed for a server which has been switched to a spare server and there is another physical OS or VM host that has the server configured as a spare server, and that physical OS or VM host is executing another process

[Corrective Action]

Check the object *obj* and perform the operation again after the other command is complete.
However, when performing registration or deletion of managed servers or LAN switches in the same chassis, commands can only be performed for one resource at a time. This message will be displayed when commands are performed for multiple resources at the same time.

## 67211

FJSVrcx:ERROR:67211:*image*:already defined

[Description]

*image* has already been defined.

[Corrective Action]

Check and correct the object, then perform the operation again.

## 67212

FJSVrcx:ERROR:67212:*image*:not defined

[Description]

Cloning images have not been defined.

[Corrective Action]

When this message is output during cloning image operation, collect the cloning image and then execute the command again.

## 67214

FJSVrcx:ERROR:67214:*obj*:system image does not exist

[Description]

The system image of the managed server or the system image of the version specified does not exist.

[Corrective Action]

Check the system image of the relevant managed server.
If the specified version is incorrect, specify the correct version and execute the command again.
In some cases the image file may not have been synchronized. For details, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" and restart the manager service.

## 67216

FJSVrcx:ERROR:67216:*server_name*:already distributed

[Description]

The cloning image has already been deployed to the managed server *server_name*.

[Corrective Action]

Check and correct the relevant managed server, then perform the operation again.

## 67217

FJSVrcx:ERROR:67217:the specified servers are using different boot methods

[Description]

The specified servers include servers with different settings.

[Corrective Action]

Check the following settings for the target server.

- Whether there are settings for HBA address rename

- Whether there is server management software being used

Target servers with the same settings and perform the operation again.

For servers with different settings, process them individually.

## 67220

FJSVrcx:ERROR:67220:spare server not found

[Description]

There is no spare server that matches the following conditions. Or the spare server specified does not meet the following conditions.

- Power control is possible

- The status is "normal", "warning", or "stop"
  When the spare server is a VM host, it must meet all of the following conditions:

    - HBA address rename settings are configured, and an agent is registered

    - The status is "normal" or "warning"

    - There are no VM guests on the VM host

  [Xen]

    - It is not configured as the pool master (when the VM host is Citrix XenServer)

- The server is not set as the switchover target for another switchover event

- The server belongs to the same subnet as the operation server

[Corrective Action]

Choose one of the following corrective actions:

- After checking there is a spare server that matches the above conditions, perform the operation again.

- Specify a spare server that meets the above conditions, and then perform the operation again.

- Specify a managed server that meets the above conditions as the spare server for use in server switchover, and then perform the operation again.

When setting a VM host as a spare server using the pre-configuration function, do so after importing HBA address rename settings and agent registration.
For details, refer to "7.2 Importing the System Configuration File" of the "ServerView Resource Coordinator VE Setup Guide".

## 67222

FJSVrcx:ERROR:67222:*obj*:not recovered

## [Description]

*obj* has not been recovered.
Takeover of operations was executed on managed servers that have not performed Auto-recovery or manual switching.

## [Corrective Action]

There is no need to take corrective action, as neither Auto-recovery nor manual switching to the managed server specified has been performed.

## 67224

FJSVrcx:ERROR:67224:*obj*:IP address not assigned

## [Description]

The command cannot be executed because a public IP address has not been assigned.

## [Corrective Action]

Check if installation of the software has been completed successfully.

For how to install software, refer to "6.2 Configuring the Operating Environment of Managed Servers" of the "ServerView Resource Coordinator VE Setup Guide".

## 67225

FJSVrcx:ERROR:67225:IP address is invalid

## [Description]

The IP address specified is invalid.

## [Corrective Action]

- When this error occurs during the registration of a managed server

  Check that the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN, and then perform the operation again.

- When this error occurs when changing the admin IP address of a managed server

  Check the following and perform the operation again.

  - That the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN

  - That IP addresses before and after changing are in the same subnets, when changing the admin IP addresses for a primary server or a spare server.

- When this error occurs when changing the admin LAN IP address of an admin server

  Check that the IP address specified is the admin LAN IP address of the admin server, and then perform the operation again.

## 67228

FJSVrcx:ERROR:67228:IP range in admin server is already used

## [Description]

The range of IP addresses defined on the admin server is already in use.

## [Corrective Action]

Check the range of the IP addresses (DHCP range) defined on the admin server.

## 67230

FJSVrcx:ERROR:67230:error occurred on the admin server

[Description]

An error has occurred on the admin server.

[Corrective Action]

Check the following:

- If setup of the admin server was completed successfully.

  For setup, refer to "2.1 Manager Installation" of the "ServerView Resource Coordinator VE Installation Guide".

- Whether communication with the server management unit is possible.

  Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
  If a cable is disconnected from the LAN connector, connect it.

- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

  - Check the SNMP community name set from the RC console.
    If it was omitted, "public" will be specified.

  - Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
    If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

  - Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

    For details of checks and the setup method, refer to the manual of the server being used.

- Refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide", and check whether the "Deployment services" have been started on the admin server. If they have stopped, restart them.
  For how to stop and start the services, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".
  After starting any stopped services, perform the operation that resulted in the error again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67231

FJSVrcx:ERROR:67231:failed to get the information from the managed server

[Description]

Acquisition of managed server information failed because the server cannot communicate with the managed server or server management unit.

[Corrective Action]

Check the status of the managed server and the server management unit, the value specified for the operand, and the values set for the following:

- That the IP address of the server management unit of the managed server is set correctly and the server is operating normally

- The SNMP community settings of server management unit for the managed server

  That the SNMP community name specified from the RC console has Read (reference authority) or Write (reference and updating) authority

- The SNMP community settings of the managed server

  That the SNMP community name of the managed server has Read (reference authority).
  Specify the same SNMP community name for the managed server and the server management unit.

- That the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values

- That the IP address of the managed server specified is correct

- Setup of the agent for the specified managed servers was completed successfully

- Network settings (such as DNS) of the admin server are correct and the execution of OS network-related commands is completed within seconds

When this message is displayed after reconfiguration of hardware properties following replacement, and there are no problems with the managed server or server management unit, there is a possibility that the reconfigured hardware properties were temporarily unobtainable.
Reconfigure the hardware properties again.

When this message is displayed during the deployment of cloning images, registration of agents after deployment has failed. Either redeploy the cloning image or refer to step 2. in the corrective action of "Message number 67328" and recover the managed server the image was deployed to.
When a single cloning image was being deployed to multiple managed servers, take corrective action for all of the managed servers.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67232

FJSVrcx:ERROR:67232:power management error(rcxerrno=*rcxerrno*)

[Description]

An error has occurred during power control of a managed server.

[Corrective Action]

Check the following and take corrective action.

- Check the SNMP community name set from the RC console.
  If it was omitted, "public" will be specified.

- Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
  If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

- Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

  For details of checks and the setup method, refer to the manual of the server being used.

## 67235

FJSVrcx:ERROR:67235:chassis is not registered

[Description]

The chassis has not been registered.
The admin LAN of the chassis including the server to be registered may not have been set correctly.

[Corrective Action]

After registering a chassis, perform the operation again.
When the chassis has been registered, check the admin LAN settings of the server to be registered.

## 67238

FJSVrcx:ERROR:67238:*obj*:cannot execute server recovery operation. detail=*detail*

## [Description]

The managed server specified does not meet the requirements for Auto-recovery or manual switching.

The name of the managed server specified is displayed for *obj*.
The following detailed causes are displayed for *detail*.

- no image

   Backup of the system image of the server specified was not performed.

## [Corrective Action]

Take corrective action based on the detailed cause.

- no image

   After system images are backed up on the server specified, perform manual switching again.

## 67239

FJSVrcx:ERROR:67239:*obj*:agent not installed

## [Description]

A Resource Coordinator VE agent has not been installed on a managed server.
The name of the managed server is displayed for *obj*.

## [Corrective Action]

After installing a Resource Coordinator VE agent on the managed server, execute the command again.

## 67242

FJSVrcx:ERROR:67242:failed to control switching HUB.(rcxfunc=*command*,rcxerrno=*rcxerrno*,mip=*mip*)

## [Description]

An error has occurred in LAN switch control.

The network management command is displayed for *command*.
A character string indicating the process that resulted in an error during network management is displayed for *rcxerrno*.
One of the following is displayed for *mip*:

- The admin IP addresses of the managed LAN switch

- Admin IP addresses or server names of managed servers

An error may occur during the following conditions:

- When specifying a different IP address with LAN switch

- When specifying a SNMP community name not set in the LAN switch

- When the LAN switch is not operating correctly

- When the LAN switch is replaced with a different type of LAN switch from the original, and restoration performed

## [Corrective Action]

After checking the following, execute the command again.

- That the LAN switch is a supported model

- That the LAN switch is the same model as the original

- Whether the IP addresses of the LAN switch and admin LAN IP address of the admin server are in the same subnet

- Whether the content of the following settings of LAN switch matches that of Resource Coordinator VE
  If they are different, correct the settings of both LAN switch and Resource Coordinator VE so they match.

  - The admin IP addresses of LAN switch

  - The subnet mask for the admin IP addresses of the LAN switch

  - VLAN ID to which the admin IP addresses of the LAN switch belong

  - The connection port for the admin IP addresses of the LAN switch

  - SNMP community name

  - The user name for remote login

  - The password for remote login

  - The privileged password for remote login

- Whether there is an abnormality in the communication route between the admin LAN and the LAN switch
  Check whether a LAN cable is unplugged or the LAN switch is powered off.

- Whether the LAN switch is operating correctly
  Check the following, and if necessary, remove the problem using the maintenance procedure of the LAN switch.

  - The LAN switch is powered on

  - The SNMP agent is operating normally

  - The server can connect to the LAN switch using telnet
    The number of simultaneous connections using telnet may be limited depending on the model. In this case, log out of other telnet connections.

---

## 67244

FJSVrcx:ERROR:67244:another command is running

[Description]

An internal command for obtaining server information may be being executed in another process.

[Corrective Action]

Wait a couple of minutes and then execute the command again.

---

## 67245

FJSVrcx:ERROR:67245:failed to execute the command on managed server.(mip=*mip*)

[Description]

Command execution failed on the managed server.
The admin IP address of the managed server or the server name is displayed for *mip*.

[Corrective Action]

Check the following on the managed server indicated for *mip*.

- Check that the managed server is not down. If the system is down, start the system from the appropriate OS.

- Check that the managed server was started using the appropriate OS. If it was not, change the BIOS settings referring to the manual for the server.

[Linux]

- Check if the LAN card is correctly configured and activated on the system by executing the /sbin/ifconfig -a command. If it is not configured and activated correctly, configure the LAN card referring to the Linux installation guide.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67246

FJSVrcx:ERROR:67246:VLAN configuration failed

[Description]

An error has occurred in VLAN settings for LAN switch.

[Corrective Action]

For the LAN switch of the managed server that was the target of the operation (such as server registration or server deletion) that resulted in the error, confirm the following.

- The LAN switch is powered on

- The SNMP agent is operating normally

- The server can connect to the LAN switch using telnet

> 📖 **Information**
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> ⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯
>
> The number of simultaneous connections using telnet may be limited depending on the model. In this case, log out of other telnet connections.
>
> ⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯

After checking the above, if necessary, remove the problem using the maintenance procedure of the LAN switch.

Then, Refer to "Replacing LAN switch blades" in "9.6 Replacing Non-server Hardware" of the "ServerView Resource Coordinator VE Operation Guide" and reflect the VLAN information on the server, then perform the operation again.

## 67247

FJSVrcx:ERROR:67247:GLS not installed on server

[Description]

PRIMECLUSTER GLS has not been installed on the managed server.

[Corrective Action]

Install PRIMECLUSTER GLS on the managed server.

Refer to the product manual for the installation method of PRIMECLUSTER GLS.

## 67251

FJSVrcx:ERROR:67251:command terminated abnormally

[Description]

The command terminated abnormally.

[Corrective Action]

Perform the operation again.

## 67252

FJSVrcx:ERROR:67252:password decryption error

[Description]

Password decryption failed.

## [Corrective Action]

If this message is displayed when importing a system configuration file, check that the password for the resource definition specified as "encrypted"(an encrypted password) has been configured as an encrypted character string .

For the system configuration file, refer to "Appendix D Format of CSV System Configuration Files" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67253

FJSVrcx:ERROR:67253:specified range of IP address is invalid. code=*code*

## [Description]

The range of IP addresses specified is incorrect.
*code* is identified as follows:

```
9: An invalid IP address is included in the specified range of IP addresses
10: The range of the start IP address and that of the end IP address are incorrect
13: The start IP address and end IP address are not in the same subnet
14: The start IP address is the same as the subnet number
15: The end IP address is the same as the broadcast address
102: The host of the start IP address specified for the redundancy method is not the same
103: The same subnet of the start IP address specified for the redundancy method has been used
201: IP addresses of registered managed servers exist outside the range of specified admin IP
addresses, or a different subnet was specified when registered managed servers already exist.
```

## [Corrective Action]

Take corrective action based on the content of *code*.

- For 201

    Choose one of the following corrective actions:

    - Specify a range of addresses including the registered managed server addresses in the same subnet as the range of admin IP addresses prior to change, and then perform the operation again.

    - Release the IP addresses of the registered managed servers, and then perform the operation again.

- For a code other than 201

    Check the parameter, and then perform the operation again.

---

## 67255

FJSVrcx:ERROR:67255:*option*:not supported

## [Description]

The option specified *option* is not supported.

## [Corrective Action]

Check and correct the option specified, and then perform the operation again.

---

## 67257

FJSVrcx:ERROR:67257:oldest cloning image is in use

## [Description]

Deletion of the oldest cloning image failed because it is in use.

[Corrective Action]

Delete one or more cloning images that are not in use, then perform the operation again.

## 67258

FJSVrcx:ERROR:67258:version *version* of cloning image is already in use

[Description]

Deleting the version *version* of the cloning image failed because it is in use.

[Corrective Action]

Enable use of the specified version *version* of the cloning image, and then perform the operation again.

## 67262

FJSVrcx:ERROR:67262:failed to execute the cloning process. type=*type*

[Description]

An error has occurred during the process set in "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".
A number corresponding to one of the following processes is displayed for *type:*

10: PRE_TGTSVR_IMAGE_CREATE(the process before collection of cloning images)
11: POST_TGTSVR_IMAGE_CREATE(the process after collection of cloning images)
13: POST_TGTSVR_IMAGE_INSTALL(the process after deployment of cloning images)

[Corrective Action]

Take the corrective action for "Message number 61501" or "Message number 61502" displayed in the event log.
When neither "Message number 61501" nor "Message number 61502" are displayed, collect troubleshooting information and contact Fujitsu technical staff.

## 67263

FJSVrcx:ERROR:67263:*user_name*:login incorrect

[Description]

Login failed.

[Corrective Action]

Enter the correct user name and password, then log in again.
When there is no error in the user name and password, and the management account is a new addition, there is an error in the password configured during account creation.
Set the password given in "4.2 Managing User Accounts" of the "ServerView Resource Coordinator VE Operation Guide" again.

## 67264

FJSVrcx:ERROR:67264:*filename*:invalid file type

[Description]

Writing to the file or directory specified for *filename* failed because the file type is invalid.

[Corrective Action]

After performing one of the following corrective actions perform the operation again.

- Change the name of the file or directory displayed for *filename*

- Move or delete the file or directory displayed for *filename*

## 67265

FJSVrcx:ERROR:67265:*variable*:*value*:invalid environment value

[Description]

The environment variable *variable* is invalid.

[Corrective Action]

Check the value of the variable *variable* and then perform the operation again.

## 67266

FJSVrcx:ERROR:67266:no shell

[Description]

The shell to be started was not found.

[Corrective Action]

Correct the environment variable SHELL.

## 67267

FJSVrcx:ERROR:67267:*obj*:failed to execute

[Description]

Execution of the command described in *obj* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- The command execution environment is correct.

  Execute the /opt/FJSVrcvhb/bin/rcxhbactl command from a desktop environment.

- Users have sufficient command execution authority

- There is enough free memory

## 67268

FJSVrcx:ERROR:67268:*filename*:no such file or directory

[Description]

The file or directory specified for *filename* was not found.

[Corrective Action]

Specify the correct file or directory.

## 67269

FJSVrcx:ERROR:67269:*filename*:failed to create file or directory

[Description]

The file or directory specified for *filename* cannot be created.

[Corrective Action]

Check the access authority for the directory.

---

## 67270

FJSVrcx:ERROR:67270:home directory not found. *detail*

[Description]

There is no home directory for the executing user.

[Corrective Action]

For the OS user account on which the command has been executed, check if the following has been set and the directory set is on the admin server. Correct them and perform the operation again.

- There is an entry of the user account on which the command has been executed on "Local Users and Groups" of the admin server

- In the environment valuable of the above account, APPDATA or USERPROFILE exists and the correct directory is set

---

## 67271

FJSVrcx:ERROR:67271:*chassis_name*:chassis not exists

[Description]

The chassis *chassis_name* was not found.

[Corrective Action]

Check the name of chassis specified.

---

## 67275

FJSVrcx:ERROR:67275:the specified alias (*alias*) was not found

[Description]

The specified alias(*alias*) was not found.

[Corrective Action]

Execute the following command and check the alias, and then perform the operation again.

[Windows]

```
>rcxadm certctl list <RETURN>
```

[Linux]

```
# rcxadm certctl list <RETURN>
```

## 📋 Example

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In the following, client2, client1, server5, server4, server3, server2, and server1 are aliases.

```
Truststore:
-------------

The type of the keystore: jks
The provider of the keystore: SUN
```

Seven entries are included in the keystore.

client2, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): A6:12:82:68:CD:E7:E6:F6:15:06:AC:43:3B:D8:A6:C4
client1, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 9D:99:ED:88:C0:8F:32:26:60:FA:4C:96:A2:34:5A:45
server5, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 95:07:C8:B3:84:E6:BD:63:46:D6:6C:BA:36:5D:E8:9A
server4, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 24:6A:E8:04:0F:03:33:68:A0:CC:45:7E:E4:83:BA:7B
server3, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 05:28:95:53:9C:1E:33:32:F6:40:9D:99:EB:EC:3D:7B
server2, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 1B:0E:33:72:7E:1C:86:E0:16:9B:A9:7F:6B:62:6E:37
server1, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 2C:59:04:37:CA:99:65:5D:34:BD:7F:20:BA:04:CE:90
...

## 67276

FJSVrcx:ERROR:67276:keystore file not found

[Description]

The keystore file was not found.

[Corrective Action]

Check that the keystore file exists in the following directory.
When operating managers in clusters, check that the shared disk for managers is mounted, and then perform the operation again.
If it does not exist, collect troubleshooting information and contact Fujitsu technical staff.

- When it is a manager

  [Windows]
  *Installation_folder*\Manager\etc\opt\FJSVssmgr\current\certificate\common_truststore

  [Linux]
  /etc/opt/FJSVrcvmr/opt/FJSVssmgr/current/certificate/common_truststore

- When it is an agent

  [Windows/Hyper-V]
  *Installation_folder*\Agent\StorageRM\Agent\etc\certificate\agent_truststore

  [Linux/VMware/Xen]
  /etc/opt/FJSVssagt/certificate/agent_truststore

  [Solaris]
  /etc/opt/FJSVrcvat/certificate/agent_truststore

## 67277

FJSVrcx:ERROR:67277:not a keystore file

[Description]

The keystore file may be damaged or the file is incorrect.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67278

FJSVrcx:ERROR:67278:internal error

[Description]

An internal error occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67279

FJSVrcx:ERROR:67279:syntax error

[Description]

The command syntax is incorrect. usage is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

## 67280

FJSVrcx:ERROR:67280:*obj*:*function* not supported. *detail*

[Description]

The object *obj* does not support *function*.
The name of the unsupported function is displayed for *function*.
When *function* cannot be used for *obj*, *detail* will not be displayed.
When *function* cannot be used because of usage conditions, the following detailed information will be displayed enclosed in brackets for *detail*.

"Out of DHCP range"

The IP address displayed in *obj* is out of the range of IP addresses for which the backup and restore functions for system images can be used.

- "invalid switchover method"

  Server switchover using backup and restore cannot be used for the server displayed for *obj*.
  This is displayed when a VM host is operating on the server displayed for *obj*.

- "invalid model"

  The target of operation displayed for *obj* is a model that does not support *function*.

- "invalid destination"

  The VM guest displayed for *obj* does not support movement to the VM host specified as the destination.

- "VM type"

  The target of operation displayed for *obj* is server virtualization software that does not support *function*.

  [Xen]
  Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.

- "OS type"

  The target of operation displayed for *obj* is a server OS that does not support *function*.

- "incompatible network devices"

  The NIC configuration of the target of operation displayed for *obj* does not match the conditions for spare servers of *function*.

- "incompatible IBP group configuration between *switch-1* and *switch-2*"

  The IBP group settings of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match the operation conditions of *function*.

- "incompatible mode between switches *switch-1* (*mode-1*) and *switch-2* (*mode-2*)"

  The modes of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match.
  The modes of each switch, "IBP mode" or "switch mode" are displayed for *mode-1* and *mode-2*

- "VIOM"

  As the server displayed for *obj* already has VIOM coordination configured as its virtualization method, HBA address rename cannot be set.

- "invalid deployment configuration"

  The function displayed for *function* is one not supported in the current environment. For details of backup and restore, and cloning, use ServerView Deployment Manager. For Virtual I/O (HBA address rename), please use ServerView Virtual-IO Manager.
  When this message is displayed for other operations, it is not necessary to perform those operations.

## [Corrective Action]

This message is displayed because use of an unsupported function was attempted for *obj*. No action is required.

---

## 67281

FJSVrcx:ERROR:67281:*obj*:not supported. *detail*

## [Description]

The specified command, subcommand, or option is not supported.
The name of the managed server or the port name is displayed for *obj*.
The following detailed information is given in *detail*.

- "Manager"

  The server displayed for *obj* is an admin server.

- "Port name"

  The port name displayed for *obj* is a port name not supported by Resource Coordinator VE.

## [Corrective Action]

Perform checks based on each piece of detailed information, if the combination of resources is incorrect or the values differ, change the values specified or the settings and then perform the operation again.

- "Manager"

  - When this message is displayed during registration of a managed server, check that an admin server is not the target of the operation.

  - If displayed when performing reconfiguration of hardware properties, check that an admin server has not been mounted in the relevant slot.

- "Port name"

  When changing port numbers, check there are no mistakes in port names.

  For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide", or "5.7 rcxadm mgrctl" of the "ServerView Resource Coordinator VE Command Reference".

---

## 67283

FJSVrcx:ERROR:67283:*server*:cannot operate to *target detail*

## [Description]

The specified managed server cannot perform operation against *target*.
The name of the managed server is displayed for *server*.
The target operation of *server* is displayed for *target*.

## [Corrective Action]

Correct the specified *target*.

---

## 67285

FJSVrcx:ERROR:67285:the new password is invalid.

## [Description]

An error has occurred because the PostgreSQL login user password has been changed.

## [Corrective Action]

The configured user password is not correct.
Check the OS password setting conventions, and set an appropriate password.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67287

FJSVrcx:ERROR:67287:*obj1* is defined as *type* of *obj2*

## [Description]

The command cannot be executed because the *obj1* is defined as *type* of *obj2*.

## [Corrective Action]

After resolving the problem, perform the operation again.

---

## 67288

FJSVrcx:ERROR:67288:*obj*:VM host and VM guest are not supported

## [Description]

The VM host or VM guest is not supported.
The name of the specified server is displayed for *obj*.

## [Corrective Action]

Specify the physical OS name, and then perform the operation again.

---

## 67291

FJSVrcx:ERROR:67291:*obj*:chassis information is not found

## [Description]

The IP address specified is incorrect, or the chassis information specified is not registered on the admin server.

## [Corrective Action]

Check the following:

- Check that the specified IP addresses of the chassis and server management unit or the server information (such as IP address) are correct.
  If there are errors, perform registration again using the correct information.

- Check if the chassis is powered on. If the chassis is not powered on, after powering it on, perform the operation again.

---

## 67293

FJSVrcx:ERROR:67293:LAN switch is not registered

[Description]

The LAN switch for connection to the network interface of the managed server for registration is not registered.

[Corrective Action]

Register the LAN switch for connection to the network interface of the managed server for registration, and then perform the operation again.

- How to check and register the destination LAN switch

  Refer to "Appendix B Connections between Server Network Interfaces and LAN Switch Ports" of the "ServerView Resource Coordinator VE Setup Guide", and check the LAN switch to be connected to the NIC of the specified managed server.
  Refer to "D.3 Resource Definitions" of the "ServerView Resource Coordinator VE Setup Guide", add LAN switch definitions to the system configuration file and then import it again.

---

## 67294

FJSVrcx:ERROR:67294:Slot number or IP address of the specified LAN switch blade is invalid

[Description]

The slot number or IP address of the specified LAN switch is incorrect.

[Corrective Action]

Check the mounting position of the LAN switch blade and IP address, specify the correct slot number and IP address, and then perform the operation again.

---

## 67295

FJSVrcx:ERROR:67295:*obj*:duplicate resource name found

[Description]

There are multiple resources with the name specified for *obj*.
Commands cannot be used to operate multiple resources with the same name.

[Corrective Action]

Execute the command after changing the names of resources so no two have the same name.
When it is not possible to change the names of resources with the same name, perform operations from the GUI.

---

## 67296

FJSVrcx:ERROR:67296:not logged in

[Description]

Login as a Resource Coordinator VE user has not been performed.

[Corrective Action]

Perform the operation again after logging in as a Resource Coordinator VE user.
If this message is displayed when executing a command, log in as an administrative user of Resource Coordinator VE or with OS administrator authority and perform the operation again.

For details of the authority necessary for executing commands, refer to "Chapter 1 Overview" of the "ServerView Resource Coordinator VE Command Reference".

For details of how to log in as an administrative user of Resource Coordinator VE, refer to "2.1 rcxlogin" of the "ServerView Resource Coordinator VE Command Reference".

When operating managers in clusters, there is a chance that the shared disk for managers is not mounted.
Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

---

## 67297

FJSVrcx:ERROR:67297:protocol not supported. detail=*detail*

### [Description]

A communication error with the manager occurred during execution of a command.

### [Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check the network environment

   **How to check**
   Check that the port number (service name: rcxweb, default: 23461) used by the admin server for the Resource Coordinator Manager service is not being used for another service.
   Execute the following command on the server where a manager is installed to check the usage status of the port number.

   1. Display process IDs using port numbers

   📋 Example

   . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

   [Windows]

   ```
   >netstat -oan | find "0.0.0.0:23461"  <RETURN>
    TCP    0.0.0.0:23461           0.0.0.0:0              LISTENING       2632
   -> Process ID is 2632
   ```

   [Linux]

   ```
   # netstat -lnp | grep ":23461" <RETURN>
   tcp     0      0 :::23461          :::*                  LISTEN      4095/httpd
   -> Process ID is 4095
   ```

   . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

   2. Check that the process ID belongs to the httpd of Resource Coordinator VE

   📋 Example

   . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

   [Windows]

   ```
   >tasklist /svc /FI "PID eq 2632" <RETURN>
   Image name                    PID service
   ========================= ====== =====================================
   httpd.exe                    2632 ResourceCoordinatorWebServer(Apache)
   ```

   [Linux]

   ```
   # ps -fp 4095 <RETURN>
   UID        PID  PPID C STIME TTY          TIME CMD
   root      4095    1 0 Jul18 ?   00:00:00 /opt/FJSVrcvmr/sys/apache/bin/httpd
   -k start
   ```

   . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

When it was being used by another service, change the port number to be used.

For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

When the port number being used by Resource Coordinator Manager is correct, or the corrective action above does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67298

FJSVrcx:ERROR:67298:console control error. detail=*detail*

[Description]

A console control error has occurred in the process in the rcxlogin command for hiding passwords.

[Corrective Action]

If terminal software other than the standard Windows command prompt is being used, check the settings of that software.

If the problem occurs when using the command prompt or the corrective action above does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67299

FJSVrcx:ERROR:67299:Manager process(es) still running.(*process*)

[Description]

Operation is not possible as the manager service is running.
The name of one of the running services is displayed for *process*.

[Corrective Action]

- Refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide", and check whether the "Manager services" and "Deployment services" have been stopped on the admin server. If they have not, stop them.
  After stopping any started services, perform the operation that resulted in the error again.

[Windows]

- When operating managers in clusters, there is a chance that the cluster services for the manager and for the HBA address rename setup service are online on the same node.
  Check that the cluster services are not online on the same node in the [Failover cluster management] window, and migrate the cluster service for the HBA address rename setup service to another node if it is online on the same node.
  When other nodes have failed, perform the operation after recovery.

# 4.5.3  673XX series

This section explains the 673XX message series.

---

## 67302

FJSVrcx:ERROR:67302:*path*:system file not found

[Description]

The file or directory specified for *path* was not found.

[Corrective Action]

Check that the manager package is correctly installed.

In a clustered manager configuration, there is a chance that setup of the cluster service for the manager has not been performed successfully. Refer to the directory displayed for *path* and "B.3 Configuration" of the "ServerView Resource Coordinator VE Installation Guide", and check if the setup of the cluster service for the manager has been performed successfully.

## 67305

FJSVrcx:ERROR:67305:*file*:invalid configuration

[Description]

The configuration file indicated for *file* is invalid.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- If an error message regarding the disk or file system has been output to the system log

- If a message indicating file system quota limit or insufficient space has been output to the system log

## 67313

FJSVrcx:ERROR:67313:failed to check configuration

[Description]

A configuration check failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- If an error message regarding the disk or file system has been output to the system log

## 67320

FJSVrcx:ERROR:67320:power control error. target=*target* detail=*detail*

[Description]

An error occurred during power control operation for *target*.

[Corrective Action]

- When *detail* is duplicate resource name

As several VM names are duplicated on the VM host, the power supply of VM guests cannot be controlled. Specify a different name for each VM name because there is a problem with the settings of the VM host.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is 15

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is 16

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is 17

A VM guest was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM guest has been deleted.

Use the VM management console and check that the VM guest is not configured to move when its power status changes.

- When *error_number* is 101, 110, 111, 112, 114, 116

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is 113

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entry values (user name and password) of the login account information to the correct values.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" or "6.3.6 Changing VM Management Software Settings" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 100 or 115

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" or "6.3.6 Changing VM Management Software Settings" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 104, 105, 135, 136

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is 122

Choose one of the following corrective actions:

  - The VM host has been set into VM maintenance mode. Release the VM host from VM maintenance mode, and then perform the operation.

  - The server is inoperable due to its power status. Check the status of the VM guest.

- When *error_number* is 123

There is a chance that settings for VM guest power operation, which must be performed in advance, have not been performed. For the settings for VM guest power operation that must be performed in advance, refer to "A.2 Configuration Requirements" in the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 124

There are the following possibilities:

  - There is a chance that settings for VM guest power operation, which must be performed in advance, have not been performed.
    Check that settings for VM guest power operation have been performed in advance. If they have not been performed, make the necessary settings and then perform the operation again.
    For the settings for VM guest power operation that must be performed in advance, refer to "A.2 Configuration Requirements" in the "ServerView Resource Coordinator VE Setup Guide".

  - The VM host or VM management software license necessary for operation may not be possessed.

    Check the license status using the VM management software.

- The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
For details, refer to "6.3.2.7 Changing VM Host Login Account Information" or "6.3.6 Changing VM Management Software Settings" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 125

Processing of other tasks is being executed on the VM host. Check if operations are not performing from other clients at the same time, and then perform the operation.

- When *error_number* is 127

Power control processing of the VM guest failed. There are the following two possibilities:

- Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

[Hyper-V]

- Check that the OS of the Virtual Machine is operating. If the OS has not been installed or is not operating, start the OS and then perform the operation.

- When *error_number* is 400

Processing of a VM host remote command failed.

Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67321

FJSVrcx:ERROR:67321:*image* not found.

[Description]

The cloning image *image* was not found.

[Corrective Action]

Check that the specified cloning image or the specified version of the cloning image exists.
Check the version using the rcxadm image list command. For details of the rcxadm image list command, refer to "4.1 rcxadm image" of the "ServerView Resource Coordinator VE Command Reference".
After checking the image exists, specify the correct cloning image, and then perform the operation again.
In some cases the image file may not have been synchronized. For details, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" and restart the manager service.

---

## 67322

FJSVrcx:ERROR:67322:agent is not registered. target=*target*

[Description]

The command cannot be executed because an agent has not been registered for the physical server *target*.

## [Corrective Action]

An agent has not been registered for the specified physical server.
After registering an agent, perform the operation again.

---

## 67324

FJSVrcx:ERROR:67324:product-key is not set. target=*target*

## [Description]

The Windows product key was not specified when installing an agent on the physical server *target*.

## [Corrective Action]

The Windows product key was not specified when installing an agent on the specified physical server. Correct the license information file.
For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

---

## 67325

FJSVrcx:ERROR:67325:illegal IP address. target=*target*, IP=*ip*

## [Description]

The IP address *ip* set when installing the agent on the physical server *target* is invalid.

## [Corrective Action]

Check if *ip* is the admin LAN IP address of the admin server.
If it is not the IP address of the admin server, set the admin LAN IP address of the admin server for the module for image file operation.
For the IP address settings for the module for image file operation, refer to "15.4 Image Operation Issues [Windows/Linux] [Hyper-V]" of the "ServerView Resource Coordinator VE Operation Guide".
When "-" is displayed for *ip*, no values have been set.

---

## 67326

FJSVrcx:ERROR:67326:illegal hostname. target=*target*, hostname=*hostname*

## [Description]

The server name *hostname* set when installing the agent on the physical server *target* is invalid.

## [Corrective Action]

Check that *hostname* is the admin server name, and the admin server IP address used on the managed server can be resolved using the server name.
If it is not the admin server name, in the IP address settings for the module for image file operation set the host name or IP address of the admin server to enable it to be resolved using the admin LAN.
For the IP address settings for the module for image file operation, refer to "15.4 Image Operation Issues [Windows/Linux] [Hyper-V]" of the "ServerView Resource Coordinator VE Operation Guide".
If the host name cannot be resolved, review the settings concerning the resolution of host names such as the DNS.

---

## 67328

FJSVrcx:ERROR:67328:failed to set hostname. target=*target*

## [Description]

Setting of the host name during cloning image deployment failed.
Or the ServerView Agent may not have been able to obtain the host name after it was set.
Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed.

[Corrective Action]

Failure may have occurred due to excessive load on the network or the server. Perform cloning image deployment again.
Alternatively, check using the following procedure and recover the managed server the image was deployed to.
When a single cloning image was being deployed to multiple managed servers, take corrective action for all of the managed servers.

1. Log in to the managed server and check that the specified host name has been set.

   - When it has not been set

   Change the host name following the procedure for the OS.

   [Linux]
   When using SUSE Linux Enterprise Server, if server names including periods (".") are configured for post-deployment server names of cloning images, configuration may fail.
   Specify post-deployment server names of cloning images that do not include periods (".").

   - When it has been set

   Obtaining information from the ServerView Agent failed.
   Restart the ServerView Agent.

2. Based on the registration status of the agent prior to deployment, perform one of the following:

   - When an agent has already been registered

   Update the server from the GUI, and check if the changed host name is displayed on the GUI.

   - When an agent has not been registered

   Register an agent.

3. When using the network parameter auto-configuration function, refer to "8.6.1 Operation Checks and Preparations" of the "ServerView Resource Coordinator VE Setup Guide" and manually execute the network parameter setup command.

4. If releasing the server from maintenance mode was specified for after deployment, manually release the server from maintenance mode.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67329

FJSVrcx:ERROR:67329:*image* is already in use.

[Description]

The cloning image *image* is in use.

[Corrective Action]

After the operation using the specified cloning image is completed, perform the operation again.

## 67330

FJSVrcx:ERROR:67330:illegal operation specified for spare server. target=*target*

[Description]

An invalid operation was specified for the spare server *target*.

[Corrective Action]

The specified operation cannot be performed on the spare server.
Release the settings of the spare server, and then perform the operation again.

## 67331

FJSVrcx:ERROR:67331:too many versions of cloning image exist. image=*name*

## [Description]

*name* exceeds the maximum number of versions that can be stored.

## [Corrective Action]

- When the number of collected cloning images exceeds the maximum number of versions that can be stored

  Refer to "8.5 Deleting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide", and delete excess cloning images so there are less than the maximum.

- When collection of a cloning image with the same name is performed multiple times

  After completing the collections performed simultaneously, perform the operation again.

## 67340

FJSVrcx:ERROR:67340:manager program still starting

## [Description]

Startup of the manager has not been completed.

## [Corrective Action]

Refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide", and check whether the "Deployment services" have been started on the admin server.

If they have not been started, stop the "Manager services" and then start the "Deployment services".
After that, restart the "Manager services".
For how to stop and start managers, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

If the manager has been started, wait a couple of minutes and then perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67350

FJSVrcx:ERROR:67350:configuration error. target=*target*

## [Description]

There may be a problem in the setting file for communicating with *target*.

## [Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67351

FJSVrcx:ERROR:67351:SSL certification error. target=*target*

## [Description]

The SSL certifications of the *target* and manager may be different.

## [Corrective Action]

For check methods and corrective actions, refer to "15.7 Cloning Issues Following Manager Re-installation" of the "ServerView Resource Coordinator VE Operation Guide".
When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

## 67352

FJSVrcx:ERROR:67352:connection timeout. target=*target*

## [Description]

Communication may have failed temporarily because there is a problem in the network environment or the load of the server *target* is high.

## [Corrective Action]

Check the corrective action for "Message number 67356", resolve the problem and then perform the operation again.
When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

If this does not resolve the problem, changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.

---

## 67353

FJSVrcx:ERROR:67353:read timeout. target=*target*

## [Description]

Communication may have failed temporarily because the load of the server *target* is high.

## [Corrective Action]

Check the following:

- This message is also displayed when collecting or deploying cloning images fails because incorrect automatic settings such as the following were made using the network parameter auto-configuration function for cloning images.
  For the network parameter auto-configuration function that can be defined for cloning images, refer to "8.6 Network Parameter Auto-Configuration for Cloning Images" of the "ServerView Resource Coordinator VE Setup Guide".

  - Automatic settings were performed for the admin LAN

  - Automatic settings for the public LAN were performed using an IP address of the same subnet as the admin LAN IP address

  Log in to the managed server for which collection or deployment of cloning images failed, and check the definition file of the network parameter auto-configuration function to see whether incorrect settings such as those above were performed.
  When automatic settings were performed, perform the operation again using the following procedures:

  - Recovery of the failed managed server

    Execute the rcxadm lanctl unset command and release the automatic settings.
    For the rcxadm lanctl unset command, refer to "8.6.3 Clearing Settings" of the "ServerView Resource Coordinator VE Setup Guide".
    When the admin LAN IP address has not been set on the managed server, set it manually. If the status of the managed server does not change to "normal", refer to the corrective action of "Message number 67192".

  - Re-collection of cloning images

    Correct the definition file of the network parameter auto-configuration function on the managed server from which a cloning image is to be collected, and then collect the image again.
    When deployment of a cloning image fails, collect and then deploy a cloning image to the managed server again.
    If any cloning images were not collected or deployed successfully, delete them.

- Changing the timeout value may resolve the problem.
  Collect troubleshooting information and contact Fujitsu technical staff.

---

## 67354

FJSVrcx:ERROR:67354:write timeout. target=*target*

## [Description]

Communication with the server *target* might not be possible or have failed temporarily because the load is high.

## [Corrective Action]

Check the following "Check the network route", resolve the problem and perform the operation again.

- Check the network route

**How to check**

Execute the ping command on the server where a manager is installed to check the network status. Check if it is possible to communicate with the server *target*.

[Windows]

```
>ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:

Reply from ipaddr. bytes=32 time<1ms TTL=128
Reply from ipaddr. bytes=32 time<1ms TTL=128
Reply from ipaddr. bytes=32 time<1ms TTL=128
Reply from ipaddr. bytes=32 time<1ms TTL=128

Ping statistics for ipaddr. Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr. icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr. icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr. icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

**Corrective action**

Check the following:

For <Example: Normal communication>

- "IP address checks"

- "Firewall checks"

For <Example: Abnormal communication>

- "*target* checks"

- "Firewall checks"

- "IP address checks"

- "LAN network checks"

- *target* checks

  Check if the server *target* is running. The network connection function of the server *target* may have stopped during communication. Check if the network connection function has been stopped before or after the error occurred, and then perform the operation again.

- Firewall checks

  Check the settings of firewall software set between the admin server and managed servers or in managed servers.
  Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and assign permission for communication to the necessary ports.

- IP address checks

  Check if the IP address displayed in the error message is correct and if necessary specify the correct IP address, and then perform the operation again.

- LAN network checks

  Check if the network cable is connected to the server *target*.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

If this does not resolve the problem, changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.

---

## 67355

FJSVrcx:ERROR:67355:connection error. target=*target*

[Description]

The program of *target* may not have been started.

[Corrective Action]

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

  Refer to "Chapter 5 Starting and Stopping" of the "ServerView Resource Coordinator VE Setup Guide", and start the destination server for communication.

  However, when *target* is the name of external software, refer to the manual of the software and start the service of the external software.

- Port number checks

  Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server and managed servers. If there are any mistakes, change the port number to the right one.
  For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

When operating managers in clusters, there is a chance that the shared disk for managers is not mounted.
Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67356

FJSVrcx:ERROR:67356:no route to host. target=*target*

## [Description]

There may be a problem with the network environment.

## [Corrective Action]

Check the following "Check the network route", resolve the problem and perform the operation again.

- Check the network route

   **How to check**
   Execute the ping command on the server where a manager is installed to check the network status. Check if communication with the agent is possible.

   [Windows]

   >**ping** *the_IP_addresses_of_managed_servers* <RETURN>

   <Example: Normal communication>

   Pinging *ipaddr* with 32 bytes of data:

   Reply from *ipaddr*: bytes=32 time<1ms TTL=128
   Reply from *ipaddr*: bytes=32 time<1ms TTL=128
   Reply from *ipaddr*: bytes=32 time<1ms TTL=128
   Reply from *ipaddr*: bytes=32 time<1ms TTL=128

   Ping statistics for *ipaddr*: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
   Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms

   <Example: Abnormal communication>

   Pinging *ipaddr* with 32 bytes of data:

   Request timed out.
   Request timed out.
   Request timed out.
   Request timed out.

   Ping statistics for *ipaddr*: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),

   [Linux]

   # **ping** *the_IP_addresses_of_managed_servers* <RETURN>

   <Example: Normal communication>

   PING *host name* (*ipaddr*) 56(84) bytes of data.
   64 bytes from *ipaddr*: icmp_seq=1 ttl=64 time=2.18 ms
   64 bytes from *ipaddr*: icmp_seq=2 ttl=64 time=0.171 ms
   64 bytes from *ipaddr*: icmp_seq=3 ttl=64 time=0.191 ms

   <Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

**Corrective action**

Check the following:

For <Example: Normal communication>

- "IP address checks"

- "Firewall checks"

For <Example: Abnormal communication>

- "*target* checks"

- "Firewall checks"

- "IP address checks"

- "LAN network checks"

- *target* checks

  Check if the server *target* is running. The network connection function of the server *target* may have stopped during communication. Check if the network connection function has been stopped before or after the error occurred, and then perform the operation again.

- Firewall checks

  Check the settings of firewall software set between the admin server and managed servers or in managed servers. In Resource Coordinator VE, give the permission for communication to ports listed in "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide".

- IP address checks

  Check if the IP address displayed in the error message is correct and if necessary specify the correct IP address, and then perform the operation again.

- LAN network checks

  Check if the network cable is connected to the server *target*.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67357

FJSVrcx:ERROR:67357:IO error. target=*target* detail=*detail*

[Description]

An IO error has occurred during communication.

[Corrective Action]

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

  Refer to "Chapter 5 Starting and Stopping" of the "ServerView Resource Coordinator VE Setup Guide", and start the destination server for communication.

  However, when *target* is the name of external software, refer to the manual of the software and start the service of the external software.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

When operating managers in clusters, there is a chance that the shared disk for managers is not mounted.
Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67358

FJSVrcx:ERROR:67358:internal error. target=*target* detail=*detail*

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67359

FJSVrcx:ERROR:67359:*obj*: VM host registration failed detail=*detail*

[Description]

Registration of the VM host *obj* failed, because an error has occurred in control of the VM host.

[Corrective Action]

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is 4, 15

For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

- When *error_number* is 16

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is 101, 110, 111, 112, 114, 116

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is 113

Communication with the VM host is not possible using the login account information entered when registering the VM host.

Change the entry values (user name and password) of the login account information to the correct values.

- When *error_number* is 100 or 115

The necessary authority may not have been granted in the VM host login account information that was registered.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

- When *error_number* is 400

Processing of a VM host remote command failed.

Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

Resolve the problem with the VM host, and then perform the operation.

- When *detail* is "VMGuest's name / host is invalid."

Check if it is possible to use the management window of the server virtualization software to confirm the status of the VM guest on the VM host where the problem occurred.

If the status cannot be confirmed, check the storage configuration of the VM host, return it to a state in which it can be accessed and then perform server registration again.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

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## 67360

FJSVrcx:ERROR:67360:stopping spare server failed target=*target* detail=*detail*

[Description]

Stopping of the spare server *target* failed.

[Corrective Action]

Take corrective action based on the content of *detail*.

- not supported HA type

The server switchover method is not supported by the spare server of the VM host.
Specify another spare server as the destination of switching.

- not available VM Host

The spare server cannot be used as the destination of server switchover.

Check that the status of the spare server is not something other than "normal" or "warning".

Check that the VM guest is not on the VM host. Check the status of communication between the admin server and the VM host, and the operating status and settings of the VM host.

[Xen]
When the spare server is a Citrix XenServer, check that the Citrix XenServer pool master has not been set as the spare server.

- VMware maintenance mode, enter, vmerrno=*error_number* or VM maintenance mode, enter, vmerrno=*error_number*

Take corrective actions based on *error_number*, then perform the operation again.

  - When *error_number* is 15

  For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

  - When *error_number* is 16

  A VM host was not found. There are the following two possibilities:

    - Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

  [Hyper-V]

    - There is a possibility that Hyper-V has not been installed or that role has not been enabled.
      Check that Hyper-V has been installed and the role has been enabled.

  - When *error_number* is 101, 110, 111, 112, 114, 116

  Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is 113

    Communication with the VM host is not possible using the login account information entered when registering the VM host. The login account information may have been changed after the VM host was registered.

    Change the entry values (user name and password) of the login account information to the correct values.

    For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 100, 115, or 132

    The necessary authority may not have been granted in the VM host login account information that was registered.

    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

    For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 104, 105, 135, 136

    Processing of VM host tasks failed. Check the operating status and network settings of the VM host. When operation is not possible using VM management software, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is 130

    The VM host has already been set into VM maintenance mode. Check that the spare server is not being operated by another administrator.

- When *error_number* is 131 or 133

    Setting the VM host into VM maintenance mode failed. Check the operating status and network settings of the VM host.

- When *error_number* is 400

    Processing of a VM host remote command failed.

    Check the operating status and network settings of the VM host.

    If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

    Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is 401

    [Xen]
    The spare server cannot be used as the destination of switching.
    When the spare server is a Citrix XenServer, check that the Citrix XenServer pool master has not been set as the spare server.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67363

FJSVrcx:ERROR:67363:*obj*:changing VM host login account information failed detail=*detail*

[Description]

Registration of the login account information of the VM host obj failed because an error occurred during communication with the VM host.

[Corrective Action]

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

    An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is 4, 15

  For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

- When *error_number* is 16

  A VM host was not found. There are the following two possibilities:

  - Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

  [Hyper-V]

  - There is a possibility that Hyper-V has not been installed or that role has not been enabled.
    Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is 101, 110, 111, 112, 114, 116

  Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is 113

  Communication with the VM host is not possible using the login account information entered when registering the VM host. The login account information may have been changed after the VM host was registered.

  Change the entry values (user name and password) of the login account information to the correct values.

  For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 100 or 115

  The necessary authority may not have been granted in the VM host login account information that was changed.
  Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

- When *error_number* is 400

  Processing of a VM host remote command failed.

  Check the operating status and network settings of the VM host.

  If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

  Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

---

## 67364

FJSVrcx:ERROR:67364:The last system image of a server in switchover state cannot be deleted.

[Description]

As a system image is necessary to perform failback when the server switchover method is backup and restore, it is not possible to delete all system images.

[Corrective Action]

Perform the operation again after performing failback or continuation.

---

## 67365

FJSVrcx:ERROR:67365:An invalid Windows activation setting was detected in the configuration file. target=*target*

[Description]

A problem was detected in the following license information file on *target*.

*Installation_folder*\Agent\scw\SeparateSetting\ipadj\activation.dat

[Corrective Action]

Check the following, resolve the problem and execute the command again.
For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

- There is a license information file on *target*.

- The content of the license information file on *target* is correct.

## 67366

FJSVrcx:ERROR:67366:Registry access failed. *detail*

[Description]

Accessing the registry failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Setup of the server might not be complete.

  Check if an error was displayed during agent setup.
  When an error was displayed, resolve the problem and perform agent setup again.
  For setup, refer to "2.2 Agent Installation" of the "ServerView Resource Coordinator VE Installation Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 67367

FJSVrcx:ERROR:67367:command failed to return valid result. command=*command*, code=*code*

[Description]

*command* returned the result *code* and terminated abnormally.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 67368

FJSVrcx:ERROR:67368:*obj*:entering VM host maintenance mode failed. detail=*detail*

[Description]

Setting the VM host *obj* into VM maintenance mode failed.

[Corrective Action]

If this message and "Message number 67369" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

- When *detail* is timeout occurred

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

  An error has occurred in control of the VM host from IP_address. Take corrective action based on *error_number*.

- When *error_number* is 15

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is 16

A VM host was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is 101, 110, 111, 112, 114, 116, 132, 133

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is 113

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entry values (user name and password) of the login account information to the correct values.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 100 or 115

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 104, 105, 131, 135, 136

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.
When the target VM host is using functions of VM management software or other coordinated software, check the configuration and operating status of the coordinated software. When using functions of VM management software, also check the registration status of the VM management software on the Resource Coordinator VE admin server.

- When *error_number* is 130

VM maintenance mode has already been set. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been set, perform the operation again.

[Xen]
When the VM host is a Citrix XenServer and settings to migrate VM guests have not been configured, check that there are no VM guests operating.

- When *error_number* is 400

Processing of a VM host remote command failed.

Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is 401

  [Xen]
  Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.
  When the VM host is a Citrix XenServer, check that the VM host is not configured as the pool master.

If this does not resolve the problem, or messages other than the above are output for detail, collect troubleshooting information and contact Fujitsu technical staff.

## 67369

FJSVrcx:ERROR:67369:*obj*:exiting VM host maintenance mode failed. detail=*detail*

[Description]

Releasing the VM host *obj* from VM maintenance mode failed.

[Corrective Action]

If this message and "Message number 67368" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

- When *detail* is timeout occurred

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.
  When VM maintenance mode has not been released, release VM maintenance mode.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

  An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.
  When VM maintenance mode has not been released, release VM maintenance mode.

  - When *error_number* is 15

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is 16

    A VM host was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

  - When *error_number* is 101, 110, 111, 112, 114, 116, 132, 133

    Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

  - When *error_number* is 113

    Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

    Change the entry values (user name and password) of the login account information to the correct values.

    For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

  - When *error_number* is 100 or 115

    The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 104, 105, 131, 135, 136

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is 130

VM maintenance mode has already been released. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been released, perform the operation again.

- When *error_number* is 400

Processing of a VM host remote command failed.

Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is 401

[Xen]
Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.
When the VM host is a Citrix XenServer, check that the VM host is not configured as the pool master.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

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## 67380

FJSVrcx:ERROR:67380:*obj*:VM management software registration failed. detail=*detail*

[Description]

Registration of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

[Corrective Action]

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is 4, 15

For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

- When *error_number* is 16

VM management software was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM management software has been deleted.

- When *error_number* is 101, 110, 111, 112, 114, 116

Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

- When *error_number* is 113

    Communication with the VM management software is not possible using the login account information of the specified VM management software.

    Change the entry values (user name and password) of the login account information to the correct values.

- When *error_number* is 100 or 115

    The necessary authority may not have been granted in the VM management software login account information that was specified.

    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

    The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

    The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

    The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

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## 67381

FJSVrcx:ERROR:67381:*obj*:changing VM management software information failed. detail=*detail*

[Description]

Changing settings of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

[Corrective Action]

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

    An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

    - When *error_number* is 4, 15

        For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

    - When *error_number* is 16

        VM management software was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM management software has been deleted.

    - When *error_number* is 101, 110, 111, 112, 114, 116

        Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

    - When *error_number* is 113

        Communication with the VM management software is not possible using the login account information entered when registering the VM management software.

        Change the entry values (user name and password) of the login account information to the correct values.

- When *error_number* is 100 or 115

  The necessary authority may not have been granted in the VM management software login account information that was registered.

  Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

  The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

  The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

  The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

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## 67385

FJSVrcx:ERROR:67385:migrating VM guest failed. *vmguest* migrate from *vmhost1* to *vmhost2*. detail=*detail*

[Description]

Migration of the VM guest *vmguest* failed. The server *vmhost1* is the migration source and the server *vmhost2* is the migration target.

[Corrective Action]

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is 15

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is 16

    A VM host was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM host has been deleted.

  - When *error_number* is 17

    A VM guest was not found. Select [Operation]-[Update] from the RC console menu to update the screen and then check if the VM guest has been deleted.

    Use the VM management console and check that the VM guest is not configured to move when its power status changes.

  - When *error_number* is 101, 110, 111, 112, 114, 116, 153 or 162

    Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

  - When *error_number* is 113

    Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

    Change the entry values (user name and password) of the login account information to the correct values.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" or "6.3.6 Changing VM Management Software Settings" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 100 or 115

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management console. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "6.3.2.7 Changing VM Host Login Account Information" or "6.3.6 Changing VM Management Software Settings" of the "ServerView Resource Coordinator VE Setup Guide".

- When *error_number* is 104, 105, 135, 136

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using the VM management console, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is 150 or 151

An error was detected during pre-migration checks. Migration between the servers cannot be performed. Check the following configurations, operating statuses, and registration statuses with the admin server of Resource Coordinator VE.

  - VM guest

  - Migration source VM host

  - Migration target VM host

Also, when the server virtualization software requires VM management software for migration, check the following:

  - That VM management software has been registered on the admin server

  - That the registered VM management software is managing the VM hosts that are the migration source and migration target

If there are no problems with the operating status, registration status, or management status, check the cause of the error on the VM host or VM management software and resolve it.

- When *error_number* is 155, 157, 158, 159, 160 or 310

An error occurred during control of migration. Check the cause of the error on the VM host or VM management software and correct it.

- When *error_number* is 152, 161 or 222

An error occurred during migration. Check that there are no errors in the values specified when executing migration. If there are no errors in the specified values, check the cause of the error on the VM host or VM management software and correct it.

- When *error_number* is 216

There are no VM hosts that can be used for migration. Check the operating status of the VM host.

- When *error_number* is 156, 300, or 316

An error occurred during control of migration. Check the operating status and network settings of the VM host or VM management software. If there is no problem with the operating status or network settings, check the cause of the error on the VM host or VM management software and resolve it.

- When *error_number* is 164

The migration target VM host is not suitable. Specify a VM host other than the migration source.

- When *error_number* is 400

Processing of a VM host remote command failed.

Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host.

Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

## 4.5.4 679XX series

This section explains the 679XX message series.

### 67992

FJSVrcx:ERROR:67992:timeout error

[Description]

A timeout error occurred during execution of the command.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

### 67999

FJSVrcx:ERROR:67999:internal error, *details*.

[Description]

An internal error occurred during execution of the command.

[Corrective Action]

- This message may be output after execution of the rcxadm command is cancelled by pressing "Ctrl+C".
  As cancellation has been successful, there is no need to take corrective action.

- When this message is displayed by executing the command for obtaining the troubleshooting information, note down the displayed message and contact Fujitsu technical staff.

- Resource Coordinator VE may have been installed in the wrong location.
  For the installation location for managers, refer to "2.1.2 Installation [Windows]" of the "ServerView Resource Coordinator VE Installation Guide", for the installation of agents refer to "2.2.2 Installation [Windows/Hyper-V]" of the "ServerView Resource Coordinator VE Installation Guide", and reinstall using the correct paths.

- When *details* is "Service control timeout. service_name=Resource Coordinator Manager". [Windows]

  Check that the SNMP Trap Service, which is required software for managers, has been configured correctly.
  For details on the configuration, refer to "2.1.1.1 Software Preparation and Checks" of the "ServerView Resource Coordinator VE Installation Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 4.6 68XXX series

This section explains the following message series:

- 4.6.1 682XX series

## 4.6.1 682XX series

This section explains the 682XX message series.

### 68204

FJSVrcx:ERROR:68204:*filename*:write failed

[Description]

Writing to the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

## 68205

FJSVrcx:ERROR:68205:*obj*: can not create file or directory

[Description]

The file or directory *obj* cannot be created.

[Corrective Action]

Check the access authority for the directory.

## 68209

FJSVrcx:ERROR:68209:*filename*:rename failed

[Description]

Renaming of the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

## 68212

FJSVrcx:ERROR:68212:*filename*:remove failed

[Description]

Deletion of the Resource Coordinator VE file *filename* failed.

[Corrective Action]

Check the following, resolve the problem and execute the command again.

- Check if an error message regarding the disk or file system has been output to the system log.

## 68230

FJSVrcx:ERROR:68230:Failed to execute the given request during the image operation. *detail*

[Description]

Execution of the request during image operation failed.

[Corrective Action]

Check that the image file storage folder has not been located somewhere other than a network drive or a shared folder on the admin server. If the folder is not on the admin server, change the folder to one that is on the admin server.

## 68231

FJSVrcx:ERROR:68231:Failed to access a resource because it was locked in the image manager. *detail*

[Description]

The resource could not be accessed as it is locked.

[Corrective Action]

The resource may not have been able to be accessed due to a high load on the admin server. Perform the operation again after completing any other high-load processes.

## 68232

FJSVrcx:ERROR:68232:Failed to get power status from *physical_server*

[Description]

The power status could not be obtained from *physical_server*.

[Corrective Action]

Check the following items in order, resolve the cause of the problem, and perform the operation again.

- Whether communication with the server management unit is possible

  - Network cable checks

    **How to check**
    Check if the network cable between the admin server and the server management unit is correctly connected.

    **Corrective action**
    If the network cable is damaged, replace it. When the network cable is connected incorrectly, reconnect it.

  - Check the power status of a chassis

    **How to check**
    Check if the chassis is powered on.

    **Corrective action**
    Power on the chassis.
    For how to check the power status and power on a chassis, refer to the manual of the server being used.

  - Check the settings of network devices (e.g. LAN switch) being used

    **How to check**
    Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

    - Between the NIC of the admin server and the switch port

    - Between the NIC of the server management unit and the switch port

    **Corrective action**
    If the settings used for duplex mode configuration are incorrect, correct them.
    For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

  - Check the network environment

    **How to check**
    Execute the ping command on the server where a manager is installed to check the network status.
    Check if communication with the server management unit is possible.

    [Windows]

    > **ping** *the_IP_address_of_the_server_management_unit* <RETURN>

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:

Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

**Corrective action**
Check the following:

- For <Example: Normal communication>

   "Port number checks"

- For <Example: Abnormal communication>

   "Network cable checks"

- Port number checks

**How to check**
Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server based on the following.

- If port numbers are set

- If the same port number or service name is being used

**Corrective action**

Change the port number to the proper number.

For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- Check the load on the network of the admin LAN

**How to check**

Check the network load of the admin LAN.

The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

**Corrective action**

After the process that is causing the high network load finishes, perform the operation again.

- If the BIOS/firmware of the managed server is the newest

The BIOS/firmware of the managed server may not be the newest.

Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- If the load of the admin server is high

Obtaining the power status may fail due to an increase in the load of the admin server. After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

## 68233

FJSVrcx:ERROR:68233:*operation* failed on *physical_server*

[Description]

Execution of *operation* failed on *physical_server*.

[Corrective Action]

Check the corrective action of "Message number 68232". If it does not apply, check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

1. Check the SNMP community name set from the RC console.

2. Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
   If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

## 68250

FJSVrcx:ERROR:68250:Insufficient disk space on the manager. *detail*

[Description]

There is not enough disk space available on the manager.

[Corrective Action]

There is insufficient free disk space in the image file storage folder.
Delete any unnecessary files from the partition containing the image file storage folder.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

## 68251

FJSVrcx:ERROR:68251:No response from *physical_server* when *process* from disk. *detail*

[Description]

There was no response from *physical_server* during *process* on disk.

[Corrective Action]

Check the following:

- If an admin LAN network cable is connected

- If an error message is being displayed on the managed server

  When using HBA address rename, check the console of the managed server.
  When an error is output on the console of the managed server, take the corrective action for "Message number 61308".

- If an ephemeral port number is conflicting

  Check that the port number used for backup and restoration of system images or for collection and deployment of cloning images is not that of an ephemeral port. If the port number is conflicting, change the port number to one that does not conflict. For details, refer to "Deployment services" in "6.3.1.2 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- If the duplicate IP address of the managed server where the error occurred exists on the admin LAN network

  When the IP address is duplicated, the managed server cannot communicate successfully. Change the IP address to avoid duplication.

- If both the primary server and the spare server have been started

  When the server switchover method uses backup and restore, both the primary server and the spare server may have been started. In such cases the processing of the duplicated IP address will fail. Power off the spare server.

- If both the DHCP server and the PXE server on the admin LAN have been started

  If both the DHCP server and the PXE server on the admin LAN have been started, stop them.

  When ServerView Deployment Manager is on the same server in the same subnet, it is necessary to uninstall the "Deployment services".
  For details of the procedure, refer to "5.9 deployment_service_uninstall" of the "ServerView Resource Coordinator VE Command Reference".

- If the load of the admin server is high

  Communication during the image operation may have failed because the load of the admin server is high. After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

- If the load of the admin LAN network is high

  Communication during the image operation may have failed because the load of the admin LAN network is high. After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If switching of the NIC used by the admin server for the admin LAN has occurred

  If redundancy has been performed for the admin LAN of the admin server, check if switching has occurred.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

## 68252

FJSVrcx:ERROR:68252:Failed to establish a connection with *physical_server* in order to *process* from disk. *detail*

[Description]

Establishment of a connection to *physical_server* in order to perform *process* from the disk failed.

[Corrective Action]

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the corrective actions of "Message number 68251" and "Message number 68259".
If they do not apply, check the following:

- If the settings configured for the system BIOS boot sequence are correct

  Check the settings of the system BIOS booting sequence. If the settings are incorrect, perform them again.

- If reconfiguration of hardware properties was performed after the server was switched

  After checking using the following procedure, resolve the problem:

  1. Use the UI of the server management unit (In the case of the PRIMERGY BX series use the Web UI of the management blade) to check the MAC address of the managed server.

  2. Check the admin LAN (the MAC address) on the details of the managed server resources from the RC console.

  3. When the checked MAC addresses both differ, refer to "9.3 Re-configuring Hardware Properties" of the "ServerView Resource Coordinator VE Operation Guide" and reconfigure the hardware properties.

- If the admin LAN NIC was switched to the standby NIC

  When redundancy has been performed for the admin LAN, log in to the managed server and check if admin LAN NIC was switched to the standby NIC.
  If it has been switched, take the following corrective actions.

  - When the operating NIC has failed

    Perform "Replacing a network interface" in "9.5 Replacing Server Components" of the "ServerView Resource Coordinator VE Operation Guide".

  - When the operating NIC has not failed

    After resolving the cause of the switching to the standby NIC, switch back to the active NIC.

- If the correct MAC address was specified for registration

  For managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If the setting is incorrect, reconfigure the hardware properties.
  The MAC address can be checked in the resource details of the physical server.
  For how to check, refer to "2.5.2 [Resource Details] Tab" of the "ServerView Resource Coordinator VE Setup Guide".

- If the correct Microsoft LAN Manager Module was specified during manager installation

  Check that the correct Microsoft LAN Manager Module has been stored in the following folder.

  [Windows]
  *Installation_folder*\ScwPro¥tftp¥agent¥dos¥boot

  [Linux]
  /var/opt/FJSVscw-tftpsv/tftproot/scw/agent/dos/boot/

  For the Microsoft LAN Manager Module, refer to "Microsoft LAN Manager Module" in "2.1.1.1 Software Preparation and Checks" of the "ServerView Resource Coordinator VE Installation Guide".
  If the Microsoft LAN Manager Module is not correct, stop the manager referring to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide", and replace the Microsoft LAN Manager Module.
  After that, restart the manager.

- If the port number settings are correct

  Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server based on the following.

  - If port numbers are set

  - If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.
For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- If there is a problem with the firewall settings

Check that there are no problems in the firewall settings for the admin server and the managed servers.
If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If switching of the NIC used by the admin server for the admin LAN has occurred

If redundancy has been performed for the admin LAN of the admin server, check if switching has occurred.

- If DHCP relay agent configuration has been performed on the router

If the subnets for the admin server and the managed server are different, check if DHCP relay agent configuration has been performed on the router.
For details, refer to "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide".

- If multicast routing settings are configured on the router

If the subnets of the admin server and the managed server are different, check if multicast routing configuration has been performed on the router.
For details, refer to "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide".

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

---

## 68253

FJSVrcx:ERROR:68253:A timeout occurred during *process* the server(*physical_server*) in the image operation. *detail*

[Description]

*process* timed out during image operation.

[Corrective Action]

Check the following:
When *process* is reboot, check the corrective action for "Message number 68257".

- If the settings configured for the system BIOS boot sequence are correct

Check the settings of the system BIOS booting sequence. If the settings are incorrect, perform them again.

- If an error message is being displayed on the managed server

When using HBA address rename, check the console of the managed server.

When an error is output on the console of the managed server, take the corrective action for "Message number 61308".

- If the duplicate IP address of the managed server where the error occurred exists on the admin LAN network

When the IP address is duplicated, the managed server cannot communicate successfully. Change the IP address to avoid duplication.

- If both the primary server and the spare server have been started

When the server switchover method uses backup and restore, both the primary server and the spare server may have been started. In such cases the processing of the duplicated IP address will fail. Power off the spare server.

- If both the DHCP server and the PXE server on the admin LAN have been started

If both the DHCP server and the PXE server on the admin LAN have been started, stop them.

When ServerView Deployment Manager is on the same server in the same subnet, it is necessary to uninstall the "Deployment services".
For details of the procedure, refer to "5.9 deployment_service_uninstall" of the "ServerView Resource Coordinator VE Command Reference".

- If the load of the admin server is high

Communication during the image operation may have failed because the load of the admin server is high. After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

- If the load of the admin LAN network is high

Communication during the image operation may have failed because the load of the admin LAN network is high. After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

- If the correct Microsoft LAN Manager Module was specified during manager installation

Check that the correct Microsoft LAN Manager Module has been stored in the following folder.

[Windows]
*Installation_folder*\ScwPro¥tftp¥agent¥dos¥boot

[Linux]
/var/opt/FJSVscw-tftpsv/tftproot/scw/agent/dos/boot/

For the Microsoft LAN Manager Module, refer to "Microsoft LAN Manager Module" in "2.1.1.1 Software Preparation and Checks" of the "ServerView Resource Coordinator VE Installation Guide".
If the Microsoft LAN Manager Module is not correct, stop the manager referring to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide", and replace the Microsoft LAN Manager Module.
After that, restart the manager.

- If the port number settings are correct

Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server based on the following.

  - If port numbers are set

  - If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.
For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- If there is a problem with the firewall settings

Check that there are no problems in the firewall settings for the admin server and the managed servers.
If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If there is a mistake in the SNMP agent settings of the management blade

Check if there is a mistake in the SNMP agent settings of the management blade.
For details of the settings, refer to "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide".

- If failover has occurred

When operating managers in clusters, check if failover has occurred.

- If the correct MAC address was specified during server registration

In an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.

The MAC address can be checked in the resource details of the physical server.

For how to check, refer to "2.5.2 [Resource Details] Tab" of the "ServerView Resource Coordinator VE Setup Guide".

For reconfiguration of hardware properties, refer to "9.3 Re-configuring Hardware Properties" of the "ServerView Resource Coordinator VE Operation Guide".

- If the LAN switch has been registered

  If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.

- If the network settings can be changed for switchover

  If the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover.

  When the settings have not been configured, configure them referring to "9.6 Server Switchover Settings" of the "ServerView Resource Coordinator VE Setup Guide".

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

---

## 68254

FJSVrcx:ERROR:68254:A disk *process* operation failed on *physical_server. detail*

[Description]

The disk *process* failed.

[Corrective Action]

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the following:

- There is no problem with disk access on the admin server

  Check if an error message regarding the disk or file system has been output to the system log of the admin server.

- If the managed server and the admin server can communicate

  Check that communication between the managed server and the admin server is available using ping or telnet.

Based on the value of *process* check the following:

- When *process* is read

  - That the file system is not damaged

    Check that the file system of the managed server has not been damaged.

    [Windows]
    Check using a tool such as chkdsk. If there are any errors, recover them.

    [Linux]
    Check if the following message is displayed on the console when the managed server is started.
    "A "dirty shutdown" may have occurred. Press Y to perform a filesystem check". If this message is displayed, enter "Y" within five seconds and perform "filesystem check".

  - If the previous shutdown finished normally

    Check if the previous shutdown finished normally.
    If it did not finish normally, restart the managed server.

    [Linux]
    Restart using the following command:

    ```
    # /sbin/shutdown -F -r now <RETURN>
    ```

- When *process* is write

  - Does the disk of the managed server that is the target of deployment or restoration have sufficient space available

    When the disk size of the destination for deployment of a cloning image is smaller than that of the boot disk used for the managed server from which the cloning image was collected, check that the size of the boot disk of the managed server to be added is the same or larger than that of the managed server from which the cloning image was collected.

  - Can the disk be accessed

    Check the BIOS settings of the managed server and confirm that the disk is accessible.
    For managed server BIOS settings, refer to "BIOS Settings for Managed Servers" in "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide".
    If the managed server uses SAN boot check the setting of the SAN devices.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

## 68255

FJSVrcx:ERROR:68255:Failed to change the configuration of *physical_server. detail*

[Description]

An error was detected in the settings of the server.

[Corrective Action]

Check the following:

- If there are any unnecessary files remaining on the managed server

  When network settings of a managed server are changed after collection of a cloning image fails, there is a chance that some unnecessary files may remain. Check if any of the following files remain on the managed server. If they are still on the managed server, delete them and check the network settings.

  [Windows]
  *Installation_folder*\Agent\var\tmp\ipcfg.nsh
  *Installation_folder*\Agent\var\tmp\ipcfg_now.nsh

  [Linux]
  /var/opt/FJSVrcxat/tmp/softrm/ifcfg-eth*X* file (the *X* of eth*X* can be any desired letter)

  The folder specified in Choose Destination Location of "2.2.2 Installation [Windows/Hyper-V]" of the "ServerView Resource Coordinator VE Installation Guide".

- Does the netsh command operate normally

  [Windows]
  If collection of a cloning image failed, check the following.

  1. The fixed IP has been changed to DHCP during collection of the cloning image. If the network settings have been changed, return them to those before collection of the cloning image.

  2. Check if any of the following files remain on the managed server. If they do remain, delete the files.

     *Installation_folder*\Agent\var\tmp\ipcfg.nshh
     *Installation_folder*\Agent\var\tmp\ipcfg_now.nsh

  3. Execute the following command and check the return value.

     ```
     >netsh interface ip set address interface_name dhcp <RETURN>
     >echo %errorlevel% <RETURN>
     ```

If the return value is something other than 0, remove the cause of the problem.

4. Return the network settings to those before collection of the cloning image.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

---

## 68256

FJSVrcx:ERROR:68256:*physical_server* was rebooted unexpectedly during cloning process. *detail*

### [Description]

An unexpected reboot occurred during the cloning process.

### [Corrective Action]

Check the following:

- If operations that affect power control status are being executed simultaneously on the failed managed server

  If they were being executed simultaneously, wait until the operations finish.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If failover has occurred

  When operating managers in clusters, check if failover has occurred.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

---

## 68257

FJSVrcx:ERROR:68257:A timeout occurred when changing the configuration of *physical_server*. *detail*

### [Description]

A timeout was detected during setting of the server.

### [Corrective Action]

Check the corrective actions of "Message number 68251" and "Message number 68259".
If they do not apply, check the following:

- If the settings of the image file operation module are correct

  Resolve the problem referring to "15.4 Image Operation Issues [Windows/Linux] [Hyper-V]" of the "ServerView Resource Coordinator VE Operation Guide".

- If the managed server has been restarted after registration

  When the agent was installed before registering the managed server and the managed server has not been rebooted since registration took place, reboot the server.

- If NetBIOS is enabled

  [Windows]
  Execute the following command and check that the NetBIOS of the admin network interface is valid (the status where "NetBIOS over Tcpip. . . . . . . . : Disabled" is not displayed).
  When NetBIOS is disabled, enable it according to the Windows manual.

  > **ipconfig /all** <RETURN>

- If reconfiguration of hardware properties was performed after the server was switched

  After checking using the following procedure, resolve the problem:

1. Use the UI of the server management unit (In the case of the PRIMERGY BX series use the Web UI of the management blade) to check the MAC address of the managed server.

2. Check the admin LAN (the MAC address) on the details of the managed server resources from the RC console.

3. When the checked MAC addresses both differ, refer to "9.3 Re-configuring Hardware Properties" of the "ServerView Resource Coordinator VE Operation Guide" and reconfigure the hardware properties.

- If the admin LAN NIC was switched to the standby NIC

When redundancy has been performed for the admin LAN, log in to the managed server and check if admin LAN NIC was switched to the standby NIC.
If it has been switched, take the following corrective actions.

  - When the operating NIC has failed

  Perform "Replacing a network interface" in "9.5 Replacing Server Components" of the "ServerView Resource Coordinator VE Operation Guide".

  - When the operating NIC has not failed

  After resolving the cause of the switching to the standby NIC, switch back to the active NIC.

- If the correct MAC address was specified for registration

For managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If the setting is incorrect, reconfigure the hardware properties.
The MAC address can be checked in the resource details of the physical server.
For how to check, refer to "2.5.2 [Resource Details] Tab" of the "ServerView Resource Coordinator VE Setup Guide".

- If the network interface name is one of a consecutive sequence that starts from 0

[Linux]
Check that the numeral of the managed server's network interface name (eth$X$) is one of a consecutive sequence starting from 0.
If the sequence does not start from 0 or is not a consecutive sequence, change the network interface name.

- If the settings of the public network interface are correct

[Linux]
Refer to the public network interface configuration file "/etc/sysconfig/network-scripts/ifcfg-eth$X$" (eth$X$ is the interface name of eth0, eth1, etc.) and check that the setting is set as ONBOOT=no.

- If the settings of the admin network interface are correct

[Linux]
Refer to the following network configuration file which is the admin network interface configuration file, and check that the values of IPADDR and NETMASK are set correctly.

  - Red Hat Enterprise Linux

  /etc/sysconfig/network-scripts/ifcfg-eth$X$ (eth$X$ is the interface name of eth0, eth1, etc.)

  - SUSE Linux Enterprise Server

  /etc/sysconfig/network/ifcfg-eth$X$ (the $X$ of eth$X$ can be any desired letter)

- If the port number settings are correct

Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server based on the following.

  - If port numbers are set

  - If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.
For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- If there is a problem with the firewall settings

  Check that there are no problems in the firewall settings for the admin server and the managed servers.
  If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If failover has occurred

  When operating managers in clusters, check if failover has occurred.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

---

## 68258

FJSVrcx:ERROR:68258:Failed to boot *physical_server* during the image operation. *detail*

[Description]

Booting of *physical_server* during image operation failed.

[Corrective Action]

Check the following:

- If the hardware configuration of the managed server is uniform

  The hardware configuration of the managed server that the cloning image was collected from differs from that of the managed server it is being deployed to.
  Check the hardware configuration of the managed server.

- If the Windows product key is correct

  Check the managed server that has failed to deploy. If it is has stopped at the screen for entry of the Windows key, the Windows product key is incorrect. Correct the license information file on the managed server the cloning image was collected from and collect a new cloning image.
  For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".
  Cloning images which were not deployed successfully cannot be used.

- If the managed server the cloning image was collected from was the domain controller

  When Windows cloning images have been deployed, the managed server they were collected from may have been the domain controller. If the managed server images were collected from was the domain controller, release the settings and collect the cloning image again.
  Cloning images which were not deployed successfully cannot be used.

- If the settings of the license information file are correct

  When Windows Server 2008 cloning images have been deployed, the setting details of the license information file may contain a mistake. Check the setting details of the license information file on the managed server the cloning image was collected from or deployed to.
  If the setting details contain a mistake, correct the license information file on the managed server the cloning image was collected from and collect a new cloning image.
  For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".
  Cloning images which were not deployed successfully cannot be used.

- If the Sysprep.exe and Setupcl.exe files are correct

  When a Windows Server 2003 cloning image has been deployed, there is a chance that incorrect files have been specified for Sysprep.exe and Setupcl.exe. Check that the Sysprep.exe and Setupcl.exe files in the following folder on the managed server the cloning image was collected from match the OS architecture. If they do not match, then reinstall the agent.

  *Installation_folder*\scw\SeparateSetting\sysprep

- If an error message is being displayed on the managed server

  When using HBA address rename, check the console of the managed server.
  When an error is output on the console of the managed server, take the corrective action for "Message number 61308".

- If the managed server and the admin server can communicate

  Check that communication between the managed server and the admin server is available using ping or telnet.

- If the settings of the public network interface are correct

  [Linux]
  Refer to the public network interface configuration file "/etc/sysconfig/network-scripts/ifcfg-eth$X$" (eth$X$ is the interface name of eth0, eth1, etc.) and check that the setting is set as ONBOOT=no.

- If the settings of the admin network interface are correct

  [Linux]
  Refer to the following network configuration file which is the admin network interface configuration file, and check that the values of IPADDR and NETMASK are set correctly.

    - Red Hat Enterprise Linux

      /etc/sysconfig/network-scripts/ifcfg-eth$X$ (eth$X$ is the interface name of eth0, eth1, etc.)

    - SUSE Linux Enterprise Server

      /etc/sysconfig/network/ifcfg-eth$X$ (the $X$ of eth$X$ can be any desired letter)

- If there are any unnecessary files remaining on the managed server

  When network settings of a managed server are changed after collection of a cloning image fails, there is a chance that some unnecessary files may remain. Check if any of the following files remain on the managed server. If they are still on the managed server, delete them and check the network settings.

  [Windows]
  *Installation_folder*\Agent\var\tmp\ipcfg.nsh
  *Installation_folder*\Agent\var\tmp\ipcfg_now.nsh

  [Linux]
  /var/opt/FJSVrcxat/tmp/softrm/ifcfg-eth$X$ file (the $X$ of eth$X$ can be any desired letter)

  The folder specified in Choose Destination Location of "2.2.2 Installation [Windows/Hyper-V]" of the "ServerView Resource Coordinator VE Installation Guide".

- If there is a mistake in the network settings of the managed server the cloning image was collected from

  Check that the value of the IP address for the NIC allocated to the admin LAN matches the one set in "6.1.3 Registering Managed Servers" of the "ServerView Resource Coordinator VE Setup Guide".

  To check the values entered in "6.1.3 Registering Managed Servers" of the "ServerView Resource Coordinator VE Setup Guide", refer to "2.5.2 [Resource Details] Tab" of the "ServerView Resource Coordinator VE Setup Guide".

  [Linux]
  When using SUSE Linux Enterprise Server, check whether the settings given in "When using SUSE Linux Enterprise Server" in "2.2.1.1 Software Preparation and Checks" of the "ServerView Resource Coordinator VE Installation Guide" have been performed.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If Sysprep has been executed more than four times in total

  When a Windows Server 2008 cloning image that uses MAK license authentication for its activation method is deployed, check if Sysprep has been executed more than four times in total.
  If Sysprep has been executed more than four times in total, an error log may have been created with the following path.

  Log file name: Setupper.log
  Path: \Windows\System32\Sysprep\Panther

For details, refer to the following web site.

> URL: http://support.microsoft.com/kb/929828 (As of June 2010)

As Sysprep is executed when cloning images are deployed, it is not possible to collect and deploy cloning images more than three times.

When Sysprep has been executed four or more times, it is necessary to collect a new cloning image. Collect a cloning image from a managed server on which Sysprep has been executed twice or less, and deploy that cloning image.

Cloning images which were not deployed successfully cannot be used.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

If above items do not apply, check the following:

- If the managed server configuration is in an iSCSI disk configuration

When the managed server operating on an iSCSI disk is Linux, cloning images cannot be collected.
If cloning has been performed, perform restoration of a system image and recover the environment.

---

## 68259

FJSVrcx:68259:Disk *process* was aborted on *physical_server*. *detail*

[Description]

The *process* on disk was aborted.

[Corrective Action]

Check the following:

- If the disk or storage device attached to the managed server is operating normally

- If the RAID device attached to the managed server is operating normally

- If the managed server is in a SAN boot environment, is there a problem with the wiring between the storage device and the managed server

- If the managed server is in a SAN boot environment, is the fibre channel switch operating normally

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

---

## 68260

FJSVrcx:ERROR:68260:Image operation was cancelled. *detail*

[Description]

An image operation was cancelled.

[Corrective Action]

The manager service may have stopped.
For details, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" and start the service if it has been stopped.
After resolving the problem, perform the operation again following step 4. of "Message number 68295".

## 68295

FJSVrcx:ERROR:68295:deployment engine error:*detail*

[Description]

An internal command error occurred during one of the following operations.

- Backup or restoration of a system image

- Collection or deployment of a cloning image

- Server switchover using backup or restore

During cloning image deployment, if errors occur on some of the servers when deploying the same cloning image to multiple managed servers, deployment to the other servers is stopped.

[Corrective Action]

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the following and take corrective action.

1. Check the settings

    a. Check the redundancy of the admin LAN

       When redundancy configuration has been performed for the admin LAN, take corrective action based on the following. After removing the cause of the error, refer to step 4. and execute the failed operation again.

       - When a cloning image could not be collected

         If the operating NIC of the managed server is not available due to use of the redundant admin LAN, cloning images cannot be collected.
         Remove the cause of the switch to the standby NIC, switch from the standby NIC back to the operating NIC, and release the redundancy configuration of the admin LAN.

       - When a cloning image could not be deployed

         Check if the cloning image has been deployed with the redundancy configuration of the admin LAN set.
         Cloning images with the redundancy configuration of the admin LAN set cannot be deployed to managed servers other than the one from which the cloning image was collected.
         Deploy a cloning image that does not have the redundancy configuration of the admin LAN set.

         Check if the operating NIC is available.
         Remove the cause of the switch to the standby NIC, switch from the standby NIC back to the operating NIC, release the redundancy configuration of the admin LAN, and then deploy the cloning image again.

    b. Check the status of the admin server service

       One of the "Deployment services" explained in "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" may have stopped.
       For details, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" and start the stopped service.

       After removing the cause of the error, refer to step 4. and execute the failed operation again.

    c. Check Watchdog on the managed server

       When the managed server has been powered off, there is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
       Check the Watchdog settings on the managed server, and disable them if they have been enabled.
       After removing the cause of the error, refer to step 4. and execute the failed operation again.

    d. Check preparatory settings

       Check that the settings given in "Configuration File Check" in "2.2.1.1 Software Preparation and Checks" of the "ServerView Resource Coordinator VE Installation Guide" have been performed.
       When using SUSE Linux Enterprise Server, check that the managed server has been configured so that only the NIC used

for the admin LAN is active when the server is started.

If the settings have not been performed, perform them and then perform the operation again.

2. Error information collection

   Check *detail* in the error message.

   When rid=*request_ID* is displayed for *detail*, log in to the admin server using OS administrator authority and execute the following command using the *request_ID*.

   [Windows]

   ```
   >cd" installation_folder(*1)\ScwPro\support" <RETURN>
   >scwhelp.bat --output output_file_name.html request_ID <RETURN>
   ```

   [Linux]

   ```
   # cd /opt/FJSVscw-utils/sbin <RETURN>
   # scwhelp --output output_file_name.html request_ID <RETURN>
   ```

   *1: The folder specified in Choose Destination Location of "2.1.2 Installation [Windows]" of the "ServerView Resource Coordinator VE Installation Guide".

## Information

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

When the admin server is Windows 2003 x64 Edition or Windows 2008 x64 Edition, open the command prompt using the following procedure.

Select [start]-[Run], and execute the following.

```
"Installation_folder\SysWoW64\cmd.exe"
```

*Installation_folder* is the installation folder of Windows.

The error information will be output in HTML format. Use a Web browser to display the output file.
. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

3. Cause determination and response

   Refer to the output error information and perform the following corrective action.

   **If the "Troubleshoot" column is displayed**

   Take the corrective action indicated in the "Todo" of the "Troubleshoot" column.

   **If error log files are created**

   a. If the following is displayed in the "Todo" of the "Troubleshoot" column, check error codes and detailed codes referring to the content of the error log file (FJIMGBRS.ERR) stored in the "Error Logs Directory" of the "Detail Information" column.

   ```
   Detail logs are stored in [Error_Logs_Directory].
   ```

## Example

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Abstract of error log files

```
Date       : Tue Apr 25 19:48:33 2006
Error Data : 00130100 00000011
Error Code : 161 000a0805
Message    : 0161 The size of the disk is small. Change the size of the partition.
```

The first half of the Error Code line is the error code. In this case, the code is "161".
The second half of the Error Code line is the detailed code. In this case, the code is "000a0805"

• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •

  b. Check the error code, and choose one of the following corrective actions:

- When the error code is 199

**Cause**
The managed server has not been shut down normally.

**Corrective action**
Reboot the system and shut down the managed servers.

- When the error code is something other than 199, collect troubleshooting information and contact Fujitsu technical staff.

Check the following:

Corrective actions for each error code" of "Download"-"Catalogue/Material"

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

4. Recovery

When this does resolve the problem, perform the failed operation again using the following procedure.
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

  a. Booting the managed server

When a managed server on which an error occurred during backup of a system image or collection of a cloning image has been powered off, power it on.
If the managed server has been started, perform the following steps.
If the managed server has not been started, check if the following message is displayed on the screen.
If it is displayed, press the ESC key.
If the message is not displayed, power off the server directly.

```
Error has occurred!!
Press ESC key to stop Agent. Then turn off this computer and retry your deployment
task or investigate the error log.


...


ESC key was pressed. Agent is stopping.
Please wait a moment...
```

After pressing the ESC key, enter "Y" and power it off. After that, power it on again.
If the server does not power off when the ESC key is pressed, power off the server directly.

```
Would you like to turn off this computer? [Y/N]
```

  b. Starting agents of Resource Coordinator VE

Only perform this operation when an error occurred during collection of cloning images.
During the collection of cloning images, the automatic starting of agents is stopped.
Restart the managed server where the error occurred, and then start the agent.
When booting an agent, refer to "5.2 Agent" of the "ServerView Resource Coordinator VE Setup Guide".

  c. Delete temporary files

If an error occurred during collection of a cloning image, and the network settings of the managed server have been changed after the error occurred, the following files might remain. If they do remain, delete them.

[Windows]
*Installation_folder*\Agent\var\tmp\ipcfg.nsh
*Installation_folder*\Agent\var\tmp\ipcfg_now.nsh

/var/opt/FJSVrcxat/tmp/softrm/ifcfg-eth*X* (the *X* of eth*X* can be any desired letter)

d. Re-execute

Execute the failed operation again.

## 68296

FJSVrcx:ERROR:68296:deployment engine cli error: *detail*

[Description]

An error has occurred during execution of a manager command.

[Corrective Action]

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4. of "Message number 68295".
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

- Auto-Recovery of a managed server for which server switchover uses the backup and restore method

- Manual switchover or failback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When code=100

  - One of the services explained in "Deployment services" in "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide" may have stopped on the admin server.
    On the admin server, check that the "Deployment services" have been started, and if there are any that have stopped, start them.
    For how to stop and start the services, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

  - There is a chance that when the manager was started it was in a state where it was unable to communicate using the admin LAN.
    After checking whether the manager and the target agent can communicate using the admin LAN, please stop and then re-start the manager.
    For details of how to start and stop the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup Guide".

- When code=107

  When the load of the admin server is high, the internal connection process of a manager may time out.
  After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

## 68297

FJSVrcx:ERROR:68297:power control error: *detail*

[Description]

An error has occurred during power control of a managed server.
The details of the message are displayed for *detail*.

[Corrective Action]

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4. of "Message number 68295".
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

- Auto-Recovery of a managed server for which server switchover uses the backup and restore method

- Manual switchover or failback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When *detail* is "another process is running"

  Perform the operation again after the other process is complete.
  When another process is not being executed, wait a short while and then perform the operation again.

- When performing operations to a managed server (or resources being used in managed server) simultaneously

  The following operations cannot be performed simultaneously on a managed server (or resources being used on managed servers).
  In that case, after the processes executed are complete, perform the operation again.

  - Settings, changes, and deletion of the LAN switch

  - VLAN settings and changes of the LAN switch

  - Settings and changes of HBA address rename

  - Power operation

  - Turning maintenance LEDs ON and OFF

  - Reconfiguration of hardware properties

  - Reading of the system configuration file (Import)

# 4.7  69XXX series

This section explains the following message series:

# 4.7.1  691XX series

This section explains the 691XX message series.

## 69103

FJSVrcx:ERROR:69103:failed to send SNMPTrap to *host*

[Description]

SNMP trap transmission failed.
The communication destination of the SNMP trap is displayed for *host*.

The SNMP trap transmission failure indicated by this message does not affect the event operation or its results.
For details of the event that is the target of the SNMP trap, refer to "H.2 Sending SNMP Traps" of the "ServerView Resource Coordinator VE Setup Guide".

[Corrective Action]

Refer to "H.2 Sending SNMP Traps" of the "ServerView Resource Coordinator VE Setup Guide", and check if there is a problem with the SNMP trap sending settings.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 69111

FJSVrcx:ERROR:69111:communication error. target=*target* detail=*detail*

[Description]

An error occurred during communication with the target *target*.

[Corrective Action]

When *target* is the admin IP address of the admin server, take the following corrective actions depending on the content of *detail*.

- "configuration error"

  For the correction method, refer to the corrective action of "Message number 67350".

- "SSL certification error"

  For the correction method, refer to the corrective action of "Message number 67351".

- "connection timeout"

  For the correction method, refer to the corrective action of "Message number 67352".

- "read timeout"

  For the correction method, refer to the corrective action of "Message number 67353".

- "write timeout"

  For the correction method, refer to the corrective action of "Message number 67354".

- "connection error"

  For the correction method, refer to the corrective action of "Message number 67355".

- "no route to host"

  For the correction method, refer to the corrective action of "Message number 67356".

- "IO error"

  For the correction method, refer to the corrective action of "Message number 67357".

- "internal error"

  For the correction method, refer to the corrective action of "Message number 67358".

When *target* is the IP address of a server management unit, take the following corrective actions depending on the content of *detail*.

- "snmp communication error"

  Use the following methods to check if SNMP communication with the server management unit is possible.

  - Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
    If a cable is disconnected from the LAN connector, connect it.

  - Check whether connection to the admin UI of the server management unit (In the case of the PRIMERGY BX series, the Web UI or telnet) is possible.

- Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

- Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

- Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

- Check the SNMP community name set from the RC console.
  If it was omitted, "public" will be specified.

- Check that the server management unit of the managed server has Write (reference and updating) authority for the SNMP community name specified.
  If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

For details of checks and the setup method, refer to the manual of the server being used.

When *target* is the IP address of a power monitoring device, take the following corrective actions depending on the content of *detail*.

- "snmp communication error"

Use the following methods to check if SNMP communication with the power monitoring device is possible.

- Check if there is a problem with the network environment between the admin server and the power monitoring device using the ping command or another method.
  If a cable is disconnected from the LAN connector, connect it.

- Check that connection to the power monitoring device is possible using Web UI or telnet.

- Check that the SNMP community name set in the power monitoring device has not been changed from the value specified during registration.

- Check that Read (reference) authority is possessed for the SNMP setting of the power monitoring device.

- Check the SNMP community name set from the RC console.
  If it was omitted, "public" will be specified.

  For details of checks and the setup method, refer to the manual of the power monitoring device.

- "ping timeout"

Timeout has occurred during ping monitoring of the server *target*.
As the recovery process is performed automatically based on the configured monitoring information, there is no need to take corrective action.
For the method of configuring monitoring information, refer to "6.2.5 Configuring Monitoring Information" of the "ServerView Resource Coordinator VE Setup Guide".

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 69112

FJSVrcx:ERROR:69112:SNMP communication failed. target=*target*

[Description]

SNMP communication with *target* failed.
If the basic or registration information of the following hardware has been changed, the specified value may differ from the value set on the device.

- Chassis

- Managed servers

In cases other than the above, there are the following possibilities:

- The SNMP community name settings are incorrect

- The server is not powered on

- The ServerView Agent has not been started

[Corrective Action]

If a chassis has been registered, check the following and take corrective action.

- The SNMP community name settings of the chassis

  Check that the SNMP community name specified matches the one set on the management board and managed servers.

If the basic information of the chassis or managed server has been changed, check the following and take corrective action.

- If the chassis is powered on

  Power on the chassis.
  For how to check the power status and power on a chassis, refer to the manual of the server being used.

- When the IP address of the chassis has been changed

  Check that the specified IP address matches the one set on the management blade.

- When the SNMP community name of the chassis has been changed

  Check that the SNMP community name specified matches the one set for the management blade and managed servers.

- When the IP address of a managed server has been changed

  Check that the specified IP address matches the one set on the managed server.

In cases other than the above, check the following and take corrective action.

- Network cable checks

  **How to check**
  Check if the network cable between the admin server and the server management unit is correctly connected.

  **Corrective action**
  If the network cable is damaged, replace it. When the network cable is connected incorrectly, reconnect it.

- Check the settings of network devices (e.g. LAN switch) being used

  **How to check**
  Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

    - Between the NIC of the admin server and the switch port

    - Between the NIC of the server management unit and the switch port

  **Corrective action**
  If the settings used for duplex mode configuration are incorrect, correct them.
  For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

- Check the network environment

  **How to check**
  Execute the ping command on the server where a manager is installed to check the network status.
  Check if communication with the server management unit is possible.

  [Windows]

  > **ping** *the_IP_address_of_the_server_management_unit* <RETURN>

  <Example: Normal communication>

  Pinging *ipaddr* with 32 bytes of data:

  Reply from *ipaddr*: bytes=32 time<1ms TTL=128
  Reply from *ipaddr*: bytes=32 time<1ms TTL=128
  Reply from *ipaddr*: bytes=32 time<1ms TTL=128
  Reply from *ipaddr*: bytes=32 time<1ms TTL=128

```
Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

**Corrective action**
Check the following:

For <Example: Normal communication>

- "Port number checks"

For <Example: Abnormal communication>

- "Network cable checks"

- Port number checks

  **How to check**
  Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server based on the following.

  - If port numbers are set.

  - If the same port number or service name is being used.

  **Corrective action**
  If the port number is incorrect, change it to a suitable number.
  For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- Power status checks

  **How to check**
  Check the power status of the managed server.

**Corrective action**

If the status is OFF, power on the managed server.

- ServerView Agent checks

  **How to check**

  Check that the ServerView Agent of the managed server has been started.

  **Corrective action**

  If it has not been started, refer to the ServerView Agent manual and start it.

- SNMP service checks

  **How to check**

  Check that the SNMP service of managed server has been started.

  **Corrective action**

  If it has not been started, start the SNMP service.

  [Windows/Hyper-V]

   1. Log in to the managed server using OS administrator authority.

   2. Open "Services" from "Administrative Tools" on the Windows Control Panel, and check that the status of the SNMP Service is "Started" on the [Services] window.

   3. When the service is stopped, start the service.

  [Linux/VMware/Xen]

   1. Log in to the admin server using OS administrator authority.

   2. Execute the following command, and check that the SNMP daemon is operating.

      > # **/etc/init.d/snmpd status** \<RETURN>

   3. When SNMP daemon is stopped, execute the following command and start the daemon.

      > # **/etc/init.d/snmpd start** \<RETURN>

- ServerView Agent SNMP community name checks

  Check that the SNMP community name set for the ServerView Agent matches the one set in a management blade.

- Server SNMP community name checks

  Check that the SNMP community name specified during server registration matches the one set for the ServerView Agent.

- Admin LAN IP address checks

  Check that the admin LAN IP address specified during server registration matches the one that has been set on the managed server.

- Write (reference and updating) checks

  Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

- Admin LAN network load checks

  **How to check**

  Check the network load of the admin LAN.
  The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

  **Corrective action**

  After the process that is causing the high network load finishes, perform the operation again.

- BIOS/firmware checks

  **How to check**

  The BIOS/firmware of the managed server may not be the newest.

**Corrective action**

Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- Admin server load checks

    **How to check**

    Check if the load on the admin server is high.
    Obtaining the power status may fail due to an increase in the load of the admin server.

    **Corrective action**

    After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 69113

FJSVrcx:ERROR:69113:LED operation not possible for target server model. target=*server_name*

[Description]

The managed server is a model for which LED operation cannot be performed.

[Corrective Action]

Refer to "1.2 Hardware Environment" of the "ServerView Resource Coordinator VE Installation Guide", and check that the server meets the requirements.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 69114

FJSVrcx:ERROR:69114:no blade mounted in slot *slot_number*

[Description]

A blade has not been mounted in slot *slot_number*.

[Corrective Action]

Mount a blade in the slot.

When a blade is mounted in the relevant slot, check the following:

- If the MAC address of the blade is recognized correctly on the management blade Web UI
    If the MAC address of the blade is not recognized correctly, mount the blade again, and power it on.

- When slave slot information of multiple slot servers has been set in the system configuration file, has the file been imported
    If slave slot information of multiple slot servers has been set in the system configuration file, delete the configuration information.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

---

## 69115

FJSVrcx:ERROR:69115:failed to get information from server management unit

[Description]

Obtaining the information from the server management unit failed.

[Corrective Action]

Check whether communication with the server management unit is possible.

- If the chassis is powered on
    Power on the chassis.
    For how to check the power status and power on a chassis, refer to the manual of the server being used.

- Network cable checks

    **How to check**
    Check if the network cable between the admin server and the server management unit is correctly connected.

    **Corrective action**
    If the network cable is damaged, replace it. When the network cable is connected incorrectly, reconnect it.

- Server management unit connection checks

    **How to check**
    Use the Web UI or telnet to check that connection to the server management unit is possible.

    **Corrective action**
    Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

- Write (reference and updating) checks

    Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

- Remote Management Controller IP address, user name, and password checks

    Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.
    Also, check that the user of the Remote Management Controller has administrator authority.

- Remote Server Management IP address, user name, and password checks

    Check that the values of the IP address, user name, and password set for the Remote Server Management when registering the managed server have not been changed from their original values.
    Also, check that the user of the Remote Server Management has administrator authority.

- Check the settings of network devices (e.g. LAN switch) being used

    **How to check**
    Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

    - Between the NIC of the admin server and the switch port

    - Between the NIC of the server management unit and the switch port

    **Corrective action**
    If the settings used for duplex mode configuration are incorrect, correct them.
    For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

- Check the network environment

    **How to check**
    Execute the ping command on the server where a manager is installed to check the network status.
    Check if communication with the server management unit is possible.

    [Windows]

    >**ping** *the_IP_address_of_the_server_management_unit* <RETURN>

    <Example: Normal communication>

    Pinging *ipaddr* with 32 bytes of data:

    Reply from *ipaddr*: bytes=32 time<1ms TTL=128
    Reply from *ipaddr*: bytes=32 time<1ms TTL=128
    Reply from *ipaddr*: bytes=32 time<1ms TTL=128
    Reply from *ipaddr*: bytes=32 time<1ms TTL=128

```
Ping statistics for ipaddr. Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr. Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr. icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr. icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr. icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

**Corrective action**
Check the following:

For <Example: Normal communication>

- "Port number checks"

For <Example: Abnormal communication>

- "Network cable checks"

- Port number checks

**How to check**
Refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide", and check the port numbers of the admin server based on the following.

- If port numbers are set.

- If the same port number or service name is being used.

**Corrective action**
If the port number is incorrect, change it to a suitable number.
For how to change port numbers, refer to "6.3.1.2 Changing Port Numbers" or "6.3.2.6 Changing Port Numbers" of the "ServerView Resource Coordinator VE Setup Guide".

- Admin LAN network load checks

**How to check**
Check the network load of the admin LAN.
The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

**Corrective action**

After the process that is causing the high network load finishes, perform the operation again.

- BIOS/firmware checks

   **How to check**

   The BIOS/firmware of the managed server may not be the newest.

   **Corrective action**

   Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- Admin server load checks

   **How to check**

   Check if the load on the admin server is high.
   Obtaining the power status may fail due to an increase in the load of the admin server.

   **Corrective action**

   After completing any other high-load processes other than those of Resource Coordinator VE, perform the operation again.

If this message is displayed during execution of any of the following operations, check that the specified IP address matches that of the server management unit.

- Chassis registration

- Changing of a chassis admin IP address

- Chassis remote server management information checks

- Managed server registration

- Changing of a managed server's Remote Management Controller information

If no problems are found, a temporary loss of communication may have occurred due to rebooting of the server management unit, etc.
Wait for 2 or 3 minutes and then repeat the failed operation.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 69116

FJSVrcx:ERROR:69116:no server found in *type number*

[Description]

There is no server in the *number* of *type*.

[Corrective Action]

Take corrective action following the instructions for each message displayed in *type*.

- When *type* is partition

   The *number* partition may have been deleted.
   After configuring the *number* partition, perform the action again.

## 69117

FJSVrcx:ERROR:69117:target server may not be registered. target=*server_name*

[Description]

The server may not exist or an incorrect name might have been specified.

## [Corrective Action]

Update the information of the RC console, and check if the relevant server exists.
To update the information, right-click the chassis on the RC console resource tree and select [Update] from the displayed menu.
Updating of the information may take around 30 seconds. Check in the resource details that information for the server has changed.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 69118

FJSVrcx:ERROR:69118:target server model does not support forced power off. target=*server_name*

### [Description]

The server is a model which does not support forced power off.

### [Corrective Action]

Refer to "1.2 Hardware Environment" of the "ServerView Resource Coordinator VE Installation Guide", and check that the server meets the requirements.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 69119

FJSVrcx:ERROR:69119:target server model does not support power operation. target=*server_name*

### [Description]

The server is a model which does not support power operations.

### [Corrective Action]

Refer to "1.2 Hardware Environment" of the "ServerView Resource Coordinator VE Installation Guide", and check that the server meets the requirements.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 69120

FJSVrcx:ERROR:69120:timeout occurred while executing internal command. (command=*command*)

### [Description]

Timeout has occurred during the execution of the internal command *command*.

### [Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 69121

FJSVrcx:ERROR:69121:timeout occurred while getting status after power off

### [Description]

Power operation has been executed normally, but timeout has occurred during obtaining the information for the status of post-power off.

### [Corrective Action]

The server may have not been powered off.
Check the power status of the server.

## 69122

FJSVrcx:ERROR:69122:timeout occurred while executing power control modules

### [Description]

Timeout has occurred during the execution of the power control module.

### [Corrective Action]

Power operation may have been performed directly on the hardware of the managed server or the chassis while it was being started or stopped.
In that case, perform the operation again.

If power operation has not been performed directly, take the following corrective actions.

- When deploying cloning images

   There may be a mistake in the SNMP community name settings.

   - When this occurs on PRIMERGY BX series servers

      When the blade server the cloning image was collected from is mounted in a different chassis from the blade server the cloning image is being deployed to, check that the SNMP community names of the chassis are the same.

   - When this occurs on rack mount servers or tower servers

      Check that the SNMP community names of the server the cloning image was collected from and the server the cloning image was deployed to are the same.

- When a managed server with an agent registered has been powered on

   The settings of the OS may be incorrect.
   Log in, check the following, and take corrective action.

   - If the settings of the admin network interface are correct

      Whether the network settings are valid, and if the admin server and managed server can communicate correctly.

   - Whether an agent has been started

      Refer to "15.3 "unknown" Server Status" of the "ServerView Resource Coordinator VE Operation Guide", and take the relevant corrective action.

- When a managed server using HBA address rename does not start

   Refer to "15.2 OS Startup Issues (with I/O Virtualization)" of the "ServerView Resource Coordinator VE Operation Guide", and take the relevant corrective action.

- When Auto-Recovery, server switchover or failback has been performed

   Check the resource name of the event log, determine whether the primary server or spare server has been affected and then take the following corrective action.

   - When the primary server has been affected (the spare server in the case of failback)

      Check if the active server has been powered off. If it has not been powered off, directly (physically) power off the server hardware and then perform the operation again.

   - When the spare server has been affected (the primary server in the case of failback)

      - Whether the BIOS settings are correct

         Check if the BIOS settings of the spare server correspond with those of the operational environment. After changing any necessary settings, perform the operation again.

         For details of BIOS settings, refer to "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide".

      - Whether an HBA has been mounted

         When using HBA address rename, check if the server has an HBA mounted, and if there is no HBA mounted, mount one. Then perform the operation again.

- Whether communication is possible using the admin LAN

  Check that the settings of network devices (LAN switches, ports, etc.) enable communication using the admin LAN.

  If communication is not possible using the admin LAN, either replace the devices or change the settings, and the repeat the operation.

  Alternatively, in an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.
  The MAC address can be checked in the resource details of the physical server.
  For how to check, refer to "2.5.2 [Resource Details] Tab" of the "ServerView Resource Coordinator VE Setup Guide".
  For reconfiguration of hardware properties, refer to "9.3 Re-configuring Hardware Properties" of the "ServerView Resource Coordinator VE Operation Guide".

- If the LAN switch has been registered

  If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.

- If the network settings can be changed for switchover

  If the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover .
  When the settings have not been configured, configure them referring to "9.6 Server Switchover Settings" of the "ServerView Resource Coordinator VE Setup Guide".

- Whether preparatory settings were performed correctly

  Check that the settings given in "Configuration File Check" in "2.2.1.1 Software Preparation and Checks" of the "ServerView Resource Coordinator VE Installation Guide" have been performed.
  If the settings have not been performed, perform them and then perform the operation again.

In cases other than the above, manually perform server switchover or failback again, and check the console of the spare server.
If the OS of the spare server boots, the settings of the OS may be incorrect. Log in, check the following, and take corrective action. If the status of the agent is not normal after a given length of time, it will automatically return to its previous state. After it does, perform the operation again.

- Whether the SNMP community name settings of the chassis are correct

  When the primary server and spare server are mounted in different chassis, ensure that the SNMP community names of both chassis are the same.

- Whether the SNMP community name settings of the server are correct

  When this occurs on rack mount servers or tower servers, check that the SNMP community name settings of the primary server and the spare server are the same.

- Whether an agent has been started

  Refer to "15.3 "unknown" Server Status" of the "ServerView Resource Coordinator VE Operation Guide", and take the relevant corrective action.

- If the settings of the admin network interface are correct

  When the settings to bind admin network interfaces to MAC addresses have been performed, change the settings so as not to bind them.

- When chassis power operations have been performed

  There may be a mistake in the SNMP settings. Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.
  If an operation to stop the chassis is performed while the OS of the server blade is starting, the server blade will not shut down and stopping of the chassis will fail. In such cases, perform the operation to stop the chassis again.

- When managed servers are PRIMERGY BX series servers

  There is a chance that the correct settings have not been configured for the SNMP agent on the management blade. For details of the settings, refer to "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide".

- When the managed server is SPARC Enterprise

  "false" in auto-boot? of OpenBoot may have been set. Set "true" in auto-boot? of OpenBoot so that the OS automatically starts when the power is on.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 69123

FJSVrcx:ERROR:69123:another command is running

[Description]

An internal command for obtaining server information may be being executed in another process.

[Corrective Action]

Wait a couple of minutes and then execute the command again.

## 69124

FJSVrcx:ERROR:69124:operation of server management unit failed.

[Description]

The operation of the server management unit failed.

[Corrective Action]

Check the following and take corrective action.

- Whether communication with the management blade is possible

  - Check if there is a problem with the network environment between the admin server and the management blade using the ping command or another method.
    If a cable is disconnected from the LAN connector, connect it.

- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade

  - Check the SNMP community name set from the RC console.
    If it was omitted, "public" will be specified.

  - Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
    If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

    For details of checks and the setup method, refer to the management blade manual.

- Whether the hardware status is correct

  When the server blade has not been inserted into chassis correctly, re-insert it and perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

## 69128

FJSVrcx:ERROR:69128:turning on of maintenance LED failed(detail=*error_number*)

[Description]

Powering on of the maintenance LED failed because of the error displayed in the detailed information *error_number*.

[Corrective Action]

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

## 69129

FJSVrcx:ERROR:69129:turning off of maintenance LED failed(detail=*error_number*)

[Description]

Powering off of the maintenance LED failed because of the error displayed in the detailed information *error_number*.

[Corrective Action]

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

## 69131

FJSVrcx:ERROR:69131:server power off failed (detail=*error_number*)

[Description]

Powering off of the managed server failed because of the error displayed in the detailed information *error_number*.

[Corrective Action]

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

## 69132

FJSVrcx:ERROR:69132:target server is not in maintenance mode. target=*server_name*

[Description]

The managed server is not in maintenance mode.

[Corrective Action]

Place the server into maintenance mode.

## 69133

FJSVrcx:ERROR:69133:operation not possible because power is OFF

[Description]

Power control failed because the power status is OFF.

[Corrective Action]

This message is displayed when the server for power control operation is powered OFF. Check that the correct server is the target of the operation.
When the server for operation is correct, turn ON the power and perform the operation again.
When this message is displayed during the setting of HBA address rename, restarting the server enables HBA address rename setup.

## 69140

FJSVrcx:ERROR:69140:chassis power control failed. detail=*detail*

[Description]

Chassis power control failed.

- When *detail* is rc manager found in chassis

  As there is a manager installed on a server blade mounted in the chassis that is the target of power operation, it is not possible to stop the chassis.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is rc manager found in chassis

  When stopping the chassis, please do so without using Resource Coordinator VE.

---

**69199**

FJSVrcx:ERROR:69199:internal error has occurred

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

# 4.7.2  693XX series

This section explains the 693XX message series.

---

**69303**

FJSVrcx:ERROR:69303:The port number for SNMPTrap daemon is already in use.

[Description]

The port number used for the SNMP trap daemon is already in use.

[Corrective Action]

Check the port number, and change it as necessary.
For details, refer to "Appendix C Port List" of the "ServerView Resource Coordinator VE Setup Guide".

---

**69305**

FJSVrcx:ERROR:69305:An internal error occurred in SNMPTrap daemon.

[Description]

An internal error occurred in the SNMP trap daemon.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

---

**69306**

FJSVrcx:ERROR:69306:Failed to execute command.

[Description]

The command for execution by the manager service was not executed.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

## 69307

FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.

[Description]

The SNMP trap daemon has been stopped.

[Corrective Action]

The SNMP trap daemon is not operating.
If the same message is displayed again after executing the restarting command of the SNMP trap daemon, collect troubleshooting information and contact Fujitsu technical staff.

[Windows]

1. Log in to the admin server using OS administrator authority.

2. Open "Services" from "Administrative Tools" on the Windows Control Panel, and then select "SystemWalker MpWksttr" on the [Services] window.

3. Select [Restart] from the pop-up menu.

[Linux]

1. Log in to the admin server using OS administrator authority.

2. Execute the following command:

> # **/opt/FJSVswstt/bin/mpnm-trapd stop** <RETURN>
> # **/opt/FJSVswstt/bin/mpnm-trapd start** <RETURN>

# Appendix A  System Log Messages

This section shows a list of messages output to the system log by Resource Coordinator VE.
For details of messages, refer to the description of each message.

## Admin servers

- **Information messages**

  FJSVrcx:INFO:21105:*server_name*:server status is changed to *status*
  FJSVrcx:INFO:21111:*server_name*:server registration succeeded
  FJSVrcx:INFO:21115:site manager started
  FJSVrcx:INFO:21121:site manager stopped
  FJSVrcx:INFO:21128:*service_name* started
  FJSVrcx:INFO:21129:*service_name* stopped
  FJSVrcx:INFO:21140:a setting was not checked because of insufficient information. target=*target*, detail=*detail*
  FJSVrcx:INFO:21143:*operation*:started
  FJSVrcx:INFO:21144:*operation*:completed
  FJSVrcx:INFO:21145:*operation*:cancelled
  FJSVrcx:INFO:21146:*name*:*type* status is changed to *status*
  FJSVrcx:INFO:21151:*server_os_name*:*operation* from *server_name1* to *server_name2*
  FJSVrcx:INFO:29303:SNMPTrap daemon started.
  FJSVrcx:INFO:29304:SNMPTrap daemon terminated.

- **Warning messages**

  FJSVrcx:WARNING:41105:failed to get the server information from *server_name*
  FJSVrcx:WARNING:41115:*server_name*:shutdown of the server failed. forced poweroff started
  FJSVrcx:WARNING:41116:*server_name*:rebooting of the server failed. forced reboot started
  FJSVrcx:WARNING:41303:*server_name*:server status is changed to *status*
  FJSVrcx:WARNING:41305:*name*:*type* status is changed to *status*

- **Error messages**

  FJSVrcx:ERROR:61104:failed to start *mgr_name*. code=%1
  FJSVrcx:ERROR:61106:stopping of *mgr_name* failed. code=%1
  FJSVrcx:ERROR:61107:starting of *mgr_name* failed. code=%1
  FJSVrcx:ERROR:61111:failed to start site manager. code=%1
  FJSVrcx:ERROR:61121:*server_name*:server status is changed to *status*
  FJSVrcx:ERROR:61125:*original_server*:failed to shutdown. code=%1
  FJSVrcx:ERROR:61130:stopping of site manager failed
  FJSVrcx:ERROR:61131:site manager terminated abnormally
  FJSVrcx:ERROR:61136:*service_name* stopped abnormally
  FJSVrcx:ERROR:61143:*operation*:failed
  FJSVrcx:ERROR:61144:*operation*:rollback failed
  FJSVrcx:ERROR:61149:*name*:*type* status is changed to *status*
  FJSVrcx:ERROR:61193:invalid license key
  FJSVrcx:ERROR:67198:command execution error.*detail*
  FJSVrcx:ERROR:67302:*path*:system file not found
  FJSVrcx:ERROR:67321:*image* not found.
  FJSVrcx:ERROR:67322:agent is not registered. target=*target*
  FJSVrcx:ERROR:67324:product-key is not set. target=*target*
  FJSVrcx:ERROR:67325:illegal IP address. target=*target*, IP=*ip*
  FJSVrcx:ERROR:67326:illegal hostname. target=*target*, hostname=*hostname*
  FJSVrcx:ERROR:67328:failed to set hostname. target=*target*
  FJSVrcx:ERROR:67329:*image* is already in use.
  FJSVrcx:ERROR:67330:illegal operation specified for spare server. target=*target*
  FJSVrcx:ERROR:67331:too many versions of cloning image exist. image=*name*
  FJSVrcx:ERROR:68295:deployment engine error:*detail*

FJSVrcx:ERROR:68296:deployment engine cli error:*detail*
FJSVrcx:ERROR:68297:power control error:*detail*
FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.

## Information

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- On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCX".

- Events similar to the following may be output in the system log, but there are no effects on operation.
The computer name of the admin server is displayed for *computer_name*.
The startup account specified on installation is displayed for *account*.

### Example

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

> Windows saved user *computer_name\account* registry while an application or service was still using the registry during log off. The memory used by the user's registry has not been freed. The registry will be unloaded when it is no longer in use. This is often cause by services running as a user account, try configuring the services to run in either the LocalService or NetworkService account.

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## Managed servers

- **Warning messages**

  FJSVrcx:WARNING:49501:ServerView Agent has stopped

- **Error messages**

  FJSVrcx:ERROR:61501: the cloning process terminated abnormally. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*,action=*action*
  FJSVrcx:ERROR:61502:timeout occurred while executing the cloning process. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

## Information

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On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCXAT".

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## Admin clients

- **Information messages**

  FJSVrcx:INFO:21128:*service_name* started
  FJSVrcx:INFO:21129:*service_name* stopped

- **Error messages**

  FJSVrcx:ERROR:61135:GENERIC_ERROR:*PxeMtftp|PxeParser|PxeService*:%1
  FJSVrcx:ERROR:61136:*service_name* stopped abnormally
  FJSVrcx:ERROR:61137:PXE server control failed
  FJSVrcx:ERROR:61138:internal error
  FJSVrcx:ERROR:61139:failed to get information from the management server
  FJSVrcx:ERROR:61506:SOCKET_ERROR:*PxeMtftp|PxeParser|PxeService*:%1

## Information

On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCXRS" or "JSE_SWRC_FJSVRCXRS_PXE".

# Glossary

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### access path

A logical path configured to enable access to storage volumes from servers.

---

### active mode

The state where a managed server is performing operations.

Managed servers must be in active mode in order to use Auto-Recovery.

Move managed servers to maintenance mode in order to perform backup or restoration of system images, or collection or deployment of cloning images.

---

### active server

A physical server that is currently operating.

---

### admin client

A terminal (PC) connected to an admin server, which is used to operate the GUI.

---

### admin LAN

A LAN used to manage resources from admin servers.

It connects managed servers, storage and networks devices.

---

### admin server

A server used to operate the manager software of Resource Coordinator VE.

---

### affinity group

A grouping of the storage volumes allocated to servers. A function of ETERNUS.

Equivalent to the LUN mapping of EMC.

---

### agent

The section (program) of Resource Coordinator VE that operates on managed servers.

---

### Auto-Recovery

A function which continues operations by automatically switching over the system image of a failed server to a spare server and restarting it in the event of server failure.

This function can be used when managed servers are in a local boot configuration, SAN boot configuration, or a configuration such as iSCSI boot where booting is performed from a disk on a network.

When using a local boot configuration, the system is recovered by restoring a backup of the system image of the failed server onto a spare server.

In configurations using SAN boot or booting from a disk on a LAN, the system is recovered by a spare server inheriting the system image of the failed server over the storage network.

Also, when a VLAN is set for the public LAN of a managed server, the VLAN settings of adjacent LAN switches are automatically switched to those of the spare server.

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### BACS (Broadcom Advanced Control Suite)

An integrated GUI application (comprised from applications such as BASP) that creates teams from multiple NICs, and provides functions such as load balancing.

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### BASP (Broadcom Advanced Server Program)

LAN redundancy software that creates teams of multiple NICs, and provides functions such as load balancing and failover.

### blade server

A compact server device with a thin chassis that can contain multiple server blades, and has low power consumption.
As well as server blades, LAN switch blades, management blades, and other components used by multiple server blades can be mounted inside the chassis.

### BladeViewer

A GUI that displays the status of blade servers in a style similar to a physical view and enables intuitive operation.
BladeViewer can also be used for state monitoring and operation of resources.

### BMC (Baseboard Management Controller)

A Remote Management Controller used for remote operation of servers.

### boot agent

An OS for disk access that is distributed from the manager to managed servers in order to boot them when the network is started during image operations.

### CA (Channel Adapter)

An adapter card that is used as the interface for server HBAs and fibre channel switches, and is mounted on storage devices.

### chassis

A chassis used to house server blades and partitions.
Sometimes referred to as an enclosure.

### cloning

Creation of a copy of a system disk.

### cloning image

A backup of a system disk, which does not contain server-specific information (system node name, IP address, etc.), made during cloning.
When deploying a cloning image to the system disk of another server, Resource Coordinator VE automatically changes server-specific information to that of the target server.

### Domain

A system that is divided into individual systems using partitioning. Also used to indicate a partition.

### environmental data

Measured data regarding the external environments of servers managed using Resource Coordinator VE.
Measured data includes power data collected from power monitoring targets.

### FC switch (Fibre Channel Switch)

A switch that connects Fibre Channel interfaces and storage devices.

### fibre channel switch blade

A fibre channel switch mounted in the chassis of a blade server.

### GLS (Global Link Services)

Fujitsu network control software that enables high-availability networks through the redundancy of network transmission channels.

### GSPB (Giga-LAN SAS and PCI_Box Interface Board)

A board which mounts onboard I/O for two partitions and a PCIe (PCI Express) interface for a PCI box.

### GUI (Graphical User Interface)

A user interface that displays pictures and icons (pictographic characters), enabling intuitive and easily understandable operation.

### HA (High Availability)

The concept of using redundant resources to prevent suspension of system operations due to single problems.

### hardware initiator

A controller which issues SCSI commands to request processes.
In iSCSI configurations, NICs fit into this category.

### hardware maintenance mode

In maintenance mode of PRIMERGY Partition Model servers, a state other than Hot System Maintenance.

### HBA (Host Bus Adapter)

An adapter for connecting servers and peripheral devices.
Mainly used to refer to the FC HBAs used for connecting storage devices using Fibre Channel technology.

### HBA address rename setup service

The service that starts managed servers that use HBA address rename in the event of failure of the admin server.

### HBAAR (HBA address rename)

I/O virtualization technology that enables changing of the actual WWN possessed by an HBA.

### host affinity

A definition of the server HBA that is set for the CA port of the storage device and the accessible area of storage.
It is a function for association of the Logical Volume inside the storage which is shown to the host (HBA), that also functions as security internal to the storage device.

### Hyper-V

Virtualization software from Microsoft Corporation.

Provides a virtualized infrastructure on PC servers, enabling flexible management of operations.

### image file

A system image or a cloning image. Also a collective term for them both.

### I/O virtualization option

An optional product that is necessary to provide I/O virtualization.
The WWNN address and MAC address provided is guaranteed by Fujitsu to be unique.
Necessary when using HBA address rename.

### IPMI (Intelligent Platform Management Interface)

IPMI is a set of common interfaces for the hardware that is used to monitor the physical conditions of servers, such as temperature, power voltage, cooling fans, power supply, and chassis.
These functions provide information that enables system management, recovery, and asset management, which in turn leads to reduction of overall TCO.

### IQN (iSCSI Qualified Name)

Unique names used for identifying iSCSI initiators and iSCSI targets.

### iRMC (integrated Remote Management Controller)

The name of the Remote Management Controller for Fujitsu's PRIMERGY servers.

## iSCSI

A standard for using the SCSI protocol over TCP/IP networks.

## LAN switch blade

A LAN switch that is mounted in the chassis of a blade server.

## link aggregation

Function used to multiplex multiple ports and use them as a single virtual port.
With this function, if one of the multiplexed ports fails its load can be divided among the other ports, and the overall redundancy of ports improved.

## logical volume

A logical disk that has been divided into multiple partitions.

## LSB (Logical System Board)

A system board that is allocated a logical number (LSB number) so that it can be recognized from the domain, during domain configuration.

## maintenance mode

The state where operations on managed servers are stopped in order to perform maintenance work.
In this state, the backup and restoration of system images and the collection and deployment of cloning images can be performed.
However, when using Auto-Recovery it is necessary to change from this mode to active mode. When in maintenance mode it is not possible to switch over to a spare server if a server fails.

## managed server

A collective term referring to a server that is managed as a component of a system.

## management blade

A server management unit that has a dedicated CPU and LAN interface, and manages blade servers.
Used for gathering server blade data, failure notification, power control, etc.

## Management Board

The PRIMERGY Partition Model system management unit.
Used for gathering information such as failure notification, power control, etc. from chassis.

## manager

The section (program) of Resource Coordinator VE that operates on admin servers.
It manages and controls resources registered with Resource Coordinator VE.

## master slot

A slot that is recognized as a server when a server that occupies multiple slots is mounted.

## multi-slot server

A server that occupies multiple slots.

## NAS (Network Attached Storage)

A collective term for storage that is directly connected to a LAN.

## network map

A GUI function for graphically displaying the connection relationships of the servers and LAN switches that compose a network.

### network view

A window that displays the connection relationships and status of the wiring of a network map.

### NFS (Network File System)

A system that enables the sharing of files over a network in Linux environments.

### NIC (Network Interface Card)

An interface used to connect a server to a network.

### OS

The OS used by an operating server (a physical OS or VM guest).

### PDU (Power Distribution Unit)

A device for distributing power (such as a power strip).
Resource Coordinator VE uses PDUs with current value display functions as Power monitoring devices.

### physical OS

An OS that operates directly on a physical server without the use of server virtualization software.

### physical server

The same as a "server". Used when it is necessary to distinguish actual servers from virtual servers.

### Pool Master

On Citrix XenServer, it indicates one VM host belonging to a Resource Pool.
It handles setting changes and information collection for the Resource Pool, and also performs operation of the Resource Pool.
For details, refer to the Citrix XenServer manual.

### port backup

A function for LAN switches which is also referred to as backup port.

### port VLAN

A VLAN in which the ports of a LAN switch are grouped, and each LAN group is treated as a separate LAN.

### port zoning

The division of ports of fibre channel switches into zones, and setting of access restrictions between different zones.

### power monitoring devices

Devices used by Resource Coordinator VE to monitor the amount of power consumed.
PDUs and UPSs with current value display functions fit into this category.

### power monitoring targets

Devices from which Resource Coordinator VE can collect power consumption data.

### pre-configuration

Performing environment configuration for Resource Coordinator VE on another separate system.

### primary server

The physical server that is switched from when performing server switchover.

## public LAN

A LAN used for operations by managed servers.
Public LANs are established separately from admin LANs.

## rack

A case designed to accommodate equipment such as servers.

## rack mount server

A server designed to be mounted in a rack.

## RAID (Redundant Arrays of Inexpensive Disks)

Technology that realizes high-speed and highly-reliable storage systems using multiple hard disks.

## RAID management tool

Software that monitors disk arrays mounted on PRIMERGY servers.
The RAID management tool differs depending on the model or the OS of PRIMERGY servers.

## RC console

The GUI that enables operation of all functions of Resource Coordinator VE.

## Remote Management Controller

A unit used for managing servers.
Used for gathering server data, failure notification, power control, etc.

- For Fujitsu PRIMERGY servers

  iRMC2

- For SPARC Enterprise

  XSCF (eXtended System Control Facility)

- For HP servers

  iLO2 (integrated Lights-Out)

- For Dell/IBM servers

  BMC (Baseboard Management Controller)

## Remote Server Management

A PRIMERGY Partition Model feature for managing partitions.

## Reserved SB

Indicates the new system board that will be embedded to replace a failed system board if the hardware of a system board embedded in a partition fails and it is necessary to disconnect the failed system board.

## resource

Collective term or concept that refers to the physical resources (hardware) and logical resources (software) from which a system is composed.

## Resource Pool

On Citrix XenServer, it indicates a group of VM hosts.
For details, refer to the Citrix XenServer manual.

### resource tree

A tree that displays the relationships between the hardware of a server and the OS operating on it using hierarchies.

### SAN (Storage Area Network)

A specialized network for connecting servers and storage.

### server

A computer (operated with one operating system).

### server blade

A server blade has the functions of a server integrated into one board.
They are mounted in blade servers.

### server management unit

A unit used for managing servers.
A management blade is used for blade servers, and a Remote Management Controller is used for other servers.

### server name

The name allocated to a server.

### server virtualization software

Basic software which is operated on a server to enable use of virtual machines. Used to indicate the basic software that operates on a PC server.

### ServerView Deployment Manager

Software used to collect and deploy server resources over a network.

### ServerView Operations Manager

Software that monitors a server's (PRIMERGY) hardware state, and notifies of errors by way of the network.
ServerView Operations Manager was previously known as ServerView Console.

### ServerView RAID

One of the RAID management tools for PRIMERGY.

### slave slot

A slot that is not recognized as a server when a server that occupies multiple slots is mounted.

### SMB (Server Message Block)

A protocol that enables the sharing of files and printers over a network.

### SNMP (Simple Network Management Protocol)

A communications protocol to manage (monitor and control) the equipment that is attached to a network.

### software initiator

An initiator processed by software using OS functions.

### Solaris Container

Solaris server virtualization software.
On Solaris servers it is possible to configure multiple virtual Solaris servers that are referred to as a Solaris zone.

### Solaris zone

A software partition that virtually divides a Solaris OS space.

### spare server

A server which is used to replace a failed server when server switchover is performed.

### storage blade

A blade-style storage device that can be mounted in the chassis of a blade server.

### storage unit

Used to indicate the entire secondary storage as one product.

### switchover state

The state in which switchover has been performed on a managed server, but neither failback nor continuation have been performed.

### System Board

A board which can mount up to 2 Xeon CPUs and 32 DIMMs.

### system disk

The disk on which the programs (such as the OS) and files necessary for the basic functions of servers (including booting) are installed.

### system image

A copy of the contents of a system disk made as a backup.
Different from a cloning image as changes are not made to the server-specific information contained on system disks.

### tower server

A stand-alone server with a vertical chassis.

### UNC (Universal Naming Convention)

Notational system for Windows networks (Microsoft networks) that enables specification of shared resources (folders, files, shared printers, shared directories, etc.).

### 📑 Example
. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

\\hostname\dir_name

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

### UPS (Uninterruptible Power Supply)

A device containing rechargeable batteries that temporarily provides power to computers and peripheral devices in the event of power failures.
Resource Coordinator VE uses UPSs with current value display functions as power monitoring devices.

### URL (Uniform Resource Locator)

The notational method used for indicating the location of information on the Internet.

### VIOM (ServerView Virtual-IO Manager)

The name of both the I/O virtualization technology used to change the MAC addresses of NICs and the software that performs the virtualization.
Changes to values of WWNs and MAC addresses can be performed by creating a logical definition of a server, called a server profile, and assigning it to a server.

### Virtual I/O

Technology that virtualizes the relationship of servers and I/O devices (mainly storage and network) thereby simplifying the allocation of and modifications to I/O resources to servers, and server maintenance.

For Resource Coordinator VE it is used to indicate HBA address rename and ServerView Virtual-IO Manager (VIOM).

### Virtual Machine

A virtual computer that operates on a VM host.

### virtual server

A virtual server that is operated on a VM host using a virtual machine.

### virtual switch

A function provided by server virtualization software to manage networks of VM guests as virtual LAN switches.

The relationships between the virtual NICs of VM guests and the NICs of the physical servers used to operate VM hosts can be managed using operations similar to those of the wiring of normal LAN switches.

### VLAN (Virtual LAN)

A splitting function, which enables the creation of virtual LANs (seen as differing logically by software) by grouping ports on a LAN switch.

Through the use of a Virtual LAN, network configuration can be performed freely without the need for modification of the physical network configuration.

### VLAN ID

A number (between 1 and 4,095) used to identify VLANs.

Null values are reserved for priority tagged frames, and 4,096 (FFF in hexadecimal) is reserved for mounting.

### VM guest

A virtual server that operates on a VM host, or an OS that is operated on a virtual machine.

### VM Home Position

The VM host that is home to VM guests.

### VM host

A server on which server virtualization software is operated, or the server virtualization software itself.

### VM maintenance mode

One of the settings of server virtualization software, that enables maintenance of VM hosts.

For example, when using high availability functions (such as VMware HA) of server virtualization software, by setting VM maintenance mode it is possible to prevent the moving of VM guests on VM hosts undergoing maintenance.

For details, refer to the manuals of the server virtualization software being used.

### VM management software

Software for managing multiple VM hosts and the VM guests that operate on them.

Provides value adding functions such as movement between the servers of VM guests (migration).

### VMware

Virtualization software from VMware Inc.

Provides a virtualized infrastructure on PC servers, enabling flexible management of operations.

### Web browser

A software application that is used to view Web pages.

## WWN (World Wide Name)

A 64-bit address allocated to an HBA.

Refers to a WWNN or a WWPN.

## WWNN (World Wide Node Name)

The WWN set for a node.

The Resource Coordinator VE HBA address rename sets the same WWNN for the fibre channel port of the HBA.

## WWPN (World Wide Port Name)

The WWN set for a port.

The Resource Coordinator VE HBA address rename sets a WWPN for each fibre channel port of the HBA.

## WWPN zoning

The division of ports into zones based on their WWPN, and setting of access restrictions between different zones.

## Xen

A type of server virtualization software.

## XSB (eXtended System Board)

Unit for domain creation and display, composed of physical components.

## XSCF (eXtended System Control Facility)

The name of the Remote Management Controller for SPARC Enterprise.

## zoning

A function that provides security for Fibre Channels by grouping the Fibre Channel ports of a Fibre Channel switch into zones, and only allowing access to ports inside the same zone.