



# Interstage Business Process Manager Analytics V12.0

## Administration Guide

Windows/Linux

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# About this Manual

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This document describes the maintenance issues and techniques for the Interstage Business Process Manager Analytics (BPMA) Server.

## Intended Audience

This manual is intended for use by the system administrator. It assumes that the reader has a working knowledge of the following topics:

- Operating system administration
- Application server administration
- Database administration

## This Manual Contains:

Chapter	Title	Description
1	How to start / stop a built-in Application Server	Describes how to start / stop a built-in Application Server
2	Maintaining	General maintenance of the Analytics Server and Events database
3	Messages Overview	Overview of the messages that may be generated
4	Troubleshooting	How to deal with commonly encountered problems when they occur
A	Application Log Messages	Log messages that are output to application logs
B	Analytics Server Messages	Log messages that are output by the Analytics Server
C	Process Discovery Messages	Log messages that are output by Process Discovery
D	Maintaining the Built-in Database (Symfoware)	Describes how to back up / re-store Built-in Database

## Typographical Conventions

The following conventions are used throughout this manual:

Example	Meaning
command	Text, which you are required to type at a command line, is identified by Courier font.
<b>screen text</b>	Text, which is visible in the user interface, is <b>bold</b> .
<i>Reference</i>	Reference material is in <i>italics</i> .
Parameter	A command parameter is identified by Courier font.

## Reference Materials

The following reference materials are also available:

- *Release Notes*  
Contains an overview of the Analytics software and late-breaking information that could not be included in the manuals
- *Overview*  
Describes the architecture and features of the Analytics software
- *Installation Guide*  
Explains how to install Analytics
- *Dashboard / Output Guide*  
Explains how to use the Analytics Dashboard

- *Analytics Studio Guide*

Explains how to use the Analytics Studio to configure parameters that enforce Analytics features

- *Management Console Guide*

Explains how to use the Management Console and Management Commands to configure key parameters, such as how to start/stop the Analytics software service or how to display the software status

- *Process Discovery Guide*

Contains an overview of the Process Discovery and explains how to use the Process Discovery

## Abbreviations

The following references for BPM Analytics are also available:

Name	Abbreviation
Microsoft(R) Windows Server(TM) 2003, Standard Edition Microsoft(R) Windows Server(TM) 2003, Enterprise Edition Microsoft(R) Windows Server(TM) 2003 R2, Standard Edition Microsoft(R) Windows Server(TM) 2003 R2, Enterprise Edition  Microsoft(R) Windows Server(R) 2008, Standard Edition Microsoft(R) Windows Server(R) 2008, Enterprise Edition Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise	Windows Server
Microsoft(R) Windows Server(TM) 2003, Standard x64 Edition Microsoft(R) Windows Server(TM) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(TM) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(TM) 2003 R2, Enterprise x64 Edition	Windows Server 2003( x64), or Windows Server 2003
Microsoft(R) Windows(R) XP Professional operating system Microsoft(R) Windows(R) XP Home Edition operating system	Windows XP, or Windows
Microsoft(R) Windows Vista(R) Business  Microsoft(R) Windows Vista(R) Enterprise  Microsoft(R) Windows Vista(R) Ultimate	Windows Vista, or Windows
Microsoft(R) Windows(R) 7 Home Premium Microsoft(R) Windows(R) 7 Professional Microsoft(R) Windows(R) 7 Ultimate	Windows 7, or Windows
Microsoft(R) Internet Explorer 7.0 Microsoft(R) Internet Explorer 8.0  Microsoft(R) Internet Explorer 9.0	Internet Explorer
Solaris(TM) 10 operating system	Solaris 10, or Solaris
Red Hat Enterprise Linux AS Red Hat Enterprise Linux ES Red Hat Enterprise Linux 5  Red Hat Enterprise Linux 6	Linux
Interstage Application Server Enterprise Edition Interstage Application Server Standard-J Edition	Interstage Application Server
Interstage Business Process Manager	Interstage BPM
Oracle Database 10g Enterprise Edition R10.1.0/R10.2.0 Oracle Database 10g Standard Edition R10.1.0/R10.2.0 Oracle Database 10g Standard Edition One R10.1.0/R10.2.0	Oracle10g, or Oracle

Name	Abbreviation
Oracle Database 11g Enterprise Edition Oracle Database 11g Standard Edition Oracle Database 11g Standard Edition One Oracle Database 11g R2 Enterprise Edition Oracle Database 11g R2 Standard Edition Oracle Database 11g R2 Standard Edition One	Oracle11g, or Oracle
Microsoft SQL Server 2005 Standard Edition Microsoft SQL Server 2005 Enterprise Edition	SQL Server 2005, or SQL Server
Microsoft SQL Server 2008 Standard Edition Microsoft SQL Server 2008 Enterprise Edition	SQL Server 2008, or SQL Server

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# Chapter 1 Starting/Stopping Built-in Application Server

This chapter explains how to start and stop Built-in Application Server. Some operations like adding JDBC driver, Built-in Application Server start/stop in case of backing up Analytics Server resources will be required.

## 1.1 Starting Built-in Application Server

Following procedure explains how to start Built-in Application Server on Analytics Server.

- On Windows:

There are following options:

- Use the following command.
- *net start IBPMMServer*
- Do following operation for execution from UI.

Execute following program from Windows Start menu. Click “Start” displayed in the screen.

```
All Programs > Interstage Business Process Manager Analytics > Configure Server
```

- On Solaris/Linux:

Login as root, and use the following command.

```
/opt/FJSVibpma/etc/FJSVibpma.IBPMMServer start
```

## 1.2 Stopping Built-in Application Server

Following procedure explains how to stop Built-in Application Server on Analytics Server.

- On Windows:

There are following options:

- Use the following command.
- *net stop IBPMMServer*
- Do following operation for execution from UI.

Execute following program from Windows Start menu. Click “Stop” displayed in the screen.

```
All Programs > Interstage Business Process Manager Analytics > Configure Server
```

- On Solaris/Linux:

- Login as root, and use the following command.

```
/opt/FJSVibpma/etc/FJSVibpma.IBPMMServer stop
```

# Chapter 2 Maintaining

This chapter provides details on how to maintain the Interstage Business Process Manager Analytics (BPMA) Server and Events database. Events database are consists of following 3 types of database.

- Events database
- Archive database
- Process Discovery database

## 2.1 Backing Up the Environment

As there is always the possibility of faults occurring with the system or hardware, it is recommended that periodic backups be performed. It is also recommended that backups be performed before modifications are made to the environment, in case problems occur during the modification process.

Environments that have been backed-up can only be restored to environments with the same system configuration as the original environment, including the same database product for the Events database and the same Remote Sensor arrangement.

The following resources are backed up:

- At the Analytics Server
  - Analytics Server configuration files
  - Events database
  - Archive database (if available)
  - Process Discovery database (if available)
  - Working directory
- At the Remote Sensor
  - Configuration files
  - Working directory
- At the Text Sensor
  - Configuration files
  - Working directory



### Note

If resources are backed-up individually (that is, only server resources, only Remote Sensor resources, or only Events database), then the data may become inconsistent when the resources are restored, preventing the recovered system from operating normally. Ensure you back up all resources while all Remote Sensors and the server are stopped.

It is recommended that the backup data be stored on a separate data storage medium in case hardware problems occur. In addition, it is recommended to maintain a series of previously backed-up data collections.

The following procedure describes the steps to back up each resource:

### Procedure for backing up Analytics Server resources

The procedure for backing up Analytics Server resources is as follows.

1. Stop any related systems.



2. Back up the environment.
  - a. Create backup directories.
  - b. Back up the Analytics Server configuration files.
  - c. Back up the working directory.
3. Back up the Events database. And back up the Archive database and Process Discovery database if it are available.
4. Restart the related systems.

### **Procedure for backing up Remote Sensor resources**

Remote Sensors also have configuration files on the computers that they run on.

The procedure for backing up Remote Sensor resources is as follows:

1. Stop any related systems.
2. Back up the environment.
  - a. Create backup directories.
  - b. Back up the Remote Sensor configuration files.
  - c. Back up the working directory.
3. Restart the related systems.

### **Procedure for backing up text sensor resources residing on a remote system**

Text Sensors which are running on remote systems as Windows Service program have other configuration files.

The procedure for backing up resources is as follows:

1. Stop related systems.
2. Back up the environment.
  - a. Create backup directories.
  - b. Back up the Text sensor configuration files.
  - c. Back up the working directory.
3. Restart related systems.

## **2.1.1 Stopping Related Systems**

---

### **Analytics Server**

Execute the following procedures on the host computer of the Analytics Server:

- [for built-in Application Server]  
Refer to section [1.2 Stopping Built-in Application Server](#) to stop the Analytics Server.
- [for Interstage J2EE]  
Stop the “IBPMMServer Work Unit” from the Interstage Management Console.
- [for Interstage JavaEE]
  - When deploying ibpmm.war on Interstage Java EE DAS Service  
Stop Interstage Java EE DAS service by executing following command.  
`ijdasstop`
  - When deploying ibpmm.war on IJServer Cluster  
Stop IJServer Cluster from Interstage Java EE Admin Console.

- [for Weblogic]

Run the shutdown script located in <BEA Home>/user\_projects/domains/<Domain Name>/bin:

- On Windows

Administration Server: stopWebLogic.cmd

Managed Server: stopManagedWebLogic.cmd <Server Name>

- On Solaris/Linux

Administration Server: stopWebLogic.sh

Managed Server: stopManagedWebLogic.sh <Server Name>

- [for WebSphere]

Run the shutdown script located in <WebSphere Installation Directory>/AppServer/bin:

- On Windows

stopServer.bat <Server Name>

- On Solaris/Linux

stopServer.sh <Server Name>

- [for JBoss]

Run the shutdown script located in <JBoss Home>/bin:

- On Windows:

shutdown.bat -S

- On Solaris/Linux

shutdown.sh -S

## Background service program

Execute the following procedures on the host computer of the Analytics Server:

- [On Windows]

Stop the "Analytics eRule Engine" service using the Services window.

- [On Solaris/Linux]

Execute the following command:

```
/opt/FJSVibpma/etc/FJSVibpma.server stop
```

## Remote Sensor

Execute the following procedures on the host computer that runs the Remote Sensor:

- Stopping **Work Units**

Stop the "IBPMMServer Work Unit" from the Interstage Management Console.

## Text Sensor

Execute the following procedures on the host computer that runs the text Sensor:

- **Stopping Services**

Stop the "Analytics Text File Sensor" service using the **Services** window.

## 2.1.2 Backing Up the Environment

---

## Creating backup directories

Create a separate directory for backing up the following files.

Files to be backed up	Examples of how to create these directories
Analytics Server configuration files	mkdir C:/BPMABackup mkdir C:/BPMABackup/conf mkdir C:/BPMABackup/agent
Remote Sensor configuration files	mkdir C:/BPMASBackup mkdir C:/BPMASBackup/conf mkdir C:/BPMASBackup/agent
Text Sensor configuration files	mkdir C:/BPMATBackup mkdir C:/BPMATBackup/conf mkdir C:/BPMATBackup/agent
Working directory	mkdir C:/BPMABackup/ibpmm_data

## Backing up the Analytics Server configuration files

Use commands or Windows Explorer to copy the settings files.

### - Copy source

All the files and directories under the following directories:

- [ *Web application deployment directory* ]/ibpmm.war/conf
- [ *Web application deployment directory* ]/ibpmm.war/agent
  - E.g. Built-in Application Server for Windows  
C:/ibpmm\_data/tomcat6/webapps/ibpmm
  - E.g. Built-in Application Server for Linux/Solaris  
/var/opt/FJSVibpma/tomcat6/webapps/ibpmm
  - E.g. Interstage J2EE for Windows  
C:/Interstage/J2EE/var/deployment/ijserver/IBPMMServer/apps/ibpmm.war/
  - E.g. Interstage JavaEE for Windows  
C:/Interstage/F3FMisjee/var/domains/interstage/applications/j2ee-modules/ibpmm/
  - E.g. Interstage J2EE for Linux/Solaris  
/var/opt/FJSVibpma/ibpmm/
  - E.g. Interstage JavaEE for Linux/Solaris  
/var/opt/FJSVisjee/domains/interstage/applications/j2ee-modules/ibpmm/
  - E.g. WebLogic for Solaris  
No stage mode: /var/opt/FJSVibpma/ibpmm/  
Stage mode: <WebLogic domain dir>/servers/<server\_name>/stage/ibpmm/ibpmm/
  - E.g. WebSphere for Linux  
<WebSphere\_Installation\_Directory>/AppServer/profiles/<profile\_name>/installedApps/<WebSphere\_Cell\_Name>/  
ibpmm\_war.ear/ibpmm.war/
  - E.g. JBoss for Linux  
<JBoss\_Home>/server/default/ibpmm.war/

### - Copy destination

The directory for backing up the working directory that was created in "[Creating backup directories](#)".

The following example uses the copy command:

```
xcopy %IS_J2EEAPF%/ijserver/IBPMMServer/apps/ibpmm.war/conf C:/BPMABackup/conf /
E /K /O /X
xcopy %IS_J2EEAPF%/ijserver/IBPMMServer/apps/ibpmm.war/agent C:/BPMABackup/
agent /E /K /O /X
```

## Backing up the Remote Sensor configuration files

Use commands or Windows Explorer to copy the settings files.

- Copy source

All of the files and directories under the following directories:

- [Web application deployment directory]/ibpms.war/conf
- [Web application deployment directory]/ibpms.war/agent
  - E.g. Interstage for Windows  
C:/Interstage/J2EE/var/deployment/ijserver/IBPMMSensor/apps/ibpms.war/

- Copy destination

The directory for backing up the working directory that was created in "[Creating backup directories](#)".

The following example uses the copy command:

```
xcopy %IS_J2EEAPF%/ijserver/IBPMMSensor/apps/ibpms.war/conf C:/BPMASBackup/
conf /E /K /O /X

xcopy %IS_J2EEAPF%/ijserver/IBPMMSensor/apps/ibpms.war/agent C:/BPMASBackup/agent /E /
K /O /X
```

## Backing up Text Sensor Configuration

Back up the settings for Windows Service version text file sensors.

Use commands or Windows Explorer to copy settings files and business models.

- Copy source:

All of the files and directories under the following directories

- [text file sensor installation directory]/bpmm/conf
- [text file sensor installation directory]/bpmm/agent

- Copy destination:

The directory for backing up the working directory that was created in "[Creating backup directories](#)".

The following example uses the copy command.

```
xcopy [text file sensor installation directory]/bpmm/conf C:/BPMATBackup/bpmm/
conf /E /K /O /X
xcopy [text file sensor installation directory]/bpmm/agent C:/BPMATBackup/bpmm/
agent /E /K /O /X
```

## Backing up the Working Directory

Use a command or Windows Explorer to copy the working directory.

- Copy source

All of the files and directories in the working directory (The working directory that was specified when Analytics was installed.)

- e.g. for Windows  
C:/ibpmm\_data

- e.g. for Solaris/Linux
  - /var/opt/FJSVibpma/data
  - /var/opt/FJSVibpma/efs
  - /var/opt/FJSVibpma/event
  - /var/opt/FJSVibpma/report

- Copy destination

The directory for backing up settings files that was created in "Creating backup directories" (C:/BPMABackup/ibpmm\_data)

The following example uses the copy command:

```
xcopy C:/ibpmm_data C:/BPMABackup/ibpmm_data /E /K /O /X
```

## 2.1.3 Backing up the Events Database

---

These operations are required only for the Analytics Server.

The following databases are backed up:

- Events database
- Archive database (if it is being used)
- Process Discovery database (if it is being used)

This section explains how to back up these databases, using Oracle as an example. Refer to [Appendix D Maintaining the Built-in Database](#) for information on how to backup the built-in database. To back up other types of database, back up the target resources by referring to the manuals for the type of database management system being used.

There are three ways of backing up Oracle data:

- Use the Oracle Export utility
- Use the Oracle Recovery Manager
- Use the operating system's utilities

Refer to the Oracle manuals for details on each of these backup methods.

### 2.1.3.1 Example Using the Oracle Export Utility

This example explains how to back up databases using the "Oracle Export utility", which is often used for migrating data.

There is more than one way of backing up databases using the Oracle Export utility, such as backing up entire tablespaces (using the tablespace specification method) or backing up individual tables (using the table specification method). Use the method most appropriate to the environment. For example, if a tablespace contains data that is not related to Analytics, use the table specification method.

To use the Oracle Export utility, execute the "EXP" command as a user with database administrator privileges.

#### Example Format of the Database Backup Command (Tablespace Specification Method)

For the underlined sections, enter the items appropriate to the environment being backed up:

```
exp 'user name/password@database name' BUFFER=data buffer size
TABLESPACES=(tablespace to be backed up) GRANTS=y(*)
FILE=path to the backup file LOG=path to the log file
```

\*1: Specifying "GRANTS=y" backs up the access permissions to the database.

#### Example for the Database Backup Command (Tablespace Specification Method)

This example assumes that the Events DB, the Archive DB and the Process Discovery database are stored in different tablespaces.

```
exp 'esuser/password@DBNAME' BUFFER=4096 TABLESPACES=(EVENTSTORESPACE) GRANTS=y
FILE=C:/BPMBBackup/es_backup.dmp LOG=C:/BPMBBackup/es_backup_exp.log

exp 'asuser/password@DBNAME' BUFFER=4096 TABLESPACES=(ANALYSISSPACE) GRANTS=y
FILE=C:/BPMBBackup/as_backup.dmp LOG=C:/BPMBBackup/as_backup_exp.log

exp 'pduser/password@DBNAME' BUFFER=4096 TABLESPACES=(PDSPACE) GRANTS=y
FILE=C:/BPMBBackup/pd_backup.dmp LOG=C:/BPMBBackup/pd_backup_exp.log
```

## 2.1.4 Restart Related Systems

---

### Remote Sensor

Execute the following procedures on the Server which runs the Remote Sensor:

- [Interstage J2EE ]  
Start the “IBPMMSensor Work Unit” from the Interstage Management Console.
- [Interstage JavaEE]
  - When deploying ibpmm.war on Interstage Java EE DAS Service  
Start Interstage Java EE DAS service by executing following command.  
ijdasstart
  - When deploying ibpmm.war on IJServer Cluster  
Start IJServer Cluster from Interstage Java EE Admin Console.

### Remote Sensor

Execute the following procedures on the Server which runs the Remote Sensor:

1. Starting Services  
Start the "Analytics Text File Sensor" service using the Services window.

### Background Service program

Execute the following procedures on the Analytics Server:

- [Windows]  
Start the “Analytics eRule Engine” service using the Services window.
- [Solaris/Linux]  
Execute the below command.  
*/opt/FJSVibpma/etc/FJSVibpma.server start*

### The Interstage BPM Analytics Server

Execute the following procedures on the Analytics Server:

- [built-in Application Server]  
Refer to section [1.1 Starting Built-in Application Server](#) to start the Analytics Server.
- [Interstage J2EE]  
Start the "IBPMMServer Work Unit" from the Interstage Management Console.
- [Interstage JavaEE]
  - When deploying ibpmm.war on Interstage Java EE DAS Service  
Start Interstage Java EE DAS service by executing following command.

ijdasstart

- When deploying ibpmm.war on IJServer Cluster

Start IJServer Cluster from Interstage Java EE Admin Console.

- [WebLogic]

Run the startup script located in <BEA Home>/user\_projects/domains/<Domain Name>/bin:

- Windows

Administration Server: startWebLogic.cmd

Managed Server: startManagedWebLogic.cmd <Server Name>

- Solaris/Linux

Administration Server: startWebLogic.sh

Managed Server: startManagedWebLogic.sh <Server Name>

- [WebSphere]

Run the startup script located in <WebSphere Installation Directory>/AppServer/bin:

- Windows

startServer.bat <Server Name>

- Solaris/Linux

startServer.sh <Server Name>

- [JBoss]

Run the startup script located in <JBoss Home>/bin:

- Windows

run.bat

- Solaris/Linux

run.sh

## 2.2 Restoring the Environment

---

This section provides details of how to restore the environment using files that have been backed up.



### Note

- Environments that have been backed up can only be restored to environments with the same system configuration as the original environment, including the same database product for the Events DB and the same sensor arrangement.
- After completing the restore procedures, check the access authority for the files and the folders. The access authority may have changed during the file copy process.

### Procedure for Restoring Server Resources

The procedure for restoring Analytics Server resources is as follows:

1. Install Analytics Server and related products.
2. Stop any related systems.
3. Restore the environment.  
Restore the Server configuration settings.

- Restore the working directory.
4. Restore the Events database.
  5. Restart the related systems.
  6. Update the settings.  
Update the information for connecting to the Analytics Server.  
Update the information for connecting to the Events database.

### Note

.....

Please stop and restart related systems again if the Analytics Server fails to start first time after restoring. The Analytics Server will automatically configure itself.

.....

## Procedure for Restoring Sensor Resources

The procedure for restoring Analytics Sensor resources is as follows:

1. Install the sensors and related products.
2. Stop any related systems.
3. Restore the environment.  
Restore Remote Sensor configuration settings.  
Restore the working directory.
4. Restart the related systems.
5. Update the settings.  
Update the Sensor connection information.

### Note

.....

Please stop and restart related systems again if the Remote Sensor fails to start first time after restoring. The Remote Sensor will automatically configure itself.

.....

## Procedure for Restoring Text Sensor Resources

The procedure for restoring Analytics Text Sensor resources is as follows:

1. Install the sensors and related products.
2. Stop any related systems.
3. Restore the environment.  
Restore Text Sensor configuration settings.  
Restore the working directory.
4. Restart the related systems.
5. Update the settings.  
Update the Sensor connection information.





Please stop and restart related systems again if the Text Sensor fails to start first time after restoring. The Text Sensor will automatically configure itself.

## 2.2.1 Installing Analytics, Sensors, and Related Products

---

This operation is not required when simply restoring resources to a pre-existing environment.

Refer to the *Interstage Business Process Manager Analytics v12 Installation Guide* for details on installation.

Additionally, refer to the manuals for each product for details of installing the related products.

## 2.2.2 Stopping Related Systems

---

Temporarily stop Analytics, background service program, remote sensors, and text sensors to restore environment data. Execute it according to the procedure similar to backup.

## 2.2.3 Restoring the Environment

---

### Restoring the configuration files

Replace the target directory on the machine to which resources are being restored with the settings file that was saved in "[Backing up the Analytics Server configuration files](#)".

### Restoring the Work Directory

Replace the target directory on the machine to which resources are being restored with the settings file (C:/BPMBBackup/ibpmm\_data) that was saved in "[Backing up the Working Directory](#)".

## 2.2.4 Restoring the Events Databases

---

Restore the following databases:

- Events Database
- Archive Database (if available)
- Process Discovery Database (if available)

These operations are not required for sensors.

This section explains how to restore these databases using Oracle as an example. Refer to [Appendix D Maintaining the Built-in Database](#) for information on how to restore the built-in database. For other types of database, restore the target resources by referring to the manuals for the type of database management system being used.

To restore Oracle databases, use the restoration method for the tool that was used to back up the database in the first place. Refer to the Oracle manuals for details of each of these restoration methods.

### 2.2.4.1 Example Using the Oracle Import Utility

This example explains how to restore databases using the "Oracle Import utility", which corresponds to the "Oracle Export utility".

Perform the following operations as a user with database administrator privileges.

#### Create Tablespaces

Create tablespaces for restoring the data to the database.

## Sample Format for Creating Tablespaces Using SQL

For the underlined sections, enter the items appropriate to the environment being restored:

```
CREATE TABLESPACE "tablespace name"
LOGGING
DATAFILE 'path to the data file' SIZE tablespace size EXTENT
MANAGEMENT LOCAL SEGMENT SPACE MANAGEMENT AUTO;
```

## Sample SQL Statements for Creating Tablespaces

This example assumes that the Events Database, the Archive Database and the Process Discovery Database are stored in different tablespaces:

```
CREATE TABLESPACE "EVENTSTORESPACE"
LOGGING
DATAFILE 'C:\ORACLE\ORADATA\BPMA\EVENTSTORESPACE.ora' SIZE 100M EXTENT
MANAGEMENT LOCAL SEGMENT SPACE MANAGEMENT AUTO;

CREATE TABLESPACE "ANALYSISSPACE"
LOGGING
DATAFILE 'C:\ORACLE\ORADATA\BPMA\ANALYSISSPACE.ora' SIZE 100M EXTENT
MANAGEMENT LOCAL SEGMENT SPACE MANAGEMENT AUTO;

CREATE TABLESPACE "PDSPACE"
LOGGING
DATAFILE 'C:\ORACLE\ORADATA\BPMA\PDSPACE.ora' SIZE 100M EXTENT
MANAGEMENT LOCAL SEGMENT SPACE MANAGEMENT AUTO;
```

Note that tablespaces can also be created from the Oracle Enterprise Manager Console.

## Create a User

Create a user that connects to the database.

## Sample Format for Creating Users using SQL

For the underlined sections, enter the items appropriate to the environment being restored:

```
CREATE USER "user name" PROFILE "DEFAULT"
IDENTIFIED BY "password" DEFAULT TABLESPACE "created tablespace"
ACCOUNT UNLOCK;
GRANT "CONNECT" TO "user name";
```

## Sample SQL Statements for Creating Users

```
CREATE USER "ESBPM" PROFILE "DEFAULT"
IDENTIFIED BY "password" DEFAULT TABLESPACE "EVENTSTORESPACE"
ACCOUNT UNLOCK;
GRANT "CONNECT" TO "ESBPM";

CREATE USER "ASBPM" PROFILE "DEFAULT"
IDENTIFIED BY "password" DEFAULT TABLESPACE "ANALYSISSPACE"
ACCOUNT UNLOCK;
GRANT "CONNECT" TO "ASBPM";

CREATE USER "PDBPM" PROFILE "DEFAULT"
IDENTIFIED BY "password" DEFAULT TABLESPACE "PDSPACE"
```

```
ACCOUNT UNLOCK;  
GRANT "CONNECT" TO "PDBPM";
```

Note that users can also be created from the Oracle Enterprise Manager Console.

## Restoring Data

The Oracle data that was backed up in Section "2.1.3 Backing up the Events Database" can be restored by executing the following command.

### Sample Format for the Database Restoration Command

For the underlined sections, enter the items appropriate to the environment being restored:

```
imp 'user name/password@database name' BUFFER=data buffer size  
FROMUSER=owner of the table that was backed up TOUSER=owner of the table being  
restored DESTROY=y(*)  
FILE=file that was backed up LOG=path to the log file
```

\*1: Specifying "DESTROY=y" overwrites the existing data file.

### Example of How to Execute the Database Restoration Command

This example assumes that the Events DB and the Archive DB and Process Discovery DB are stored in different tablespaces.

```
imp 'esbpm/password@DBNAME' BUFFER=30720  
FROMUSER=ESUSER TOUSER=ESBPM DESTROY=y  
FILE=C:/BPMABackup/es_backup.dmp LOG=C:/BPMABackup/es_backup_imp.log  
  
imp 'asbpm/password@DBNAME' BUFFER=30720  
FROMUSER=ASUSER TOUSER=ASBPM DESTROY=y  
FILE=C:/BPMABackup/as_backup.dmp LOG=C:/BPMABackup/as_backup_imp.log  
  
imp 'pdbpm/password@DBNAME' BUFFER=30720  
FROMUSER=ASUSER TOUSER=PDBPM DESTROY=y  
FILE=C:/BPMABackup/pd_backup.dmp LOG=C:/BPMABackup/pd_backup_imp.log
```



#### Note

Do not create tables if the table specification method was used to back up the database. These tables will be created automatically when the database is restored.

## 2.2.5 Restarting Related Systems

### Background Service program

Start services according to a similar procedure.

### Interstage BPM Analytics Server

Start the Interstage BPM Analytics Server according to a similar procedure.

## 2.2.6 Updating the Settings

### Updating the Information for Connecting to the Analytics Server

If the information for connecting to the Interstage BPM Analytics Server has been changed (due to reinstallation, for example), use the Management Console to update the **Connection Information** for connecting to the Analytics Server to match the post-restoration environment.

After updating the connection information, restart the Interstage BPM Analytics Server.

These operations are not required for sensors.

### Updating the Information for Connecting to the Database

If the information for connecting to databases has been changed (due to reinstallation, for example), use the Management Console to update the **Connection Information for Events DB**, **Connection Information for Archive DB** and **Connection Information for Process Discovery DB** settings to match the post-restoration environment.

After updating the database connection information, restart the Interstage BPM Analytics Server.

These operations are not required for sensors.

### Updating the Sensor Connection Information

If the information for connecting to sensors has been changed (due to reinstallation, for example), use the Analytics Management Console to update the **Sensor URL** in the **Connection Status** to match the post-restoration environment.

## 2.3 Migrating the Events database

---

When changes to the hardware environment or to the system environment occur, it is sometimes necessary to change the storage location for the Events Database or the Archive Database. This section explains the procedure to migrate the Events Database and the Archive Database.

The storage location for the Events database and the Archive database can be changed if the following conditions are met:

- The old and new storage locations have the same DBMS type, and
- The new storage size is bigger than old one.

### 2.3.1 Procedure for Migrating the Events Database

---

The procedure to migrate the Events database is as follows:

#### Migration Procedure

1. Stop related systems
2. Back up the Events Database from its current storage location  
Back up the current Events Database. Refer to Section, “[2.1.3 Backing up the Events Database](#)” for details of how to back up databases.
3. Restore the Events Database to the new storage location  
Restore the data backed-up in step 2 to the new Events database. Refer to Section, “[2.2.4 Restoring the Events Databases](#)” for details of how to restore databases.
4. Start related systems
5. Update the Events Database connection information  
Update the information for connecting to the Events Database to the information for the new Events Database. Refer to the “*Interstage Business Process Manager Analytics v12 Management Console*” for details of how to change the information for connecting to the Events database.
6. Delete the old Events Database  
Delete the Events Database at the old storage location if it is no longer required. Refer to the “*Interstage Business Process Manager Analytics Installation Guide*” for details of how to delete the Events Database.



## Note

Check the procedure or sample script used to delete the old Events Database, in order to ensure that the new Events Database will not be deleted by mistake.

## 2.3.2 Procedure for Migrating the Archive database

---

The procedure to migrate the Archive Database is as follows:

### Migration Procedure

1. Stop related systems
2. Back up the Archive Database from its current storage location  
Back up the current Archive Database. Refer to Section, “[2.1.3 Backing up the Events Database](#)” for details of how to back up databases.
3. Restore the Archive database to the new storage location  
Restore the data backed-up in step 2 to the new Archive Database. Refer to Section, “[2.2.4 Restoring the Events Databases](#)” for details of how to restore databases.
4. Start related systems
5. Update the Archive Database connection information  
Update the information for connecting to the Archive Database to the information for the new Archive database. Refer to the “*Interstage Business Process Manager Analytics v12 Management Console*” r details of how to change the information for connecting to the Archive Database.
6. Delete the old Archive Database  
Delete the Archive Database at the old storage location if it is no longer required. Refer to “*Interstage Business Process Manager Analytics v12 Installation Guide*” for details of how to delete the Archive Database.



## Note

Check the procedure or sample script used to delete the old Archive Database, in order to ensure that the new Archive Database will not be deleted by mistake.

## 2.3.3 Procedure for Migrating the Process Discovery database

---

The procedure to migrate the Process Discovery Database is as follows:

### Migration Procedure

1. Stop related systems
2. Back up the Process Discovery Database from its current storage location  
Back up the current Process Discovery Database. Refer to Section, “[2.1.3 Backing up the Events Database](#)” for details of how to back up databases.
3. Restore the Process Discovery database to the new storage location  
Restore the data backed-up in step 2 to the new Process Discovery Database. Refer to Section, “[2.2.4 Restoring the Events Databases](#)” for details of how to restore databases.
4. Start related systems
5. Update the Archive Database connection information  
Update the information for connecting to the Process Discovery Database to the information for the new Process Discovery database. Refer to the “*Interstage Business Process Manager Analytics v12 Management Console*” r details of how to change the information for connecting to the Archive Database.

6. Delete the old Process Discovery Database

Delete the Process Discovery Database at the old storage location if it is no longer required. Refer to “*Interstage Business Process Manager Analytics v12 Installation Guide*” for details of how to delete the Archive Database.

 Note

Check the procedure or sample script used to delete the old Process Discovery Database, in order to ensure that the new Archive Database will not be deleted by mistake.

# Chapter 3 Messages Overview

This chapter provides an overview of the messages that may occur during the Interstage Business Process Manager Analytics (BPMA) operations.

## 3.1 Message Output Format

A sample message output is shown in the following table.

Message identifier	Message content
BADM2104	Authentication failed. The password is incorrect.

- **Message identifier**

The number identifying a message.

- **Message content**

The message text displayed on the screen or log file.

This manual does not cover the following messages:

- Messages that do not require any action.

This includes information-level messages, such as "The operation was successful."

- Messages that do not require a detailed explanation.

This includes simple messages, for example, a message indicating that a password was entered incorrectly.

- Messages reporting problems that the user cannot resolve.

This includes messages reporting a corrupt system environment or corrupt definitions. Contact Fujitsu technical staff in such cases.

## 3.2 Message Output Destinations

### Output destinations

The following table lists the Analytics functions with their respective output destinations for messages.

Function	Output destination
Management Console Dashboard Analytics Studio Process Discovery	Web browser
Management command	Command line
Other messages	Log file

### Windows Application logs

Application logs relating to general Analytics operations can be viewed using the Event Viewer provided with Microsoft Windows.

### Server logs

Analytics Server, Analytics Dashboard, and sensor logs are output to the following folder:

- **Built-in Application Server:**

[*Interstage BPM Analytics Working directory*] /tomcat6/webapps/ibpmm/log

- **Interstage J2EE for Windows:**

[*Interstage installation directory*] /J2EE/var/deployment/ijserver/IBPMMServer/apps/ibpmm.war/log

- **Interstage J2EE for Linux/Solaris:**

/var/opt/FJSVj2ee/deployment/ijserver/IBPMMServer/apps/ibpmm.war/log

- **Interstage JavaEE for Windows:**

[*Interstage installation directory*] /F3FMisjee/var/domains/interstage/applications/j2ee-modules/ibpmm/log

- **Interstage JavaEE for Linux/Solaris:**

/var/opt/FJSVisjee/domains/interstage/applications/j2ee-modules/ibpmm/log

- **WebLogic Server:**

- “No-stage” mode:

On Windows – C:\ibpmm\bpmm\ibpmm\log

On Solaris/Linux – /var/opt/FJSVibpma/ibpmm/log

- “Stage” mode:

<WebLogic domain dir>/servers/<server\_name>/stage/ibpmm/ibpmm/log

- **WebSphere Server:**

<WebSphere\_Installation\_Directory>/AppServer/profiles/<profile\_name>/installedApps/<WebSphere\_Cell\_Name>/ibpmm\_war.ear/ibpmm.war/log

- **JBoss Server:**

- Default context:

<JBoss Home>/server/default/ibpmm.war/log

- IBPMMServer context:

<JBoss Home>/server/IBPMMServer/ibpmm.war/log

There are the following log files:

- (log/operation)operation.log

Includes information related to the behavior and operation of the servers and sensors

- (log/)access.log

Includes information about how to access the Analytics Server using sensors or the Management Console

- (log/)server.log

Includes information related to the behavior of the Analytics Server; it is generally used by support personnel investigating problems



**Note**

The operation.log and access.log can be viewed in the **View Log** tab of the Management Console. These logs can also be downloaded. Additionally, the Logging tab of the Management Console has various settings that allow you to change the logging level and size of the log files.

## Remote sensor logs

Remote sensor logs are output to the following folders:

- Interstage Application Server:

[Interstage installation directory]/J2EE/var/deployment/ijserver/IBPMMSensor/apps/ibpms.war/log/agent

- Sensor as Windows service:

[Sensor installation directory]/log/agent



## Dashboard logs

- activity\_monitor.log  
Includes information related to the behavior and operation of the Analytics Dashboard
- activity\_monitor\_access.log  
Records details of user access and activity

## 3.3 Message Description Format

---

The messages covered in this manual use the following format.

### Message

Displays the message output by the product; consists of a message identifier and message content and may also include parameter information

### Message type

Contains one of the following three message types:

- Error
- Warning
- Information

### Parameters

Explains the parameters used in the message

### Description

Contains a brief description of the message

### Action

Specifies the action that must be undertaken in response to a message; messages of the type "Information" do not require any action

# Chapter 4 Troubleshooting

## 4.1 Installation Problems

---

Installation failed on the Interstage Application Server (Microsoft Windows)

Cause

A required Interstage Application Server service program may not be available.

Action

Start the following service programs if they are not currently running:

- Interstage Operation Tool
- INTERSTAGE

Error displayed in event log after installation

Problem

The error “The Analytics Server failed to start.” was displayed in the event log after installation.

Cause

This message is generated when the set up is not completed immediately after installation.

Action

No action required.

## 4.2 Problems with the Analytics Server

---

Analytics Server failed to start when an SQL Server is used for the Events Database

Cause

The Analytics Server may have failed to access the Events Database. SQL Server does not support Windows authentication when connections are established using JDBC drivers.

Action

Change the authentication method, for users connecting to the Events Database, to the “**mixed mode**” (rather than “Windows authentication” mode).

Analytics Server failed to start

Cause

- The [Analytics eRule Engine] service is not running.
- An error in the settings for connecting to the Events Database.
- The Events Database (RDBMS) may not be running.

Action

Check the causes listed above, and take appropriate action.

Management Console or Analytics Console button does not work

Cause

In case “Internet Explorer Enhanced Security Configuration” is active on Windows Server 2003 or 2008, Management Console or Analytics Console may not work correctly since script execution is not permitted.

#### Action

Change configuration by registering host as “Trusted site” or change configuration of IE ESC in server manager.

## 4.3 Problems with Sensors

---

### Sensor not running after installation

#### Cause 1

A sensor may fail to start because the Analytics Server may not be running.

#### Action 1

Check the operational status using the Management Console.

Log in to the Management Console, start the Analytics Server, and then, try starting the sensor again.

#### Cause 2

The host name or port number specified at installation for the Analytics Server may not be correct.

#### Action 2

Check the host name and port number using the `bpmupdatesensorconf` command at the sensor site. If incorrect, configure new settings using the `bpmupdatesensorconf` command in the update mode, and then, try starting the sensor again.

## 4.4 Event Collection Problems

---

### Events cannot be collected

#### Cause

- The defined connection may not have been enabled.
- Sensors were not restarted after uploading a new sensor configuration.

#### Action

Check the possible causes listed above, and take appropriate action.

### Text sensor events not collected

#### Cause

There may be an incorrect file name or directory path.

#### Action

Specify the file name or directory path again using correct values.

### Deletion and movement processing failed during text file collection

#### Cause

A text sensor may have been accessing the file (to collect events) at the moment when the business system executed deletion or movement processing on that file. Files cannot be deleted while they are being read by text file sensors.

#### Action

If the business system includes processing that deletes or temporarily moves the file, the timing of when the sensor reads the file needs to be adjusted.

## Text file sensor collection failed

### Cause 1

The access privileges that have been set up for the file may not allow the file to be accessed using the "Administrator" privileges held by the text sensor.

### Action 1

Enable the file to be accessed, for example, by adding "Administrator" privileges to the access rights for the file.

### Cause 2

Another possible cause could be an error with the format specification in the task settings for the Analytics Studio when date/time type elements are acquired.

### Action 2

Correct the acquisition format specifications in the task settings to match the format of the text file being monitored. The default format specification assumes that the data will be accurate to the millisecond. If the text file does not include digits for milliseconds, remove the digits for milliseconds from the format specification as well.

### Cause 3

The size of the installation folder path is too long on the Windows Service Edition Text File Sensor.

### Action 3

Re-install using a shorter path.

### Cause 4

When binary data is included in the file, it fails.

### Action 4

Check the target file.

## Date and time information incorrectly extracted from a text file

### Cause

The format specification for date/time elements (such as yyyy/MM/dd HH:mm:ss) may be incorrect.

### Action

Check that the format specification is correct.

## RDB sensor collection failed

### Cause 1

The data type in the source may be different to the data type of the event attribute.

### Action 1

Configure the data type settings for the event attribute of the Studio and the event attribute of the Records Difference parameter the same as the data type in the source.

### Cause 2

Reserved words may be used for the schema, table, or column names in the source RDB.

### Action 2

Follow the advice of vendors who change the names of schemas, tables, or columns in the source RDB using the settings for extraction and attribute mapping in the Analytics Studio. (For example, double-quotes are used to enclose the names of the schemas, tables, or columns in Oracle.)

## The value of UDA cannot be collected by BPM Sensor

### Cause 1

the checkbox of Trackable of UDA in Process definition is not true.

#### Action 1

Make the checkbox of Trackable of UDA true.

## 4.5 Problems with the Management Console

---

### "Internal Server Error" encountered

#### Cause

The "IBPMMServer" Interstage Application Server Work Unit may not be running.

#### Action

Start the "IBPMMServer" Interstage Application Server Work Unit.

### Data migration problems

#### Cause

The Archive database connection Information setting may be incorrect.

#### Action

Check the settings on the Management Console.

### Cannot create database table

#### Cause

The setting of the Management database may be wrong.

#### Action

Investigate the following items:

- Has an appropriate JDBC driver been deployed?
- Is the JDBC connection parameter correct?
- Is the User ID/Password valid?
- Does the user have proper access rights?

## 4.6 Problems Calculating Statistical data

---

### Expected statistical data not generated

#### Cause

Some events may fall outside the range of the operating specification for calculation processing, such as:

- General events that occurred before the [Start Time of Calculation] may not have been calculated.
- General events that occurred more than [Number of calculation units] x [unit of calculation] ago may not have been calculated.

#### Action

Check the calculation rule settings, taking the above specifications into account.

### Unexpected Results

#### Cause

There may be a mistake with the way the calculation processing functions are being used. Consider the following factors:

- Attributes specified with group attributes may have been calculated as independent events.

- For calculations that require the total number of events, "Count" must be specified as the calculation method - not "Total". If "Total" is specified, the result will be the total of the data values for the target attributes.

#### Action

Review the settings for the calculation rule, taking the above factors into account.

### Measurement and judgment of lead time results not correct

#### Cause

The calendar setting of the workflow environment (for example, time zone and business hours) might be wrong.

#### Action

Confirm the calendar setting of the workflow environment. The calendar setting also exists in Analytics Studio.

## 4.7 Problems with Dashboard

---

### "Internal Server Error" displayed

#### Cause

The "IBPMServer" Interstage Application Server Work Unit may not be running.

#### Action

Start the "IBPMServer" Interstage Application Server Work Unit.

### Cannot log into the dashboard

#### Cause 1

If you have set authentication to something other than "Built-in" or "Do not Authenticate", the setup of the authentication environment may not have been completed correctly.

#### Action 1

Check for errors in the authentication environment setup.

#### Cause 2

Adequate permissions to allow login may not be set.

#### Action 2

Grant the user adequate permissions.

### Dashboard not displayed correctly

#### Cause1

The security settings for the Web browser may be too high, blocking the execution of some of the screen.

#### Action1

Lower the security level for the Web browser, for example, remove the blocks on JavaScript and ActiveX. As a general rule, the browser should run at "Medium" security level.

- Select "Enable" of "Allow META REFRESH" on "Miscellaneous" category.
- Select "Enable" of "Active scripting" on "Scripting" category.

#### Cause2

Required software such as Flash Player is not available on your PC.

#### Action2

Use a system where the required software is available.

## Extremely slow screen display response times

### Cause 1

Event statistics calculation processing may be placing a high load on the Analytics Server.

### Action 1

Either decrease the frequency with which calculation processing is executed (by adjusting the schedule) or reduce the precision of the calculation processing (by adjusting the settings for calculation units).

### Cause 2

The Events database may require performance tuning.

### Action 2

Tune the database by referring to the manuals for the database.

Even if optimized information has been set up, consider updating the optimized information if the amount of data has changed.

## Content set for a profile or layout is not being displayed as expected

### Cause

The content may be temporarily unavailable because it has not been published.

### Action

Check in the Ready section to see if the content has been published.

## Unable to display the graph for performance view

### Cause

- The Interstage BPM Console program is not installed on the Analytics server.
- The Console configuration for the Analytics Server has not been completed.
- The specified Interstage BPM Server address in the Console is incorrect.

### Action

Check the causes listed above, and take appropriate action.

## When selecting "Analytics Console" from Windows start menu, Internet Explorer displays a blank screen.

### Cause

In case "Internet Explorer Enhanced Security Configuration" is active on Windows Server 2003 or 2008, Management Console or Analytics Console may not work correctly since script execution is not permitted.

### Action

Change configuration by registering host as "Trusted site" or change configuration of IE ESC in server manager.

## 4.8 Problems Displaying Alerts

---

### No Alerts Displayed in the Alert List

#### Cause

The cause may be any of the following:

- Events may not have been collected.
- The alert rules may not have been enabled.
- The alert rules may not have been enabled if the Analytics Server was restarted after the rules were set up.

- The alert rules may not have been published.

#### Action

Check the causes listed above, and take appropriate action.

Check the latest result in the View Log window of the Management Console to confirm whether the collection has executed.

In case connection type is RDB, check [Management Type] and [Monitor Type] settings in the Analytics Studio.

These may affect collection or alerts.

#### Intended alerts not displayed in alert list

##### Cause

The alerts may not have been specified in [Filter by alert rule name] in the [Alert Monitor Pattern] settings in the Analytics Studio.

##### Action

Either clear the Use checkbox for [Filter by alert rule name] in the [Alert Monitor Pattern] settings in the Analytics Studio, or add the required alert rule to the list of alert rule names.

#### Unknown strings “\${any words}” in alert message

##### Cause1

The “Input Parameter” used to generate the error message for the alert is incorrect.

##### Action1

Update this parameter using Analytics Studio.

##### Cause2

Analytics server can convert them to the instance values only when the target event has values.

##### Action2

Delete the unconverted parameter from the alert message using Analytics Studio.

## 4.9 Chart Display Problems

---

#### Analytics Studio chart Settings changes not applied

##### Cause

The new definitions may not have been published since the changes were made using the Analytics Studio.

##### Action

Publish the definitions.

##### Cause 2

The user has not logged into the Analytics Dashboard again.

##### Action 2

Changes to presentation-related definitions (charts and profiles) are applied after the user logs out, and then, logs in again.

#### Extremely slow screen display response times

##### Cause1

The screen may be taking a long time to refresh because of an extremely large number of events in the display range for the chart.



#### Action1

Reduce the amount of data shown on the graph by adjusting the chart's period settings.

Adjust the number of events per chart to approximately 1000 using the statistical feature. (1 event = 1 record)

#### Cause2

There may be too many charts in the chart layout.

#### Action2

Display only 1 chart per layout.

#### Cause 3

Too many users may be trying to access the Analytics Dashboard.

#### Action 3

Try logging in again after a short delay.

### "No data" displayed, no data plotted

#### Cause

- No events data exists for the period specified by the display range settings for the chart.
- Intended chart settings were not applied because publishing was not performed after changes to the definitions were made in the Analytics Studio.
- Intended calculations were not executed because a calculation rule was not enabled.
- Events may not have been collected correctly.

#### Action

Check the causes listed above, and take appropriate action.

### Statistics event charts not displayed clearly

#### Cause

The target data displayed in the chart may be incomplete as a result of a time lag between the time when all the target general events for the calculation were ready and the time when the calculation was executed.

#### Action

Configure the following settings to adjust statistics events that are displayed in the chart:

- Increase the precision of the calculation results. For this, increase the value of the [Number of Calculation Units] in the [Setting for Calculation Period] for the statistics events step-by-step.
- Adjust the right-hand edge of the graph in the [Period] settings for the chart by an amount equal to the time lag above.
- 

### Error message "Cannot download chart definition data on Analytics Server." or "Cannot download XML data on Analytics Server." is displayed

#### Cause

The session may have timed out.

#### Action

Log in again.

Error message “The number of records exceeded the upper bound. Please change the condition of the definition and decrease the number of records.” is displayed

**Cause**

The maximum number of events has been retrieved by the search.

**Action**

Edit the chart definitions to reduce the number of events.

"An unexpected error has occurred" is displayed

**Cause**

This error message is sometimes displayed in the chart view if the chart settings are changed using the Analytics Studio, while the chart is still displayed in the Web browser.

**Action**

Close the Web browser, and then, open the chart view again.

## 4.10 Problems with Actions setting

---

Error 'java.io.IOException' occurs on details of Alert when executing BPM Action.

**Cause**

Key name which does not exist in target process definition UDA is specified in Action template setting.

**Action**

Set existing key name in target process definitin UDA for Action template setting.

## 4.11 Problems with Process Generator

---

Process Generator tab is not displayed in Analytics Console

**Cause 1**

Process Discovery database has not been set up.

**Action 1**

Setup Process Discovery database on Management Console.

**Cause 2**

"Process Analyzer User" or "Process Analyzer Power User" groups are not assigned to login user.

**Action 2**

Assign "Process Analyzer User" or "Process Analyzer Power User" group to login user on Management Console.

Error “The Correlation Candidates Selection screen cannot be displayed” occurs on Correlation Candidates Selection screen. (In case Analytics Server is installed in Windows environment)

**Cause**

.NET Framework3.5 might not be installed in Analytics Server machine.

**Action**

Please install .NET Framework3.5 from Windows Update or Microsoft website.

Error “The model does not exist” occurs on Model list screen.

**Cause**

Analytics workspace directory might be deleted for some reason.

#### Action

Create new Process Discovery database.

## 4.12 Problems with Process Analyzer

---

Process Analyzer tab is not displayed in Analytics Console

#### Cause 1

Process Discovery database has not been set up.

#### Action 1

Set up Process Discovery database on Management Console.

#### Cause 2

"Process Generator User" group is not assigned to login user.

#### Action 2

Assign "Process Generator User" group to login user on Management Console.

Error "Failed to obtain data from the server" occurs on Process Analyzer operation. (In case Analytics Server is installed in Windows environment)

#### Cause 1

.NET Framework3.5 might not be installed in Analytics Server machine.

#### Action 1

Install .NET Framework3.5 from Windows Update or Microsoft website.

#### Cause 2

Database connection failure might be happening.

#### Action 2

Confirm connection of Process Discovery database setting and correct if setting is wrong. Restart Analytics Server to activate changes.

## 4.13 Problems in Analytics Studio

---

Error icon is displayed in definition tree node in Element Navigation area but no issues reported in Element Issues Tab in Quick Panel

#### Cause 1

Definition displayed in Element Navigation area and Workspace is not in sync.

#### Action 1

Refresh your view.

#### Cause 2

Related element was cancel deleted after marked as deleted.

#### Action 2

Do following action after opening element marked as error.

- Change state to Being edited and do save.
- Change state to Ready.

Element is displayed under Unpublishable Element in Ready Tab

#### Cause 1

Some related element have never been published or not in Ready state.

#### Action 1

Change all of related elements to Ready state.

#### Cause 2

Chart, Alert, or Event Modifier is referring to Event attribute which is not yet published.

#### Action 2

Change related event to Ready state.

#### Cause 3

Layout or Alert Filter which is not related to any elements is in Ready state or Deleted state.

#### Action 3

Do Cancel ready or Cancel delete once. Make relation with other Dashboard Profile or Report and continue operation.

Fails in changing state to Ready for the element which have no Element Issues

#### Cause

Related element is not ever shared.

#### Action

Change all related elements to Shared state.

Empty error dialog pops up

#### Cause

Session is expired from some reason like computer have been in stand by mode.

#### Action

Login to Studio again.

"Serch applet is undefined" is displayed in Online Help

#### Cause

Java plugin is not installed in client system.

#### Action

Install java plugin from <http://java.sun.com>.

Cannot set expression in "Advanced expression" of Condition Editor

#### Cause

Data which datatype is Date or Datetime mght be specified.

#### Action

Cannot specify Date or Datetime data in "Advanced expression". Use Basic expression for Date or Datetime data..

"Hide Header" of Direct Display URLs of Profile is not saved.

#### Cause

The checkbox of "Hide Header" is not preserved because there is "Hide Header" for the input assistance of hideheader of URL.

#### Action

No action about this.

## 4.14 Problems with Messages

---

Messages starting with "qdg" are output in results of command execution or logs. (In case of using Built-in Database)

#### Cause

Some errors may have occurred in the Built-in Database.

## Action

Refer to the following manuals.

Windows:

[Analytics installation directory]/docs/builtindb/en/Windows/Win\_msg\_en.pdf

Linux:

[Analytics installation directory]/docs/builtindb/en/Linux/Linux\_msg\_en.pdf

# Appendix A Application Log Messages

## A.1 Application Log Messages (BOPExxxx)

This section covers the operation log messages that are output to application logs. They mainly consist of logs relating to the startup and shutdown of basic services and major problems that occur during the execution of monitoring functions.

---

### BOPE1001

**The number of pooling event in sensor is over the maximum count [{0}].**

#### Message type

Warning

#### Parameters

{0}= The maximum number of pooling events

#### Description

The number of pooling events has exceeded the monitored value.

#### Action

Reduce the interval used to report events from the sensor. If the problem persists even after the notification event is shortened, ask the Administrator to check the operational status of the Analytics Server.

---

### BOPE2001

**Failed to start the Analytics Server. ( Caused: {0} )**

#### Message type

Error

#### Parameters

{0}= Cause message

#### Description

An error occurred while the Analytics Server was starting up.

#### Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

### BOPE2011

**Failed to execute the event calculation process. ( Rule name:{0}, Caused: {1} )**

#### Message type

Error

#### Parameters

{0}= Event statistics calculation rule name

{1}= Cause message

#### Description

An error occurred during an event statistics calculation process.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Custom Support.

---

## **BOPE2021**

**Failed to register the event. ( Caused: {0} )**

## Message type

Error

## Parameters

{0}= Cause message

## Description

An error occurred during event registration.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BOPE2031**

**Failed to access the rule engine. ( Caused: {0} )**

## Message type

Error

## Parameters

{0}= Cause message

## Description

An error occurred during access to the rule engine.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BOPE2032**

**Failed to access the event database while registering the alert data. ( Caused: {0} )**

## Message type

Error

## Parameters

{0}= Cause message

## Description

An error occurred while alert data was being registered with the database.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BOPE2041**

**Failed to migrate the event and alert. ( Rule name:{0}, Caused: {1} )**

## Message type

Error

## Parameters

{0}= Data migration rule name

{1}= Cause message

## Description

An error occurred during the data migration process.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BOPE3001

**Failed to start the sensor. ( Caused: {0} )**

## Message type

Error

## Parameters

{0}= Cause message

## Description

An error occurred while the Sensor was starting.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BOPE3011

**Failed to start the connection [{0}]. ( Caused: {1} )**

## Message type

Error

## Parameters

{0}= Connection name

{1}= Cause message

## Description

An error occurred while a connection was starting.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BOPE3012

**Failed to stop the connection [{0}]. ( Caused: {1} )**

## Message type

Error



## Parameters

{0}= Connection name  
{1}= Cause message

## Description

An error occurred while a connection was shutting down.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BOPE4001

**An error occurred during escalation.**

**Action ID: {0}**

**System type: {1}**

**Time that the escalation result was received: {2}**

**Target alert name: {3}**

**Target event name: {4}**

**Target related event name: {5}**

**Target alert type: {6}**

**Target alert level: {7}**

**Time of target alert: {8}**

**Details: [9]**

## Message type

Error

## Parameters

{0}= ID Action ID  
{1}= System type  
{2}= Time that the escalation result was received  
{3}= Target alert name  
{4}= Target event name  
{5}= Target related event name  
{6}= Target alert type  
{7}= Target alert level  
{8}= Time of target alert  
{9}= Detail information

## Description

An error occurred while escalation was being performed.

## Action

Refer to the error message, and take appropriate action. If the problem persists, contact Customer Support.

## A.2 Dashboard Messages (BDSHxxxx, BDAVxxxx, BDWCxxxx)

---

This section covers messages that are output by the Analytics Dashboard.

---

### BDSH1010

There is Definition [ {1} ] that is not able to display in [ {0} ]. Please confirm the detail of Definition [ {0} ].

#### Message type

Warning

#### Parameters

{0}= Definition ID

{1}= Definition ID set in definition {0}

#### Description

Content could not be displayed.

#### Action

Publish the definition.

---

### BDSH1011

Definition [ {0} ] is not able to display. Please confirm Definition [ {0} ].

#### Message type

Warning

#### Parameters

{0}=

#### Description

Content could not be displayed.

#### Action

Publish the definition.

---

### BDSH1140

The graph cannot be displayed.(ID=[{0}])

#### Message type

Warning

#### Parameters

{0}= ID

#### Description

A graph failed to display.

#### Action

Use the **Refresh** button or the menu to update the display. Or Try to log in again after a few moments.

---

### BDSH1150

**The table cannot be displayed. (ID={0})**

#### Message type

Warning

#### Parameters

{0}= ID

#### Description

The data table failed to display.

#### Action

Use the **Refresh** button or the menu to update the display. Or Try to log in again after a few moments.

---

### BDSH1151

**The event table cannot be displayed. (ID= {0})**

#### Message type

Warning

#### Parameters

{0}= ID

#### Description

The Event List Table failed to display.

#### Action

Use the **Refresh** button or the menu to update the display. Or Try to log in again after a few moments.

---

### BDSH1160

**The drill down settings cannot be set. (ID={0})**

#### Message type

Warning

#### Parameters

{0}= ID

#### Description

The information needed for drill-down graphs was not correctly set.

#### Action

Use the **Refresh** button or the menu to update the display. Or Try to log in again after a few moments.

---

### BDSH1180

**CSV file cannot be stored. (ID={0})**

#### Message type

Warning

#### Parameters

{0}= ID

## Description

The data output in CSV format failed to write to a file.

## Action

Check that there is enough disk space on the client's machine to save the file. Or Try to log in again after a few moments.

---

## **BDSH1711**

**The number of open sessions exceeds the maximum allowable number. Please wait for 1 minute and try again.**

## Message type

Error

## Parameters

None

## Description

It is not possible to log on at the moment because the number of users who are logged on has reached the session limit.

## Action

Try to log in again after a few moments.

---

## **BDSH2110**

**The connection to the Analytics Server failed. The Analytics Server might have started incorrectly.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server may not have started correctly.

## Action

Check the status of the Analytics Server.

---

## **BDSH2111**

**Could not connect to the Analytics Server. The Analytics Server might have started incorrectly. (Details=[{0}])**

## Message type

Error

## Parameters

{0}: Detail information

## Description

Communication with the Analytics Server failed.

## Action

Check the status of the Analytics Server.

---

**BDSH2340**

**The number of records exceeded the upper bound. Please change the condition of the definition and decrease the number of records. (Chart name=[{0}], Number of records=[{1}]).**

**Message type**

Error

**Parameters**

{0}= Chart definition name

{1}= Number of records

**Description**

Maximum number of records have been retrieved by search.

**Action**

Edit the chart definition to reduce the number of records.

---

**BDSH2712**

**Session is invalid. Please login again.**

**Message type**

Error

**Parameters**

None

**Description**

The session is invalid. The operation cannot continue.

**Action**

Log out and then log in again.

---

**BDSH3010**

**The Analytics Server is not started. Please start the Analytics Server.**

**Message type**

Error

**Parameters**

None

**Description**

The Analytics Server is not running.

**Action**

Start the Analytics Server.

---

**BDSH3035**

**Failed because no chart is set on layout. (id= [{0}])**

**Message type**

Error

Parameters

None

Description

Nothing is displayed, because no chart definition is specified in the chart layout definition.

Action

Correct the chart layout definition using Analytics Studio

**BDSH9999, BDAV9999, BDWC9999**

**Unexpected error has occurred.**

Message type

Error

Parameters

None

Description

An unspecified system error has occurred.

Action

Confirm if there are problems in the system environment and the definition.

The problem may be resolved by closing the browser, and then, restarting and logging in again.

If you cannot resolve this issue, contact Customer Support.

### **A.3 Management Command Messages (BADcxxxx, BALtxxxx, and BMSGxxxx)**

This section covers messages that are output by management commands.

**BADC2001**

**The administration password is not specified.**

Message type

Error

Parameters

None

Description

The administration password is not specified.

Action

Specify the administration password when executing a management command.

**BADC2101**

**The search condition [ {0} ] does not exist or is inaccessible**

## Message type

Error

## Parameters

{0}= Name of search condition definition file

## Description

The search condition definition file failed to be read. Either the search condition definition file does not exist, or it is not a file.

## Action

Specify an existing file as the search condition definition file.

---

## **BADC2102**

**The CSV output file [{0}] already exists.**

## Message type

Error

## Parameters

{0}= Name of CSV output file

## Description

The CSV output file failed to be created. A CSV output file of the same name already exists.

## Action

Specify the name of a non-existent file as the CSV output file.

---

## **BADC2202**

**The Target Database is not specified.**

## Message type

Error

## Parameters

None

## Description

The target database parameter in the search condition definition file is incorrect.

## Action

Check the value of the target database parameter in the search condition definition file and correct it.

---

## **BADC2203**

**The Business Process name is not specified.**

## Message type

Error

## Parameters

None

## Description

The Event Group name parameter in the search condition definition file is not specified.

#### Action

Specify the Event Group name parameter in the search condition definition file.

---

#### **BADC2204**

**The Event name is not specified.**

#### Message type

Error

#### Parameters

None

#### Description

The eventName parameter in the search condition definition file is not specified.

#### Action

Specify the eventName parameter in the search condition definition file.

---

#### **BADC2206**

**The output format for date type is incorrect.**

#### Message type

Error

#### Parameters

None

#### Description

The value of the dateFormat parameter in the search condition definition file is incorrect.

#### Action

Check the value of the dateFormat parameter in the search condition definition file and correct it.

---

#### **BADC2207**

**The output format for time type is incorrect.**

#### Message type

Error

#### Parameters

None

#### Description

The value of the timeFormat parameter in the search condition definition file is incorrect.

#### Action

Check the value of the timeFormat parameter in the search condition definition file and correct it.

---

#### **BADC2208**

**The Start Time format is incorrect.**



## Message type

Error

## Parameters

None

## Description

The value of the startTime parameter in the search condition definition file is incorrect.

## Action

Check the value of the startTime parameter in the search condition definition file and correct it.

---

## **BADC2209**

**The Finish Time format is incorrect.**

## Message type

Error

## Parameters

None

## Description

The value of the finishTime parameter in the search condition definition file is incorrect.

## Action

Check the value of the finishTime parameter in the search condition definition file and correct it

---

## **BADC2212**

**The Finish Time should be after the Start Time.**

## Message type

Error

## Parameters

None

## Description

A time earlier than the search start time was specified as the search finish time.

## Action

Specify a search finish time that is later than the search start time and perform the operation again.

---

## **BADC2301**

**The connection to the Analytics Server failed.**

## Message type

Error

## Parameters

None

## Description

The connection to the Analytics Server failed. Any of the following may be the cause:

- The Web server may have stopped running.
- The Web server port number may be incorrect.
- The Analytics Server may not be available.

#### Action

- Check the operational status of the Web server.
- Check the following content in the command (\*.bat) that was executed:  
set BPM\_PORT=*port number*(\*1)  
\*1: Port number of Web server  
If the Web server port number is incorrect, specify the correct port number.
- Check that the Analytics Server is available.

---

### BADC2302

**The connection to the Analytics Server failed.**

#### Message type

Error

#### Parameters

None

#### Description

The connection to the Analytics Server failed. This failure may be caused by any of the following:

- The Web server may have stopped running.
- The Web server port number may be incorrect.
- The Analytics Server may not be available.

#### Action

- Check the operational status of the Web server.
- Check the following content in the command (\*.bat) that was executed:  
set BPM\_PORT=*port number*(\*1)  
\*1: Port number of Web server  
If the Web server port number is incorrect, specify the correct port number.
- Check that the Analytics Server is available.

---

### BADC2401

**It is possible that the work unit has stopped.**

#### Message type

Error

#### Parameters

None

#### Description

The connection to the Analytics Server failed. The Work Unit may not be running or the Web server port number may be incorrect.

## Action

If the Analytics Server is running, check the following content in the command (\*.bat) that was executed:

```
set BPM_PORT=port number(*1)
```

\*1: Port number of Web server

If the Web server port number is incorrect, specify the correct port number.

---

## BADC2502

**The connection to the Analytics Server failed.**

## Message type

Error

## Parameters

{0}= Detail message

## Description

The connection to the Analytics Server failed. This failure may be caused by any of the following:

- The Web server may have stopped running.
- The Web server port number may be incorrect.
- The Analytics Server may not be available.

## Action

- Check the operational status of the Web server.
  - Check the following content in the command (\*.bat) that was executed:  
set BPM\_PORT=*port number*(\*1)  
\*1: Port number of Web server  
If the Web server port number is incorrect, specify the correct port number.
  - Check that the Analytics Server is available.
- 

## BADC3001

**Authentication failed. The password is incorrect.**

## Message type

Error

## Parameters

None

## Description

Authentication of the management password failed.

## Action

Check the management password of superuser and try again.

---

## BADC3002

**The administration password is not specified.**

## Message type

Error

## Parameters

None

## Description

The administration password was not specified.

## Action

Specify the administration password and try again.

---

## **BADC3101**

**An error occurred while starting the Analytics Server. (details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

An error occurred while the Analytics Server was starting.

## Action

Refer to the detailed information in the message, and take appropriate action.

---

## **BADC3103**

**Starting the Analytics Server failed. (details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The Analytics Server failed to start.

## Action

Refer to the detailed information in the message, and take appropriate action.

---

## **BADC3201**

**An error occurred while stopping the Analytics Server. (details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

An error occurred while the Analytics Server was shutting down.

## Action

Refer to the detailed information in the message, and take appropriate action.

---

## BADC3203

**The Analytics Server failed to stop. (details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The Analytics Server failed to shut down.

### Action

Refer to the detailed information in the message, and take appropriate action.

---

## BADC3301

**An error occurred while getting the status of the Analytics Server.(details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

An error occurred while the status of the Analytics Server was being retrieved.

### Action

Refer to the detailed information in the message, and take appropriate action.

---

## BADC3401

**The Analytics Server is not registered.**

### Message type

Error

### Parameters

None

### Description

The Analytics Server is not registered.

### Action

The Analytics Server host name specified during installation may be incorrect. Reinstall the Analytics Server.

---

## BADC3402

**The Analytics Server [{0}] does not exist.**

### Message type

Error

## Parameters

{0}= Analytics Server identifier

## Description

The specified Analytics Server does not exist.

## Action

Check the Analytics Server identifier and perform the operation again.

---

## **BADC3501**

**An error occurred when the CSV is output. (details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

An error occurred during CSV output.

## Action

Refer to the detailed information in the message, and take appropriate action.

---

## **BADC3502**

**An error occurred when the CSV is output. (details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

An error occurred during CSV output.

## Action

Refer to the detailed information in the message, and take appropriate action.

---

## **BADC3612**

**The event definition [ {1} ] of the specified Event Group [ {0} ] does not exist.**

## Message type

Error

## Parameters

{0}= Event Group name

{1}= Event name

## Description

An event definition matching the specified conditions does not exist.

## Action

Specify an existing Event Group name and event name, and then perform the operation again.

---

### **BADC3613**

**The end day should be after the start day.**

## Message type

Error

## Parameters

None

## Description

A date earlier than the search start date was specified as the search finish date.

## Action

Specify a search finish date that is later than the search start date and perform the operation again.

---

### **BADC3701**

**The table is not set to the event definition [ {0} ].**

## Message type

Error

## Parameters

{0}= Event definition name

## Description

No table is specified in the event definition to be output in CSV format.

## Action

Set a table in the event definition to be output in CSV format and perform the operation again.

---

### **BADC3901**

**The Analytics Server has stopped.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server is not running.

## Action

Start the Analytics Server and perform the operation again.

---

### **BADC4001**

**The connection to the database failed.**

#### Message type

Error

#### Parameters

None

#### Description

The CSV output process failed, because it was unable to connect to the database.

#### Action

Use the Management Console to check the connection information (user name, password and URL) of the specified database.

---

### **BALT2519**

**The escalation action could not be executed because the Analytics Server is not started.**

#### Message type

Error

#### Parameters

None

#### Description

Escalation cannot be performed because the Analytics Server is not running.

#### Action

Start the Analytics Server and perform the operation again.

---

### **BALT2520**

**The escalation execution for the specified action id does not exist.**

#### Message type

Error

#### Parameters

None

#### Description

There is no escalation execution corresponding to the specified action ID.

#### Action

Check that the action ID is correct.

---

### **BALT2521**

**The event definition of cause event for alert does not exist. [ Event ID : {0} ]**

#### Message type

Error

#### Parameters

Event definition identifier

#### Description

Definition information for the event that was the cause of the alert does not exist.



#### Action

There is no action to be taken.

---

#### **BALT2522**

**The event definition of event related for alert does not exist. [ Event ID : {0} ]**

#### Message type

Error

#### Parameters

Event definition identifier

#### Description

Definition information for the event related to the event that was the cause of the alert does not exist.

#### Action

There is no action to be taken.

---

#### **BMSG0027**

**The Escalation that corresponds to specified action execution ID has already succeeded while executing it.**

#### Message type

Error

#### Parameters

None

#### Description

Re-execution was not performed because the escalation corresponding to the specified action ID is currently running or has already completed successfully.

#### Action

There is no action to be taken.

---

#### **BMSG0028**

**Cannot re-execute the specified action execution ID because the corresponding definition does not exist.**

#### Message type

Error

#### Parameters

None

#### Description

Re-execution was not performed because there is no escalation definition corresponding to the specified action ID.

#### Action

Set the escalation definition that was specified for the corresponding alert in the past, and perform the operation again.

---

## **A.4 Management Console Messages (BADMxxxx)**

This section covers messages that are output by the Management Console.

---

## BADM2107

**The session is already invalid.**

### Message type

Error

### Parameters

None

### Description

A time-out may have occurred.

### Action

Log in again.

---

## BADM2111

**Failed to connect to the Web Server, so could not login.**

### Message type

Error

### Parameters

None

### Description

The Analytics Server may be starting up.

### Action

The Analytics Server may be in the process of starting up. Try logging in again after a few moments.  
If the message persists, contact Customer Support.

---

## BADM2313

**Failed to start Analytics Server [ {1} ]. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

{1}= Analytics Server name

### Description

The Analytics Server could not start.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2314

**Failed to stop Analytics Server [ {1} ]. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

{1}= Analytics Server name

## Description

The Analytics Server could not stop.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2315

**Failed to re-start Analytics Server [ {1} ]. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

{1}= Analytics Server name

## Description

The Analytics Server could not restart.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2318

**The Connection URL for Analytics Server [ {0} ] is not correct. (URL: {1})**

## Message type

Error

## Parameters

{0}= Analytics Server name

{1}= Specified URL

## Description

The URL used to connect to the Analytics Server may be incorrect.

## Action

Check the specified URL in the [Server Information] window of the [Analytics Server Management Console].

---

## BADM2343

**Failed to get Analytics Server [ ID: {1} ] Server Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server ID

## Description

The server information relating to the Analytics Server could not be collected.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2344**

**Failed to modify Analytics Server [ {1} ] Server Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server name

## Description

The server information relating to the Analytics Server could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2354**

**Failed to modify Analytics Server [ {1} ] Connection Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server name

## Description

The connection information relating to the Analytics Server could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2373**

**Failed to get Analytics Server [ ID: {1} ] Logging Setting Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server ID

## Description

The log settings relating to the Analytics Server could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2374**

**Failed to Modify Analytics Server [ {1} ] Logging Setting Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server ID

## Description

The log settings relating to the Analytics Server could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2383**

**Failed to get Analytics Server [ ID: {1} ] Event Registration Environment Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server ID

## Description

The event registration environment information relating to the Analytics Server could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2384**

**Failed to modify Analytics Server [ {1} ] Event Registration Environment Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Analytics Server ID

## Description

The event registration information relating to the Analytics Server could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2403

**Failed to get the Sensor List. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

A list of Sensors could not be retrieved.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2404

**Failed to get information for Sensor [ ID: {1} ]. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

{1}= Sensor name

### Description

Information relating to the Sensor could not be retrieved.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2410

**Failed to start Connection [ {1} ]. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

{1}= Sensor name

### Description

The sensor failed to start.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2411

**Failed to stop Connection [ {1} ]. (Details: {0})**

### Message type

Error

## Parameters

{0}= Detailed message  
{1}= Sensor name

## Description

The sensor failed to stop.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2412

**Failed to get the results of the Connection [ {1} ] start process. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Sensor name

## Description

The sensor startup process was performed but it was not possible to get the result.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2413

**Failed to get results of the Connection [ {1} ] stop process. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Sensor name

## Description

The sensor shutdown process was performed but it was not possible to get the result.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2416

**Could not start the selected Connection. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The startup process for the selected connection failed.

#### Action

Use the Management Console to check that the Sensor URL is correct.

---

#### **BADM2417**

**Could not stop the selected Connection. (Details: {0})**

#### Message type

Error

#### Parameters

{0}= Detailed message

#### Description

The shutdown process for the selected connection failed.

#### Action

Use the Management Console to check that the Sensor URL is correct.

---

#### **BADM2418**

**The Host Name or Port Number of the Extended Command URL is not correct.**

#### Message type

Error

#### Parameters

None

#### Description

The host name or port number of the Sensor URL is incorrect.

#### Action

Correct the Sensor URL in the Management Console.

---

#### **BADM2419**

**The Sensor may have stopped.**

#### Message type

Error

#### Parameters

None

#### Description

The Sensor could not be connected. The Sensor may not be running or the Web server port number may be incorrect.

#### Action

Start the Sensor.

If the Sensor is already running, check the port number of the Web server.

---

#### **BADM2503**

**Failed to get the Events DB Connection Information. (Details: {0})**



## Message type

Error

## Parameters

{0}= Detailed message

## Description

The Events DB connection settings could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2504

**Failed to modify the Events DB Connection Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The Events DB connection settings could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2505

**Could not open the {1} file. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

{1}= [ Web applications home directory]/jdbc.properties

## Description

The file may not exist, the object may be a directory and not a file, or it may not be possible to open the file for some other reason.

## Action

Check that [home directory for Web applications]/jdbc.properties exists.

---

## BADM2506

**Could not read the {1} file. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

{1}= [ Web applications home directory]/jdbc.properties

## Description

The file failed to be read.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2513**

**Failed to get the Connection Pooling Information for the Events DB. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The connection pooling settings relating to the Events Database could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2514**

**Failed to modify the Connection Pooling Information for the Events DB. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The connection pooling settings relating to the Events Database could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2523**

**Failed to get the Archive DB Connection Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The connection settings relating to the Archive Database could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2524

**Failed to modify the Archive DB Connection Information. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The connection settings relating to the Archive Database could not be updated.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2543

**Failed to get the SMTP Server Information. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The SMTP server settings could not be retrieved.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2544

**Failed to modify the SMTP Server Information. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The SMTP server settings could not be updated.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2553

**Failed to get the SMTP Authentication Information. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

## Description

The SMTP authentication settings could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2554**

**Failed to modify the SMTP Authentication Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The SMTP authentication settings could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2563**

**Failed to get the POP before SMTP Authentication Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The POP authentication settings could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## **BADM2564**

**Failed to modify the POP before SMTP Authentication Information. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The POP authentication settings could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2582

**Failed to get the data migration rule list. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The list of data migration rules could not be retrieved.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2583

**Failed to delete the data migration rule. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The selected data migration rule could not be deleted.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2584

**Failed to create the data migration rule [ {1} ]. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

{1}= Data migration rule name

### Description

A new data migration rule could not be created.

### Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2585

**Failed to get the data migration rule [ ID: {1} ] information. (Details: {0})**

### Message type

Error

## Parameters

{0}= Detailed message  
{1}= Data migration rule ID

## Description

Information about the data migration rule could not be retrieved.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2586

**Failed to modify the data migration rule [ {1} ]. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Data migration rule name

## Description

The data migration rule could not be updated.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2589

**Failed to get the target event definition for target Business Process [ {1} ]. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message  
{1}= Business Process name

## Description

It was not possible to get event definition information defined in the selected Business Process.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

## BADM2591

**Failed to add to the condition list. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

Could not add to the condition list.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

---

### **BADM2592**

**The same data migration rule name [ {0} ] currently exists.**

## Message type

Error

## Parameters

{0}= Data migration rule name

## Description

A data migration rule of the same name is already defined.

## Action

Specify a different data migration rule name.

---

### **BADM2593**

**The same combination of Business Process [ {1} ] and event definition [ {2} ] currently exists. (Details: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

{1}= Business Process name

{2}= Event definition name

## Description

The Business Process and event definition combination specified in the condition list already exists.

## Action

Specify a different Business Process-event definition combination.

---

### **BADM2594**

**Saved data migration rule [ {0} ] information, but could not apply the schedule.**

## Message type

Error

## Parameters

{0}= Data migration rule name

## Description

The definition information relating to the selected data migration rule was saved but it could not be applied.

## Action

Restart the server.

If the problem persists, contact Customer Support.

---

## BADM2595

**Saved data migration rule [ {1} ] information, but could not apply the schedule. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

{1}= Data migration rule name

### Description

The definition information relating to the selected data migration rule was saved but it could not be applied.

### Action

Restart the server.

If the problem persists, contact Customer Support.

---

## BADM2596

**Deleted data migration rule [ {1} ] information, but could not apply it. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

{1}= Data migration rule name

### Description

The selected data migration rule was deleted but the change could not be applied.

### Action

Restart the server.

If the problem persists, contact Customer Support.

---

## BADM2597

**Deleted the specified data migration rule information, but could not apply it. (Details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

The selected data migration rule was deleted but the change could not be applied.

### Action

Restart the server.

If the problem persists, contact Customer Support.

---

## BADM2598

**Failed to get Target Business Process or Target Event Definition. (Details: {0})**



## Message type

Error

## Parameters

{0}= Detailed message

## Description

It was not possible to get information about the Business Process or event definition.

## Action

Refer to the detailed information in the message, and take appropriate action. If the problem persists, contact Customer Support.

## **A.5 Analytics Studio Messages(BWSTxxxx, BPMAxxxx)**

---

This section covers messages that are output by the Analytics Studio.

### **BWST2054**

**Error marking element "{0}" for publication.**

## Message type

Error

## Parameters

{0}=Element name

## Description

Failed in publish operation.

Following reason can be considered.

1. Element issues remaining.
2. Related elements are not shared.

## Action

1. Remove issues listed in Element issues panel.
2. Share related elements.

### **BWST2145**

**Error updating collection rule "{0}".**

## Message type

Error

## Parameters

{0}=Collection rule element name

## Description

Failed in updating Collection Rule.

Related event might be not in Being Edited state, or some other user might be editing.

## Action

Comfirm related event can be edited.

---

**BWST2138**

**Error retrieving data for drill parameters.**

Message type

Error

Parameters

None

Description

State of element might not be Being edited state.

Action

Change state to Being edited.

---

**BWST2510**

**Studio session has expired. Please login to the application again.**

Message type

Error

Parameters

None

Description

Session has been expired for some reason like there was no operation for certain time.

Action

Login again.

---

**BWST2511**

**The request could not be completed.**

Message type

Error

Parameters

None

Description

Request did not completed for some reason like server side processing is taking time.

Action

Confirm server status.In case operating multiple elements at same time, reduce amount of data to operate and retry.

---

**BPMA11005**

**Dependent library for getting IBPM related information have not been set up. Please set up required library from Management Console.**

Message type

Error

#### Parameters

None

#### Description

Library to connect Interstage BPM server have not been setup.

#### Action

Setup required library on Management Console.

---

#### **BPMA11007**

**Error establishing a database connection.Please check the database setting.**

#### Message type

Error

#### Parameters

None

#### Description

Failed in connecting database.

#### Action

Confirm database status. Or, confirm connection information is correct on Management Console.

---

#### **BPMA11008**

**Database Error. Please check the database setting.**

#### Message type

Error

#### Parameters

None

#### Description

Failed in connecting to database.

#### Action

Confirm database status. Or, confirm connection information is correct on Management Console.

---

#### **BPMA11010**

**Problem with I-BPM connection.Please check whether I-BPM is installed and working properly.**

#### Message type

Error

#### Parameters

None

#### Description

Failed in connecting to Interstage BPM server.

#### Action

Confirm Interstage BPM server status.Or, confirm connection information is correct on Management Console.

---

## BPMA20001

**Element delete failed. Element ({0}) has child element(s).**

### Message type

Error

### Parameters

{0}=Element name

### Description

Trying to delete element which have child element(s).

### Action

Retry after deleting child element(s).

---

## BPMA40003

**Element copy failed. Parent element may not be in being edited state or being edited(published) state or owner may not be the same.**

### Message type

Error

### Parameters

None

### Description

Failed in Element copy since parent element cannot be edited.

### Action

Confirm parent element status.

---

## BPMA50003

**Related event ({0}) not in edit state or is locked by other user. Ensure related event is in edit state.**

### Message type

Error

### Parameters

{0}=Event element name

### Description

Related event cannot be edited.

### Action

Confirm related event status.

## Appendix B Analytics Server Messages

### B.1 Analytics Server Messages (BEFAxxxx, BEFSxxxx, BPSHxxxx, BEGNxxxx, BTSKxxxx, BSRCxxxx, BECSxxxx, BWIFxxxx, BDBAxxxx, BLTCxxxx, BESTxxxx, BDMSxxxx, BADCxxxx, BALTxxxx)

This section explains the messages that are output by the Analytics Server.

---

#### BEFA2020

**Unable to create a new connection.**

Message type

Error

Parameters

None

Description

An attempt to establish a new connection with the rule engine failed.

Action

Check the following:

- That the rule engine is running.
- The server name and port number used by the rule engine are correct.
- The number of "Event Statistics Calculation" and "Event Registration" connections may have exceeded the maximum number of connections for the rule engine. The maximum number of "Event Statistics Calculation" and "Event Registration" connections can be viewed using the **Connection Pooling** tab in the **DB Connection Setting** window of the Analytics Management Console.

---

#### BEFS3421

**The rule is running.**

Message type

Error

Parameters

None

Description

The relevant rule is currently processing.

Action

Stop the rule that is running.

---

#### BEFS3422

**The rule is NOT running.**

Message type

Error

Parameters

None

Description

The relevant rule is not currently running.

Action

Start the relevant rule that is not currently running.

---

**BPSH1101**

**The SMTP address is not set to SMTP server information.**

Message type

Warning

Parameters

None

Description

The SMTP address used for sending mail is not set.

Action

Set the SMTP address in the SMTP server information using the Analytics Management Console.

---

**BPSH1104**

**Transmission former address ({0}) of SMTP server information is illegal.**

Message type

Warning

Parameters

{0}= Transmission source address

Description

An invalid address has been set as the source mail address used when sending mail.

Action

Set the source address in the SMTP server information using the Analytics Management Console.

---

**BPSH1105**

**A transmission former address is not set to SMTP server information.**

Message type

Warning

Parameters

None

Description

No source address for sending mail has been set.

#### Action

Set the source address in the SMTP server information using the Analytics Management Console.

---

#### **BPSH1106**

**POP address is not set to the POP before SMTP authentication information.**

#### Message type

Warning

#### Parameters

None

#### Description

The POP address for POP-before-SMTP authentication has not been set.

#### Action

Set the POP address in the POP-before-SMTP authentication information using the Analytics Management Console.

---

#### **BPSH1109**

**POP account name is not set to the POP before SMTP authentication information.**

#### Message type

Warning

#### Parameters

None

#### Description

The POP account name for POP-before-SMTP authentication has not been set.

#### Action

Set the POP account name in the POP-before-SMTP authentication information using the Analytics Management Console.

---

#### **BPSH1110**

**POP password is not set to the POP before SMTP authentication information.**

#### Message type

Warning

#### Parameters

None

#### Description

The password for POP-before-SMTP authentication has not been set.

#### Action

Enter the POP password in the POP-before-SMTP authentication information using the Analytics Management Console.

---

#### **BPSH1111**

**The SMTP account name is not set to the SMTP authentication information.**

#### Message type

Warning

#### Parameters

None

#### Description

The SMTP account name for SMTP authentication has not been set.

#### Action

Enter the SMTP account name in the SMTP authentication information using the Analytics Management Console.

---

### **BPSH1112**

**The SMTP password is not set to the SMTP authentication information.**

#### Message type

Warning

#### Parameters

None

#### Description

The SMTP password for SMTP authentication has not been set.

#### Action

Enter the SMTP password in the SMTP authentication information using the Analytics Management Console.

---

### **BPSH2403**

**(alert name: {0})A transmission former address was not able to be set.**

#### Message type

Error

#### Parameters

{0}= Alert name

#### Description

An invalid address was set as the source address for sending mail.

#### Action

Check that the source address in the SMTP server information is correct using the Analytics Management Console.

---

### **BPSH2503**

**(alert name: {0}) POP was not able to be attested.**

#### Message type

Error

#### Parameters

{0}= Alert name

#### Description

POP authentication could not be performed.



#### Action

Check that the POP-before-SMTP authentication information is correct using the Analytics Management Console.

---

#### **BPSH2504**

**(alert name: {0}) POP was not able to be connected.**

#### Message type

Error

#### Parameters

{0}= Alert name

#### Description

A connection to the POP server could not be established.

#### Action

Check that the POP-before-SMTP authentication information is correct using the Analytics Management Console.

---

#### **BPSH2505**

**(alert name: {0}) The maximum number of retries to authenticate POP server was exceeded.**

#### Message type

Error

#### Parameters

{0}= Alert name

#### Description

The maximum number of retries specified for POP server authentication was exceeded.

#### Action

Check that the POP-before-SMTP authentication information is correct using the Analytics Management Console.

---

#### **BPSH2506**

**(alert name: {0}) SMTP authentication could not be performed.**

#### Message type

Error

#### Parameters

{0}= Alert name

#### Description

SMTP authentication could not be performed.

#### Action

Check that the SMTP authentication information is correct using the Analytics Management Console.

---

#### **BPSH2507**

**(alert name: {0}) An SMTP connection could not be established.**

## Message type

Error

## Parameters

{0}= Alert name

## Description

A connection to the SMTP server could not be established.

## Action

Check that the SMTP authentication information is correct using the Analytics Management Console.

---

## **BPSH2508**

**(alert name: {0}) The maximum number of retries to authenticate SMTP server was exceeded.**

## Message type

Error

## Parameters

{0}= Alert name

## Description

The maximum number of retries specified for SMTP server authentication was exceeded.

## Action

Check that the SMTP authentication information is correct using the Analytics Management Console.

---

## **BPSH2512**

**(alert name: {0}) (language: {1})Destination address ({2}) is illegal.**

## Message type

Error

## Parameters

{0}= Alert name

{1}= Language

{2}= Transmission destination address

## Description

The destination address was invalid.

## Action

Check that the destination address is correct using the Analytics Management Console.

---

## **BPSH2516**

**(alert name: {0}) The maximum number of retries to send an email was exceeded.**

## Message type

Error

## Parameters

{0}= Alert name

## Description

The specified number of mail transmission retries has been exceeded.

## Action

Check that the SMTP server information is correct using the Analytics Management Console.

---

## BEGN1001

**It failed in the reflection of definitions.[Definitions list:{0}]**

## Message type

Warning

## Parameters

{0}= List of failed definitions

## Description

Failure to reflect definitions published in the Analytics Studio to the Analytics Server.

## Action

Restart the Analytics Server.

After restart, check the definitions to ensure they have been correctly reflected. If not, contact Customer Support.

---

## BEGN1050

**Initial update of Data status failed.[ Detail : {0} ]**

## Message type

Warning

## Parameters

{0}= Error details

## Description

Failed to initialize the data displayed in the Data Status of Management Console

## Action

Take appropriate action to address the issue specified in Error details, and, restart the Analytics Server to apply the changes.

If you are unable to address the issue specified in Error details, simply restart the server and, on logon, check the Data Status of the Management Console. If it still displays incorrect data, contact Customer Support.

---

## BEGN1051

**Data status update which is done at long intervals failed.[ Detail : {0} ]**

## Message type

Warning

## Parameters

{0}= Error details

## Description

Failed to update long-term data displayed in the Data Status of Management Console

## Action

Take appropriate action to address the issue specified in Error details, and, restart the Analytics Server to apply the changes.

If you are unable to address the issue specified in Error details, simply restart the server and, on logon, check the Data Status of the Management Console. If it still displays incorrect data, contact Customer Support.

---

## BEGN1052

**Data status update which is done at short intervals failed.[ Detail : {0} ]**

## Message type

Warning

## Parameters

{0}= Error details

## Description

Failed to update short-term data displayed in the Data Status of Management Console

## Action

Take appropriate action to address the issue specified in Error details, and, restart the Analytics Server to apply the changes.

If you are unable to address the issue specified in Error details, simply restart the server and, on logon, check the Data Status of the Management Console. If it still displays incorrect data, contact Customer Support.

---

## BEGN1053

**Update process of Data status failed.[ Detail : {0} ]**

## Message type

Warning

## Parameters

{0}= Error details

## Description

Failed to update the data displayed in the Data Status of Management Console when starting the Analytics Server

## Action

Restart the Analytics Server after solving the problem described in the error details.

If the problem cannot be solved, restart the Analytics Server, then check whether the data displayed in the Data Status of the Management Console is correct. Contact support if the values are incorrect.

---

## BEGN2001

**The Analytics Server failed to initialize. Check the environment.**

## Message type

Error

## Parameters

None

## Description

An environment-related error occurred.

## Action

Re-install the Analytics Server. If the problem persists, contact Customer Support.

---

## BEGN2002

**The Analytics Server failed to start. The Analytics Server host name may be incorrect. Recheck the environment.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server host name specified at installation time may be wrong.

## Action

Re-install the Analytics Server with the correct host name.

---

## BEGN2006

**Registration of the Analytics Server failed.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server host name specified at installation time may be wrong.

## Action

Check the following:

- The Analytics Server host name is correct
- 

## BEGN2007

**The Analytics Server failed to start. Check the settings, connection information and operational status of the database, and the operational status of the rule engine.**

## Message type

Error

## Parameters

None

## Description

An error occurred while the Analytics Server was starting up. The database connection or the connection with the rule engine may have failed.

## Action

Check the following and eliminate the cause of any problems detected, then restart the Analytics Server:

- Events DB connection information
- User privileges specified in the Events DB connection information

- Operational status of Events DB
- Operational status of the rule engine
- Rule engine connection information (if the maximum number of connections allowed in connection pooling has been changed)

---

## BEGN2011

**A common component failed to stop.**

### Message type

Error

### Parameters

None

### Description

An error occurred while the Analytics Server was starting up. The database connection or the connection with the rule engine may have failed.

### Action

The Analytics Server failed to start. Check the following settings and then restart the Analytics Server:

- Events DB connection information
- Operational status of Events DB
- Rule engine connection information
- Operational status of the rule engine

---

## BEGN2016

**The Sensor failed to start.**

### Message type

Error

### Parameters

None

### Description

The sensor controller failed to start.

### Action

Check the following settings:

- The Analytics Server where the sensor controller was registered
- The sensor controller name specification

---

## BEGN2019

**The data migration function failed to start.**

### Message type

Error

### Parameters

None

## Description

The data migration function failed to start.

## Action

Check the Archive DB connection information.

---

## BEGN2022

**The data migration function is currently unusable. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Detailed message

## Description

The data migration function currently cannot be used due to a missing setting or a problem with the environment.

## Action

If the Archive DB is to be used, handle the problem as instructed in the detailed message.

Otherwise, no action needs to be taken.

If the problem persists, contact Customer Support.

---

## BEGN2023

**The Analytics Server cannot start because the version of the Analytics Server differs from the version specified in the settings. (Analytics Server: {0}, Settings: {1})**

## Message type

Error

## Parameters

{0}= Version of Analytics Server

{1}= Version in settings

## Description

The Analytics Server version differs from the version specified in the settings.

## Action

Re-install or upgrade the Analytics Server. If the problem persists, contact Customer Support.

---

## BEGN2112

**The retry count of updating the DB schema has exceeded the defined threshold.**

## Message type

Error

## Parameters

None

## Description

The database modification process limit exceeded. Database connection may have failed.

## Action

Check the following, eliminate the cause, and restart the Analytics Server.

- Connection information for the Events DB or Archive DB
  - Operational status of the Events DB or Archive DB
- 

## BEGN2120

Failed to check if the table definitions and Events DB match.

### Message type

Error

### Parameters

None

### Description

Failed to check if the table definitions and Events database match; database connection may have failed

## Action

Check the following, eliminate the cause, and restart the Analytics Server.

- Connection information for the Events DB
  - Operational status of the Events DB
- 

## BEGN2121

Failed to check if the table definitions and Archive DB match.

### Message type

Error

### Parameters

None

### Description

Failed to check if the table definitions and Archive database match; database connection may have failed

## Action

Check the following, eliminate the cause, and restart the Analytics Server.

- Connection information for the Archive DB
  - Operational status of the Archive DB
  - Operational status of the Process Discovery DB
- 

## BEGN3002

**The specified event definition does not exist. [ ID : {0} ]**

### Message type

Error

### Parameters

{0}= Event definition ID

### Description

The event definition specified when the Analytics Server started does not exist.



## Action

Restart the Analytics Server.

---

### **BEGN3003**

**The specified event definition does not exist. [Event Group Name: {0}, Event definition name: {1}]**

## Message type

Error

## Parameters

{0}= Event Group name

{1}= Event name

## Description

The event definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

### **BEGN3004**

**The specified table definition does not exist. [Table name: {0}]**

## Message type

Error

## Parameters

{0}= Table name

## Description

The table definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

### **BEGN3005**

**The specified process definition does not exist. [Event definition ID: {0}]**

## Message type

Error

## Parameters

{0}= Event definition ID

## Description

The process definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

### **BEGN3006**

**The specified process definition does not exist. [Event Definition ID : {0}, Version : {1}]**

## Message type

Error

## Parameters

{0}= Event definition name

{1}= Version

## Description

The process definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

## **BEGN3007**

**The specified lead time calculation rule does not exist. [ID: {0}]**

## Message type

Error

## Parameters

{0}= Lead time calculation rule ID

## Description

The lead time calculation rule definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

## **BEGN3008**

**The specified lead time calculation rule does not exist. [Application Package Name: {0}, Calendar Name: {1}]**

## Message type

Error

## Parameters

{0}= Application package name

{1}= Calendar name

## Description

The lead time calculation rule definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

## **BEGN3009**

**The specified alert definition does not exist. [ ID : {0} ]**

## Message type

Error

## Parameters

{0}= Alert definition ID

## Description

The alert definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

## BEGN3010

**The specified business process definition does not exist. [ ID : {0} ]**

## Message type

Error

## Parameters

{0}= Business Process ID

## Description

The Business Process definition specified when the Analytics Server started does not exist.

## Action

Restart the Analytics Server.

---

## BTSK2006

**The schedule of specified ID [ {0} ] has already been on.**

## Message type

Error

## Parameters

{0}= Schedule ID

## Description

The specified schedule cannot be started because it is already on.

## Action

Do not attempt to start a schedule that is already on.

---

## BTSK2007

**The schedule of specified ID [ {0} ] has already been off.**

## Message type

Error

## Parameters

{0}= Schedule ID

## Description

The specified schedule cannot be stopped because it is already off.

## Action

Do not attempt to stop a schedule that is already off.

---

## BTSK2009

**Failed to turn on the schedule. ( ID : [ {0} ] )**

### Message type

Error

### Parameters

{0}= Schedule ID

### Description

The schedule failed to run.

### Action

Check if a schedule that cannot be executed was specified.

Example: Feb 30 of every year

---

## BSRC2213

**The specified table name [ {0} ] does not exist.**

### Message type

Error

### Parameters

{0}= Table name in Events DB

### Description

The specified table does not exist.

### Action

Check the status of the database table definition.

---

## BSRC2215

**Failed to get the send/receive data. (details: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

Data that has been sent or received could not be obtained.

### Action

Refer to the message details and take appropriate action. If the problem persists, contact Customer Support.

---

## BECS1002

**The maximum number of events that can be accepted [{0}] was exceeded.**

### Message type

Warning

## Parameters

{0}= Maximum number of events that can be accepted

## Description

The event registration is congested.

## Action

Change the maximum number of events that can be accepted or lengthen the event notification interval. To change the maximum number of events that can be accepted, change the value of "MaxStayedWEFCount" in the "eventcollection.xml" file in the "conf" directory of the Work Unit.

---

## BECS1003

**A time-out occurred while the event collection server was shutting down.**

## Message type

Warning

## Parameters

None

## Description

The event registration process was interrupted while the Analytics Server or Work Unit was shutting down.

## Action

There is no action to be taken.

Event information that could not be registered because of the interruption will be registered the next time the Analytics Server starts up.

---

## BECS1004

**The number of error WEF files exceeded threshold {0}. Please correct the error part of error WEF file, and execute the event re-registration command.**

## Message type

Warning

## Parameters

{0}= Threshold value

## Description

Invalid event information (such as too long string values) caused the number of error WEF files to exceed the maximum threshold.

## Action

Correct the invalid values in the error WEF files and execute the event re-registration command.

---

## BECS1005

**The IP address could not be acquired from the address specified by access control. (Address: {0})**

## Message type

Warning

## Parameters

{0}= Host name or IP address

## Description

The address specified by access control has been specified incorrectly.

## Action

Check the address specified by access control.

---

## BECS2001

**The Analytics Server is not operating.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server is not running.

## Action

Start the Analytics Server.

---

## BECS2002

**The event registration function is not supported.**

## Message type

Error

## Parameters

None

## Description

The event registration function of the Analytics Server has been disabled.

## Action

Enable the event registration function and restart the Analytics Server.

---

## BECS2003

**The Analytics Server is shutting down.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server is in the process of stopping.

## Action

There is no action to be taken.  
Wait until the Analytics Server restarts.

---

## BECS2005

**An error occurred by acquiring service. [ IP Address:{0} ]**

### Message type

Error

### Parameters

{0}= IP address

### Description

The request did not originate from the IP address set by access control.

### Action

Check the access restrictions in the event registration environment settings using the Analytics Management Console.

---

## BECS2012

**The Sensor is not registered. [Sensor ID: {0}]**

### Message type

Error

### Parameters

{0}= Sensor controller ID

### Description

A service was requested by a sensor controller not registered with the Analytics Server.

### Action

Check that the sensor controller registration destination is correct.

---

## BECS2013

**The password cannot be authenticated.**

### Message type

Error

### Parameters

None

### Description

The specified password has not been authenticated.

### Action

The password may have expired. Run the process again.

If the error continues to occur, check that the password authenticated key is set correctly.

---

## BECS2014

**A communication error occurred when event information was being re-registered. Check that it is possible to connect to the URL [{0}].**

### Message type

Error

## Parameters

{0}= URL

## Description

A connection to the specified URL could not be established.

## Action

Check the status of the Analytics Server using the Analytics Management Console. If the Analytics Server is running, check the URL.

---

## BECS2015

**The administrator password is invalid.**

## Message type

Error

## Parameters

None

## Description

The specified password has not been authenticated.

## Action

Check the password.

---

## BECS2016

**The error WEF file of the specified Received ID [{0}] does not exist.**

## Message type

Error

## Parameters

{0}= Acceptance ID

## Description

The error WEF file corresponding to the specified Acceptance ID does not exist.

## Action

Check the specified Acceptance ID.

---

## BECS2019

**An error occurred during a request to a sensor. [Sensor ID:{0}]**

## Message type

Error

## Parameters

{0}= Sensor controller ID

## Description

An error occurred during communications with a sensor controller.



## Action

Check the operational status of the Work Unit of the sensor or use Analytics Designer to check the sensor controller connection information.

---

### BECS3001

**An error occurred while event collection server definition information was being analyzed. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Error details

## Description

An error occurred while the reported event information was being analyzed.

## Action

Check the event information being reported.

---

### BECS3002

**The WEF file directory [Path: {0}] could not be created.**

## Message type

Error

## Parameters

{0}= Path

## Description

A directory could not be created in the specified path.

## Action

Check the path.

---

### BECS3003

**Attribute [{1}] of element [{0}] in the event collection server definition file is not set.**

## Message type

Error

## Parameters

{0}= Element name  
{1}= Attribute name

## Description

An attribute in the definition file has not been set.

## Action

Check the "eventcollection.xml" file in the "conf" directory of the Work Unit.

---

### BECS3004

**The value of attribute [{0}] in the event collection server definition file is illegal. [Value:{1}]**

## Message type

Error

## Parameters

{0}= Attribute name

{1}= Attribute value

## Description

The value of an attribute in the definition file is invalid.

## Action

Check the "eventcollection.xml" file in the "conf" directory of the Work Unit.

---

## BECS3005

**The passphrase in the event collection server definition file failed to be decrypted.**

## Message type

Error

## Parameters

None

## Description

The passphrase in the definition file is invalid.

## Action

Check the "eventcollection.xml" file in the "conf" directory of the Work Unit.

---

## BECS3009

**An error occurred while event definition information was being obtained. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Error details

## Description

A nonexistent event definition was reported.

## Action

Check the event definition.

---

## BECS3012

**An error occurred during WEF analysis. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Error details

## Description

There is an error in the reported event information.

## Action

Check the error information in the error WEF file.

---

## BECS3021

**An error occurred when an event was input into the rule engine.**

## Message type

Error

## Parameters

None

## Description

An error occurred when an event was input into the rule engine.

## Action

Check the status of the rule engine.

---

## BECS3023

**An environment error occurred. (Details: {0})**

## Message type

Error

## Parameters

{0}= Error details

## Description

A connection to the Events DB or the rule engine could not be established.

## Action

Check the Events DB or rule engine connection information.

If the error details indicate a BEFA2020 error, the number of "Event Statistics Calculation" and "Event Registration" connections may have exceeded the maximum number of connections specified for the rule engine. The maximum number of "Event Statistics Calculation" and "Event Registration" connections can be viewed using the **Connection Pooling** tab in the **DB Connection Setting** window of the Analytics Management Console. Refer to "Maximum number of connections" in Section 5.1.6, "Connection Pooling", of the *Interstage Business Process Manager Analytics Management Console Guide* for information on changing the rule engine settings.

---

## BECS4001

**The URL of the Analytics Server is invalid. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Error details

## Description

The URL used to connect to the Analytics Server is invalid.

## Action

Check the URL in the Analytics Server connection information using the Analytics Management Console.

---

### **BECS4002**

**The URL of the Analytics Server is not set.**

## Message type

Error

## Parameters

None

## Description

The URL used to connect to the Analytics Server has not been set.

## Action

Check the URL in the Analytics Server connection information using the Analytics Management Console, and set if necessary.

---

### **BECS4003**

**The information used to connect to the Analytics Server is wrong or the Analytics Server is not running.**

## Message type

Error

## Parameters

None

## Description

An attempt to access the Analytics Server failed.

## Action

Check the status of the Analytics Server, or the information used to connect to the Analytics Server using the Analytics Management Console.

---

### **BECS5003**

**[IP: {0}] An access error occurred during the sensor registration process.**

## Message type

Error

## Parameters

{0}= IP address

## Description

A request to register information with the Analytics Server was issued by the sensor controller registering event information but the request was not authenticated.

## Action

Check the access restrictions in the event registration environment settings using the Analytics Management Console.

---

### **BECS5004**

**[IP: {0}] An error occurred during the sensor registration process.**

## Message type

Error

## Parameters

{0}= IP address

## Description

A sensor controller failed to be registered with the Analytics Server because the information relating to the sensor controller was invalid.

## Action

Check the sensor controller information.

---

## **BECS5009**

**[IP: {0}] An access error occurred during the event registration acceptance process.**

## Message type

Error

## Parameters

{0}= IP address

## Description

Event information was reported by a sensor controller but it was not authenticated.

## Action

Check the access restrictions in the event registration environment settings using the Analytics Management Console.

---

## **BECS5010**

**[IP: {0}] An error occurred during the event registration acceptance process.**

## Message type

Error

## Parameters

{0}= IP address

## Description

The registration of event information was not accepted because the event information reported by the sensor controller was invalid.

## Action

Check the event information reported by the sensor controller.

---

## **BECS6001**

**[ReceivedID:{0}][Error Code:{1}][Error Message:{2}]**

## Message type

Error

## Parameters

{0}= Received ID

{1}= Error code

{2}= Error message

## Description

An error occurred during the registration of event information.

## Action

Correct the event information in the error WEF file that matches the Received ID, based on the error code and error message. Then execute the event information re-registration command.

---

## BECS6002

[ReceivedID:{0}][Error Index:{1}][Error Code:{2}][Error Message:{3}]

## Message type

Error

## Parameters

{0}= Received ID  
{1}= Error index  
{2}= Error code  
{3}= Error message

## Description

An error occurred during the registration of event information.

## Action

Correct the event information corresponding to the index number in the error WEF file that matches the Received ID, based on the error code and error message. Then execute the event information re-registration command.

---

## BWIF2004

**Unauthenticated request.**

## Message type

Error

## Parameters

None

## Description

A time-out occurred.

## Action

Run the process again.  
If the problem persists, contact Customer Support.

---

## BWIF2006

**The Analytics Server is not running.**

## Message type

Error

## Parameters

None

## Description

The Analytics Server is not running.

#### Action

Check that the Analytics Server is operational using the Analytics Management Console.

---

#### **BWIF2012**

**The data migration cannot be used now.**

#### Message type

Error

#### Parameters

None

#### Description

Data migration is not running.

#### Action

Set the correct Archive DB connection information in the Analytics Management Console and then restart the Analytics Server.

---

#### **BWIF2013**

**The information used to connect to the Analytics Server is wrong or the Analytics Server is not running.**

#### Message type

Error

#### Parameters

None

#### Description

An attempt to access the Analytics Server failed.

#### Action

Check the status of the Analytics Server, or the information used to connect to the Analytics Server, using the Analytics Management Console.

---

#### **BWIF3001**

**The URL of the Analytics Server is invalid. (Detail: {0})**

#### Message type

Error

#### Parameters

{0}= Error details

#### Description

The URL used to connect to the Analytics Server is invalid.

#### Action

Check the URL in the Analytics Server connection information using the Analytics Management Console.

---

#### **BWIF3002**

**The URL of the Analytics Server is not set.**

## Message type

Error

## Parameters

None

## Description

The URL used to connect to the Analytics Server is not set.

## Action

Check the URL in the Analytics Server connection information using the Analytics Management Console.

---

## **BDBA1002**

**An error occurred while a connection was being closed. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The SQLException message that generated the error

## Description

A connection failed to close. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BDBA1200**

**Statement failed to close. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The SQLException message that generated the error

## Description

A Statement failed to close. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BDBA1201**

**ResultSet failed to close. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The SQLException message that generated the error

## Description

A ResultSet failed to close. A database access error has occurred.



## Action

Eliminate the cause of the database access error and run the process again.

---

## **BD BA1210**

**An attribute that does not exist in the event definition or that was not defined as a column was specified.**

## Message type

Warning

## Parameters

None

## Description

During the creation or modification of event information, an event, containing attribute information that either does not exist in the event definition or that is not defined as a column, was reported.

## Action

Reported events will only be registered if they have attribute information that exists in an event definition and that is defined as a column.

---

## **BD BA2000**

**An error occurred while connection pooling was being set up. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The cause of failure to create connection pooling

## Description

Connection pooling failed to be created. Either a database access error has occurred or the JDBC driver class does not exist.

## Action

Eliminate the cause of the database access error or use the correct JDBC driver and then run the process again.

---

## **BD BA2001**

**An error occurred while connection pooling was being updated. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The cause of failure to update connection pooling

## Description

Connection pooling failed to be updated. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BD BA2004**

**Failed to establish a connection with the database. (Detail: {0}, URL: {1})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error  
{1}= Database URL

## Description

A connection could not be obtained. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

If the problem occurs frequently, consider increasing the maximum number of connections available for connection pooling. Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details on connection pooling settings.

---

## BDBA2005

**An error occurred in JDBC while a connection was being obtained. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

A connection object could not be created. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2006

**The connection failed to close. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

The connection could not be closed. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2009

**The connection to the database failed. The connection information or the table definition may be invalid.**

## Message type

Error

## Parameters

None

## Description

The connection to the database failed. The connection information or the table definition may be invalid.

## Action

Check if there is an error in the Events DB connection information specified in the Analytics Management Console or an error in a table created in the Events DB.

---

## BDBA2010

**An error occurred in JDBC while the connection status was being obtained. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

The connection status could not be obtained. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2016

**The information used to connect to the database is insufficient.**

## Message type

Error

## Parameters

None

## Description

Connection pooling initialization failed. There is not enough information to connect to the database.

## Action

Check if the Events DB connection information specified in the Analytics Management Console is sufficient.

---

## BDBA2018

**Failed to obtain schema name. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

Schema name acquisition failed when a Symfoware script was being created. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2019

**Failed to obtain database metainformation. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

### Description

Database metainformation could not be obtained. A database access error has occurred.

### Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2022

**Failed to obtain autocommit status. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

### Description

The automatic commit mode could not be obtained. A database access error has occurred.

### Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2023

**Failed to set autocommit status. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

### Description

The automatic commit mode could not be set. A database access error has occurred.

### Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2100

**An error occurred in JDBC while a Statement was being generated. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

## Description

A Statement object could not be created. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BD BA2101**

**An error occurred in JDBC while a Statement was closing. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

A Statement object could not be closed. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BD BA2102**

**An error occurred during a database search. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

A database search process failed. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BD BA2103**

**An error occurred while a database was being updated. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The SQLException message that generated the error

## Description

A database update process failed. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2104

**An error occurred in JDBC while a parameter was being set in PreparedStatement. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

### Description

A parameter could not be set in PreparedStatement. A database access error has occurred.

### Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2109

**An error occurred in JDBC while ResultSet was being closed. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

### Description

ResultSet could not be closed. A database access error has occurred.

### Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2110

**An error occurred in JDBC while data was being obtained from ResultSet. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

### Description

A column value could not be obtained from the ResultSet object. A database access error has occurred.

### Action

Eliminate the cause of the database access error and run the process again.

---

## BDBA2111

**An error occurred while ResultSet metadata was being obtained. (Detail: {0})**

### Message type

Error

### Parameters

{0}= The SQLException message that generated the error

## Description

Metadata about the ResultSet object could not be obtained. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

## **BDBA2223**

**An event with the specified event ID [{0}] does not exist.**

## Message type

Error

## Parameters

{0}= Specified event ID

## Description

Event information could not be obtained. A nonexistent event ID was specified.

## Action

Specify the correct event ID.

---

## **BDBA2224**

**The data type of the attribute of the event definition [{0}] and the data type of the attribute of the specified event [{1}] do not match.**

## Message type

Error

## Parameters

{0}= Data type defined in the event definition

{1}= Data type of the attribute of the specified event

## Description

Either the data type of the attribute defined for the event definition does not match the data type of the attribute of the specified event, or the combination cannot be converted.

## Action

Correct the data type of the event definition attribute so that it either matches the data type of the event attribute or forms one of the following combinations:

Data type of event attribute/data type of event definition attribute: Integer/Real, Real/Integer, Datetime/Date, Datetime/Time

---

## **BDBA2243**

**An alert with the specified alert ID [{0}] does not exist.**

## Message type

Error

## Parameters

{0}= Specified alert ID

## Description

Alert information could not be obtained. A nonexistent alert ID was specified.

## Action

Specify the correct alert ID.

---

### **BDBA2265**

**An error occurred while table information was being obtained from the database. (Detail: {0})**

## Message type

Error

## Parameters

None

## Description

Table information could not be obtained. A database access error has occurred.

## Action

Eliminate the cause of the database access error and run the process again.

---

### **BDBA2267**

**The mandatory column [{1}] does not exist in the table [{0}].**

## Message type

Error

## Parameters

{0}= The name of the table that was being checked

{1}= Missing column

## Description

A column specified in the table definition or defined by the system has not been created in the base table.

## Action

Use the script generated by the script output function without changing any table names, column names or data types.

---

### **BDBA2268**

**The data type of column [{1}] in table [{0}] does not conform to specifications.**

## Message type

Error

## Parameters

{0}= The name of the table that was being checked

{1}= Column with the invalid data type

## Description

A data type that is different from the table definition or that does not conform to specifications has been set in the base table.

## Action

Restart the Analytics Server. Analytics recover this problem automatically while restarting.

---

### **BDBA2270**

**Version information for the Events DB does not exist. (Detail: {0})**



## Message type

Error

## Parameters

{0}= The cause of failure to verify the version of the Events DB table

## Description

The version of the Events DB table could not be verified.

## Action

The Events DB table may not have been created. Use the script bundled with this product to create an Events DB table. In all other cases, refer to the message details and take appropriate action.

---

## BDBA2271

**The Events DB table version [{0}] is invalid.**

## Message type

Error

## Parameters

{0}= The version of the Events DB table currently in use

## Description

The version of the Events DB table is not compatible with this product.

## Action

Use an Events DB table created using the script bundled with this product.

---

## BDBA2272

**Version information for the Events DB does not exist.**

## Message type

Error

## Parameters

None

## Description

Version information could not be obtained from the Events DB.

## Action

Create the Events DB again.

---

## BDBA2275

**An error occurred while system table creation was being recovered. The target table may not have been deleted. (Table name: {0}, Detail: {1})**

## Message type

Error

## Parameters

{0}= Name of table to be deleted

{1}= Error message generated in Analytics Server or DBMS

#### Description

An error occurred when a system table failed to be created and the user attempted to delete an existing table.

#### Action

Delete the table that was output in the message.

---

### **BDBA2276**

**Failed to connect to the database. Check that the connection settings are correct. (Detail: {0})**

#### Message type

Error

#### Parameters

{0}= Error message generated in Analytics Server or DBMS

#### Description

An attempt to connect to the database failed when a confirmation process or a creation process was executed on the system table.

#### Action

Check the database connection settings.

---

### **BDBA2277**

**The Archive DB table version [{0}] is invalid.**

#### Message type

Error

#### Parameters

{0}= Version of the Archive DB table currently in use

#### Description

The version of the Archive DB table is not compatible with this product.

#### Action

Use an Archive DB table created using the script bundled with this product.

---

### **BLTC3001**

**The business calendar file does not exist. (Path : {0} )**

#### Message type

Error

#### Parameters

{0}= Path information relating to the business calendar file

#### Description

The business calendar file does not exist on the Analytics Server.

#### Action

Check that a business calendar has been imported from Interstage BPM Analytics. Refer to the *Interstage Business Process Manager* manual for more information.

(calendar file location: /ibpmm\_data/dav\_root/default/published/processDefInfo/calendar)

---

### BLTC3010

**An invalid parameter was specified in the business calendar. (Parameter: {0}, Value: {1})**

#### Message type

Error

#### Parameters

{0}= Parameter name

{1}= Specified value

#### Description

An invalid parameter was specified in the business calendar.

#### Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3011

**The business hours are not specified.**

#### Message type

Error

#### Parameters

None

#### Description

Business hours are not specified in the business calendar file.

#### Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3012

**The time zone is not specified.**

#### Message type

Error

#### Parameters

None

#### Description

The time zone is not specified in the business calendar file.

#### Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3013

**The calendar starting date is not specified.**

#### Message type

Error

#### Parameters

None

#### Description

The calendar starting date is not specified in the business calendar file.

#### Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3014

**The calendar finishing date is not specified.**

#### Message type

Error

#### Parameters

#### Description

The calendar finishing date is not specified in the business calendar file.

#### Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3015

**There is an error in the business hours specification. (Value: {0})**

#### Message type

Error

#### Parameters

{0}= Specified value

#### Description

Incorrect business hours were specified in the business calendar file.

#### Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3016

**There is an error in the date specification. (Value: {0})**

#### Message type

Error

#### Parameters

{0}= Specified value

#### Description

An incorrect date was specified in the business calendar.

## Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3017

**There is an error in the time specification. (Value: {0})**

## Message type

Error

## Parameters

{0}= Specified value

## Description

An incorrect time was specified in the business calendar.

## Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BLTC3018

**A time outside the allowable range was specified. (Value: {0})**

## Message type

Error

## Parameters

{0}= Specified time

## Description

A time outside the allowable range was specified in the business calendar.

## Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

---

### BEST0004

**The event statistics calculation will be cancelled. [Rule name: {0}, Rule ID: {1}]**

## Message type

Information

## Parameters

{0}= Name of event statistics calculation rule

{1}= Rule ID

## Description

The event statistics calculation will be cancelled.

## Action

There is no action to be taken.

---

### BEST1201

**Event statistics calculation will not be performed prior to the data migration date [{0,date,yyyy-MM-dd HH:mm:ss.SSS}].**

## Message type

Warning

## Parameters

{0,date,yyyy-MM-dd HH:mm:ss.SSS}= Date and time

## Description

Because data migration was performed, the event definition for event statistics calculations will not perform event statistics calculations on events that predate the data migration date and time.

## Action

There is no action to be taken.

---

## BEST1202

**The process tendency event for alert [ Alert Name : {0}, Occurrence Time : {1} ] was not updated because the process instance does not exist.**

## Message type

Information

## Parameters

{0}= Alert name

{1}= Date and time of occurrence

## Description

The calculated value for the alert corresponding to the process trend event could not be updated. The process that caused the alert has been deleted by an operation such as data migration.

## Action

There is no action to be taken.

---

## BEST1203

**The process tendency event for alert [ Alert Name : {0}, Occurrence Time : {1} ] would be calculated later because the process instance has not be created yet.**

## Message type

Information

## Parameters

{0}= Alert name

{1}= Date and time of occurrence

## Description

The calculated value for the alert corresponding to the process trend event could not be updated but it will be updated as soon as the process information has been created.

## Action

There is no action to be taken.

---

## BEST2003

**The specified event statistics calculation rule [{0}] is already running.**

## Message type

Error

## Parameters

{0}= Event statistics calculation rule ID

## Description

The specified event statistics calculation rule is already operating.

## Action

There is no action to be taken.

---

## BEST2004

**The event statistics calculation rule that is running [{0}] cannot be deleted.**

## Message type

Error

## Parameters

{0}= Rule ID

## Description

The event statistics calculation rule that is already operating cannot be deleted.

## Action

There is no action to be taken.

---

## BEST2005

**An error occurred during the event statistics calculation. [ Rule name : {0}, Detail: {1}]**

## Message type

Error

## Parameters

{0}= Rule name of the event statistics calculation

{1}= Error message generated when the event statistics calculation was executed

## Description

An error occurred during the event statistics calculation process.

## Action

If the error indicated by {0} is a BEFA2020 error, the number of "Event Statistics Calculation" and "Event Registration" connections may have exceeded the maximum number of connection specified for the rule engine. The maximum number of "Event Statistics Calculation" and "Event Registration" connections can be viewed using the **Connection Pooling** tab in the **DB Connection Setting** window of the Analytics Management Console. Refer to "Maximum number of connections" in Section 2.8.1.2, "Connection Pooling", of the *Interstage Business Process Manager Analytics Management Console Guide* for information on changing the rule engine settings.

---

## BEST2007

**A connection to the Events DB has not been established.**

## Message type

Error

## Parameters

None

## Description

An event statistics calculation rule may have stopped running during an event statistics calculation.

## Action

There is no action to be taken.

---

## BEST2013

**A table is not set in the event definition targeted for event statistics calculation [{0}].**

## Message type

Error

## Parameters

{0}= Event definition name

## Description

No table has been set in the event definition that will be subject to event statistics calculation.

## Action

Set a table in the event definition that will be subject to event statistics calculation.

---

## BEST2014

**A table is not set in the event definition where the calculation result will be stored [{0}].**

## Message type

Error

## Parameters

{0}= Event definition name

## Description

No table has been set in the event definition where event calculation results will be stored.

## Action

Set a table in the event definition where event calculation results will be stored.

---

## BEST2019

**The event definition targeted for event statistics calculation [{0}] does not exist.**

## Message type

Error

## Parameters

{0}= Event definition ID

## Description

The event definition that is to be subject to an event statistics calculation may have been deleted.

## Action

There is no action to be taken.



---

## BEST2020

The event definition [{0}] where the event statistics calculation result will be stored does not exist.

### Message type

Error

### Parameters

{0}= Event definition ID

### Description

The event definition where event statistics calculation results are to be stored may have been deleted.

### Action

There is no action to be taken.

---

## BEST2023

Failed to create process information [Business Process: {0}, Event definition ID: {1}, Version: {2}, Instance ID: {3}]. [Detail: {4}]

### Message type

Error

### Parameters

{0}= Business Process

{1}= Event definition ID

{2}= Version

{3}= Instance ID

{4}= Detail information

### Description

Process information could not be created for some reason.

### Action

Refer to the detailed information, and take appropriate action.

---

## BEST2024

Failed to read activity information. [Business Process: {0}, Event definition ID: {1}, Version: {2}, Instance ID: {3}]. [Detail: {4}]

### Message type

Error

### Parameters

{0}= Business Process

{1}= Event definition ID

{2}= Version

{3}= Instance ID

{4}= Detailed information

## Description

Activity information could not be read for some reason.

## Action

Refer to the detailed information, and take appropriate action.

---

## **BDMS0004**

**Execution of the data migration rule [{1}] will be skipped because the data migration rule [{0}] is currently running.**

## Message type

Information

## Parameters

{0}= Data migration rule name

{1}= Data migration rule name

## Description

Another data migration rule is currently running, so execution of the specified data migration rule will be skipped.

## Action

There is no action to be taken.

---

## **BDMS1101**

**No table is set in the event definition targeted for data migration [{0}].**

## Message type

Warning

## Parameters

{0}= Event definition name

## Description

No table has been set in the event definition that will be subject to data migration.

## Action

There is no action to be taken.

---

## **BDMS1102**

**The event definition targeted for data migration [{0}] does not exist.**

## Message type

Warning

## Parameters

{0}= Event definition ID

## Description

The event definition that is to be subject to data migration does not exist. It may have been deleted.

## Action

There is no action to be taken.

---

## BDMS1104

**The Event Group targeted for data migration [{0}] does not exist.**

### Message type

Warning

### Parameters

{0}= Business Process ID

### Description

The Event Group that is to be subject to data migration does not exist. It may have been deleted.

### Action

There is no action to be taken.

---

## BDMS2301

**Failed to transfer the escalation result. (Detail: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

An error occurred while escalation result information was being transferred.

### Action

Refer to the message details, and take appropriate action. If the problem persists, contact Customer Support.

---

## BDMS2302

**Failed to obtain the escalation result. (Detail: {0})**

### Message type

Error

### Parameters

{0}= Detailed message

### Description

An error occurred while the escalation result information was being obtained.

### Action

Refer to the message details, and take appropriate action.

If the problem persists, contact Customer Support.

---

## BDMS2401

**Failed to obtain version information from the Archive DB. (Detail: {0})**

### Message type

Error

## Parameters

{0}= Detailed message

## Description

Version information for the Archive DB could not be obtained.

## Action

Check the status of the Archive DB. Refer to the message details, and take appropriate action.

If the problem persists, contact Customer Support.

---

## BDMS2402

**The Analytics Server version and the Archive DB version do not match. (Analytics Server: {0}, Archive DB: {1})**

## Message type

Error

## Parameters

{0}= Analytics Server version

{1}= Archive DB version

## Description

The version of the Analytics Server does not match the version of the Archive DB.

## Action

Ensure that matching versions of the Archive DB and Analytics Server are used.

---

## BDMS2403

**Failed to obtain version information from the Archive DB.**

## Message type

Error

## Parameters

None

## Description

Version information for the Archive DB could not be obtained.

## Action

Recreate the Archive DB.

---

## BADC4201

**The connection information to the Archive DB is wrong.**

## Message type

Error

## Parameters

None

## Description

The CSV output process failed, because a connection to the Archive DB could not be established.

## Action

Check if any of the connection information (user name, password or URL) for the specified database is incorrect, using the Analytics Management Console.

---

### **BADC4202**

**The connection information to the Archive DB is wrong.**

## Message type

Error

## Parameters

None

## Description

The CSV output process failed.

## Action

A connection to the Archive DB could not be established. Check if any of the connection information (user name, password or URL) for the specified database is incorrect using the Analytics Management Console.

---

### **BALT1000**

**The alert rule cannot be found. [ID: {0}]**

## Message type

Warning

## Parameters

{0}= Alert ID

## Description

Information about the alert that occurred has been deleted. The alert will not be stored in the Events DB or delivered by mail.

## Action

There is no action to be taken.

---

### **BALT1001**

**The event could not be input into the rule engine because event information relating to the Event Group [{0}] and the event [{1}] does not exist. [Event ID : {2}]**

## Message type

Warning

## Parameters

{0}= Event Group name

{1}= Event name

{2}= Event definition ID

## Description

The event could not be input into the rule engine because the event definition information had been deleted.

## Action

There is no action to be taken.

---

## BALT1002

**The rule processing is not done because the alert rule [ {0} ] is inactive.**

### Message type

Warning

### Parameters

{0}= Alert name

### Description

Because the alert rule was not valid, the event could not be input into the rule engine and rule conditions could not be determined.

### Action

There is no action to be taken.

---

## BALT1003

**The event definition of cause event for the alert does not exist. [ Business Process ID : {0} , EventDefinitionId : {1}]**

### Message type

Warning

### Parameters

{0}= Business Process ID

{1}= Event definition ID

### Description

The definition information for the event that caused the alert has been deleted. The alert will not be stored in the Events DB or delivered by mail.

### Action

There is no action to be taken.

---

## BALT1005

**The event data related to cause event for the alert does not exist [ Business Process ID : {0} , EventName : {1}, EventId : {2} ]**

### Message type

Warning

### Parameters

{0}= Business Process ID

{1}= Event name

{2}= Event ID

### Description

An alert occurred, but the event that caused the alert does not exist.

### Action

The event that caused the alert may have already been moved by the data migration function.

---

## BALT1006

**Failed to update the escalation status of the alert [Detail: {0}]**

## Message type

Warning

## Parameters

{0}= Detailed information

## Description

The escalation function ran, but the status of the execution result could not be registered with the alert data.

## Action

Check the status of the database and the Analytics Server.

---

## **BALT2007**

**Failed to input event into the rule engine. [Detail: {0}]**

## Message type

Error

## Parameters

{0}= Detailed information

## Description

The event could not be input into the rule engine.

## Action

Refer to the detailed information, and take appropriate action.  
If the problem persists, contact Customer Support.

---

## **BALT2011**

**Failed to create or update the alert in the Events DB. [Detail: {0}]**

## Message type

Error

## Description

The alert that occurred could not be stored in the Events DB.

## Parameters

{0}= Detailed information

## Action

Refer to the detailed information, and take appropriate action.

---

## **BALT2012**

**An error occurred while the alert was being generated. [Detail: {0}]**

## Message type

Error

## Parameters

{0}= Detailed information

## Description

The alert may not have been stored in the Events DB or delivered by email. The Analytics Server will attempt to recreate the alert automatically. If the alert is recreated successfully, no further action is required.

## Action

If this error occurs repeatedly, refer to the detailed information and take appropriate action.

---

## BALT2013

**Failed to connect to the rule engine.**

## Message type

Error

## Parameters

None

## Description

A connection to the rule engine could not be established.

## Action

Check that the "Analytics eRule Engine" service is running.  
Also check if port number 40320 is being used by another application.  
If the problem persists, contact Customer Support.

---

## BALT2015

**Failed to connect to the rule engine. [Max connections: {0}, Free connections: {1}, Used connections: {2}]**

## Message type

Error

## Parameters

{0}= Maximum number of connections to rule engine  
{1}= Number of available connections to rule engine  
{2}= Number of active connections to rule engine

## Description

An error occurred while the rule engine was being connected.

## Action

Check the status of the rule engine. If the problem persists, contact Customer Support.

---

## BALT2016

**The process of inputting an event into the rule engine cannot be completed due to the reason in Detail. [Detail: {0}]**

## Message type

Error

## Parameters

{0}= Detailed information

## Description

An error occurred while event information was being sent to the rule engine.



## Action

Refer to the detailed information, and take appropriate action.  
If the problem persists, contact Customer Support.

---

### BALT2017

**There is an invalid attribute data in event information.**

## Message type

Error

## Parameters

{0}= Detailed information

## Description

An event information attribute contains data not supported by Interstage BPM Analytics.

## Action

Refer to the article on the management command "bpmregisterwef" (the event information re-registration command) in the *Interstage Business Process Manager Analytics Management Console Guide* manual, and take appropriate action.

---

### BALT2517

**Failed to call the escalation. [Detail: {0}]**

## Message type

Error

## Parameters

{0}= Detailed information

## Description

An error occurred while the escalation function was running.

## Action

Check the status of external systems and the settings used to connect to external systems.  
If the problem persists, contact Customer Support.

---

## B.2 Sensor Messages (BFLSxxxx, BISSxxxx, BRDBxxxx, BSDKxxxx, and BTXSxxxx)

---

This chapter explains the messages output by sensors.

---

### BFLS0001

**Failed to connect to Interstage BPM via JDBC. (JDBC URL: {0}, User name: {1})**

## Message type

Error

## Parameters

{0}= JDBC URL

{1}= User name

## Description

Unable to establish a JDBC connection with Interstage BPM.

## Action

Unable to connect to the Interstage BPM database server.

Refer to the message output to the log, and take appropriate action.

---

## BFLS0002

**Failed to disconnect from Interstage BPM via JDBC. (JDBC URL : {0} User name : {1})**

## Message type

Error

## Parameters

{0}= JDBC URL

{1}= User name

## Description

Unable to disconnect a JDBC connection from Interstage BPM.

## Action

Unable to disconnect from the Interstage BPM database server.

Check the status of the connection with Interstage BPM, using the Analytics Management Console. If the connection is still established, refer to the message output to the log and take appropriate action.

---

## BFLS0003

**Failed to read data. (Sequence Id : {0})**

## Message type

Error

## Parameters

{0}= Sequence ID

## Description

The Interstage BPM event information could not be read.

## Action

Data could not be read from the Interstage BPM database.

Refer to the message output to the log, and take appropriate action.

---

## BFLS0004

**Failed to read data. (Sequence Id : {0})**

## Message type

Error

## Parameters

{0}= Sequence ID

## Description

The Interstage BPM event information to read is broken.

## Action

Invalid data may have been entered in the DetailData column. Check the content of the data.

Delete or back up the relevant record if it is necessary to continue reading other records.

---

## **BFLS0007**

**Failed to start. An invalid JDBC class path is set.(JDBC class path : {0})**

## Message type

Error

## Parameters

{0}= JDBC classpath

## Description

The library indicated by the specified JDBC classpath does not exist.

## Action

Check if the relevant JDBC class library is induced in the classpath of the application where the sensor is operating.

---

## **BFLS0009**

**Failed to close a connection with the internal database.**

## Message type

Error

## Parameters

## NoneDescription

The connection with the internal database could not be closed.

## Action

The connection with the internal database cannot be closed.

Check that the database connection information is correct, using the Analytics Management Console. If it is, refer to the message output to the log and take appropriate action.

---

## **BFLS0012**

**An error occurred while processing the internal database.**

## Message type

Error

## Parameters

None

## Description

An error occurred while the internal database was being processed.

## Action

The environment used to connect to the internal database may have developed a problem or an illegal or invalid event may have been processed.

Refer to the message output to the log, and take appropriate action.

---

### BFLS0013

**An error occurred while past data was being obtained from Interstage BPM.**

#### Message type

Error

#### Parameters

None

#### Description

An error occurred while past data was being obtained from Interstage BPM.

#### Action

The environment used to connect to Interstage BPM may have developed a problem, or an illegal or invalid event may have been processed.

Refer to the message output to the log, and take appropriate action.

---

### BFLS0014

**Failed to connect to Interstage BPM. (Naming provider URL: {0}, User name: {1})**

#### Message type

Error

#### Parameters

{0}= Naming provider URL

{1}= User name

#### Description

Unable to connect to Interstage BPM via MaintenanceBPMFlow type.

#### Action

Check that the naming provider URL, the user name and the password are correct.

Also check that the environment can connect to Interstage BPM.

---

### BFLS0015

**An error occurred while connection information was being deleted. Delete the following internal table and sequence if they still exist. (Table name 1: {0}, Table name 2: {1}, Sequence name: {2})**

#### Message type

Error

#### Parameters

{0}= Table name 1

{1}= Table name 2

{2}= Sequence name

#### Description

An error occurred while internal objects such as tables were being deleted.

## Action

Check whether the connection to be deleted has been deleted, using the Analytics Management Console.

Restart the connection if it has not been deleted.

Ask the database administrator to check if the table names appearing in the message are still in the environment, and delete any that are still present.

---

## BFLS0016

**An error occurred while the internal database was being created. Delete the following internal table and object if they still exist. (Table name: {0}, Object name: {1})**

## Message type

Error

## Parameters

{0}= Table name

{1}= Object name

## Description

An error occurred while an internal database was being created.

## Action

Ask the database administrator to check if the table name appearing in the message still remains in the environment, and delete it if it is still present.

---

## BFLS2001

**The definition of the attribute corresponding to the UDA ({0}) does not exist. This UDA value ({1}) will be ignored.**

## Message type

Warning

## Parameters

{0}= UDA name

{1}= UDA value

## Description

The information relating to the UDA that was obtained does not correspond to the definition information retained by the connection, so the relevant UDA information cannot be reported to the Analytics Server.

## Action

Check for any differences between the information registered with Analytics and the process definition information used by Interstage BPM.

If any differences are found, use the Analytics Studio to register the correct process definition.

---

## BFLS2002

**Failed to get the value of UDA({0}). This UDA value ({1}) will be ignored.**

## Message type

Warning

## Parameters

{0}= UDA name

{1}= UDA value

#### Description

The value of the relevant UDA could not be obtained.

#### Action

Check for any differences between the information registered with Analytics and the process definition information used by Interstage BPM.

If any differences are found, use the Analytics Studio to register the correct process definition.

---

### BFLS2003

**Failed to convert the data type. This data will be ignored. (Attribute name: {0}, Data type: {1}, Value: {2})**

#### Message type

Warning

#### Parameters

{0}= Attribute name

{1}= Attribute value

#### Description

The UDA data type could not be converted.

#### Action

Check that the data reported by Interstage BPM matches the data types defined by the Analytics Studio.

---

### BRDB0100

**Because the last execution time does not exist, the execution of the collection is omitted.**

#### Message type

Information

#### Parameters

None

#### Description

The execution of the collection is omitted because the last execution time does not exist.

---

### BRDB0101

**Because of invalid setting parameter, the execution of the collection by stored procedure is omitted.**

#### Message type

Information

#### Parameters

None

#### Description

The execution of the collection by stored procedure is omitted because of invalid setting parameter.

---

### BRDB1100

**Failed to analyze the last execution time [{1}] in the collection condition [{0}].**

## Message type

Warning

## Parameters

{0}= Collection condition ID  
{1}= Last execution time

## Description

Analysis of the last execution time component in the collection condition definition failed when the connection started.

## Action

No specific action is required. However, when a search condition in the collection condition definition contains a comparison with the previous execution time, the initial execution of the relevant collection process following establishment of a connection will be skipped.

---

## BRDB1200

**An error occurred when the connection was closed. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

## Description

An error occurred when a connection was closed.

## Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB1201

**An error occurred when the connection pool was closed. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

## Description

An error occurred when the connection pool was closed.

## Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB1202

**An error occurred when the Statement was closed. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

## Description

An error occurred when a Statement was closed.

## Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB1203

**An error occurred when ResultSet was closed. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

## Description

An error occurred when ResultSet was closed.

## Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB1401

**The value obtained from the specified column [{0}] (data type: {1}) cannot be set as the value of the attribute [{2}] (data type: {3}). The event is registered without the value of the attribute being set.**

## Message type

Warning

## Parameters

{0}= Column name defined in attribute  
{1}= Data type of column defined in attribute  
{2}= Attribute name  
{3}= Data type of attribute

## Description

The value set in the specified column does not suit the data type of the attribute.

## Action

Check the data type of the attribute defined in the collection task and the data type of the column defined in the attribute.

---

## BRDB1402

**An error occurred when an attribute was added to an event. The event is registered without the value of the attribute being set. (Detail: {0})**

## Message type

Warning



## Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

## Description

An error occurred an attribute was added to an event.

## Action

Check the message details, and correct the collection task definition if necessary. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB1403

**An error occurred when an event was created from the query result. The event made from the result is ignored. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= The message that occurred within the sensor or that was reported by the RDBMS

## Description

An error occurred when an event was created from a query result.

## Action

Check the message details and correct the collection task definition if necessary. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB1404

**An error occurred when event information was created or registered. (Detail: {0})**

## Message type

Warning

## Parameters

{0}= Message that occurred within sensor

## Description

An error occurred when event information was created or registered.

## Action

Check the message details. If the problem persists, contact Customer Support.

---

## BRDB2003

**An error occurred while an XML file was being output. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Message that occurred within sensor

## Description

An error occurred while an XML file was being output.

## Action

Check the following with regard to the directory in the IBPMMServer/IBPMMSensor Work Unit:

- Check whether read and write permissions have been assigned to the directory. If not, assign them.
- If the hard disk does not have sufficient free space, contact the administrator.

---

## BRDB2200

**An error occurred when connecting to RDBMS. The connection information may be incorrect. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Message reported by RDBMS

## Description

An attempt to connect to the RDBMS failed.

## Action

- Check the message details, and the connection information. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide.
- Check that the transaction isolation level is supported by the RDBMS being used.

---

## BRDB2201

**An error occurred while the connection pool was being created. (Detail: {0})**

## Message type

Error

## Parameters

{0}= The message that occurred within the sensor or that was reported by the RDBMS

## Description

The connection pool failed to be created.

## Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB2204

**The connection is closed.**

## Message type

Error

## Parameters

None

## Description

The process failed because the connection with the RDBMS was closed.

## Action

Check the RDBMS status, and restart the sensor. If the problem persists, contact Customer Support.

---

## BRDB2205

**An error occurred while accessing to RDBMS. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Message reported by RDBMS

## Description

An error occurred during access to the RDBMS.

## Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

---

## BRDB2209

**An error occurred while executing query. (Detail : {0})**

## Message type

Error

## Parameters

None

## Description

An error occurred while executing the query.

## Action

Check message details. Reserved words may have been used for the schema, table, or column names in the source RDB. If the problem persists, consult support.

---

## BRDB2301

**The specified transaction isolation level [{0}] cannot be used.**

## Message type

Error

## Parameters

{0}= Transaction isolation level

## Description

The specified transaction isolation level is incorrect.

## Action

Correct the connection definition.

---

## BRDB2302

**The specified Timezone [{0}] cannot be used.**

## Message type

Error

## Parameters

{0}= Time zone

## Description

The specified time zone is incorrect.

## Action

Correct the connection definition.

---

## BRDB2406

**An error occurred while an event was being created. (Detail: {0})**

## Message type

Error

## Parameters

{0}= Message that occurred within sensor

## Description

An error occurred while an event was being created.

## Action

Check the message details. If the problem persists, contact Customer Support.

---

## BRDB2416

**The stored procedure name is not specified.**

## Message type

Error

## Parameters

None

## Description

The stored procedure name is not specified.

## Action

Specify the stored procedure name.

---

## BRDB2417

**The input number of argument of the stored procedure does not correspond. (Schema name : {0}, Stored procedure name : {1})**

## Message type

Error

## Parameters

{0}= Schema name

{1}= Stored procedure name

## Description

The input number of argument of the stored procedure does not correspond.

## Action

Check whether the input number of argument of the stored procedure is correct.

---

## BRDB2418

**An error occurred while setting arguments for the stored procedure. (Argument : {0}, Datatype : {1}, Value : {2})**

## Message type

Error

## Parameters

{0}= Argument for the stored procedure

{1}= Data type of specified argument

{2}= Value of specified argument

## Description

An error occurred while setting arguments for the stored procedure.

## Action

Set correct arguments for the stored procedure.

---

## BRDB2419

**An error occurred while getting arguments for the stored procedure. (Argument : {0}, Datatype : {1})**

## Message type

Error

## Parameters

{0}= Argument for the stored procedure

{1}= Data type of the specified argument

## Description

An error occurred while setting arguments for the stored procedure.

## Action

Get correct arguments for the stored procedure.

---

## BRDB2420

**The specified argument(column) does not exist in the stored procedure definition. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2})**

## Message type

Error

## Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

## Description

The specified argument (column) does not exist in the stored procedure definition.

## Action

Specify the correct argument (column).

---

## BRDB2421

**An error occurred while registering OUT type arguments of the stored procedure. (Argument : {0})**

## Message type

Error

## Parameters

{0}= Argument for the stored procedure

## Description

An error occurred while registering OUT type arguments of the stored procedure.

## Action

Specify the correct argument.

---

## BRDB2422

**The specified stored procedure includes an unsupported datatype in its arguments. (Argument : {0}, SQL datatype name: {1})**

## Message type

Error

## Parameters

{0}= Argument for the stored procedure

{1}= Name of SQL data type

## Description

The specified stored procedure includes an unsupported datatype in its arguments.

## Action

Specify the correct stored procedure which does not include an unsupported datatype.

---

## BRDB2423

**The datatype of specified argument(column) cannot be used. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2}, Datatype : {3})**

## Message type

Error

## Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

{3}= Data type of specified argument

## Description

The data type of specified argument (column) cannot be used.

## Action

Specify the correct argument (column) whose data type is usable.

---

### **BRDB2424**

**The specified argument(column) used for the Event generated date does not exist in the stored procedure definition. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2})**

## Message type

Error

## Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

## Description

The specified argument (column) used for the Event generated date does not exist in the stored procedure definition.

## Action

Specify the correct argument (column) which exists in the stored procedure definition.

---

### **BRDB2425**

**The datatype of specified event time argument(column) is not Timestamp. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2})**

## Message type

Error

## Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

## Description

The datatype of specified event time argument (column) is not Timestamp.

## Action

Specify the correct argument (column) whose data type is Timestamp.

---

### **BRDB2426**

**The format of specified argument value is incorrect. (Schema name : {0}, Stored procedure name : {1}, Argument : {2}, Input value : {3}, Correct format : {4})**

## Message type

Error

## Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure

{3}= Input value

{4}= Correct format

#### Description

The format of specified argument value is incorrect.

#### Action

Specify the argument value with correct format.

---

### BSDK0603

**The Analytics Server where an event is to be registered is busy, so the notification will be performed again after {0} seconds.**

#### Message type

Information

#### Parameters

{0}= Wait time until the next notification

#### Description

The Analytics Server where an event is to be registered is busy.

#### Action

There is no action to be taken.

---

### BSDK1000

**An error occurred while the file [{0}] was being deleted.**

#### Message type

Warning

#### Parameters

{0}= File path

#### Description

File deletion failed.

#### Action

If the file on the path shown in the message still exists, delete it manually.

---

### BSDK1500

**An error occurred while the request [{1}] from the Analytics Server [{0}] was being executed. (Detail: {2})**

#### Message type

Warning

#### Parameters

{0}= IP address of Analytics Server

{1}= Request type

{2}= Message that occurred within sensor controller



## Description

An error occurred while the requested process was being performed.

## Action

Check the message details. If the problem persists, contact Customer Support.

---

## **BSDK2003**

**An illegal character string {0} was specified as numeric data.**

## Message type

Error

## Parameters

{0}= Character string

## Description

A character string that could not be converted to a numerical value was specified.

## Action

Set a valid value.

---

## **BSDK2007**

**The file in the specified path [{0}] does not exist or is not a file.**

## Message type

Error

## Parameters

{0}= File path

## Description

The file in the specified path does not exist or is not a file.

## Action

Check the following with regard to the file in the path contained in the message:

- If a directory with the same name exists, delete or move that directory.
  - Check whether read and write permissions have been assigned to the file. If not, assign them.
- 

## **BSDK2008**

**The directory in the specified path [{0}] does not exist or is not a directory.**

## Message type

Error

## Parameters

{0}= File path

## Description

The directory in the specified path does not exist or is not a directory.

## Action

Check the following with regard to the directory in the path contained in the message:

- If a file with the same name exists, delete or move that file.
- Check whether read and write permissions have been assigned to the directory. If not, assign them.

---

## BSDK2009

**An error occurred while the directory [{0}] was being created.**

### Message type

Error

### Parameters

{0}= File path

### Description

An error occurred during the directory creation process.

### Action

Check the following with regard to the directory in the path contained in the message:

- If a file with the same name exists, delete or move that file.
- Check whether read and write permissions have been assigned to the directory. If not, assign them.
- If the hard disk does not have sufficient free space, contact the administrator.

---

## BSDK2302

**The connection of [{0}] is not established.**

### Message type

Error

### Parameters

{0}= Connection name

### Description

A process request was sent to a connection that is not running.

### Action

Obtain the status of the connection again.

---

## BSDK2303

**The connection of [{0}] has already established.**

### Message type

Error

### Parameters

{0}= Connection name

### Description

A process request was sent to a connection that is already running.

### Action

Obtain the status of the connection again.

---

## BSDK2304

**An error occurred while establishing connection with the connection [{0}]. (detail : [{1}])**

### Message type

Error

### Parameters

{0}= Connection name

{1}= Message that occurred within connection

### Description

An error occurred while a connection was starting up.

### Action

Check the message details. If the problem persists, contact Customer Support.

---

## BSDK2805

**Failed to register the sensor. (Detail: {0})**

### Message type

Error

### Parameters

{0}= Message that occurred within sensor controller

### Description

The sensor failed to be registered.

### Action

Check the message details. If the problem persists, contact Customer Support.

---

## BSDK2806

**The specified sensor does not exist.**

### Message type

Error

### Parameters

None

### Description

The specified sensor does not exist. It has been deleted.

### Action

None.

If the Analytics Management Console is being used, display the most recent sensor list.

---

## BSDK2900

**The event registration function of the Analytics Server is disabled.**

### Message type

Error

## Parameters

None

## Description

The event registration function of the Analytics Server is disabled.

## Action

Check the status of the Analytics Server or check if the event registration function of the Analytics Server is enabled.

---

## BTXS0001

**Failed to read the target file. (Target directory: {0}, Target file (keyword): {1})**

## Message type

Error

## Parameters

{0}= Target directory to be monitored

{1}= Target file to be monitored (keyword)

## Description

The target file could not be read for some reason.

## Action

Check that the account running the Interstage service or text file sensor service (the local system account by default) has permission to read the target file.

---

## BTXS0002

**Failed to close the target file. (Target directory: {0}, Target file (keyword): {1})**

## Message type

Error

## Parameters

{0}= Target directory to be monitored

{1}= Target file to be monitored (keyword)

## Description

The target file could not be closed for some reason.

## Action

Check the environment for the target file to see if it allows normal read and write operations for the file.

---

## BTXS1002

**The target file does not exist or the user does not have permission to access the target directory. (Target directory: {0}, Target file (keyword): {1})**

## Message type

Warning

## Parameters

{0}= Target directory to be monitored

{1}= Target file to be monitored (keyword)

## Description

The files could not be read because no target files exist in the target directory or the user does not have permission to access the target directory.

## Action

Check that the target files exist in the target directory and that the user has permission to access the target directory. Also check that correct values have been specified in the **Target files setting** on the Analytics Studio.

---

## BTXS1003

**Data type conversion failed because the data contains data that cannot be converted to the Integer or Real data type. (Attribute name: {0}, Attribute value: {1})**

## Message type

Warning

## Parameters

{0}= Attribute name

{1}= Attribute value

## Description

Data collection failed because the data collected as integer-type or real-type data contained non-numerical values.

## Action

Check the data and correct any errors that are found.

---

## BTXS1004

**Failed to convert the data type. The data could not be analyzed using the format specified by the collection condition definition. (Attribute name: {0}, Attribute value: {1})**

## Message type

Warning

## Parameters

{0}= Attribute name

{1}= Attribute value

## Description

The data type conversion process failed because an attempt was made to collect data having a different format from the Datetime, Data and Time formats specified in the collection conditions.

## Action

Check for errors in the data content and the formats defined in the collection task settings and make any necessary corrections.

---

## BTXS1005

**An error occurred when the event occurrence time was set. The event collection time will be set as the event occurrence time.**

## Message type

Warning

## Parameters

None

## Description

The data type conversion process failed because the format of the value of the element used as the event occurrence time in the collection task was different from the format of the element specified in the collection task.

## Action

Check for errors in the data content and the formats defined in the collection task settings and make any necessary corrections.

---

## BTXS1006

**Failed to get data. (Attribute name: {0})**

## Message type

Warning

## Parameters

{0}= Attribute name

## Description

Data acquisition failed.

## Action

Check for any shortage or discrepancy in the number of data items in the target record, and that data is set correctly in the item.

# Appendix C Process Discovery Messages

## C.1 Process Generator Messages (PDGxxxx)

This chapter explains the messages output by the Process Generator.

---

### PDG2010

**The requested URL cannot be displayed. An invalid parameter has been specified.**

Message type

**Error**

Parameters

None

Description

The wrong URL parameters have been specified to display the Process Generator.

Action

Login from the console to display the Process Generator.

---

### PDG2069

**Either the CSV file or composite property has changed. Check profiling.**

Message type

**Error**

Parameters

None

Description (1)

CSV files or composite items changed. Profiling needs to be performed again.

Description (2)

Profiling cannot be processed because CSV file, which number of header column is greater than number of data column, is specified for creating model.

Action (1)

Perform profiling again.

Action (2)

Check the CSV file which was used for creating model.

---

### PDG2074

**The server is not responding to the request.**

Message type

**Error**

Parameters

None

## Description

Cannot access the server where Analytics is installed.

## Action

Check whether there is an abnormality in the network.

---

## PDG2076

**The data format is different.**

## Message type

**Error**

## Parameters

None

## Description

Cannot proceed successfully.

## Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## PDG2110

**The Process Generator cannot be started.**

## Message type

**Error**

## Parameters

None

## Description

Process Generator cannot be started.

## Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## PDG2512

**Format of the Business Calendar "{0}" is invalid.**

## Message type

**Error**

## Parameters

{0} = Business Calendar name

## Description

There is an error in the Business Calendar format.

## Action

Check the format of the Business Calendar.



---

**PDG2513**

**The selected model cannot be processed because it is being used by another user.**

Message type

**Error**

Parameters

None

Description

The selected model is already being used by another user.

Action

Wait for the other user to finish. Alternatively, use the command to forcibly break the lock.

---

**PDG2514**

**You do not have the required permissions for this operation.**

Message type

**Error**

Parameters

None

Description

The selected model is already being used by another user.

Action

Wait for the other user to finish. Alternatively, use the command to forcibly break the lock.

---

**PDG2610**

**Some CSV files do not have timestamp.**

Message type

**Error**

Parameters

None

Description

It is necessary to specify timestamps for CSV files when generating processes, but a timestamp has not been specified.

Action

Specify the timestamp for each and every CSV file.

---

**PDG2999**

**An internal error occurred.**

Message type

**Error**

Parameters

None

## Description

An internal error occurred.

## Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

# C.2 Process Analyzer Messages (PDAxxxx)

---

This chapter explains the messages output by the Process Analyzer.

---

## PDA2001

**Failed to obtain data from the server. No={0}, code={1} {2}**

## Message type

**Error**

## Parameters

{0}, {1}, {2} = Error information

## Description

Cannot proceed successfully.

## Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## PDA2002

**Illegal data format returned from the server.**

## Message type

**Error**

## Parameters

None

## Description

Cannot proceed successfully.

## Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## PDA2004

**The Process Analyzer cannot be started.**

## Message type

**Error**

## Parameters

None

## Description

Process Analyzer cannot be started.

## Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

### PDA2007

**Failed to save the process diagram.**

## Message type

**Error**

## Parameters

None

## Description

Functionality of saving process diagram cannot be used due to invalid environment of Analytics server.

## Action

Check whether correct environment for saving process diagram is used.

---

### PDA2010

**The requested URL cannot be displayed. An invalid parameter has been specified.**

## Message type

**Error**

## Parameters

None

## Description

The wrong URL parameters have been specified to display the Process Generator.

## Action

Login from the console to display the Process Analyzer.

---

### PDA2025

**Failed to import the cost settings.**

## Message type

**Error**

## Parameters

None

## Description

Failed to import the cost settings.

## Action

Check that there are no problems with the file being imported.

---

### PDA2026

**Failed to export the cost settings.**

Message type

**Error**

Parameters

None

Description

Failed to export the cost settings.

Action

Check whether the folder specified as the export destination exists.

---

#### **PDA2037**

**Failed to export the event display name settings.**

Message type

**Error**

Parameters

None

Description

Failed to export the event display name settings.

Action

Check that there are no problems with the file being imported.

---

#### **PDA2038**

**Failed to import the event display name settings.**

Message type

**Error**

Parameters

None

Description

Failed to import the event display name settings.

Action

Check that there are no problems with the file being imported.

---

#### **PDA2232**

**Failed to write to the cost configuration file.**

Message type

**Error**

Parameters

None

Description

Failed to export the cost settings.

#### Action

Check whether the folder specified as the export destination exists.

---

#### **PDA2235**

**Failed to read the cost configuration file.**

#### Message type

**Error**

#### Parameters

None

#### Description

Failed to import the cost settings.

#### Action

Check that there are no problems with the file being imported.

---

#### **PDA2237**

**KPI cannot be set because it is unauthorized.**

#### Message type

**Error**

#### Parameters

None

#### Description

The user does not have the permissions to generate alerts or charts from the Process Generator.

#### Action

In the Management Console, assign the user to a group that has the permissions to generate alerts and charts from the Studio.

---

#### **PDA2999**

**An internal error occurred.**

#### Message type

**Error**

#### Parameters

None

#### Description

An internal error occurred.

#### Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## **C.3 Other Messages (BEINTEGxxxx, BECMNxxxx)**

This section explains other messages.

---

## BEINTG2004

**Failed to create Chart definition. (Detail : {0})**

Message type

**Error**

Parameters

{0} = Error detail information

Description

Failed to generate chart from Process Analyzer.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## BEINTG2005

**Failed to create Alert definition. (Detail : {0})**

Message type

**Error**

Parameters

{0} = Error detail information

Description

Failed to generate alert from Process Analyzer.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## BECMN2004

**Failed to extract events using Process Discovery. (Detail : {0})**

Message type

**Error**

Parameters

{0} = Error detail information

Description

Failed to generate process with Analytics sensor.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## BECMN2005

**Failed to retrieve the results of event extraction using Process Discovery. (Detail : {0})**

Message type

**Error**

Parameters

{0} = Error detail information

### Description

Failed to acquire the results of process generation with Analytics sensor.

### Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

---

## **BECMN2101**

**The session is invalid.**

### Message type

**Error**

### Parameters

None

### Description

Session is not valid.

### Action

Please log in again.

# Appendix D Maintaining the Built-in Database

## D.1 Backing up Built-in Database

This chapter explains some steps to backup Built-in Database.



Please stop Analytics Server before backup.

Please backup all of running environment instead of only Built-in Database in case you have any changes on environment by Analytics Studio.

### D.1.1 Procedure for backing up Built-in Database

The procedure for backing up Built-in Database is as follows.

- Stop Related Systems
- Backup directory which stores database space
- Start Related Systems

### D.1.2 Stop Related Systems

Stop related systems. Please refer to “Stop Related Systems” for detail.

### D.1.3 Backup directory which stores database space

Backup following resources.

- All resources under directory which stores database space

Example:

C:\ibpmmsym

#### Stopping Built-in Database system

Stop Built-in Database system before starting backup.

Command to execute:

```
set RDBNAME=BPMA  
rdbstop
```

Please note that you may not be able to restore properly if you did not backup without stopping Built-in Database system.

#### Backup directory which stores database space

Copy the directory which stores database space you specified during install to another place.



25GB free space is required in copy destination. Please confirm that enough space is available before you start backup.

Copy operation might take time since the size of database space resource is large.



## Restart Built-in Database System

Restart Built-in Database system after backup.

Command to execute:

```
set RDBNAME=BPMA
rdbstart
```

## D.1.4 Start Related Systems

---

Start related systems. Please refer to “Start Related Systems” for detail.

## D.2 Restoring Built-in Database

---

Restoring will make solution for the issue based on backup resources.



Directory which stores database space must be same as backed up resources.

Please restore all of running environment instead of only Built-in Database in case you have any changes on environment by Analytics Studio.

Restore in following procedure:

- Stop Related Systems
- Restore directory which stores database space
- Start Related Systems

### D.2.1 Stop Related Systems

---

Stop related systems. Please refer to “Stop Related Systems” for detail.

### D.2.2 Restore directory which stores database space

---

Restore directory which stores database space by using backed up resources.

#### Stopping Built-in Database system

Stop Built-in Database system before starting backup.

Command to execute:

```
set RDBNAME=BPMA
rdbstop
```

#### Restore directory which stores database space

Restore all of your resource by copying the directory which stores database space you backed up.



Please replace with structure completely instead of overwriting.

Please confirm that structure after restoring is same as before.

## Restart Built-in Database System

Restart Built-in Database system after backup.

Command to execute:

```
set RDBNAME=BPMA  
rdbstart
```

## D.2.3 Start Related Systems

---

Start related systems. Please refer to “Start Related Systems” for detail.