

Systemwalker Desktop Patrol V14g



Operation Guide: for Clients

Windows

B1WD-2706-04ENZ0(00)
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Preface

Purpose of this Guide

This guide explains the necessary installation settings and operating procedures to use the "Systemwalker Desktop Patrol CT" in the following products.

- Systemwalker Desktop Patrol V14g (14.2.0)

Intended Readers

This guide is for those responsible for using the "Systemwalker Desktop Patrol CT" (referred to as the client in this document), which is monitored by "Systemwalker Desktop Patrol".

To understand the contents of this guide, the following knowledge is essential.

- General knowledge regarding personal computers
- General knowledge regarding Windows
- General knowledge regarding the Internet

Structure of this Guide

This guide consists of Chapter 1 ~ 6.

Chapter 1 Install/Uninstall

This chapter describes the setup and Uninstallation method of "Systemwalker Desktop Patrol CT" operating on client PC (Personal Computer).

Chapter 2 How to Use

This chapter describes how to operate "Systemwalker Desktop Patrol CT"

Chapter 3 Modifying Environment Setup

This chapter describes the modification of environment setup of "Systemwalker Desktop Patrol CT"

Chapter 4 Desktop Patrol Main Menu

This chapter describes the main menu of Desktop Patrol

Chapter 5 Application of ADT

This chapter describes the usage method of ADT

Chapter 6 Message List

This chapter describes the message output from client PC Systemwalker Desktop Patrol and its occurring reason and mistakes treatment method.

Location of This Guide

In Systemwalker Desktop Patrol manual, location of this guide is shown as follows.

Manual Name	Contents
Systemwalker Desktop Patrol User's Guide	Basic knowledge of Systemwalker Desktop Patrol, such as overview, features, functions, etc.
Systemwalker Desktop Patrol Installation Guide	How to perform installation settings, change operation environment, maintain and manage Systemwalker Desktop Patrol.
Systemwalker Desktop Patrol Operation Guide: for Administrators	How to collect PC information, install security patches, distribute software, license management, management ledger, and environment setup of Systemwalker Desktop Keeper.

Manual Name	Contents
Systemwalker Desktop Patrol Operation Guide: for Clients (This Guide)	How to install, operate and change the settings of the client side. In addition, it explains how to handle error messages output from client side.
Systemwalker Desktop Patrol Reference Manual	Commands, files and port numbers used in Systemwalker Desktop Patrol. In addition, it explains how to handle error message output from Systemwalker Desktop Patrol.

Also, the following manuals are enclosed as Systemwalker Live Help manuals. Please refer to them when you use the remote operation function (Systemwalker Live Help Function).

Manual Name	Contents
Systemwalker Live Help User's Guide	It explains how to install Systemwalker Live Help, how to use the hardware and software and set the support center. In addition, it also explains how to manage by Live Help Connection Manager.
Systemwalker Live Help Client Guide	It explains how to install, use and set Systemwalker Live Help Client.

Symbols used in this guide

This guide uses the following names, symbols and abbreviations for explications.

Symbols used in commands

This subsection describes the symbols used in the examples of commands.

Meaning of Symbols

Symbol	Meaning
[]	Indicates that the items enclosed in these brackets can be omitted.
1	Indicates that one of the items separated by this symbol should be selected.

Symbols used in this guide

The following symbols are used in this guide.

Meaning of Symbols

Symbol	Meaning
<i>n</i>	Indicates variable value.



Note

Indicates an item requires special attention.



Point

Indicates useful information.

DTP installation directory

The directory in which “Systemwalker Desktop Patrol CS”, “Systemwalker Desktop Patrol DS”, “Systemwalker Desktop Patrol AC”, “Systemwalker Desktop Patrol ADT” or “Systemwalker Desktop Patrol CT” is installed is indicated as the DTP installation directory.

Abbreviations

In this guide, the product names are abbreviated as follows.

Product Name	Abbreviation
Systemwalker Desktop Patrol CS	CS
Systemwalker Desktop Patrol DS	DS
Systemwalker Desktop Patrol AC	AC
Systemwalker Desktop Patrol ADT	ADT
Systemwalker Desktop Patrol CT	CT

In this guide, the operating system names are abbreviated as follows.

Abbreviation	Full Name
Windows Server® 2008	Microsoft® Windows Server® 2008 Foundation Microsoft® Windows Server® 2008 Standard Microsoft® Windows Server® 2008 Enterprise Microsoft® Windows Server® 2008 Standard without Hyper-V™ Microsoft® Windows Server® 2008 Enterprise without Hyper-V™ Microsoft® Windows Server® 2008 R2 Foundation Microsoft® Windows Server® 2008 R2 Standard Microsoft® Windows Server® 2008 R2 Enterprise
Windows Server® 2003	Microsoft® Windows Server® 2003, Standard Edition Microsoft® Windows Server® 2003, Enterprise Edition Microsoft® Windows Server® 2003, Standard x64 Edition Microsoft® Windows Server® 2003, Enterprise x64 Edition Microsoft® Windows Server® 2003 R2, Standard Edition Microsoft® Windows Server® 2003 R2, Enterprise Edition Microsoft® Windows Server® 2003 R2, Standard x64 Edition Microsoft® Windows Server® 2003 R2, Enterprise x64 Edition
Windows® 7	Windows® 7 Enterprise Windows® 7 Ultimate Windows® 7 Professional Windows® 7 Home Premium
Windows Vista®	Microsoft® Windows Vista® Ultimate Microsoft® Windows Vista® Enterprise Microsoft® Windows Vista® Business Microsoft® Windows Vista® Home Premium Microsoft® Windows Vista® Home Basic Microsoft® Windows Vista® Ultimate 64-bit Edition Microsoft® Windows Vista® Enterprise 64-bit Edition Microsoft® Windows Vista® Business 64-bit Edition Microsoft® Windows Vista® Home Premium 64-bit Edition Microsoft® Windows Vista® Home Basic 64-bit Edition
Windows® XP	Microsoft® Windows® XP Professional Microsoft® Windows® XP Home Edition

Abbreviation	Full Name
Windows	Microsoft® Windows Server® 2008 Foundation Microsoft® Windows Server® 2008 Standard Microsoft® Windows Server® 2008 Enterprise Microsoft® Windows Server® 2008 Standard without Hyper-V™ Microsoft® Windows Server® 2008 Enterprise without Hyper-V™ Microsoft® Windows Server® 2008 R2 Foundation Microsoft® Windows Server® 2008 R2 Standard Microsoft® Windows Server® 2008 R2 Enterprise Microsoft® Windows Server® 2003, Standard Edition Microsoft® Windows Server® 2003, Enterprise Edition Microsoft® Windows Server® 2003, Standard x64 Edition Microsoft® Windows Server® 2003, Enterprise x64 Edition Microsoft® Windows Server® 2003 R2, Standard Edition Microsoft® Windows Server® 2003 R2, Enterprise Edition Microsoft® Windows Server® 2003 R2, Standard x64 Edition Microsoft® Windows Server® 2003 R2, Enterprise x64 Edition Windows® 7 Enterprise Windows® 7 Ultimate Windows® 7 Professional Windows® 7 Home Premium Microsoft® Windows Vista® Ultimate Microsoft® Windows Vista® Enterprise Microsoft® Windows Vista® Business Microsoft® Windows Vista® Home Premium Microsoft® Windows Vista® Home Basic Microsoft® Windows Vista® Ultimate 64-bit Edition Microsoft® Windows Vista® Enterprise 64-bit Edition Microsoft® Windows Vista® Business 64-bit Edition Microsoft® Windows Vista® Home Premium 64-bit Edition Microsoft® Windows Vista® Home Basic 64-bit Edition Microsoft® Windows® XP Professional Microsoft® Windows® XP Home Edition
IIS	Internet Information Services 6.0 Internet Information Services 7.0 Internet Information Services 7.5
IE	Microsoft® Internet Explorer® 6.0 Windows® Internet Explorer® 7 Windows® Internet Explorer® 8 Windows® Internet Explorer® 9

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March 2012

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Chapter 1 Install/Uninstall

This chapter explains how to install and uninstall software used on a client personal computer (PC).

Note

- Systemwalker Desktop Patrol of English version described in this manual can be installed in the OS of following languages.

Japanese OS

English OS

Chinese OS

It can not be installed in the OS or Language Packs except the languages mentioned above.

- Please note: If the CT system date is modified after installing, then inventory collection is performed, the Inventory Information will not be reflected onto the server.

1.1 Installing Systemwalker Desktop Patrol CT

Install CT on a PC to collect hardware and software information of the PC.

The method of installing “Systemwalker Desktop Patrol CT” is shown below.

1. Start to “Download Menu” from the Web browser.

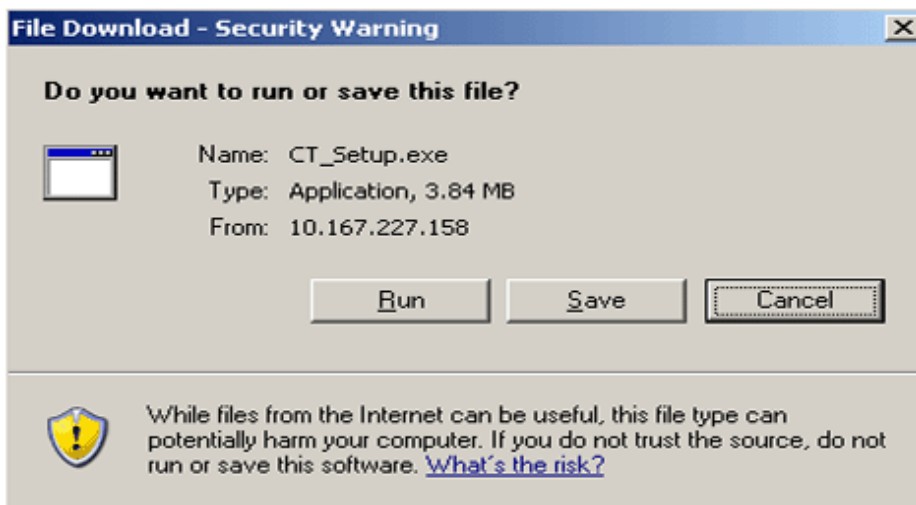
The “Desktop Patrol Download Menu” is a list of operation menus to operate assets management of Systemwalker Desktop Patrol from the Web browser. For the URL, contact the Administrator.

For the Web browser, Microsoft® Internet Explorer6.0 or later is required.

The screenshot displays the Systemwalker web interface. At the top, there is a blue header with the 'Systemwalker' logo on the left and the 'FUJITSU' logo on the right. Below the header, there are two tabs: 'CT Download' (selected) and 'ADT Download'. A 'Manual' link is visible in the top right corner. The main content area is titled 'CT Download' and is divided into two sections. The first section, 'Server List', has a sub-header 'Server List' and a text prompt 'Select server name to download CT.'. Below this, there is a pagination control showing 'All 2 Case(s)' and 'Page 1 of 1'. A table with two columns, 'Type of CS/DS' and 'Server Name', lists two entries: 'CS' with 'FUJITSU' and 'DS' with 'DEGN'. The second section, 'Command Mode CT List', has a sub-header 'Command Mode CT List' and a text prompt 'Command Mode CT can be downloaded.'. It also features a pagination control showing 'All 1 Case(s)'. Below this, there is a table with four columns: 'Group Name', 'When E-mail is not used', 'When E-mail is used', and 'Number of Valid Days'. The first row lists 'FUJITSU' with links to 'CTOffline.exe' and 'CTMail.exe'.

2. Click the “Server Name” of the PC that becomes the upstream server.

→The below screen appears and a message that verifies saving is displayed.

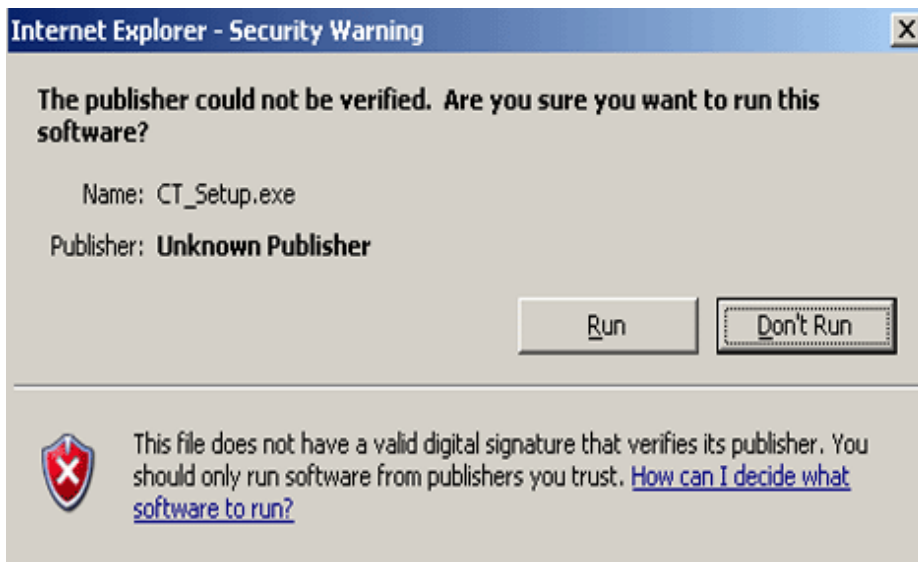


3. Click the “Run” button.

→The installation of the “Systemwalker Desktop Patrol CT starts and the “Welcome” dialog box appears.

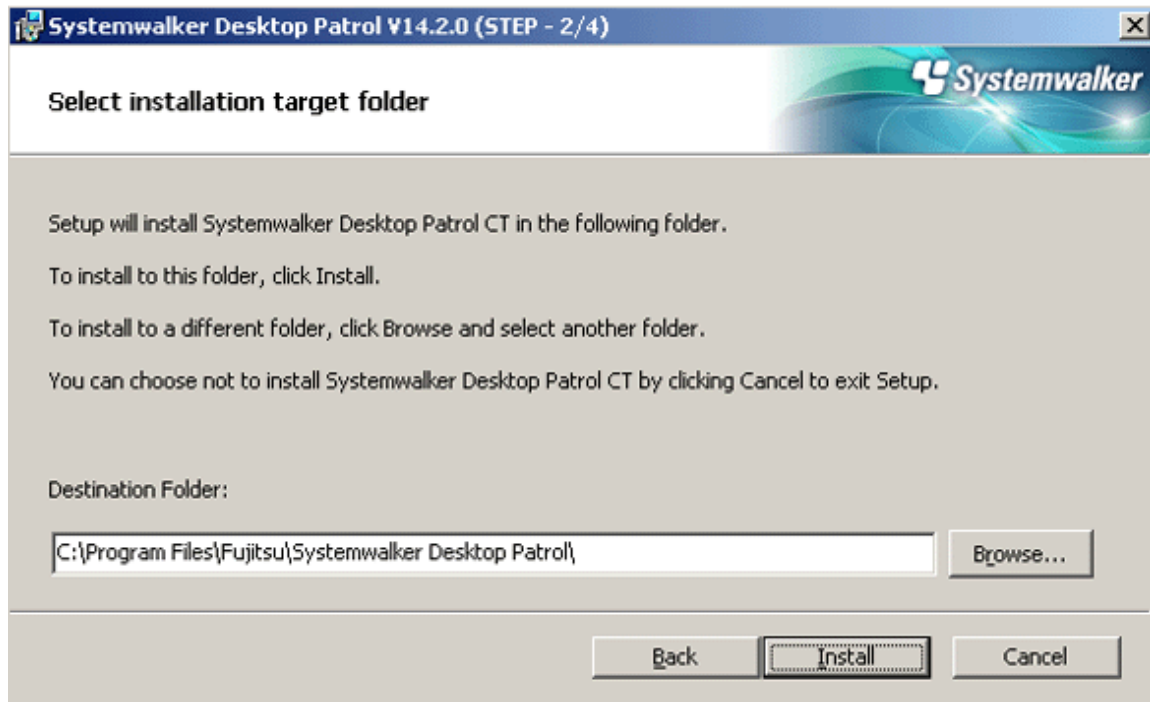
Note

Although the below security warning screen is displayed, please select “Run”.



4. Click the “Next” button.

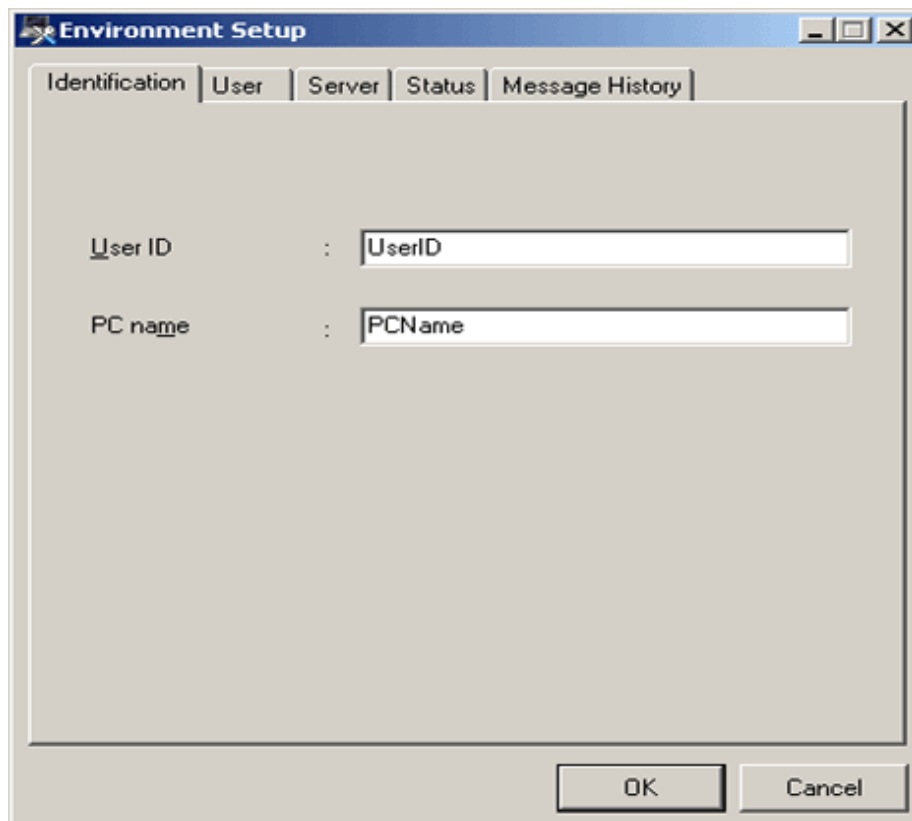
→ The below screen is displayed.



5. Specify the destination folder of installation and click the “Install” button.

→Start installation.

→The below screen is displayed.



Note

In the course of install, the screen of “Environment Setup” is displayed after ground screen.

Please use taskbar or Alt+TAB keys to switch the window, and display the window.

6. Enter the following information in the “User identification information” and “User Information” click the “OK” button. In addition, because the information of “Server switch” tab has been set, it is unnecessary to modify.
 - The “User identifying information” tab

Item Name	Description
“User ID”	Enter the User ID.
“PC name”	Enter the computer name of the installation PC.

For “User ID” and “PC name”, enter the value as instructed by the “Administrator”, if any.

Besides, when making Active Directory linkage, as the “User identification information” tab is not displayed, it is unnecessary to enter “User ID” and “PC name”.

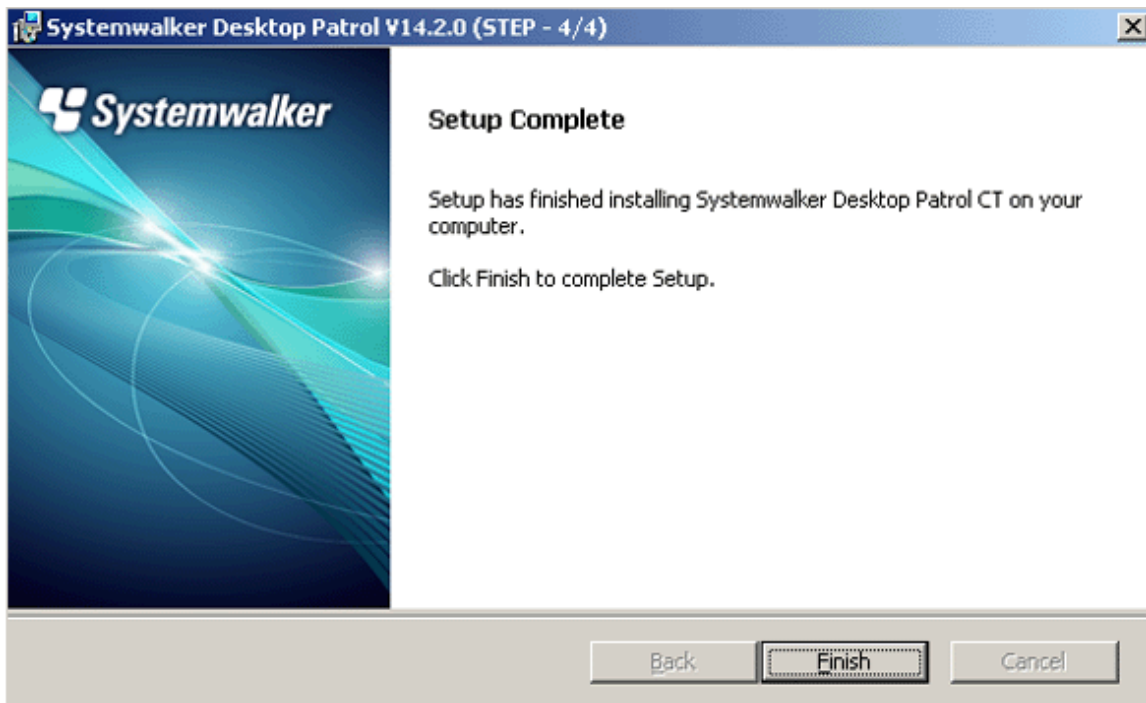
- The “User Information” tab

Enter the value as instructed by the “Administrator”, if any.

Note

If the “User ID” and “PC name” are not entered, cannot collect the Inventory Information. Be sure to enter the User ID and PC name.

→The following window is displayed.



7. Click the “Finish” button.

→ If the “Systemwalker Desktop Patrol CT” is being installed for the first time, Inventory collection will be performed and the PC information will be sent to the server after the “Finish” button is clicked.

Note

When the User ID and PC name are modified after installing “Systemwalker Desktop Patrol CT”, Inventory notification is immediately performed after the modification. Therefore, Inventory information still cannot be referred to via main menu.

If the Inventory notice is performed as soon as the User ID or PC name are modified, select “All Programs” - “Systemwalker Desktop Patrol CT” - “Inventory Collection” to collect Inventory in start menu.

When the User ID and PC Name are Not Entered

Follow the steps below when the User ID and PC name are not entered in step “7”.

1. Select “All Programs” - “Systemwalker Desktop Patrol CT” - “Environment Setup” in start menu to set the User ID and PC name.
2. Select “All Programs” - “Systemwalker Desktop Patrol CT” - “Inventory Collection” in the start menu to perform Inventory collection.

1.2 Uninstalling Systemwalker Desktop Patrol CT

This section explains how to uninstall “Systemwalker Desktop Patrol CT”

1. Remove the following programs in “Add/Delete programs”

In the case of Windows Vista®, Windows® 7 or Windows Server® 2008, delete the following program through “program and function” - “uninstall program”.

Systemwalker Desktop Patrol CT

When password entry window is displayed in the above-mentioned operation, please contact the administrator to verify the password.

Note

When performing under Windows Vista®, Windows® 7 or Windows Server® 2008, the user account control window with below message will appear, please select “allow”.

2. Remove the related folders after completion of removal of the relevant programs.

Please remove the following folder.

The install directory of Systemwalker Desktop Patrol

Example: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol

3. The PC from which software was uninstalled must be removed from the “Systemwalker Desktop Patrol CS”. Please request the “Administrator” to remove it.

Chapter 2 How to Use

This chapter describes how to use CT.

Note

- If the time on the PC where a CT is installed is incorrect, the CT cannot work properly after being installed. Verify that the system time setting is correct.

2.1 Inventory Collection

This section describes how to use the inventory collection function.

2.1.1 Sending Inventory Information to the Upstream Server

The inventory collection function of Systemwalker Desktop Patrol contains the inventory collection plan of the PC where the CT is installed and the methods of automatically and manually sending inventory information to the upstream server.

The procedure for manually sending inventory information from CT to the upstream server is as follows:

1. Choose “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Inventory Collection”.

→The CT sends inventory information to the upstream server.

Verify that the information is sent based on the value of “Inventory collection status” on the “Status” tab page on the “Environment Setup” page. For details about the “Status” tab on the “Environment Setup” page, see [2.6 Verifying the Operation Status](#).

Note

If the name of the upstream server for receiving the collected inventory information is incorrect, collecting Inventory information will fail.

To verify that the CS or DS server name for receiving the collected inventory information is correct, choose “Start” - “Systemwalker Desktop Patrol CT” - “Environment Setup”, and view the information in “Connection Server” on the “Server Switch” tab page.

Point

The method of manually sending inventory information is recommended in the following scenarios:

- The CT user is modified, or the PC management information is modified.
- The current asset information needs to be affirmed based on inventory check.

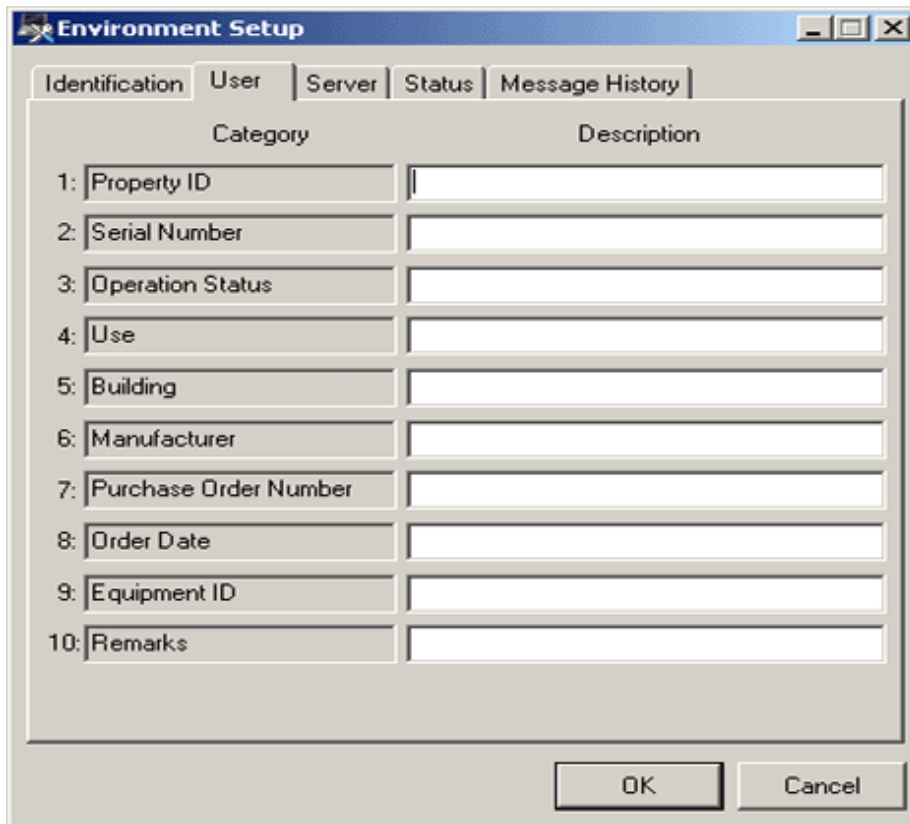
2.1.2 Entering User Information

To efficiently manage assets, you need to enter the project information required by the administrator.

After you enter information using the inventory collection function, the CT automatically sends the information to the upstream server.

To enter information, proceed as follows:

1. Choose “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Environment Setup”.
→The “Environment Setup” dialog box is displayed.
2. Click the “User” tab.



The screenshot shows the "Environment Setup" dialog box with the "User" tab selected. The dialog has a title bar with a close button. Below the title bar are five tabs: "Identification", "User", "Server", "Status", and "Message History". The "User" tab is active and contains a table with two columns: "Category" and "Description". The table has 10 rows, each with a number and a text input field for the category, and an empty text input field for the description. At the bottom right of the dialog are "OK" and "Cancel" buttons.

	Category	Description
1:	Property ID	
2:	Serial Number	
3:	Operation Status	
4:	Use	
5:	Building	
6:	Manufacturer	
7:	Purchase Order Number	
8:	Order Date	
9:	Equipment ID	
10:	Remarks	

3. Enter the information in the “Content” text box.
For details about each item and format, consult the administrator.

2.2 Downloading Software

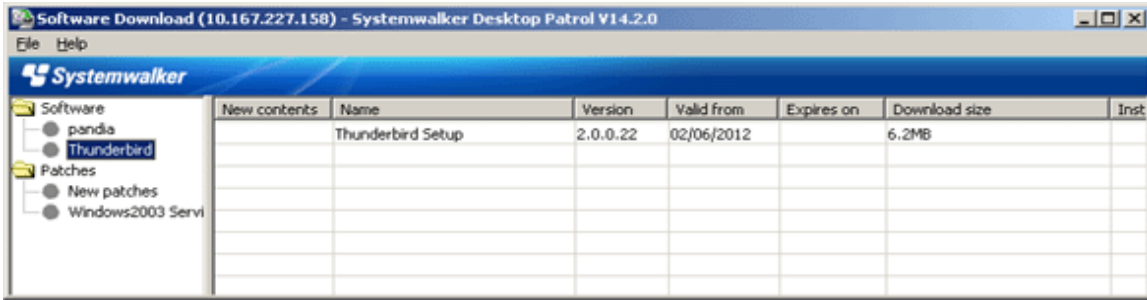
This section describes how to use the software download function.

2.2.1 Downloading Software

You can download the software registered with the upstream server. Software can be downloaded automatically or manually using the CT.

If the software to be delivered is an application, the page asking you to prepare for installation media is displayed.

1. Select “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Software Download”.
→The “Software Download” page is displayed.

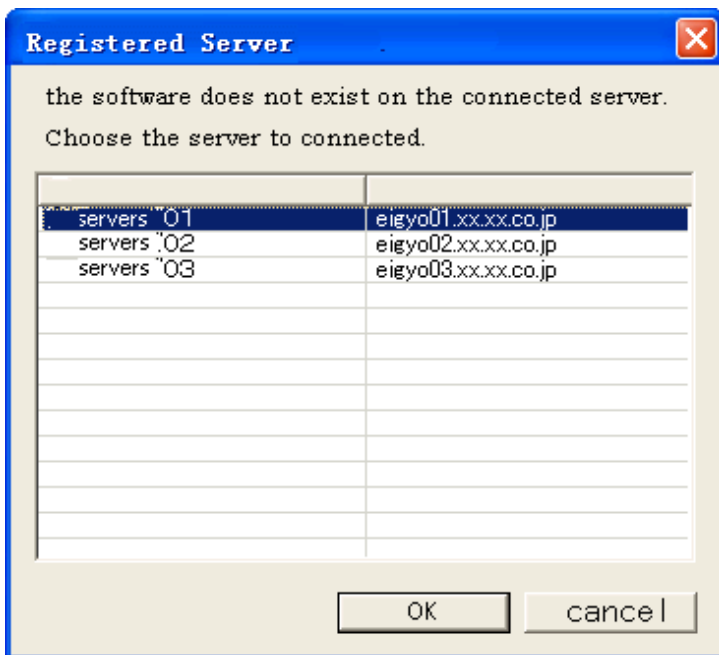


2. Select a workgroup from "Workgroup" on the left.
3. Select a file that you want to download from “Software List” on the right, and click “Download” under “File”.
→The system downloads the file.

If automatic execution has been configured for the software installation file, the system automatically executes the file after downloading it.

When the “Registered Server” page is displayed

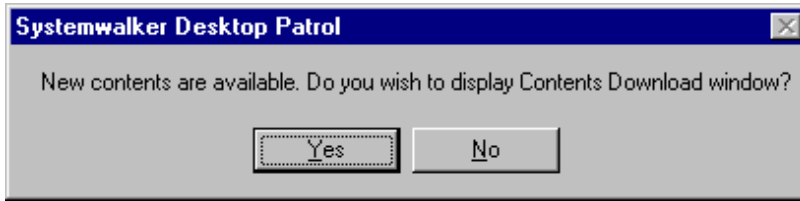
If the software does not exist on the connected server when you attempt to download software, the following page will be displayed:



Select the server that is registered with the software, and click “OK” to download the software.

2.2.2 Downloading New Software

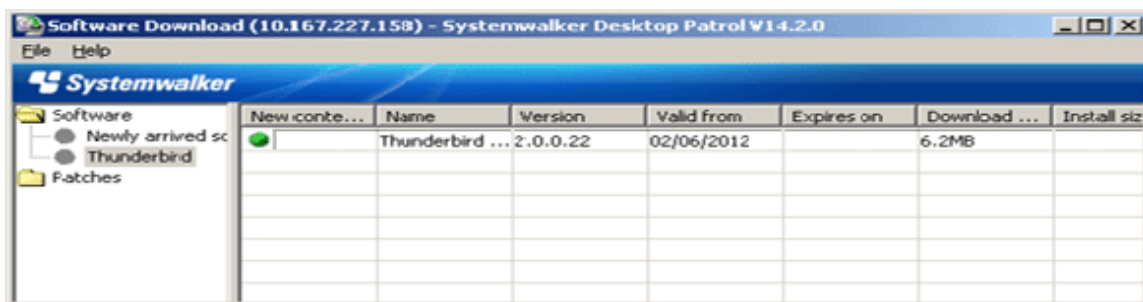
When a new message is applied, the following window is displayed during login after the new software has been registered with the upstream server.



Perform either of the following steps:

- When the software is trusted and needs to be downloaded, click "Yes". For software download methods, refer to [2.2.1 Downloading Software](#).
- When the software is not trusted or does not need to be downloaded, click "No". When the software is confirmed and downloaded later, refer to [2.2.1 Downloading Software](#) to download the software.

If the new software is a program, the system adds the program to "New Program", and displays the program icon in "New". If the new software is a security patch, the system adds the patch to "New Patch", and displays the patch icon in "New".



Note

When security patches are not automatically installed after the new software notification dialog box or software download dialog box is displayed, you must respond in the new software notification dialog box. If the software download page is not required, close this page.

2.3 Receiving Security Patch

When the automatic installation of security patches is enabled in Systemwalker Desktop Patrol, the security patches released by Microsoft will be automatically installed to CTs.

Here describes mandatory operations required to automatically install security patches.

Note

When configuring the automatic installation of security patches, the administrator must not select the check box of keeping computers always in the latest state in the Windows automatic update configuration window.

Note

When you select "Use Password to Protect" for the screen saver program and run the program, the system does not restart the computer after security patches are installed.

In addition, the security patches that are not installed before restart will not be installed after restart.

Configure the security patch installation as follows:

- When the administrator configures that security patches are installed at night, ensure that Windows is deregistered.

- When automatic login is enabled, disable it.

2.3.1 Automatically Installing Patches

When the administrator configures the automatic installation of security patches, CTs automatically install the security patches that are not installed before.

Note

When security patches are not automatically installed after the new software notification message or software download dialog box is displayed, you must respond to the notification. If the software download page is not required, close this page.

The confirm messages displayed before, during, and after the security patch installation are as follows:

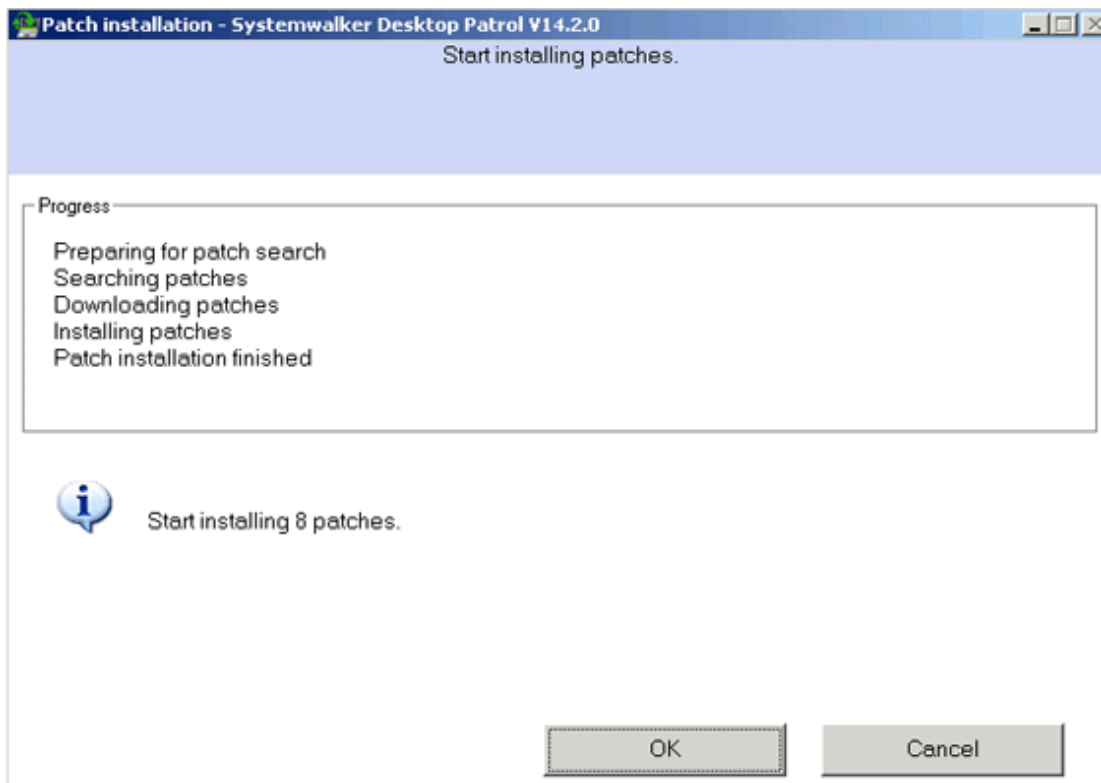
Note

When the remote desktop connection function is enabled on the Windows Server, no confirm message is displayed for the users not in the Administrators group when they remotely connect to the server.

Before Installing Security Patches

A confirm message is displayed, asking you whether to install security patches.

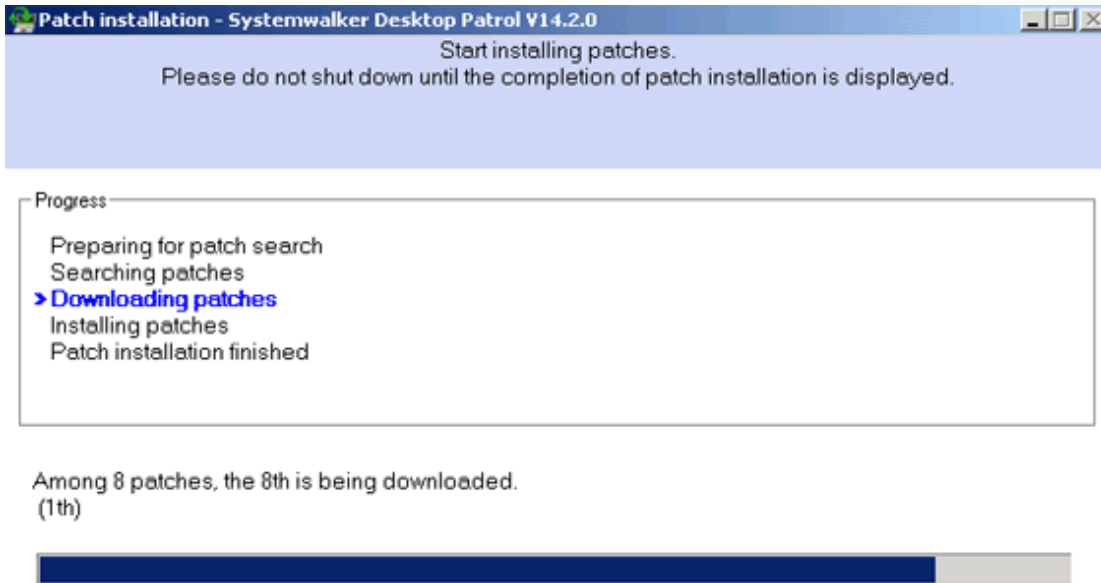
- Click “OK” to install security patches.
- Click “Cancel” if any to cancel installation. The same confirm message will be displayed if you click “Cancel” once.



*The administrator can customize the display of the “Cancel” button and the confirm message.

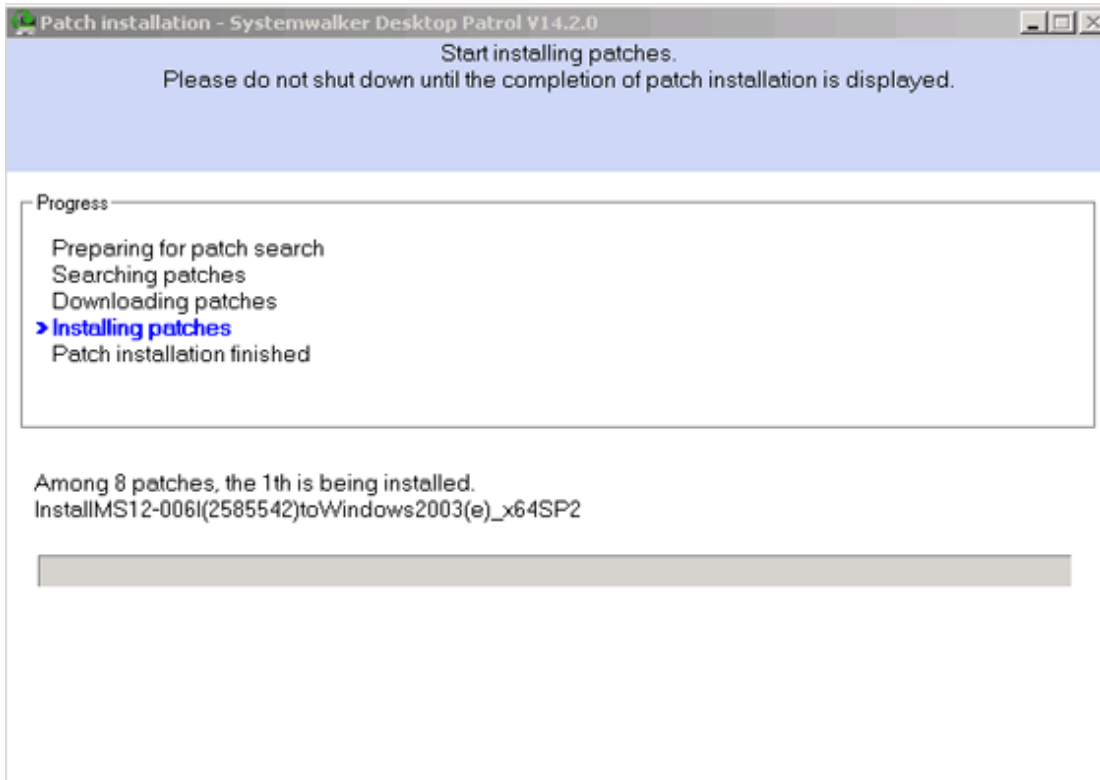
When Downloading Security Patches

A message is displayed, showing the download progress of security patches. Download cannot be canceled or interrupted.



When Installing Security Patches

A message is displayed, showing the installation progress of security patches. installation cannot be canceled or interrupted.



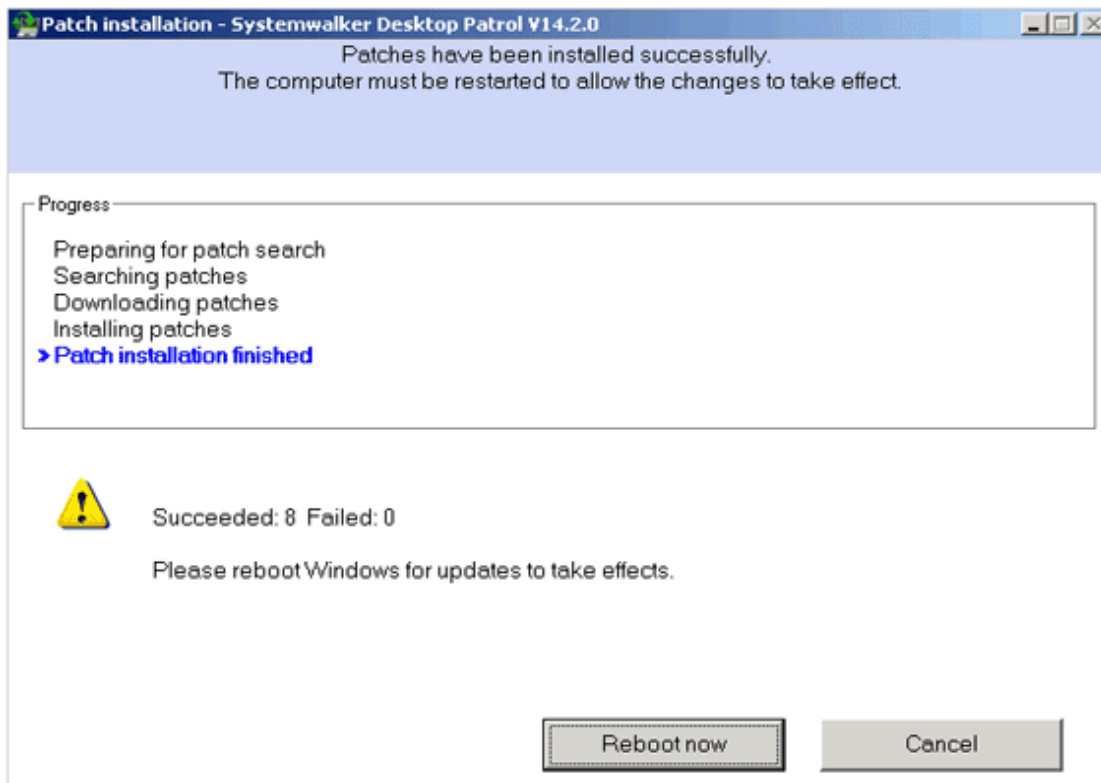
※The administrator can customize the display of the “Cancel” button and the progress message.

After Installing Security Patches

After security patches are installed, the system must be restarted. You can perform either of the following operations:

- Click “Reboot Now” to make security patches take effect.
- Click “Cancel” if any to cancel restart. The security patches will take effect at next restart.

To make certain security patches take effect, you may need to restart the system twice.



*The administrator can customize the display of the “Cancel” button and the confirm message.

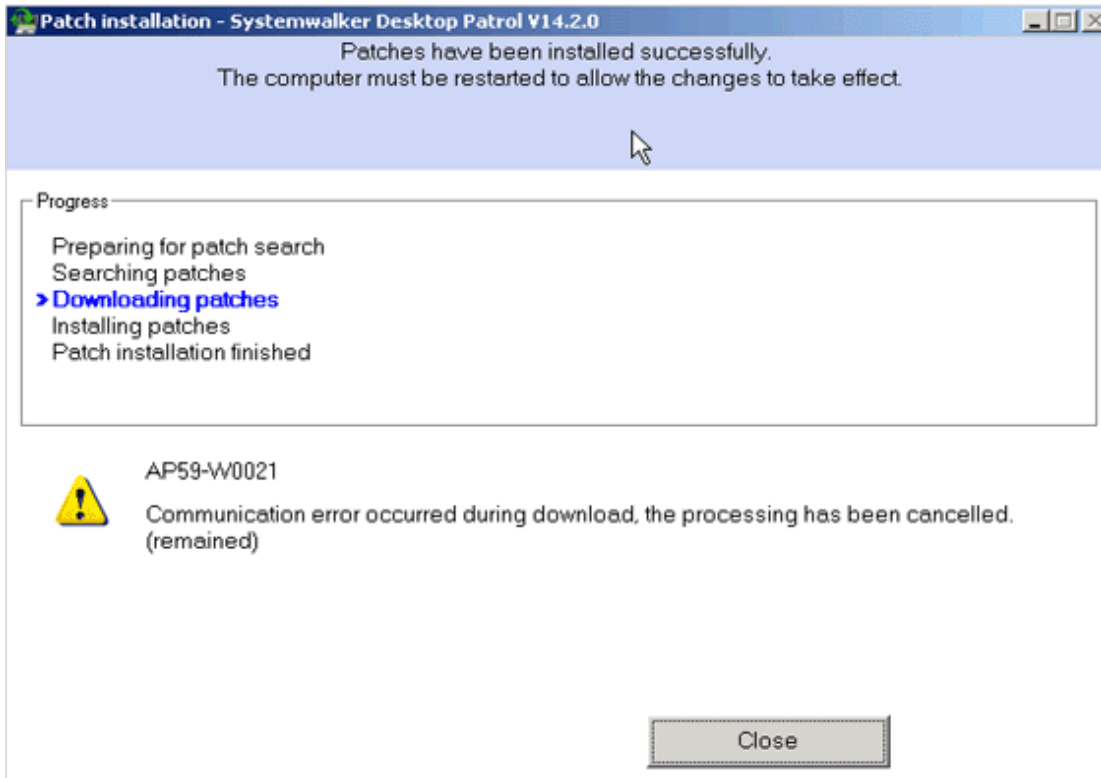
Note

After the system is restarted, CTs send inventory information to the system and notify the system of the security patch installation success. Therefore, before restart, the installation confirm of security patches may be delayed on the upstream server.

When Downloading Security Patches Fails

When downloading security patches fails, you can perform either of the following operations:

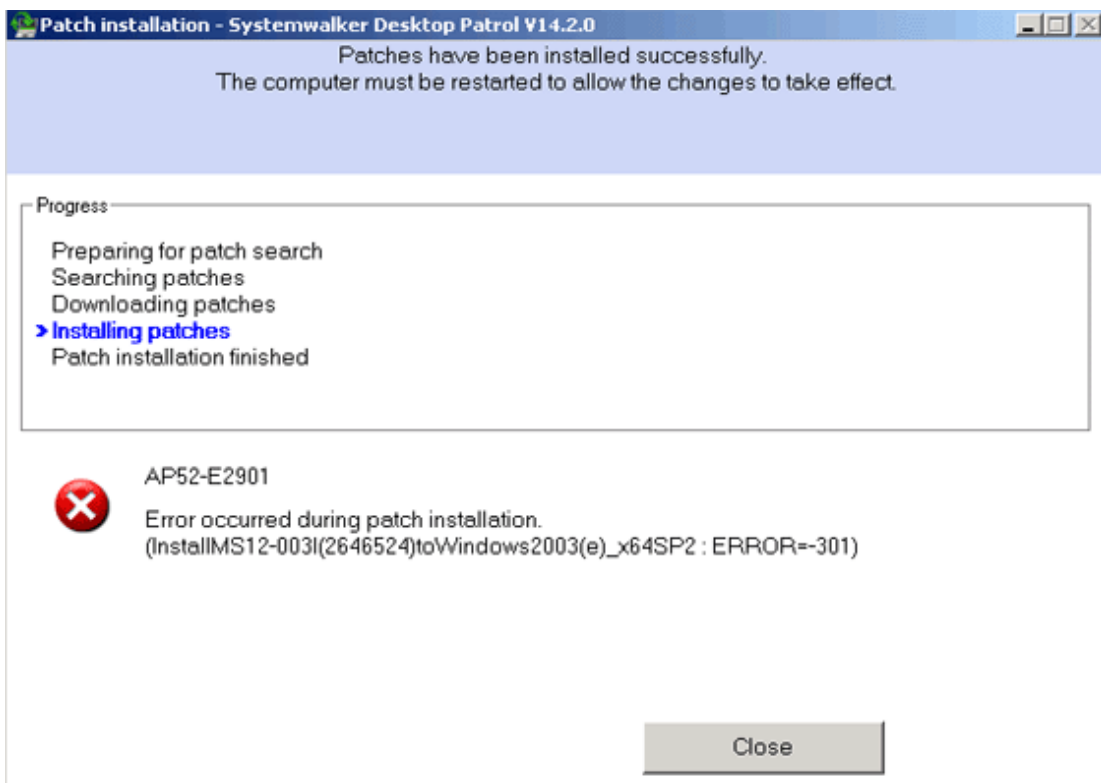
- Click “Retry” to download the security patches again.
- Click “Close” to end security patches installation.



When Installing Security Patches Fails

A confirmation dialog box is displayed.

Please click "Close" and consult the administrator.



※The administrator can customize the confirm message.

2.3.2 Manually Installing Patches

If security patches are not installed in CTs, download the patches registered on the upstream server and install them.

You can use either of the following methods to install patches:

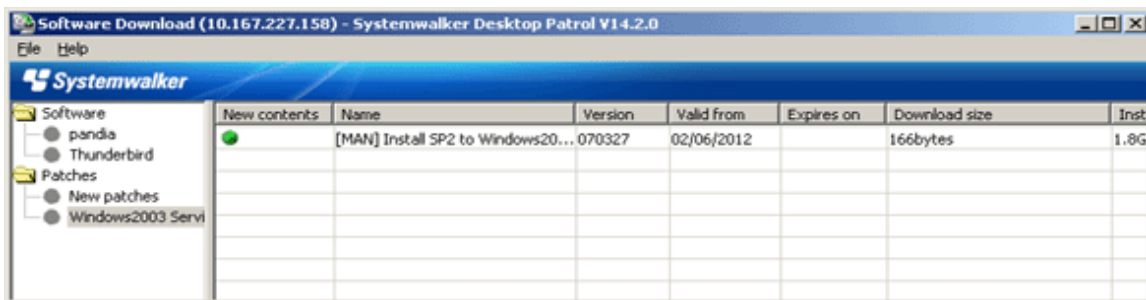
1. Install patches on the software download page.
2. Choose “Start” - “Install patches” to install patches.

The following describes the methods in details.

Installing Patches on the Software Download Page.

If a new patch notification is displayed, the system registers the patches on the upstream server after you log in. For details, see [2.2.2 Downloading New Software](#).

1. Select “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Software Download”.
→The “Software Download” page is displayed.



2. Select a security patch on the left patch tree, and download and install it. For download details, see [2.2.1 Downloading Software](#).
After you select the "New Patch" group in the patch tree, security patches are ranked based on the installation time.
To manually install patches, select the “New Patch” group, and rank the patches based on installing time.
Do not rank them based on name or version.
If you want to rank them based on name or version, select another group before selecting the “New Patch” group, and then install patches.

Note

Pay attention to the following items when manually installing security patches:

- After you download and install a patch on the “Software Download” page on a CT, the patch will not be displayed in the list of objects to download. If you find that the patch is not deleted from the list, delete it when appropriate during manual download.
- When you want to manually install security patches, ensure that the automatic installation function is not enabled.

If you manually download a patch when the automatic installation function is enabled, the patch will fail to be installed.

- When the automatic installation function is enabled, an installation notification will be displayed during login even if the in-advance notification function is disabled on the CT and the patch has been installed on the “Software Download” page.
- When the patch is manually installed on the “Software Download” page on the CT, the patch will fail to be installed when the system automatically install the patch.

Selecting “Start” - “Install Patches ” to Install Patches

After choosing “Start” - “Install patches”, install patches that are available for CTs.

1. Choose “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Install patches”.
→The “Patch Installation” dialog box is displayed.
For details, see [2.3.1 Automatically Installing Patches](#).
2. You can search for security patches and install them in the dialog box that is displayed.

Caution

Pay attention to the following items when manually installing security patches:

- After you select “Patch Installation”, the system takes a while to search for security patches available for the PC where a CT is installed.
- When the remote desktop connection function is enabled on the Windows Server, patches fail to be installed by the users not in the Administrators group when they remotely connect to the server.

2.4 Specifying Files in “Control of Execution File”

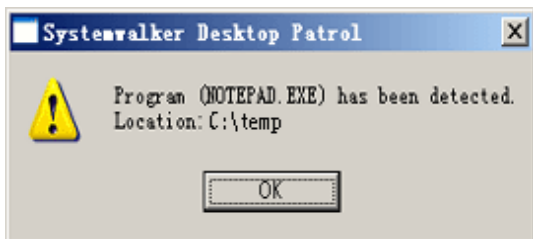
The Systemwalker Desktop Patrol system detects and forbids certain applications to prevent the installation of unnecessary software.

If the administrator enables the function of Control of Execution File, the system displays detect messages after detecting certain applications. When the application starts, the system forcibly stops it or displays a warning message.

In addition, the following message box will be displayed when the administrator enables the function of Control of Execution File.

[Example 1: When Detect Messages are Enabled]

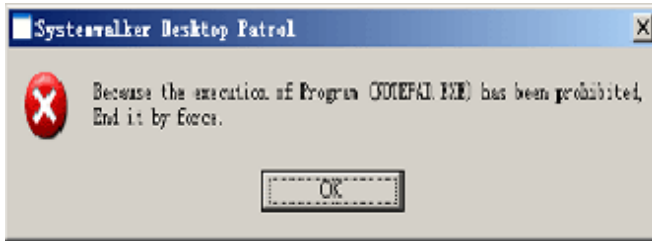
When detect messages are enabled:



- To display detect messages, proceed as follows:
Set the application to “Detect Required”.
Please uninstall the application because this application is illegal or unnecessary.
For more information, consult the administrator.

[Example 2: When Execution Forbidden Messages Are Enabled]

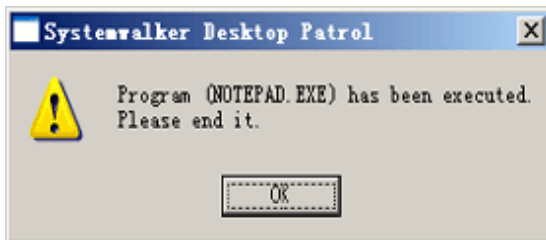
When execution forbidden messages are enabled:



- To display execution forbidden messages, proceed as follows to stop an application:
Set the application to "Execution forbidden".
The application cannot be executed because this application is illegal or unnecessary.
For more information, consult the administrator.

[Example 3: When Alarm Messages Are Enabled]

When alarm messages are enabled:



- To display alarm messages, proceed as follows:
Set the application to "Warning".
Do not execute the application because this application is illegal or unnecessary.
For more information, consult the administrator.

2.5 Diagnosis result window of operation settings

Check the PC power saving or security settings on diagnosis result page.

2.5.1 Diagnosis result window of operation settings

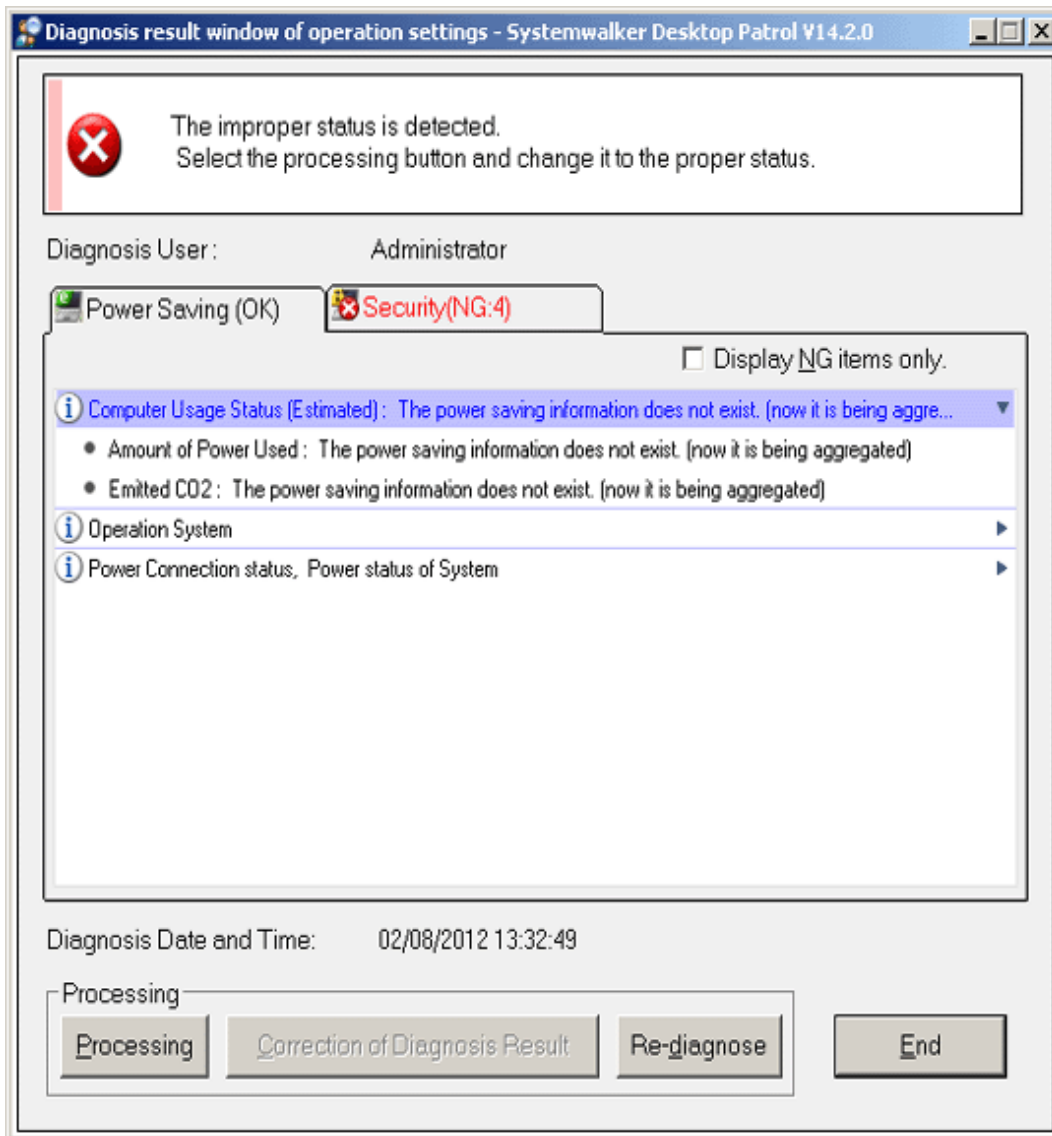
The following diagnosis results can be displayed on the diagnosis result page:

- Power saving settings
- Security settings

Note: The administrator can configure that diagnosis result pages are not displayed. When the remote desktop connection function is enabled on the Windows Server, only fixed settings (such as screen saving program) can be diagnosed for the users not in the Administrators group when they remotely connect to the server. The system settings such as BOIS passwords are not checked.

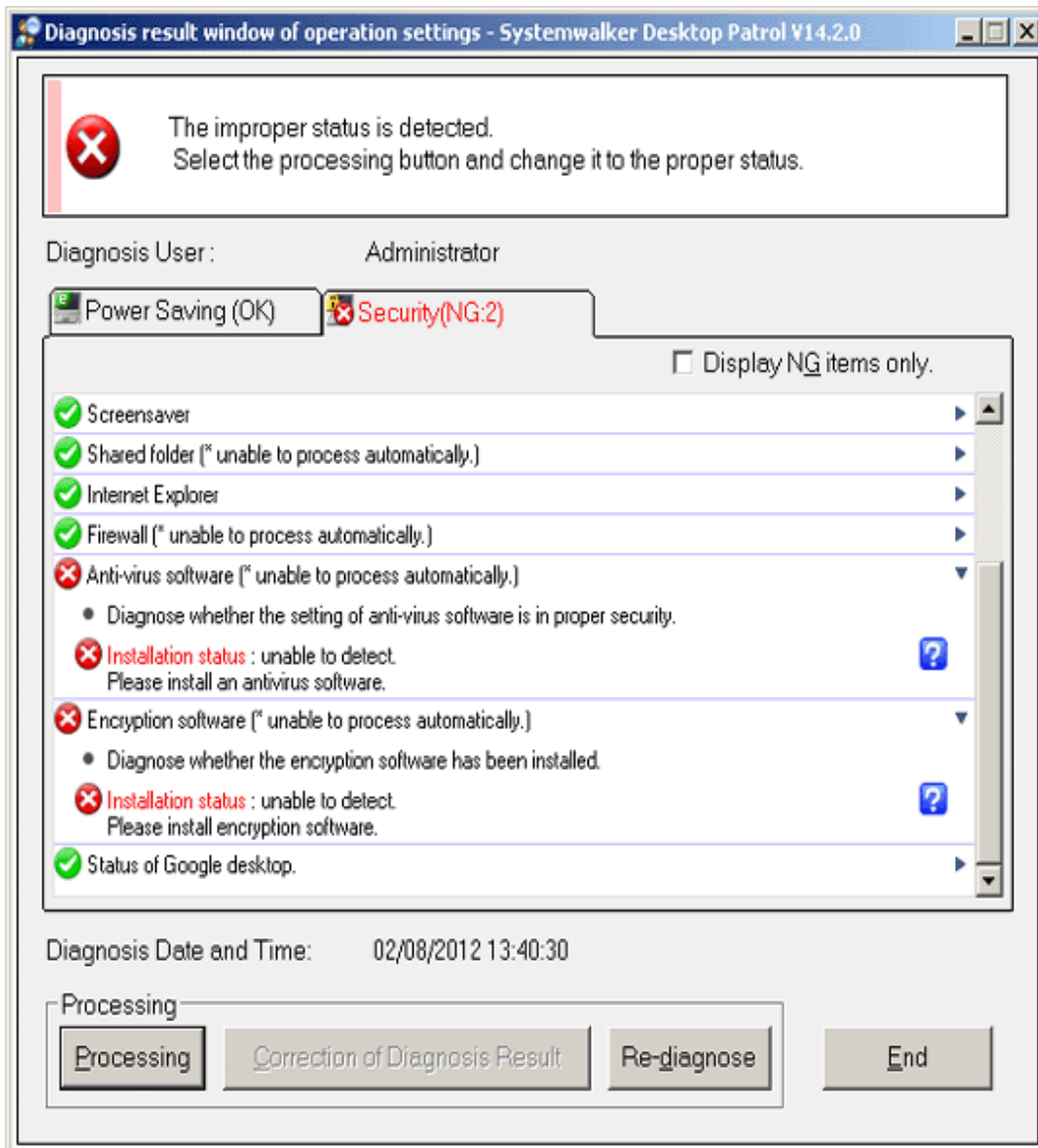
Power saving diagnosis result

After you click the "Power Saving" tab, the power saving diagnosis result is displayed on the tab page.



Security Settings Diagnosis Result

After you click the “Security” tab, the security diagnosis result is displayed on the tab page.



Icons

Icon meanings are as follows:

Icon	Meaning
	Indicates a monitoring success.
	Indicates a monitoring failure.
	Indicates a data collection failure.
	Indicates a message.
	Indicates help.

Diagnosis result

After items are expanded, the detailed diagnosis result is displayed. The following options are displayed.

“Display NG items only” Check Box

After this check box is selected, the NG items can be sorted. The setting is still effective after the page is closed.

The following item must be displayed and is irrelevant with the check box status when the power saving diagnosis result is displayed:

- Information

“Processing” Button

The Systemwalker Desktop Patrol processes monitoring NG items in a unified manner.

“Fail to Auto-processing” is displayed for the items that cannot be displayed using the “Processing” button.

“Correction of Diagnosis Result” Button

Manually set the diagnosis result of security settings to “Monitoring OK”.

For details, see [Modifying Diagnosis Results](#).

“Re-diagnose” Button

Click this button to diagnose the settings again and update it to the latest.

“End” Button

Click this button to close the diagnosis result page.

The “End” button may be unavailable if the administrator configures it in this way. After the status of NG items modifies as “Monitoring OK”, click the “End” button.



Note

When the settings diagnosis result page is displayed after the CT installation is complete, click the “Diagnose Again” button to obtain the latest information.

2.5.2 Operating on the Power Saving Diagnosis Result

The following describes the operations on the power saving diagnosis result page.

1. Select “Start” - “Systemwalker Desktop Patrol CT” - “Use Settings Diagnosis Result” on a CT.

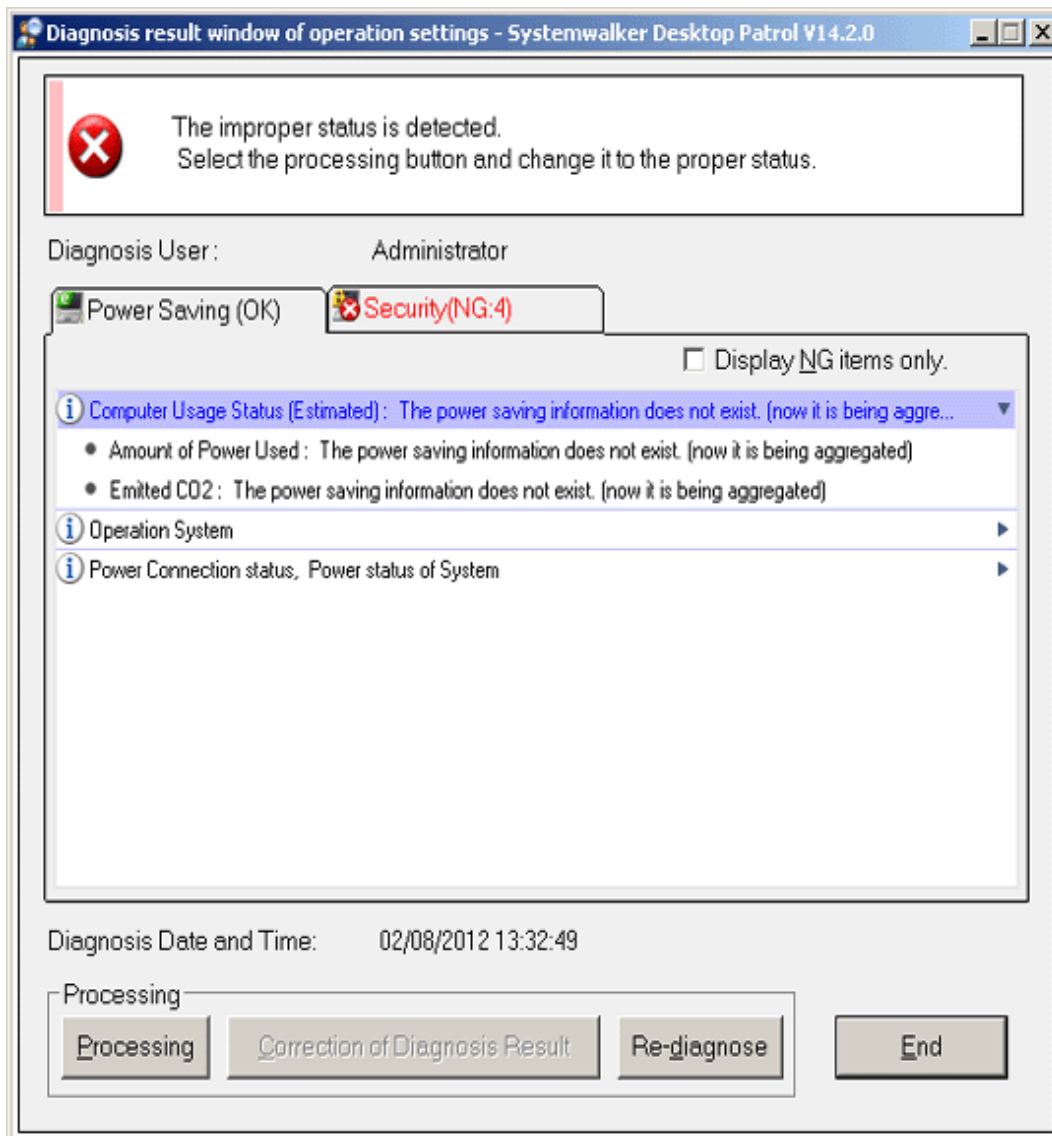
→The “Use Settings Diagnosis Result” page is displayed.

The administrator can configure that this page is displayed only when CTs are installed on PCs running Windows or at specified time.

2. Click the “Power Saving” tab.

- Expand the line where the monitoring NG icon appears.

→The monitoring NG items are displayed in a tree.



- Process power saving settings.
Click the “Processing” button to automatically process.
- Click the “Diagnose Again” button.
→The power saving diagnosis result is updated to the latest.
- Verify that the status icon modifies as “Monitoring OK”.

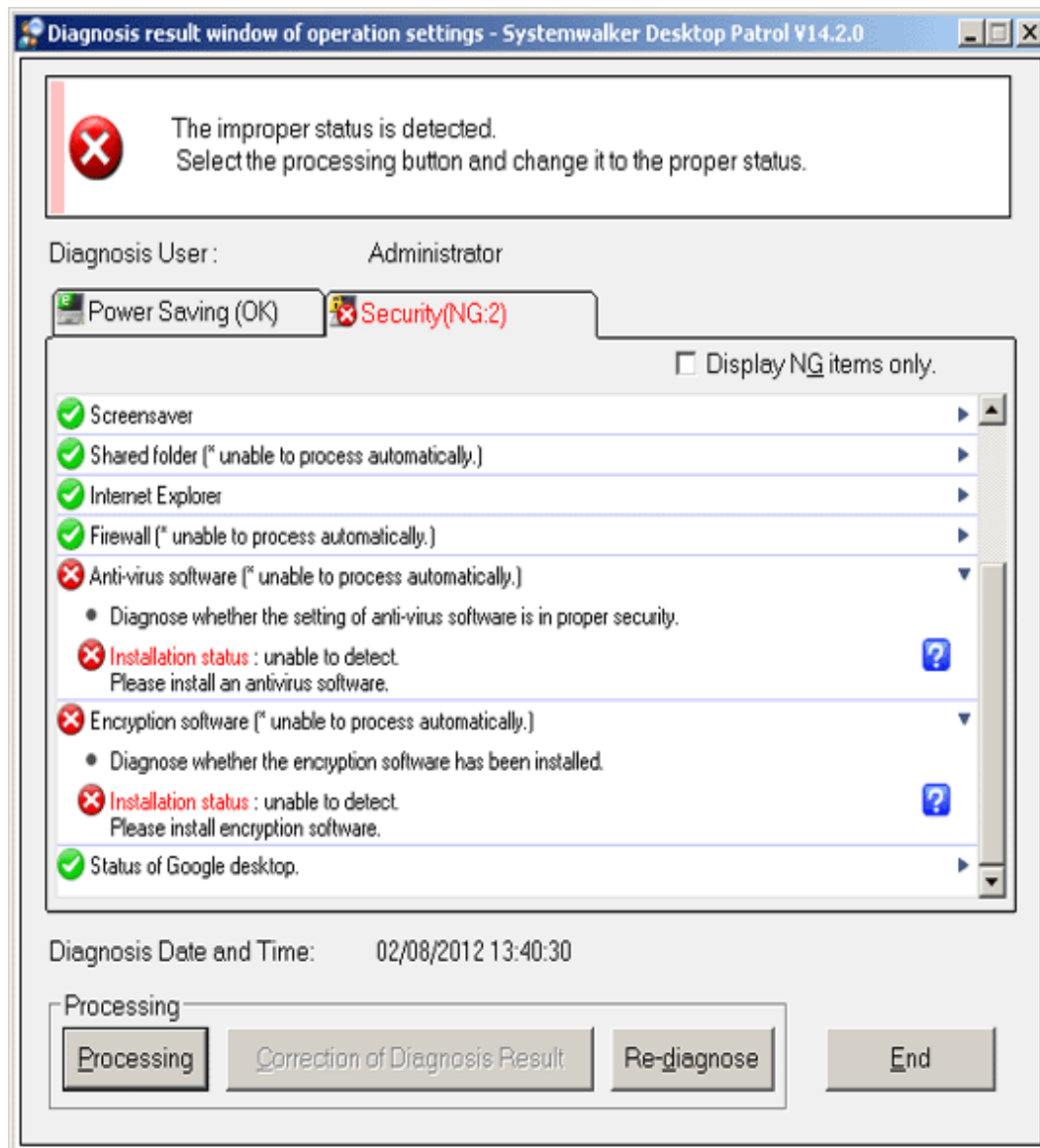
2.5.3 Operating on the Security Diagnosis Result Page

The following describes the operations on the security diagnosis result page.

- Select “Start” - “Systemwalker Desktop Patrol CT” - “Use Settings Diagnosis Result” on a CT.
→The “Use Settings Diagnosis Result” page is displayed.
The administrator can configure that this page is displayed only when CTs are installed on PCs running Windows.
- Click the “Security” tab.

- Expand the line where the monitoring NG icon appears.

→The monitoring NG items are displayed in a tree.



- Process security policies.

Click the “Processing” button to automatically process. If Windows update programs have NG items, security patches can be installed. The administrator can configure that the patch installation page is displayed at this time.

The “Fail to Auto-processing” message is displayed for the items that cannot be displayed using the “Process” button.

- Click the “Re-diagnose” button.

→The security diagnosis result is updated to the latest.

- Verify that the status icon modifies as “Monitoring OK”.

Modifying Diagnosis Results

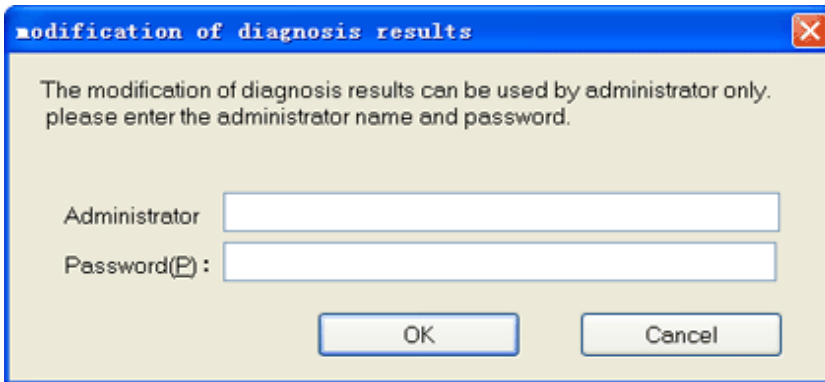
Manually modify the diagnosis result of security settings to “Monitoring OK”.

The procedure is as follows:

1. Click the “Correction of Diagnosis Result” button

→The page for entering the administrator user name and password is displayed.

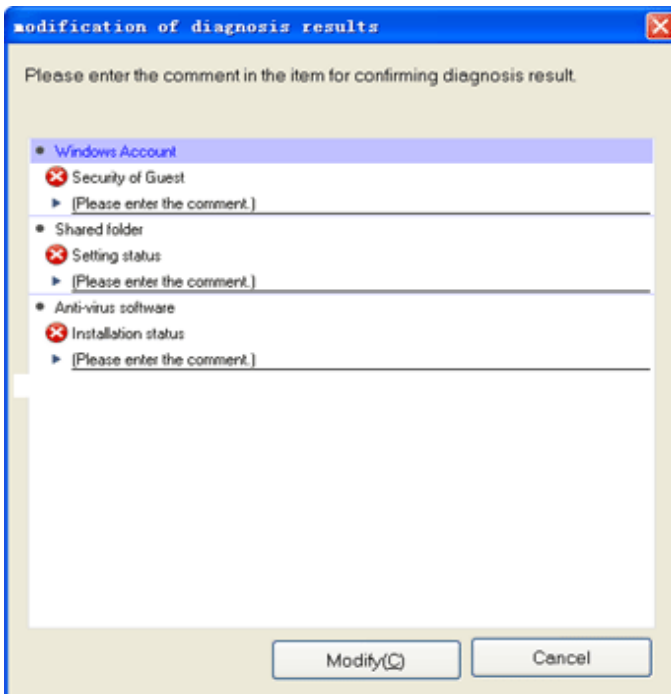
After certain setting, the administrator is not required to enter the password.



Item	Description
Administrator	Enter the administrator user name to modify diagnosis results. Enter a string consisting of a maximum of 64 characters: full-width characters, half-angle letters, numbers, and spaces, and special characters - @ , () [] { } < > : ; /
Password	Enter the correct password.

2. Enter the administrator user name and password.

→If the password is correct, the following page is displayed:



Enter comments on those items whose diagnosis results are modified as “Monitoring OK”.

The monitoring status of the category without comments cannot be modified as “Monitoring OK”.

Item	Description
Comment input line	Enters a comment.

Item	Description
	Enter a string consisting of a maximum of 128 characters: full-width characters, half-angle letters, numbers, and spaces, and special characters - @ , () [] { } < > ; ; /
“Modify” button	Modifies a diagnosis result.
“Cancel” button	Cancels the modification of a diagnosis result.

- Click the “Modify” button.
→The page for modifying diagnosis results is displayed.
- Verify that the diagnosis result status is modified as “Monitoring OK”.

Point

.....

If you want to immediately send the security diagnosis result to the upstream server, collect the inventory information. For details, see [2.1.1 Sending Inventory Information to the Upstream Server](#).

.....

2.6 Verifying the Operation Status

You can verify the following statuses of a CT:

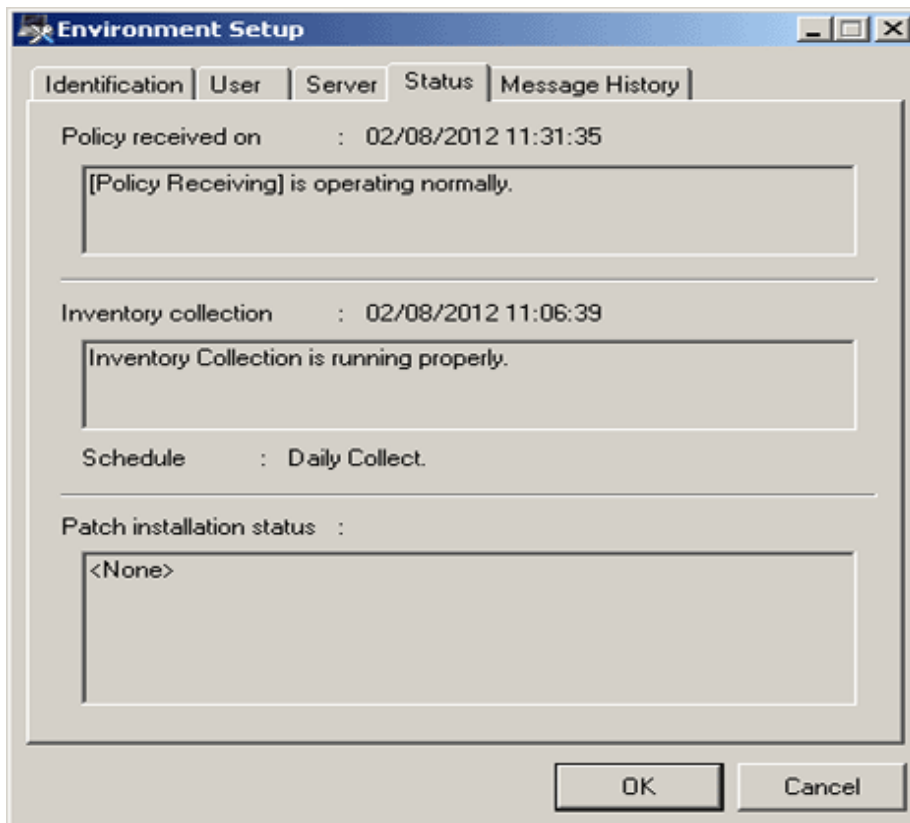
- Policy receiving
- Inventory collection
- Patch installation

If a status is abnormal, consult the administrator. In addition, the automatic installation status of security patches is also displayed. When you install security patches on the “Software Download” page, the manual installation status cannot be displayed.

- Choose “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Environment Setup”.
→The “Environment Setup” dialog box is displayed.

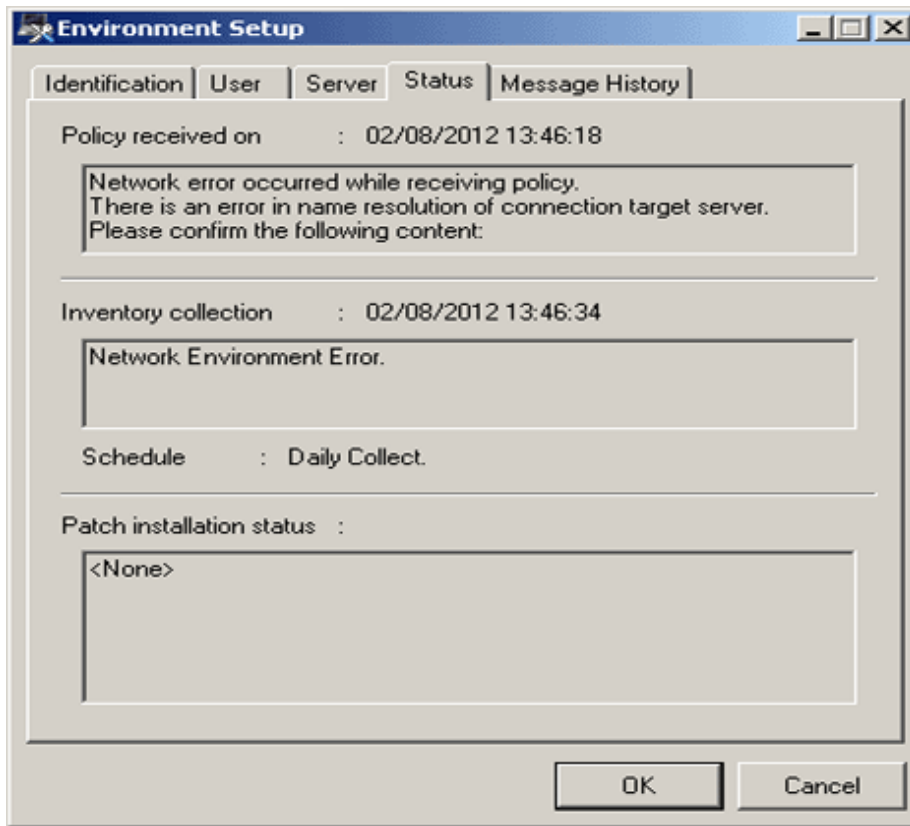
2. Click the “Status” tab.

→The following running statuses are displayed.



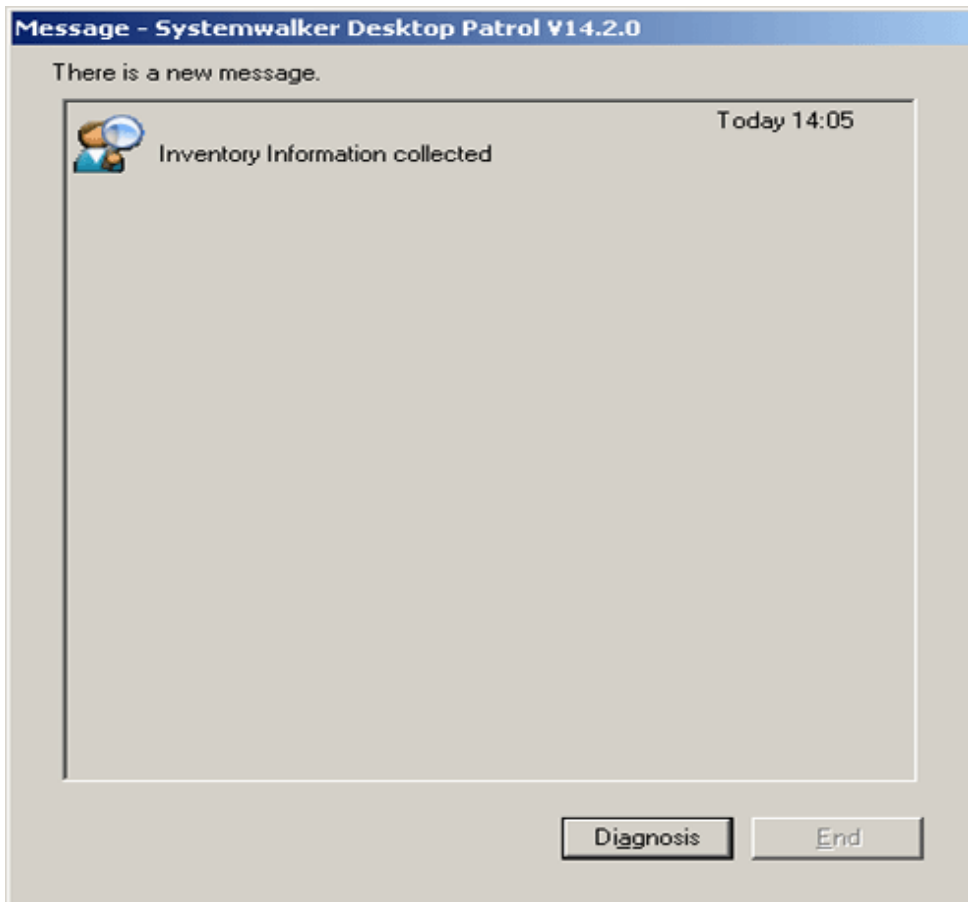
For details about messages, see “Environment Setup Output Messages” in “CT Messages”.

When the abnormal communication with the upstream server, the following messages will be displayed:

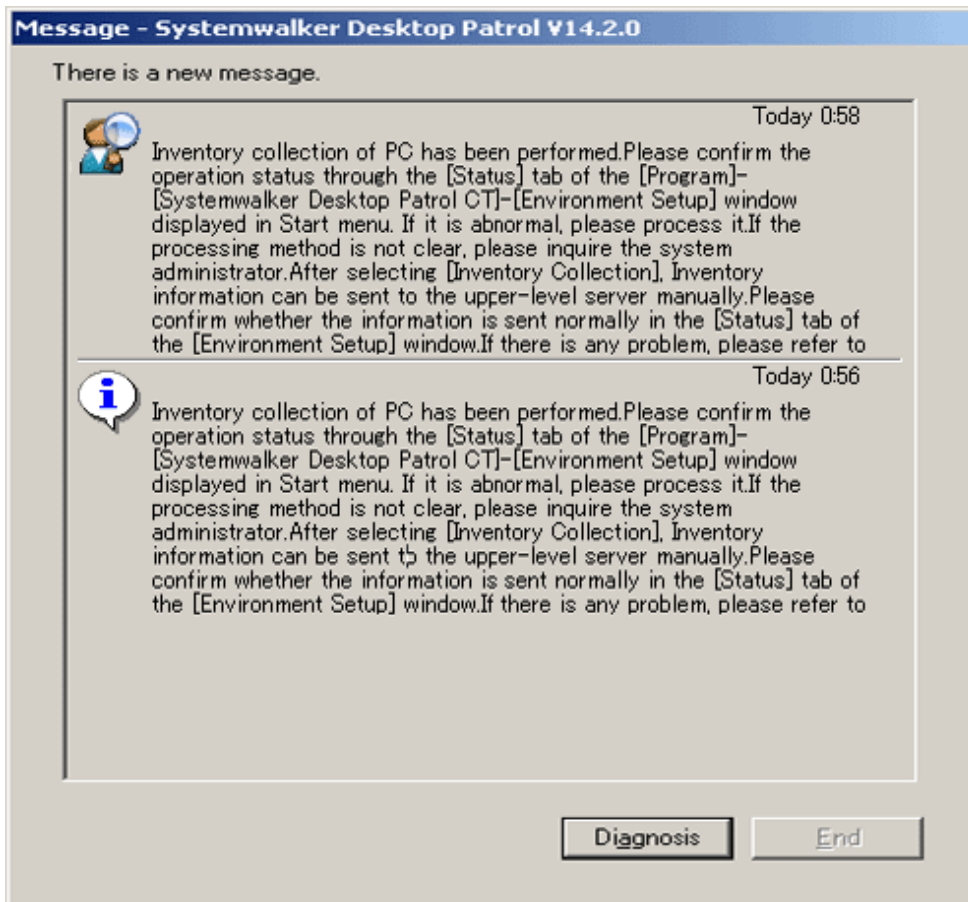


2.7 Message Sending and Message History

After the administrator clicks "Message Sending", the message sending window is displayed on a CT.



When a CT receives multiple messages, the following message window is displayed:



- Click “Diagnosis”. The diagnosis result window is displayed.
- At this time, the “End” button is unavailable in the diagnosis result window. The “End” button is available only when all items need to be processed.

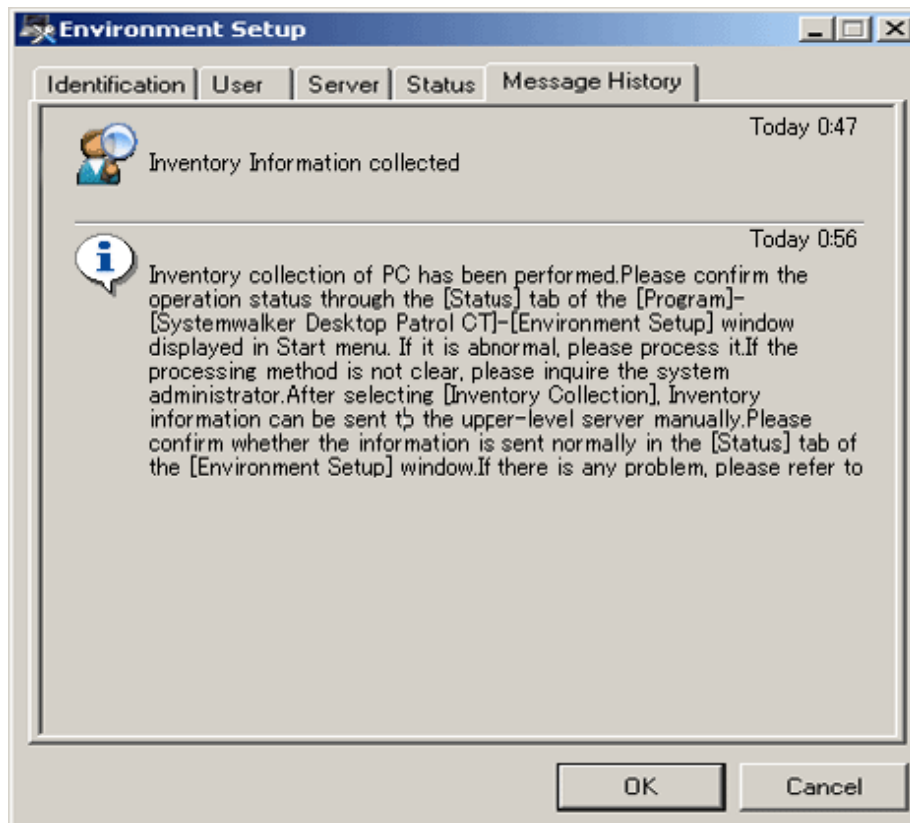
In addition, you can select part of messages and copy them. Then you can paste them to other applications.

On the “Message History” tab page in the environment setup window, verify all messages sent to the administrator on the CT.

1. Choose “Start” - “All Programs” - “Systemwalker Desktop Patrol CT” - “Environment Setup”.
→The “Environment Setup” dialog box is displayed.

2. Click the “Message History” tab.

→The historical messages are displayed.



The date is the one when the system administrator sends a command on the server.

Chapter 3 Modifying Environment Setup

When the System configuration of the Systemwalker Desktop Patrol, the division to which the PC belongs, or the user is modified, the environment setup must be modified on the “Systemwalker Desktop Patrol CT”.

This chapter explains modifications of the environment setup made on the “Systemwalker Desktop Patrol CT”.

When changing the environment setup, please contact the Administrator to confirm the modifications.

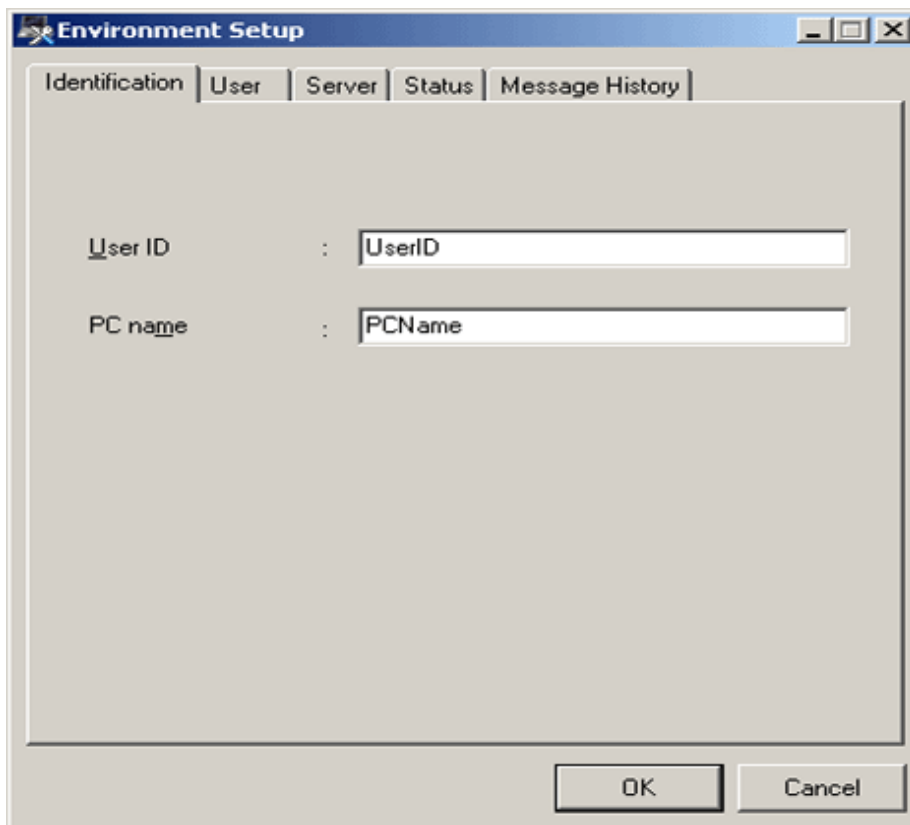
3.1 Modifying User Information/PC Name

If user information (user of the PC) or the PC name is modified, the “User identifying information” of the “Systemwalker Desktop Patrol CT” also needs to be modified.

If the “User identifying information” is modified, notify the “Administrator” of the modified information and delete the information before changing from the management information.

The procedure of changing the “User identifying information” is shown below,

1. Select “All Programs” - “Systemwalker Desktop Patrol CT” - “Environment Setup” from the start menu
→The “Environment Setup” dialog box appears



2. Enter the following information in the “User Identification Information” and “User Information” tabs and click the “OK” button.
 - The “User Identification Information” tab

Item Name	Description
“User ID”	Enter the user’s ID.
“PC name”	Enter the computer name of the installation PC.

Enter the value as instructed by the “Administrator”, if any.

- The “User information” tab

Enter the value as instructed by the “Administrator”, if any.

Note

The “User ID” and “PC name” cannot be modified in the following case:

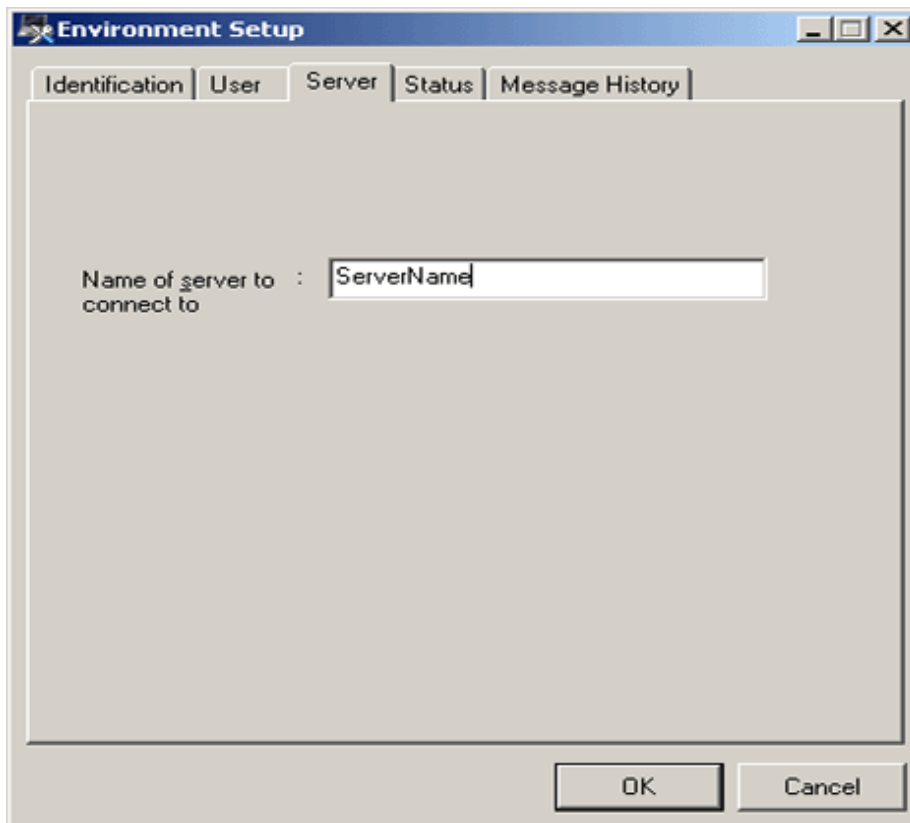
- When “Remote Desktop Connection” is installed in Windows Server, and the user uses the group not belonging to Administrators to make remote connection.

3.2 Modifying the Upstream Server

As “Systemwalker Desktop Patrol CS” or “Systemwalker Management DS” is newly installed and the installation location of a PC is moved, the upstream server managing “Systemwalker Desktop Patrol CT” may be modified. At this time, the setting of the upstream server must be modified from “Systemwalker Desktop Patrol CT”.

The procedure of changing the settings of the upstream server (“Server Switch”) is shown below,

1. Select “All Programs” - “Systemwalker Desktop Patrol CT” - “Environment Setup” in the start menu.
→The “Environment Setup” dialog box appears.
2. Click the “Server” tab.



3. Enter the new upstream server identifying information (FQDN, host name or IP address) in the “Connection Server” text box.

Note

The character string of “Connection Server” text box cannot be modified in following cases.

- When administrator forbids changing upstream server, please contact the administrator when changing upstream server.
 - When “Remote Desktop Connection” is installed in Windows Server and the user uses the group not belonging to Administrators to make remote connection.
-

Chapter 4 Desktop Patrol Main Menu

The user of Systemwalker Desktop Patrol shall confirm Inventory information and security information via operation of main menu.
This chapter describes the “Main Menu”.

4.1 Logging in Main Menu

The procedure to log in main menu is shown below:

1. Enter URL in the “Address” bar of Web browser. Please consult the administrator for URL.
→The “Login” window will be displayed.



2. Input the following information and click the “Login” button.
 - “User ID” textbox
 - “Password”textboxPlease consult the administrator for the input information.

→The following window will be displayed.

Systemwalker User ID : 10002(Alexander) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information

PC List

[Display icon description](#)

All 1 Case(s)(Virtual PC1 Case(s)) << < 1/1 Page > >> | Page Move | 20 items displayed

	PC Name	User ID	User Name	Section Name	Collection Date/Time	Virtual PC
	10002	10002	Alexander	BusinessDepartment	02/01/2012 17:54:28	

General user can browse PC information in login user management.

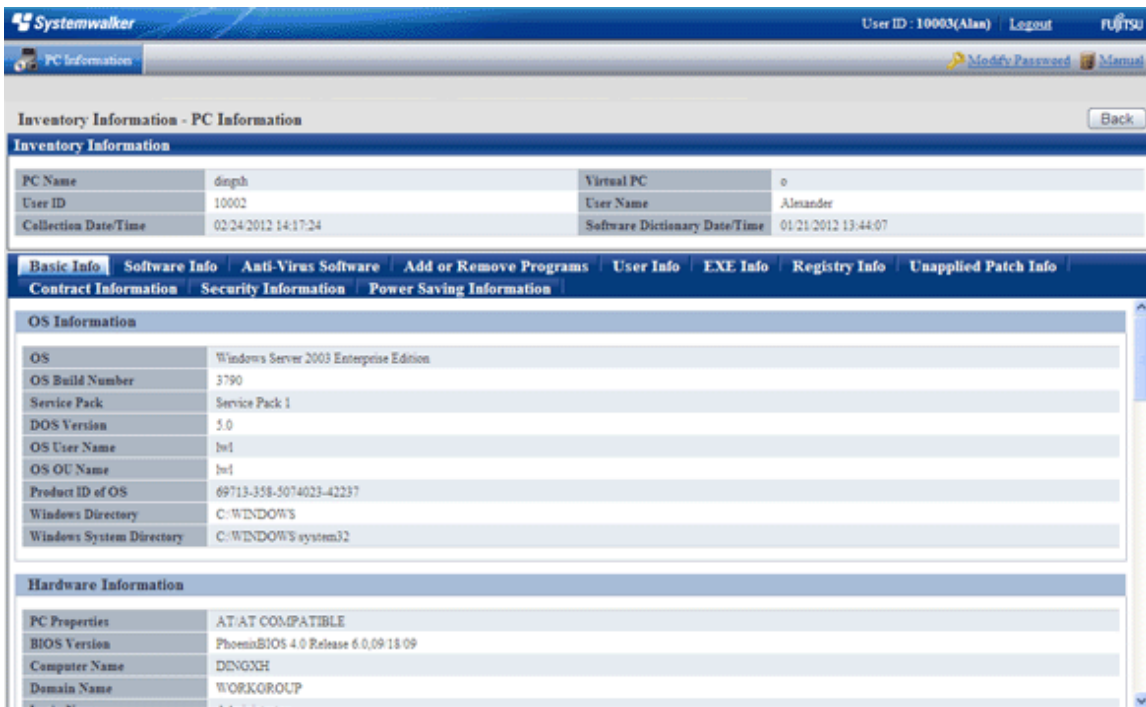
3. After browsing the information, click the “Logout” button to exit the main menu.

4.2 Browsing PC Information

The procedure for browsing PC information is shown below:

1. When desired to browse the information of a PC, click the name of the PC at first.

→The following window will be displayed.

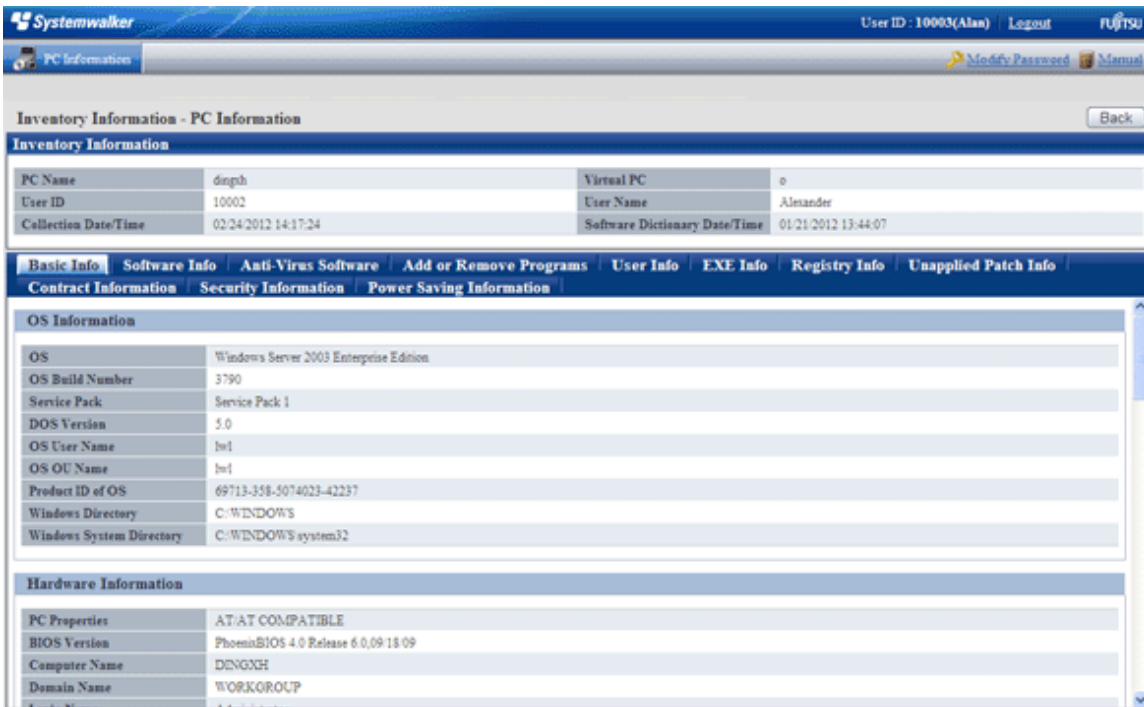


2. Click the following tabs to browse information.

- "Basic Info"
- "Software Info"
- "Anti-Virus Software"
- "Add or Remove Programs"
- "User Info"
- "EXE Info"
- "Registry Info"
- "Unapplied Patch Information"
- "Contract Information"
- "Security Information"
- "Power Saving Information"

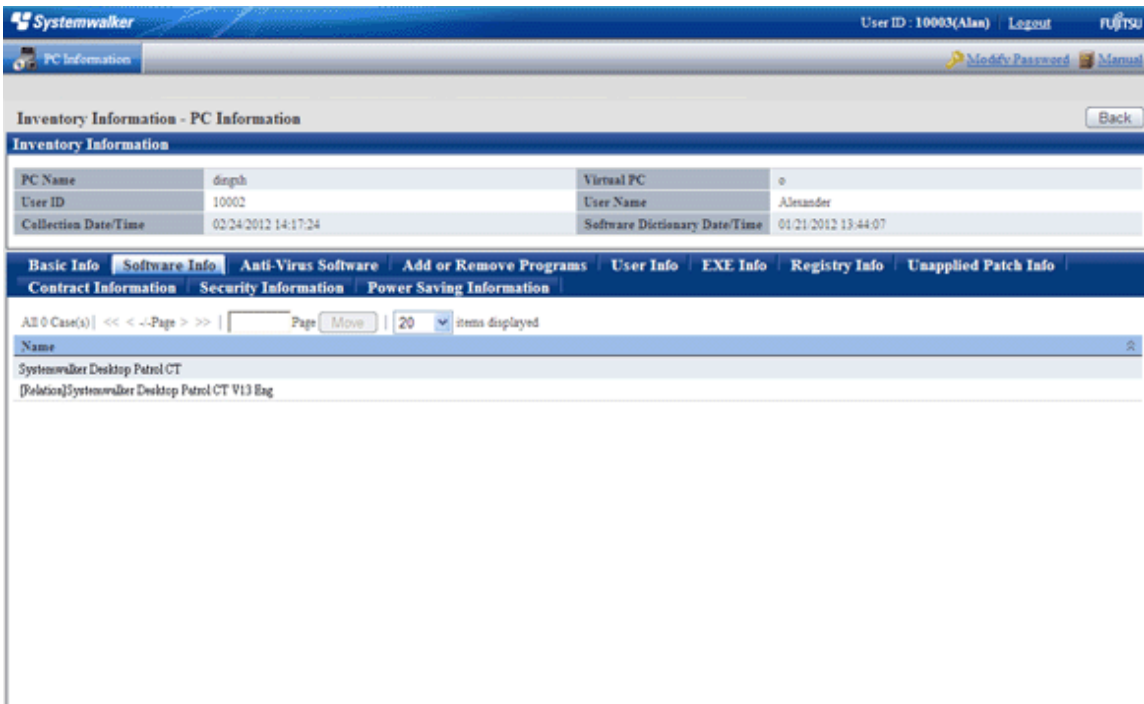
When selecting "Basic Info"

The basic information will be displayed, and OS information and hardware information of the PC can be browsed.



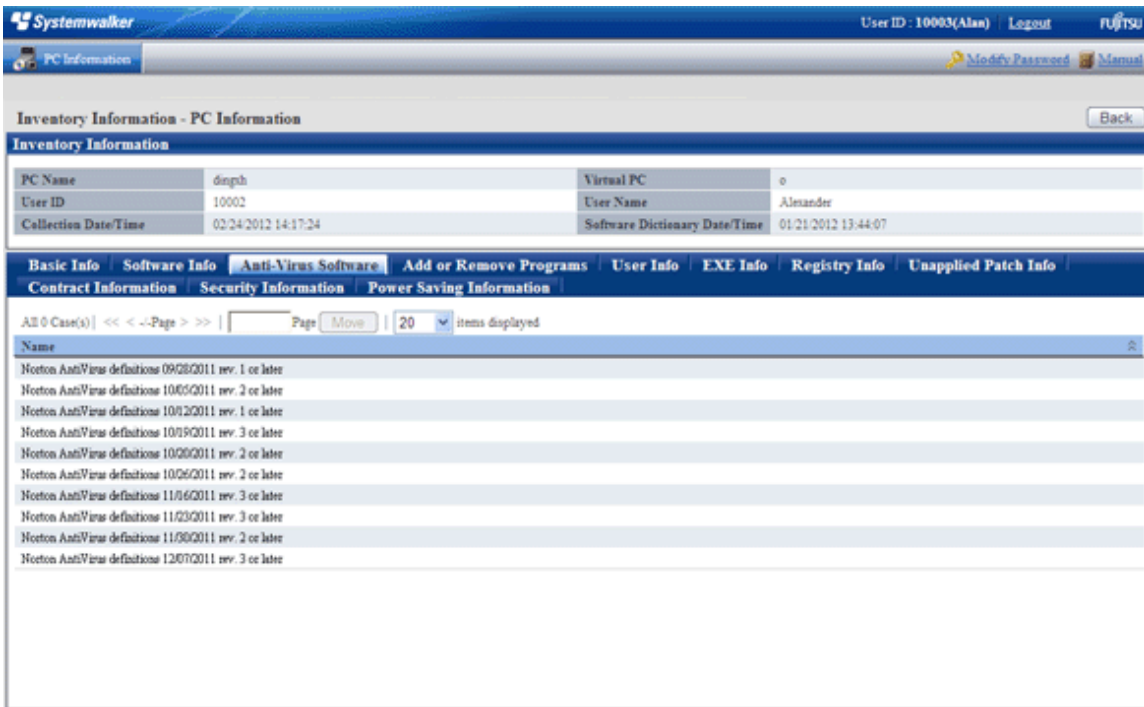
When selecting “Software Info”

Software information will be displayed, and the names of software installed in the PC can be browsed.



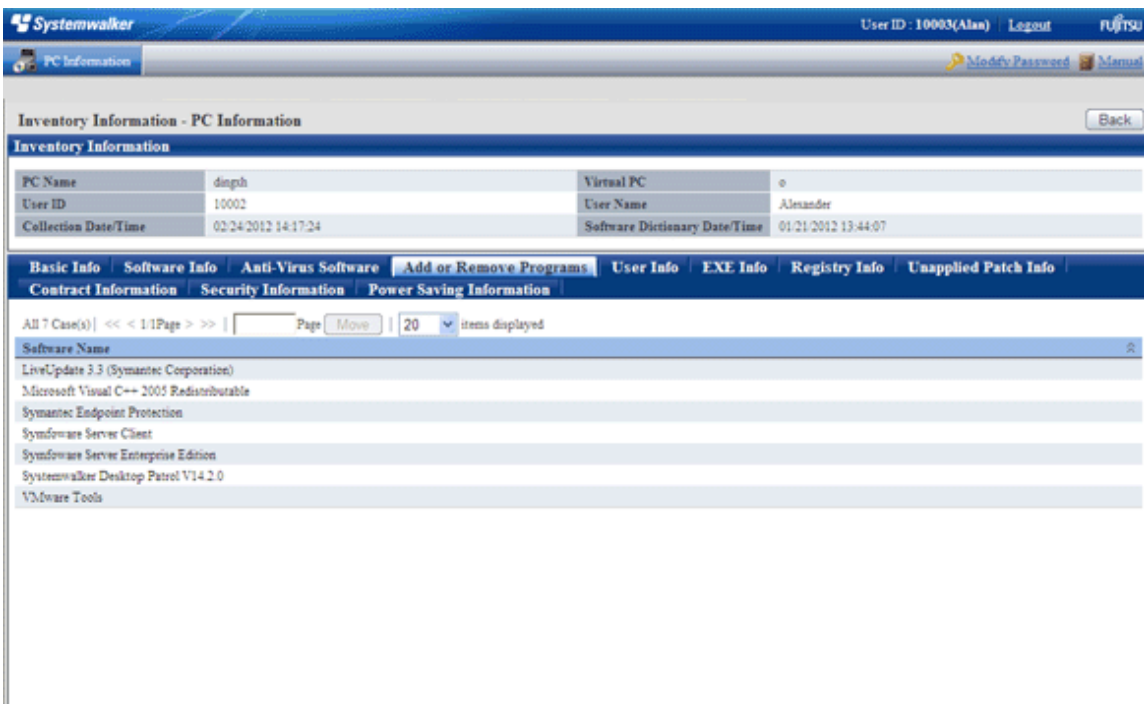
When selecting “Anti-Virus Software”

Anti-Virus Software information will be displayed, and the name of Anti-Virus Software installed in the PC can be browsed.



When selecting “Add or Remove Programs”

Program addition or deletion information will be displayed, and the software displayed in the “Add or Remove Programs” of the PC can be browsed.



When selecting “User Info”

User information will be displayed, and user information of the PC can be browsed.

The screenshot shows the 'Systemwalker' interface with the 'PC Information' section. The 'User Info' tab is selected, displaying a table with the following data:

PC Name	dolph	Virtual PC	o
User ID	10002	User Name	Alexander
Collection Date/Time	02/24/2012 14:17:24	Software Dictionary Date/Time	01/21/2012 13:44:07

Below the table are navigation tabs: Basic Info, Software Info, Anti-Virus Software, Add or Remove Programs, **User Info**, EXE Info, Registry Info, and Unapplied Patch Info. A table below shows a list of items with columns for No., Item, and Contents.

When selecting “EXE Info”

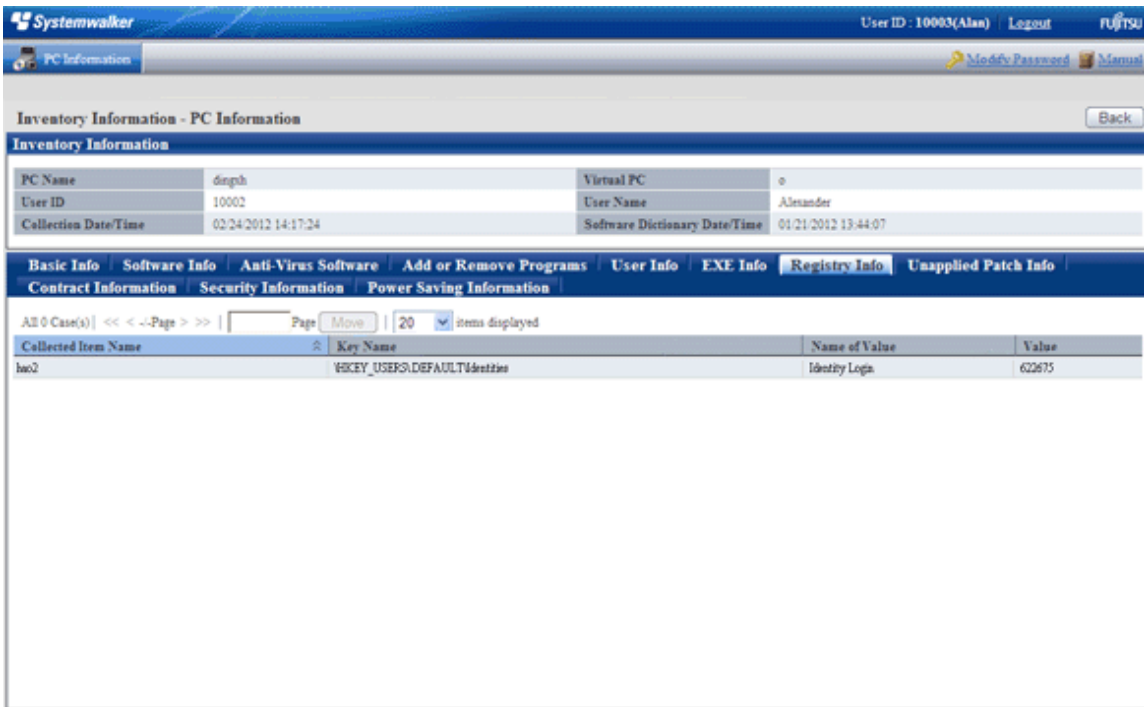
EXE information will be displayed, and the absolute path of execution file (extension name is .exe) in the PC can be browsed.

The screenshot shows the 'Systemwalker' interface with the 'PC Information' section. The 'EXE Info' tab is selected, displaying a table with the following data:

File Path	Update Date/Time	File Size	Version	Description	Copyright
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\F3CWDSN.EXE	070901999 00:00:00	29184	1, 0, 1, 0	F3CWDSN	Copyright (C) Fujitsu Limited 1999
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\setodbc32.exe	070710010 12:28:00	15872			
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\setodbc64.exe	070600010 15:43:32	19456			
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\ndp\Config.exe	031110011 14:05:00	25976	1.0.0.0	ndp\Config	Copyright Fujitsu Limited 2006
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlext.exe	031510011 09:58:00	25948	10.0.0		Copyright (C) Fujitsu Limited 2000-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextv.exe	031110011 13:35:00	17784	10.0.0		Copyright (C) Fujitsu Limited 1996-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextc.exe	031110011 13:35:00	25464	10.0.0		Copyright (C) Fujitsu Limited 1996-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextm.exe	031110011 13:35:00	17784	10.0.0		Copyright (C) Fujitsu Limited 1996-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextb.exe	031110011 13:35:00	27000	10.0.0		Copyright (C) Fujitsu Limited 1996-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlexti.exe	031110011 13:35:00	1017208	10.0.0		Copyright (C) Fujitsu Limited 1996-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextj.exe	031110011 13:35:00	1013112	10.0.0		Copyright (C) Fujitsu Limited 1996-2001
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextk.exe	070710010 12:31:50	65536			
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\sqlextl.exe	031510011 09:52:44	90112			
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\BIN\F3CWDELA.EXE	031110011 13:49:00	54648	1, 0, 0, 5	SQL-Link for Symonwan Setup	Copyright Boolead Inf1 1991-1998
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\BIN\F3CWDELP32.EXE	031110011 13:49:00	87416	1, 0, 0, 6	SQL-Link for Symonwan Setup	Copyright Boolead Inf1 1991-1998
C:\DESKTOPPATROL_DBMS\dtpafwch\CLIBASE\BIN\F3CWDELP64.exe	031700011 11:56:00	95608	1, 0, 0, 6	SQL-Link for Symonwan Setup	Copyright Boolead Inf1 1991-1998

When selecting “Registry Info”

Registry information will be displayed, and the registry information searched via selecting the PC.



Descriptions about items in the above mentioned window are shown below:

Item	Description
Collected Item Name	To display “Collected Item Name” defined via the main menu
Key Name	To display “Key Name” defined via the main menu.
Name of Value	To display “Name of Value” defined via the main menu.
Value	To display registry information searched via CT.

When selecting “Unapplied Patch Information”

The information of the patches unapplied to CT in “Automatic Application Object” can be browsed.

Systemwalker User ID: 10003(Alex) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	dmgph	Virtual PC	o
User ID	10002	User Name	Alexander
Collection Date/Time	02/24/2012 14:17:24	Software Dictionary Date/Time	01/21/2012 13:44:07

Basic Info | Software Info | Anti-Virus Software | Add or Remove Programs | User Info | EXE Info | Registry Info | Unapplied Patch Info

Contract Information | Security Information | Power Saving Information

All 0 Case(s) << < <Page >> >> Page Move | 20 items displayed

Name
Instal MS05-0260(896130) to Windows2003(E)
Instal MS05-0338(896420) to Tablet of Windows2003(E)
Instal MS05-0360(900214) to Windows2003(E)
Instal MS05-0362(899288) to Windows2003(E)
Instal MS05-0402(893756) to Windows2003(E)
Instal MS05-0410(899591) to Windows2003(E)
Instal MS05-0426(899287) to Windows2003(E)
Instal MS05-0428(905414) to Windows2003(E)
Instal MS05-0482(899289) to Windows2003(E)
Instal MS05-0483(901117) to Windows2003(E)
Instal MS05-0484(900725) to Windows2003(E)
Instal MS05-0510(900400) to Windows2003(E)
Instal MS06-0038(901519) to Windows2003(E)
Instal MS06-0039(911827) to Windows2003(E)
Instal MS06-0096(901190) to Windows2003(E)
Instal MS06-0146(911562) to Windows2003(E)
Instal MS06-0150(908531) to Windows2003(E)SP1

When selecting “Contract Information”
Contract information will be displayed.

Systemwalker User ID: 10003(Alex) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	dmgph	Virtual PC	o
User ID	10002	User Name	Alexander
Collection Date/Time	02/24/2012 14:17:24	Software Dictionary Date/Time	01/21/2012 13:44:07

Basic Info | Software Info | Anti-Virus Software | Add or Remove Programs | User Info | EXE Info | Registry Info | Unapplied Patch Info

Contract Information | Security Information | Power Saving Information

Lease/Rental Information

Contract Class	Lease	Contract No.	CD001
Installation Code	384	Original Contract No.	20120124
Cost Burden Origin	Management Target BusinessDepartment		
Contract Name	dmg		
Contract Company	fujitsu	Contract Date	02/24/2012
Contract Start Date	02/24/2013	Contract End Date	02/24/2013

Maintenance Information

Contract Class	Maintenance	Mainite Code	20120225
Installation Code	213	Original Mainite Code	421
Cost Burden Origin	Management Target		
Contract Name	hw		
Contract Company	fujitsu	Contract Date	02/25/2012
Contract Start Date	02/25/2012	Contract End Date	02/25/2012

When selecting “Security Information”
Security information will be displayed.

Systemwalker User ID: 10003(Alan) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	dmpth	Virtual PC	o
User ID	10002	User Name	Alexander
Collection Date/Time	02/24/2012 14:17:24	Software Dictionary Date/Time	01/21/2012 13:44:07

Basic Info Software Info Anti-Virus Software Add or Remove Programs User Info EXE Info Registry Info Unapplied Patch Info

Contract Information Security Information Power Saving Information

System Security Info

Hardware

BIOS Startup Password	Cannot be collected
BIOS Setup Password	Cannot be collected
BIOS Hard Disk Password	Cannot be collected

OS

Automatic Logon	Disabled
Welcome Screen	Cannot be collected
Last User Name	Not Display
Security of Guest Account	Not collected
Settings of Automatic Update	Disabled
User Account Control (UAC)	Cannot be collected
Insecure Shared Folder	Processing
Require a Password on Wakeup	Set
Set Complicated Password Required	Not set (local group policy)

Application

When selecting “Power Saving Information”
Information about power saving will be displayed.

Systemwalker User ID: 10003(Alan) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	dmpth	Virtual PC	o
User ID	10002	User Name	Alexander
Collection Date/Time	02/24/2012 14:17:24	Software Dictionary Date/Time	01/21/2012 13:44:07

Basic Info Software Info Anti-Virus Software Add or Remove Programs User Info EXE Info Registry Info Unapplied Patch Info

Contract Information Security Information Power Saving Information

Power Saving Information

Item	When connected to power	When using batteries
Time to Turn off the Display	Cannot be collected	Cannot be collected
Time to Turn off the Hard Disk	Cannot be collected	Cannot be collected
Time to Shift to System Standby	Cannot be collected	Cannot be collected
Time to Shift to System Hibernation	Cannot be collected	Cannot be collected
Allow Hybrid Sleep	Cannot be collected	Cannot be collected
Processor Power Management(Minimum processor state)	Cannot be collected	Cannot be collected
Processor Power Management(Maximum processor state)	Cannot be collected	Cannot be collected
USB Selective Suspend Setting	Cannot be collected	Cannot be collected
Display Brightness Setting	Cannot be collected	Cannot be collected

Chapter 5 Application of ADT

The computer can automatically detect the devices connecting to the network in the same network segment through installation of “Systemwalker Desktop Patrol ADT”. Additionally, the detected device messages will be sent to the administration server (CS).

This chapter describes how to install and apply “Systemwalker Desktop Patrol ADT”.

Note

- “Systemwalker Desktop Patrol ADT” shall be installed by network segment, but it is not necessary to install it in every PC.
Please consult the administrator for installation and application method.

5.1 Installation of ADT

This section describes the method to install “Systemwalker Desktop Patrol ADT” for the purpose of automatically detecting the device information of Systemwalker Desktop Patrol.

Events to be confirmed prior to installation

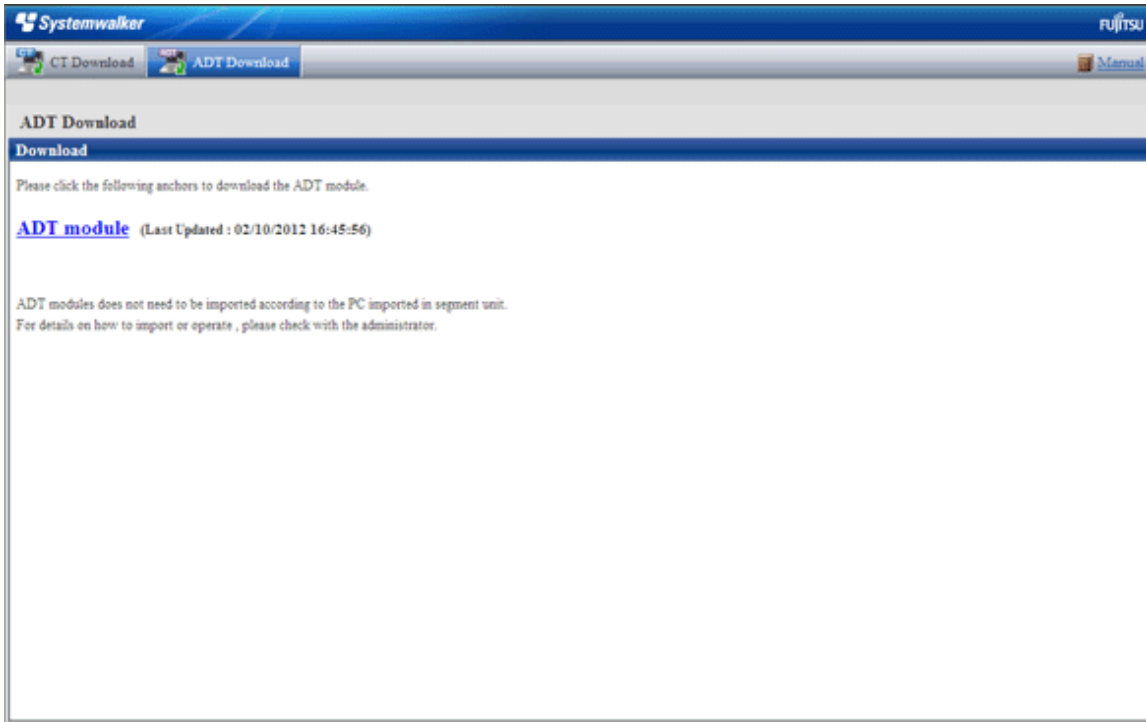
- Please close the following program prior to installation.
 - Resident programs including the virus scan program.

1. Log in Windows via the account of the Administrators group.
2. Enter the following URL in the “Address” bar of Web browser.

```
http:// Server information (FQDN name, host name, or IP address of “Systemwalker Desktop Patrol CS” )/DTP/dwl.html.
```

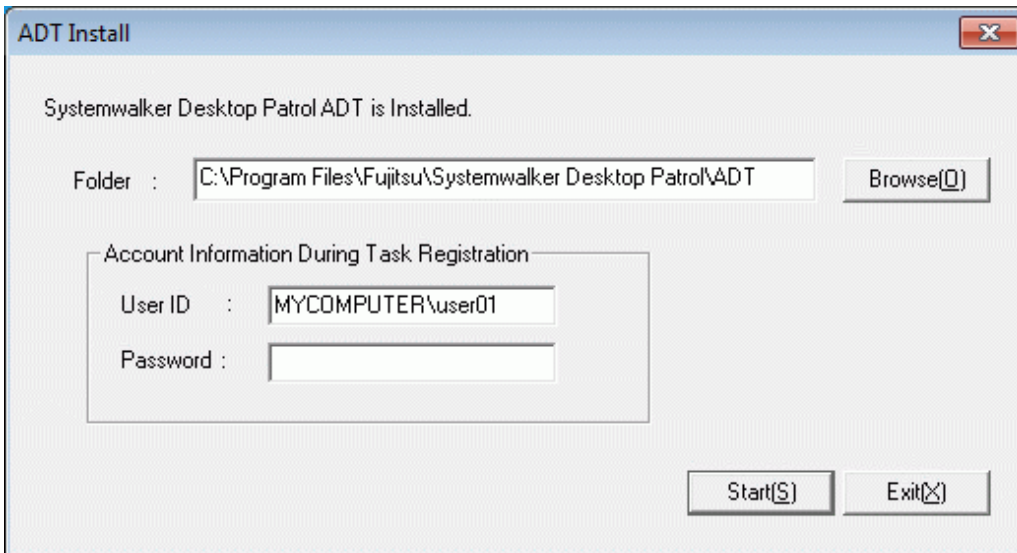
In addition, if “ADT” is installed in the PC which is not connected with “Systemwalker Desktop Patrol CS”, it is required to download the ADT module from any other PC which connects with “Systemwalker Desktop Patrol CS” and install it in the PC installed with “ADT”.

3. Click “ADT Download” from the “Desktop Patrol” download menu, the following window appears.

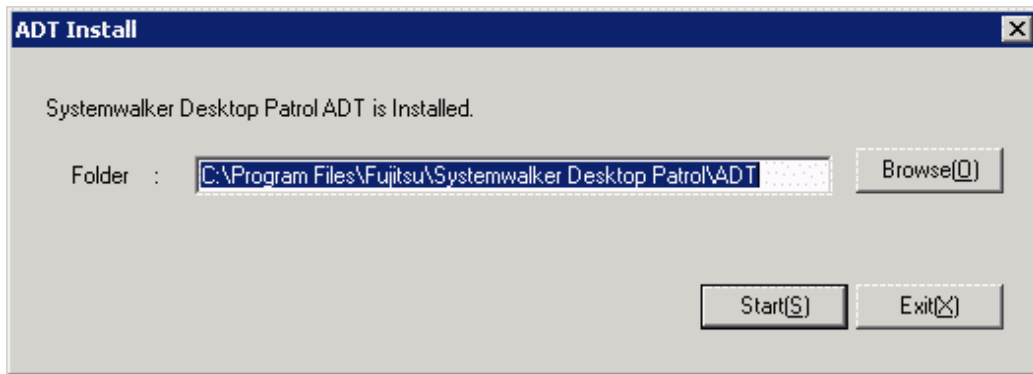


4. Click “ADT Module” to download ADT.
5. Execute the downloaded module (ADTSetup.exe).
6. Enable the following installation program to set the installation directory and “Account Information During Task Registration. Installation” will begin after clicking the “Start” button.

If the operating system is Windows Vista®, Windows® 7 or Windows Server® 2008



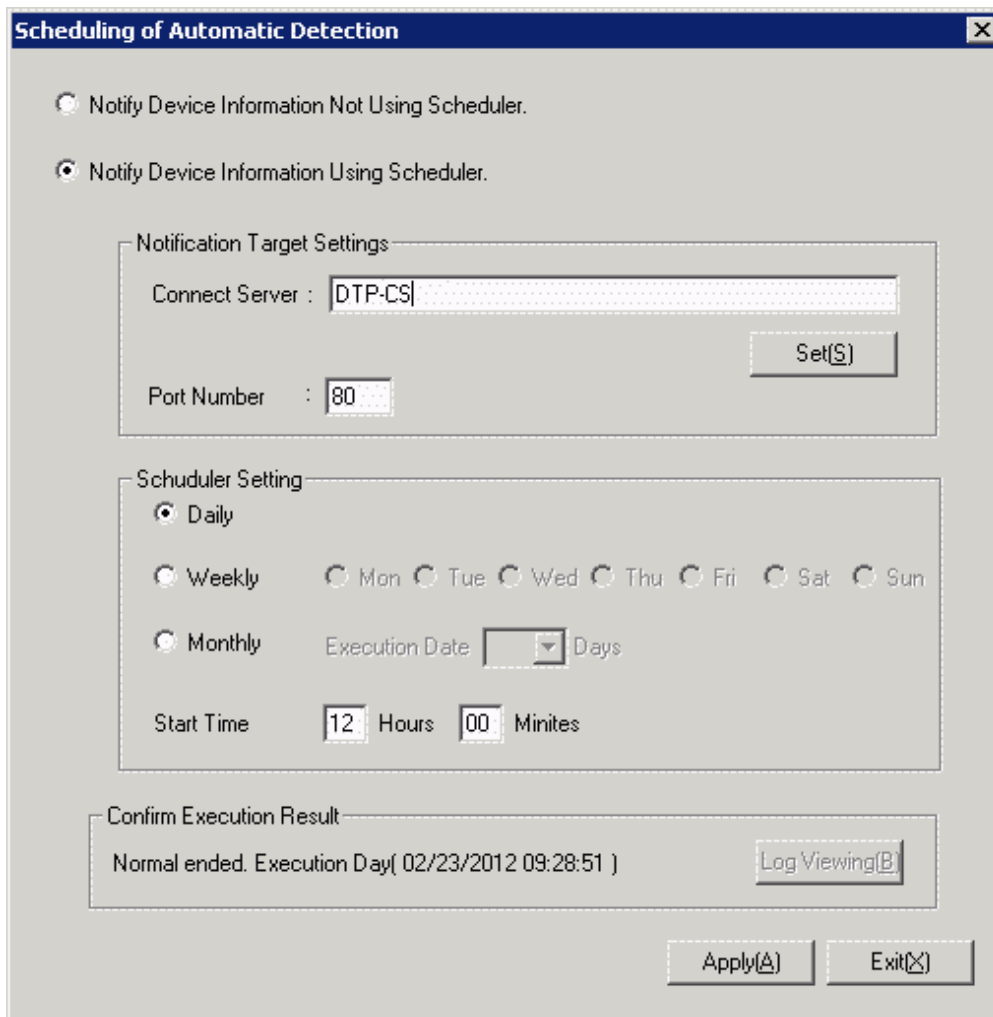
If the operating system is not Windows Vista®, Windows® 7 or Windows Server® 2008



Item Name		Description
Folder		Set the installation directory of ADT module
Account Information During Task Registration (Note)	User ID	The specified user account used for task execution Specified alphanumeric characters (no more than 260 characters) in the form of <domain name>/<user name>
	Password	The password to the specified user ID in the specified user accounts Specified alphanumeric characters composed of no more than 260 characters

Note: It is only displayed when the operating system is Windows Vista®, Windows® 7 or Windows Server® 2008.

7. The “Schedule Setup of Auto Detection” window will appear before installation finishes.



Enter the following information and click the “apply” button.

Item Name	Description	
Notify Device Information Not Using Scheduler	It should be selected when “Task Schedule” is not used to notify the device information detected by ADT.	
Notify Device Information Using Scheduler	It should be selected when “Task Schedule” is used to notify the device information detected by ADT.	
Notification Target Settings	Connec Server	To set the server name of notification target.
	Port Number	To set the port number of notification target. It is required to set the port number when the initial value of port number is not 80.
	Set	To set proxy.
Scheduler Setting	Daily	Select it if desired to notify device information every day.
	Weekly	Select it if desired to notify device information by week (setup range: Monday to Sunday).
	Monthly	Select it if desired to notify device information by month. Please select execution date from “Execution Date”. Additionally, if a date which does not exist in the set month is specified from “Execution Date”, automatic detection can

Item Name		Description
		not be performed in this month. Therefore, if execution is expected at the end of the month, it is required to set the execution time as (modify the end of month to) 0:00 of the first day of every month.
	Start Time	To set the start time for notifying device information. If ADT module is installed in the non-24-hour server PC, if the start time is set as late night, the power supply used for automatic detection on the PC may be shut off, so, please pay attention to time setup.
Confirm Execution Result		To display execution result.
	Log Viewing	To display the log of execution result.

After installation is completed, the following tasks will be registered in the task function of Windows.

- Name:
SWDTPAS_ADT.job
- Job Authority
 - If the operating system is Windows Vista®, Windows® 7 or Windows Server® 2008: Specified account
 - If the operating system is not Windows Vista®, Windows® 7 or Windows Server® 2008: System account

Additionally, ADT module may not start at the set notification time (due to it is not powered on) sometimes. The device information will be notified from the scheduled start time.

The following message window will appear after scheduler setup finishes, please click the “OK” button.

Installation of ADT was Ended. A Setup becomes Effective by Rebooting System.

8. Click the “OK” button to restart the system.

Alteration in automatic detection schedule after installation

After installation finishes, it is required to restart the system when enabling the automatic detection schedule setup and altering the schedule. The setups will take effect when the system starts the next time.

5.2 Notification of Detected Device Information

This section describes how to notify the detected device information to the administration server (CS).

When Connecting with CS Network

If the PC installed with ADT connects with CS network, the automatically detected device information can be automatically notified to Systemwalker Desktop Patrol CS according to the task schedule set up during installation. Therefore, no other special setups are necessary except the “Scheduling of Automatic Detection” which is set during installation.

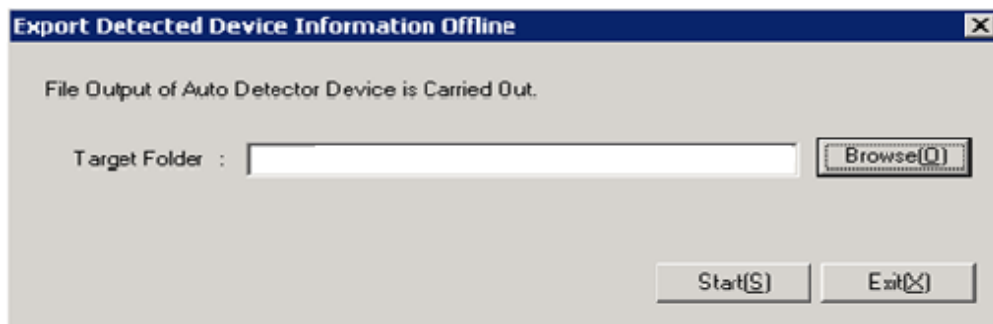
When Disconnecting with CS Network

If it is required to notify the device information detected offline when the PC installed with ADT does not connect with CS network, the offline export function in the PC installed with ADT can be used to export the device information in the format of CSV.

Notification procedure is shown below:

1. →Select “Start” - “All Programs” - “Systemwalker Desktop Patrol ADT” - “Export Detected Device Information Offline” from ADT.

→ The following window appears.



2. Set the following information and click the “Start” button.

Item Name	Description
Target Folder	The specified folder to which the device information will be exported.

→Device information will b e exported in the following format to the target export folder.

Export Format: “ADT_yyyymmddhhMMssn.adt”

yyymmddhhMMss: Execution date and time

n: Retry times for exporting multiple ADT information when filenames are identical.

Note

Do not modify export file name

Modification of export file name will result in failure in importing detected device information via CS, so, please do not modify the export file name.

3. Please hand over the exported file mentioned in “2.” to the system administrator via the mobile medium.

5.3 Uninstallation of ADT

This section describes how to uninstall ADT.

The procedure for uninstalling ADT is shown below:

Delete Programs

1. Log in Windows by the account of Administrators group. When other applications are being used, please close this application.
2. Enable the “Add or Delete Programs”, “Add or Delete Applications”, or “Program & Function” in “Control Panel”.
3. Select “Systemwalker Desktop Patrol ADT” and click the “Delete” button.
4. Start to uninstall the program. After uninstallation is completed, the “Uninstallation Completed” window appears.

Note

When executing operation in Windows Vista®, Windows® 7 or Windows Server® 2008

When executing operation in Windows Vista®, Windows® 7 or Windows Server® 2008, the user account control window containing the following message will appear and you are required to select “Permit”.

Please access the computer in case of any unrecognized program

Delete Installation File Folder

After the program is deleted, the case that relevant file folder has not been deleted will occur. At this time, please restart OS and delete the target installation file folder of the product via the resource manager.

E.g. Delete C: Program Files\Fujitsu\Systemwalker Desktop Patrol\ADT File Folder

Chapter 6 Message List

This chapter describes error messages output from Systemwalker Desktop Patrol, causes of those errors, and actions to take for error correction.

6.1 Messages during Installation/Setup

6.1.1 Messages Output during Installation

The following messages will appear on a PC with Systemwalker Desktop Patrol installed.

Stop the "ITBudgetMGR (INV)" service and close the Service Setting window, and then perform the installation again.

Cause

The "ITBudgetMGR (INV)" service is started.

Process

Stop the "ITBudgetMGR (INV)" service in the Service Setting window and close the Service Setting window. Then please perform overwriting installation again.

When outputting again, please perform overwriting installation again after a while.

Cannot stop the IIS service.

Cause

An exception occurred in IIS service.

Process

Please reinstall after restarting OS.

Cannot start the IIS service.

Cause

An exception occurred in IIS service.

Process

Please reinstall after restarting OS.

IT BudgetMGR or Desktop Patrol is already installed. And IT BudgetMGR or Desktop Patrol cannot coexist with BudgetMGR. Uninstall it before installing this program.

Cause

IT BudgetMGR is installed.

When uninstalling it, the registry created when DTP was installed was not deleted.

Process

Please perform the action that is instructed in the message.

Directory: No directory name exists. Please re-enter the directory name.

Cause

The directory specified in IIS installation target does not exist.

Process

Perform the action that is instructed in the message.

An invalid operating system for the installation of the product.

Cause

Installation of product was attempted on an operating system that is not supported.

Process

Please install the product on a supported operating system.

You must have Administrator privileges on this system to perform installation.

Cause

The user logging on the target operating system does not have the Administrator authority.

Process

Please install after logging on as an Administrator.

Close the Services control panel.

Cause

The Service Setting window is opened during the installation procedure.

Process

Please close the service setting window.

There is no administrator authority. Processing is interrupted.

Cause

The user that logged on does not have the Administrator authority.

Process

Please install after logging on as an Administrator again.

You cannot specify a location immediately under a drive in the installation destination. Set the location in a form of adding a drive name and a pathname. (Example: C:\Systemwalker Desktop Patrol <Systemwalker Desktop Patrol is a pathname>)

Cause

A root directory under a drive is specified in the installation target.

Process

Please set the installation target path in a form of adding a drive name and a pathname

Failed to register the DLL for uninstalling the program.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and install again.

The drive specification is invalid.

Cause

You have specified a drive other than the local and remote drive.

Process

Please specify the local or remote drive.

Installation requires available space more than %s1.

Variable Information

%s1: insufficient disk capacity

Cause

Disk capacity is insufficient.

Process

Please install after securing required disk capacity.

Failed to execute the JAVA module.

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

An exception occurred while obtaining system environment. Restart the system and run installer again.

Cause

An exception occurred when getting the system environment variables. Some errors may have occurred in the system.

Process

Please restart the system and reinstall.

Uninstaller failed to initialize. You may not be able to uninstall this product.

Cause

Failed to create information required for uninstalling the program.

Process

Please install after restarting PC.

An error occurred during data transfer: \$s1

Variable Information

%s1: error code

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

Failed to load the %s1 DLL.

Variable Information

%s1: DLL name

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

Setup has detected that Systemwalker Desktop Patrol (DS) already installed on this computer. You must uninstall it first before installing Systemwalker Desktop Patrol (Server).

Cause

The functional components of this product cannot be installed.

Process

Please install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

Setup has detected that Systemwalker Desktop Patrol (CT) already installed on this computer. You must uninstall it first before installing Systemwalker Desktop Patrol (Server).

Cause

The functional components of this product cannot be installed.

Process

Please install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

You cannot install Systemwalker Desktop Patrol (DS) if Systemwalker Desktop Patrol (CS) is already installed. To install the DS, uninstall CS beforehand.

Cause

The functional components of this product cannot be installed.

Process

Please install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

You cannot install Systemwalker Desktop Patrol (DS) if Systemwalker Desktop Patrol (CT) is already installed. To install the DS, uninstall CT beforehand.

Cause

The functional components of this product cannot be installed.

Process

Please install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

Systemwalker Desktop Patrol CT is not installable if Systemwalker Desktop Patrol CS installed. Please uninstall, when you install.

Cause

The functional components of this product cannot be installed.

Process

Please install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

Systemwalker Desktop Patrol CT is not installable if Systemwalker Desktop Patrol DS installed. Please uninstall, when you install.

Cause

The functional components of this product cannot be installed.

Process

Please install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

The newest version is already installed. :Registration version=%s1

Variable Information

%s1: version

Cause

You cannot overwrite the media already installed with a version older than it.

Process

Please install after uninstalling the media already installed.

Failed to open a file listing product names.

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

An installation place path is too long. Please shorten the path name to specify.

Cause

The path of the installation target is too long.

Process

Please specify the installation target path within 64 character s.

Installation may be unable to operate normally. Please install again after rebooting a machine.

Cause

As some files were in use while the program was being uninstalled, failed to delete those files.

Process

Please reinstall after restarting PC.

Failed to register the registry.

Cause

Failed to register the registry.

Process

Please reinstall after restarting PC.

Software download (called contents download before) has been started. Please execute installer again after the function has been ended.

Cause

The software is being downloaded.

Process

Please reinstall after the software download is completed.

**Performing software download or patch installation.
Please execute uninstallation again after these functions have been ended.**

Cause

Software download or patch installation is operating.

Process

Please reinstall after the software download or patch installation is completed.

Failed to register the service. The Services window may be open. Close the window and perform installation again.

Cause

“Services Window” is open.

Process

Please install after closing the “Services Window”.

Failed to start the service.

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

Failed to execute the resident module.

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

Failed to start %s1.

Variable Information

%s1: program name

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

%s1 ended abnormally.

Variable Information

%s1: program name

Cause

A memory shortage may have occurred.

Process

Please install after restarting PC.

Cannot stop the service. Check the service status, and then install it again. Service name: ITBudgetMGR (INV)

Cause

Cannot stop the service.

Process

Please install after restarting PC.

The environment settings file cannot be found.

Cause

The environment setup file is not located in the specified directory.

Process

Please specify a directory where the environment setup file is stored.

The environment setup procedure has been cancelled. After completing installation, please start "Systemwalker Desktop Patrol CT - Environment Setup" through the menu and be sure to specify the user ID and the PC name.

Cause

The environment setup procedure cannot be completed.

Process

Please start the environment setup window and specify the user ID and PC name.

Stop the "ITBudgetMGR (INV)" service and close the Service Setting window, and then perform the installation again.

Cause

The service is being started.

Process

Please reinstall after stopping the service and closing the services setting window.

The uninstalling function may not operate normally. Exit all Windows programs currently in use, and then perform the installation procedure again. (Detail:Ctd)

Cause

Software is being downloaded, or the environment setup window is operating.

Process

Please exit Windows programs currently in use, and then reinstall.

The uninstallation may not run normally. Exit all Windows programs currently in use, and then perform the installation procedure again. (Detail:Ctd)

Cause

The Inventory collection or policy download function is operating.

Process

Please reinstall after a while.

An internal error occurred during the setup procedure.

Save the trace file (installation directory \FJSVsbtrs\data\log\Setup.log) and contact the support services to which you subscribed.

Cause

An internal error occurred.

Process

Please save the trace file and contact the support window of contract.

Failed to get the user ID from the environment setup file listing user IDs and PC names. Please enter the user ID.

Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the user ID to be retrieved from the file.

Process

Please enter the user ID.

Failed to get the user ID and PC from the environment setup file listing user IDs and PC names. Please enter the user ID and PC name.

Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the user ID and PC name to be retrieved from the file.

Process

Please enter the user ID and PC name in the environment setup window.

The specified condition is not supported. Please enter the user ID.

Cause

An unsupported condition was specified as the method for getting the user ID.

Process

Please enter the user ID in the environment setup window.

Failed to get the PC from the environment setup file listing user IDs and PC names. Please enter the PC name.

Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the PC name to be retrieved from the file.

Process

Please enter the PC name in the environment setup window.

Unable to set the PC name automatically, because the environment does not allow obtaining the serial number of the computer. Input the PC name.

Cause

Probable status includes the following:

- Serial numbers information is not set correctly in the PC.

- Windows Management Instrumentation (WMI) function is not enabled.
- The operating system is not compatible with a PC with that serial number.

Process

Please enter the PC name in the environment setup window.

**Specified condition is not supported.
Input PC name.**

Cause

An unsupported condition was specified as the method for getting the default value of PC name.

Process

Please enter the PC name in the environment setup window.

**Unable to set the PC name automatically, because the environment does not allow obtaining the PC name.
Please input the PC name.**

Cause

Failed to get the default value of the PC name.

Process

Please enter the PC name in the environment setup window.

**Unable to set the PC name automatically, because the environment does not allow obtaining the IP address.
Please input the PC name.**

Cause

Failed to get the default value of the PC name.

Process

Please enter the PC name in the environment setup window.

**Failed to get the user ID.
Please enter the user ID.**

Cause

Failed to get the default value of user ID.

Process

Please enter the user ID in the environment setup window.

**Failed to obtain PC name.
Please input the PC name.**

Cause

Failed to get the default value of the PC name.

Process

Please enter the PC name in the environment setup window.

Provide information in the required field.

Cause

Mandatory input items are not input.

Process

Please input the mandatory input items.

The specified port number is invalid.

Cause

The port number entered is not correct.

Process

Please set a number for the port within a range from 0 to 65,535.

**Cannot find the setup file in the following directory : %s1
Store the setup file in the above directory.**

Variable Information

%s1: specified path of setup file

Cause

The environment setup file does not exist in the specified path.

Process

Please reinstall after downloading the installer again.

**Failed to open the following setup file : %s1
Download the setup file, and run Setup again.**

Variable Information

%s1: specified path of setup file

Cause

Failed to open the environment setup file.

Process

Please reinstall after downloading the installer again.

**Failed to initialize the configuration file.
Uninstall the product first, and install it again.**

Cause

Failed to initialize the environment setup file.

Process

Please reinstall.

**Failed to initialize the registry.
Uninstall it, and then perform installation again.**

Cause

Failed to initialize the registry.

Process

Please reinstall.

Provide information in the field.

Please reset items and input correctly.

Cause

Nothing is set but space.

Process

Please reset items and input

Specify the user name.

Cause

Although a proxy password is entered, no proxy user name is entered.

Process

Please enter the proxy user name.

Specify an existing file.

Cause

The specified file does not exist.

Process

Please specify a file that exists.

The specified maximum size is invalid.

Cause

The entry for the maximum size of the software storage directory is incorrect.

Process

Please enter a number greater than 1 for the maximum size.

Please set the directory for saving distributed software with absolute path.

Cause

An absolute path is not used for setting the software storage directory.

Process

Please set the software storage directory by using an absolute path.

Failed to create the directory.

Cause

Failed to create a directory.

Process

Please confirm the access authority for the parent directory of specified path. Or please specify other directory.

Specify the absolute path to the directory for expanding files.

Cause

An absolute path is not used for setting the decompression target directory.

Process

Please set the decompression target directory by using an absolute path.

Could not setup the environment, because the Distribution Server configuration file 'DSinstall.inf' contains an invalid information.

%s1

Save the file indicated above, and contact your service support representative.

Variable Information

%s1: DS environment setup information file path

Cause

The DS environment setup information file (Dsinstall.inf) contains an error.

Process

Please save the DS environment setup information file (Dsinstall.inf) and contact the support window of contract.

Cannot find the Distribution Server configuration file in the following location.

%s1

Store the Distribution Server configuration file in the location indicated above.

Variable Information

%s1: DS environment setup information file path

Cause

The DS environment setup information file cannot be found.

Process

Please reinstall after downloading the installer again.

No SMEE product is installed, and the SSL communication environment setup window cannot be started. Please operate again after installing the SMEE product.

Cause

The SSL communication environment setup has been started before installing the SMEE product.

Process

Please start and perform SSL communication environment setup after installing the SMEE product.

Specify the local hard disk drive as the target installation directory.

Cause

A hard disk that does not exist in local drive in the installation target was specified.

Process

Please specify the hard disk of local drive in installation target folder.

Installation failed. Please check the cause of failure and execute installation again.

Cause

An exception occurred in the installation procedure. Or a Cancel option was selected in the installation procedure.

Process

- In case of canceling installation

Please reinstall or return to the initial status by uninstalling. But please note that the original environment will be deleted when the cancellation is selected during overwriting installation or upgrade installation.

- In case of exception occurring in the installation procedure

Please reinstall after confirming the exception content and excluding the causes, or return to the initial status by uninstalling. But please note that the original environment will be deleted when the exception occurred during overwriting installation or upgrade installation.

Failed to check the version of Symfoware.

Cause

Failed to check the version of Symfoware.

Process

The PC environment must be checked.

**An older version of Symfoware Server is installed.
Therefore, this product cannot be installed on this computer.**

Cause

The Symfoware server of old version has already been installed.

Process

Please check the PC environment.

**Symfoware Programmer's Kit is installed.
Therefore, this product cannot be installed on this computer.**

Cause

Symfoware Programmer's Kit has already been installed.

Process

Please check the PC environment.

**Symfoware Client is installed.
Therefore, this product cannot be installed on this computer.**

Cause

Symfoware client has already been installed.

Process

Please check the PC environment.

**The incompatible Symfoware Server or Symfoware Programmer's Kit is installed.
Therefore, this product cannot be installed on this computer.**

Cause

The Symfoware server or Symfoware Programmer's Kit that cannot be combined has already been installed.

Process

Please check the PC environment.

**An older version of Symfoware client is installed.
Therefore, this product cannot be installed on this computer.**

Cause

The Symfoware client of old version has already been installed.

The service "World Wide Web Publishing Service" is currently running. You must stop the service first to install, reinstall or upgrade the product. Stop the service using Services, and try again.

Cause

“World Wide Web Publishing Service” service has been started

Process

Please reinstall after stopping “World Wide Web Publishing Service” through the services window and closing the services window.

Failed to rename files.

Cause

Failed to rename the file.

Process

Please reinstall after restarting PC.

Failed to write the initialization information.

Cause

Failed to write information into the registry.

Process

Please reinstall after restarting PC.

Failed to install the ReadMe file.

Cause

Failed to register the software readme file (readme.txt).

Process

Please reinstall after restarting PC.

This program requires VGA or higher resolution.

Cause

The resolution may be for unsupported objects.

Process

Please reinstall after checking the PC environment.

The specified installation directory name is too long. The installation directory name must be 64 bytes or less to install this product.

Cause

The installation target folder name is too long.

Process

Please specify the installation target for this product again.

Cannot find SETUP.EXE to install Desktop Patrol (CS).

Cause

The Setup.exe of Desktop Patrol (CS) is not found.

Process

Please reinstall after restarting PC.

Cannot execute SETUP.EXE to install Desktop Patrol (CS).

Cause

The Setup.exe of Desktop Patrol (CS) cannot be started.

Process

Please reinstall after restarting PC.

SETUP.EXE for Desktop Patrol (CS) has exited abnormally.

Cause

The Setup.exe of Desktop Patrol (CS) ended abnormally.

Process

Please reinstall after restarting PC.

Failed to execute the IIS configuration command.

Cause

Failed to start the Internet Information Server environment setup command.

Process

Please reinstall after restarting PC.

Setup has detected that a newer version of Systemwalker Desktop Patrol already installed on this computer.

Cause

The Systemwalker Desktop Patrol whose version is higher than this product version has been installed.

Process

During installation, please uninstall the installed product, and then reinstall.

Unable to terminate ATOOLINIT.EXE.

Cause

The atoolinit.exe cannot be stopped.

Process

Please reinstall after restarting PC.

ATOOLINIT.EXE has exited abnormally.

Cause

The atoolinit.exe ended abnormally.

Process

Please reinstall after restarting PC.

Environment setup has been started. Please execute uninstallation again after the function has been ended.

Cause

The environment setup is operating.

Process

Please reinstall after the environment setup is completed.

Failed to set access permission(s) to the installed files and folder. Check the target installation folder(s) and run installer again.

Cause

Failed to set access authority for the specified folders in installation target.

Process

Please confirm the access authority of the folder specified in the installation target, and reinstall after restarting the system.

Failed to start setup command of access permission for the target installation folder. Restart the system and run installer again.

Cause

Failed to start the command of access authority for folders specified in installation target.

Process

Please reinstall after restarting the system.

Systemwalker Desktop Patrol CT has been started. Please execute Uninstallation after it has been ended.

Cause

Failed to install as Systemwalker Desktop Patrol program has been operating.

Process

Please reinstall after completing Systemwalker Desktop Patrol program.

Failed to register the service. As the services setting window is open, please close the window and click [Retry]. [Retry] [Cancel]

Cause

Failed to register the service because the services setting window is open.

Process

Please select the [Retry] button after closing the services setting window. Continue installation.

In 64-bit environment, installation target cannot be specified under Program Files. Please specify another installation target.

Case

The files that belong to Program Files are specified in installation target.

Process

Under 64-digit OS environment, please specify files that do not belong to Program Files in installation target path.

6.1.2 Messages Output by Operation Environment Maintenance Guide

The user ID has not been entered.

Cause

The user ID has not been entered.

Process

Please enter the user ID.

The password has not been entered.

Cause

The password has not been entered.

Process

Please enter the password.

The user ID or password is specified incorrectly.

Cause

The user ID or password is specified incorrectly.

Process

Please specify correct user ID or password.

Running multiple operating environment maintenance guides is not supported.

Cause

The operation environment maintenance guide has been already started.

Process

Please restart the operation environment maintenance guide after exiting the executed operation environment maintenance guide.

Operation environment construction failed.

Cause

Failed to construct the operating environment.

Process

Please construct the operating environment again by using operation environment maintenance guide e.

Operation environment extension failed.

Cause

Failed to extend the operating environment.

Process

Please extend the operating environment again by using operation environment maintenance guide.

Failed to obtain the number of PCs.

Cause

Probable causes are the following:

- The old database (SQL Server/Oracle) is not started or being started.
- An exception occurred in the old database.

Process

- When the old database (SQL Server/Oracle) is not started or being started, please wait for a while and execute again after it is started.
- When an exception occurred in the old database, please exclude the causes of exception and execute again.

Blank character capacity cannot be used in the storage location of backup data.

Cause

The multi-byte characters cannot be specified in the backup data saving target.

Process

Please execute again after specifying the correct backup data saving target.

Absolute path with capacity cannot be specified as the database storage location.

Cause

The multi-byte characters cannot be specified in the database saving target.

Process

Please execute again after specifying the correct database saving target.

Failed to export the database.

Cause

Probable causes are the following:

- An error occurred when accessing to the file.
- The operating space of old database (SQL Server/Oracle) is insufficient.
- An exception occurred in the old database.

Process

Please take the following actions.

- Please construct the operating environment again by using operation environment maintenance guide.
- Please execute again after confirming the operating space of old database.
- When an exception occurred in the old database, please exclude the causes of exception and execute again.

Restore of database failed.

Cause

Probable causes are the following:

- Failed to access to the database.
- An error occurred when accessing to the file.

Process

Please take the following actions.

- Please execute again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Please construct the operating environment again by using operation environment maintenance guide.

Failed to back up RDB.

Cause

Probable causes are the following:

- Failed to access to the database.
- An error occurred when accessing to the file.

Process

Please take the following actions.

- Please execute again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Please construct the operating environment again by using operation environment maintenance guide.

Failed to start “Operation Environment Maintenance Guide”.

[Cause]

Probable causes are the following:

- Execute through the remote desktop.

[Process]

Please execute in the local computer with CS installed.

The value greater than 100,000 sets cannot be specified in the sets of managed device that does not belong to PC.

Type

Warning

Cause

The sets of managed device that does not belong to PC have exceeded 100,000.

Process

Please specify the sets of managed device that does not belong to PC within 100,000.

Please enter the sets of managed device that does not belong to PC.

Type

Warning

Cause

The sets of managed device that does not belong to PC are not entered.

Process

Please enter the sets of managed device that does not belong to PC.

6.1.3 Messages Output During Event Settings

The following messages will appear as Message Box in the Event Settings Window.

The mail server information has not been entered.

Cause

The E-mail server information is not entered.

Process

Please enter the E-mail server information.

The sender information has not been entered.

Cause

The sender information is not entered.

Process

Please enter the sender information.

The recipient information has not been entered.

Cause

The recipient information is not entered.

Process

Please enter the recipient information.

The entered drive capacity is incorrect.

Cause

The single-byte numerals or multi-byte numerals less than 0 are entered in the drive capacity.

Process

Please enter the single-byte numeral greater than 0 in the drive capacity.

The drive capacity is not entered.

Cause

The warning notice checking exists in the drive capacity, but the numeral has not been entered.

Process

Please enter the numeral in the drive capacity.

Numerical value is not entered on the lease expiration day.

Cause

The warning notice checking exists in the trace end date, but the numeral has not been entered.

Process

Please enter the numeral in the trace end date.

Failed to get the INI file path.

**Please confirm whether the registry name is set as SOFTWARE\Fujitsu\ITBudgetMGR_APL\
\CurrentVersion\WEB and the key name is Directory_Scripts.**

Cause

Failed to get the DTPWEB installation target path from registry.

Process

Please reinstall or perform overwriting installation.

Failed to get the program file path.

**Please confirm whether the registry name is set as SOFTWARE\Fujitsu\ Install\SystemWalker/IT
BudgetMGR and the key name is Directory.**

Cause

Failed to get the program file path of DTP installation target from registry.

Process

Please reinstall or perform overwriting installation.

Failed to make software tree.

(ErrorMessage= "e.ErrorMessage ()",Description= "e.Description ()")

Cause

An error occurred during DB connection.

Process

Please confirm whether "SymfoWARE RDB SWDTP" service of database has been started.

Failed to get the extension information in the list tree.

(Failed to generate the [Recordset] example.)

Cause

An error occurred during DB connection.

Process

Please confirm whether "SymfoWARE RDB SWDTP" service of database has been started.

Failed to obtain extension information of list view.

(ErrorMessage= "e.ErrorMessage ()",Description= "e.Description ()")

Cause

An error occurred during DB connection.

Process

Please perform the action for the cause message according to Description=.

Failed to add the software

Failed in securing the area where data was stored.

Cause

Failed to confirm the memory space of Windows.

Process

Please increase the available memory and virtual memory. (Stop other application or extend virtual memory, .etc)

Specify at least one list.

Cause

There is no data specified in the list.

Process

Please specify a data in the list.

The subject has not been entered.

Cause

The topic is not entered.

Process

Please enter the topic.

The body has not been entered

Cause

The text is not entered.

Process

Please enter the text.

The body has not been entered (when there is no alarm information).

Cause

The text is not entered (when there is no warning information).

Process

Please enter the text (when there is no warning information).

Please specify the port number within 0~65535.

Cause

The port number is specified incorrectly.

Process

Please specify the correct port number.

The user ID is specified incorrectly.

Cause

The user ID is specified incorrectly.

Process

Please specify the correct user ID.

The password is specified incorrectly.

Cause

The password is specified incorrectly.

Process

Please specify the correct password.

6.1.4 Messages Output When Setting Other Product Linkage-Environment

Messages output when executing the command

The following messages will appear as execution results after the command is executed.

ERROR: Failed to allocate memory. (xxx)

Variable Information

xxx: Details

Cause

The memory required for operation is insufficient.

Process

Please execute after exiting the other applications or restarting PC.

ERROR: Failed to create the process. (Command Line=%s)

Variable Information

%s: Command to be startup

Cause

The memory required for operation is insufficient.

Process

Please execute after exiting the other applications or restarting OS.

ERROR: Failed to iissetup. Status = %ld

Variable Information

%ld: Error code

Cause

That the other product linkage-environment setup failed may be caused by operating environment.

Process

Please contact the support window.

Messages Output When Setting [Other Product Linkage-Environment Setup] Dialog Box

The following messages will appear as Message Box when setting [Other Product Linkage-Environment Setup].

ERROR: Specify the number correctly.

Cause

The number out of the range is specified in number specification bar in human resources information definition window.

Process

Please specify the number within the number range of client in the top right corner of human resources information definition window.

ERROR: The installation path cannot be specified.

Cause

The installation path is specified in the Inventory information saving path of environment definition window.

Process

Please specify a location for non-installation path.

ERROR: Failed to stop the service.

Cause

ITBudgetMGR (INV) service operates abnormally.

Process

Please reinstall after restarting OS.

ERROR: Failed to start the service.**Cause**

ITBudgetMGR (INV) service operates abnormally.

Process

Please reinstall after restarting OS.

ERROR: Failed to load the environment definition information.**Cause**

An exception occurred in the environment definition file.

Process

Please contact the support window.

ERROR: Failed to load (xxx) the human resources information.**Variable Information**

xxx: Details

Cause

An exception occurred in the human resources information definition file.

Process

Please contact the support window.

ERROR: Failed to save the environment definition information.**Cause**

An exception occurred in the environment definition file.

Process

Please contact the support window.

ERROR: Failed to save (xxx) the human resources information.**Variable Information**

xxx: Details

Cause

An exception occurred in the human resources information definition file.

Process

Please contact the support window.

The environment setting [issetup] has been started.**Cause**

The environment setup command is started repeatedly.

Process

Please execute after exiting the started environment setup command (issetup).

6.1.5 Messages Output When Settings of E-mail environment

The following messages will appear as Message Box when setting [E-mail Environment setup] dialog box.

Please enter the single-byte letters and numerals (ASCII).

Cause

The entered string contains multi-byte characters.

Process

Please enter the string composed of single-byte letters and numerals (ASCII) only.

6.1.6 Messages Output When Applying Software Dictionary

The policies set in the installation procedure and backed up before operations are acted as prerequisites in this place. The "Backup Data" in processing instruction refers to data of backup policies before the operation.

Usage: Server Property File ID Enterprise Policy File ID

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

Can not read information file for load.

Cause

Failed to read the environment setup file "load.inf".

Process

Please execute again after restoring the "load.inf" file from the backup data.

[Installation Target of load.inf]

<DTP Installation Directory>\FJSVsbtrs\etc

Invalid property file of this device.

Cause

The data of the environment setup file (load.inf) was damaged.

Process

Please execute again after restoring the "load.inf" file from the backup data.

[Installation Target of load.inf]

<DTP Installation Directory>\FJSVsbtrs\etc

Can not find Server Property.

Cause

Failed to read the environment setup file "Server Property".

Process

Please execute again after restoring the "Server Property" file from the backup data.

[Saving Target of Server Property]

<DTP Installation Directory>\FJSVsbtrs\data\<Hexadecimal Folder>\

An Enterprise Policy file does not exist.

Cause

No Enterprise Policy file exists in the folder specified by the parameters.

Process

Please execute again after specifying the folder to save Enterprise Policy file in the parameters.

Can not connect to server.

Cause

Failed to connect to server.

Process

Please execute again after confirming whether the "ITBudgetMGR (INV)" service is started.

Server can not provide service now.

Cause

The server is out of service and cannot execute a command.

Process

Please execute again after starting the "ITBudgetMGR (INV)" service.

Fatal error occurred at server.

Cause

An error that prevents the operation from continuing occurred.

Process

Please execute again after setting the authority for writing to the Enterprise Policy file.

Failed to save the software dictionary file. Please execute again later.

Cause

Failed to write when reflecting the software dictionary.

Process

Please execute the command again and then reflect the software dictionary.

6.1.7 Messages Output When Using Client Prohibition Function

Messages output when using client prohibition function are prohibited(CTControl.exe).

Command execution succeeded.

Cause

None.

Process

The command execution is ended normally and no processing is required.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

Please execute again later.

Cause

The installation processing of client policy is probably being performed.

Process

Please execute the command again after a while.

Command execution failed.

Cause

Probable causes are the following:

- The memory required for operation is insufficient.
- The library required for operation does not exist.
- The file required for operation does not exist.

Process

When an error occurred in CT execution, please exit any unnecessary programs, or confirm whether the environment construction is performed correctly, and execute the command again after excluding the causes of exception.

If errors still occur under this condition, please contact the server administrator.

Messages output when setting client environment(CTPolicy.exe)

Command execution succeeded.

Cause

-

Process

The command execution is ended normally and no processing is required.

Exception has occurred in the environment, the processing is cancelled.

Cause

The processing is not executed in CS.

Process

Please execute the processing in CS.

Failed to obtain memory, the processing is cancelled.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and execute the command again.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

Characters that are not allowed have been specified in the password.

Cause

The incorrect characters have been specified in the password.

Process

Please specify the letters, numerals and the following symbols in the password.

“-”, “_”, “*”, “+”, “!”, “@”, “~”, “(”, “)”, “&”, “\$”, “#”, “!”, “?”, “%”, “.”, “,”, “/”, “:”, “;”, “~”, “[”, “]”, “|”, “<”, “>”, “{”, “_”, “}”

Number of characters that can be specified as password is incorrect.

Cause

The number of characters in the password is insufficient.

Process

Please specify the password at least four characters.

Password specified is not in accordance with rules.

Cause

The password set for two times does not match.

Process

Please set same passwords twice.

CS is restarting, processing cannot be done. Please execute again later.

Cause

CS is restarting.

Process

Please execute again later.

Software dictionary is being updated, processing cannot be done. Please execute again later.

Cause

The software application command (AtoolETPGT.exe) is being executed.

Process

Please execute again after exiting the software application command (AtoolETPGT.exe).

Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.

Cause

Failed to connect to CS.

Process

Please execute again after starting the “ITBudgetMGR (INV)”, or confirming that there is no problem existing in the network environment.

Internal error occurred in the CS server. Please execute again later.

Cause

An error that prevents the operation from continuing in CS occurred.

Process

Please contact the support window.

6.1.8 Messages Output When Changing CT Operating Environment

OK: Update success

Cause

-

Process

The command execution is ended normally and no processing is required.

ERROR.1: Systemwalker Desktop Patrol is not installed

Cause

Systemwalker Desktop Patrol is not installed.

Process

Please confirm whether Systemwalker Desktop Patrol is installed, and if it is not installed, please execute again after installation.

ERROR.2: Kiting Command is already started.

Cause

DtpKitingCT.exe command has been started.

Process

DtpKitingCT.exe command cannot be started repeatedly. Please execute again after exiting the started command.

ERROR.3: Input File is not exist.

Cause

The command composition data file does not exist.

Process

Please confirm whether the command composition data (DtpKitingCT.dat) exists in folder that is the same as DtpKitingCT.exe command. When the folder does not exist, please execute again after saving the command composition data.

ERROR.4: The specified parameter is not correct.

Option: %s1, key: %s2

Cause

The startup parameters of command are incorrect.

Process

Please execute again after specifying correct parameters.

ERROR.5: Parameter error.

Cause

The startup parameters of command are incorrect.

Process

Please execute again after specifying correct parameters.

ERROR.6: Failed write of file. (%s)

Cause

Failed to write the environment file.

Process

Maybe the environment file cannot be accessed temporarily. Please execute again later.

ERROR.7: Failed in allocate of memory

Cause

Failed to get the memory.

Process

Please execute again after exiting the started applications.

6.2 Messages Output to Event Log

6.2.1 Messages Output to CS Event Log

The following messages are output to the event logs.

The serial number violation information has been sent to administrator.

Please refer to the E-mail attachment for details.

Cause

The serial number violation information has existed.

Process

Please perform the action that is instructed in the message.

Information (Network Card Modify) has been sent to the manager.

Please refer to the E-mail attachment for details.

Cause

The network card change information has existed.

Process

Please perform the action that is instructed in the message.

**Information (Memory Modify) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The memory change information has existed.

Process

Please perform the action that is instructed in the message.

**Information (Disk Modify) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The disk change information has existed.

Process

Please perform the action that is instructed in the message.

**Information (Drive Capacity Excess) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The disk capacity exceeding information has existed.

Process

Please perform the action that is instructed in the message.

**The software auditing information has been sent to administrator.
Please refer to the E-mail attachment for details.**

Cause

The software auditing information has existed.

Process

Please perform the action that is instructed in the message.

**The user ID information has been sent to administrator.
Please refer to the E-mail attachment for details.**

Cause

The user ID information has existed.

Process

Please perform the action that is instructed in the message.

**Information (IP Address Modify) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The IP address information has existed.

Process

Please perform the action that is instructed in the message.

**Information (Registry Modify) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The registry information has existed.

Process

Please perform the action that is instructed in the message.

**Information (Windows Logon Modify) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The Windows logon change information has existed.

Process

Please perform the action that is instructed in the message.

**Information (Lease Period) has been sent to the manager.
Please refer to the E-mail attachment for details.**

Cause

The trace end information has existed.

Process

Please perform the action that is instructed in the message.

**The software to be added or deleted information has been sent to administrator.
Please refer to the E-mail attachment for details.**

Cause

The software to be added or deleted information has existed.

Process

Please perform the action that is instructed in the message.

**Failed to send the E-mail.
Please refer to dtp_event.log file in Log folder under DesktopPatrol installation folder for details.**

Variable Information

%1 file name

Cause

The E-mail server is not found and failed to send the E-mail.

Process

Please confirm the notification target settings and E-mail server.

Please refer to file displayed in %1 in Log folder under Desktop Patrol installation folder for details.

The utilization rate of the Systemwalker standard database exceeds 95%.

Cause

The use rate of Systemwalker standard database has exceeded 95%.

Process

Please extend the operating environment by using operation environment maintenance guide.

DTPServer: Error: 3601: An exception occurred in the processing. (%1, detail=%2)

Variable Information

%1: Error contents

%2: Detailed information related to error

Cause

An exception of system occurred in the processing. The processing will be terminated.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect
- Whether an exception does not occur in the database

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Warning: 6601: An exception occurred in the processing. (%1, detail=%2)

Variable Information

%1: Error contents

%2: Detailed information related to error

Cause

An exception of system occurred in the processing. The processing will be terminated.

Process

- As the detailed information related to error has been “Started and Cannot be Started Repeatedly“, the processing is being performed, so no other processing is required.
- When the detailed information related to error is not the above mentioned condition, please confirm whether there is an exception existing in the system or confirm the several following points:
 - Whether the virtual memory of system is insufficient
 - Whether the system is in high load status
 - Whether the available space of disk is insufficient
 - Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Warning: 10001: CT with repeated user ID and PC name has existed and overwritten the Inventory information. (%1, detail=%2)

Variable Information

%1: Repeated user ID and PC name

%2: Detailed information of overwritten CT overwriting CT

Cause

As CT with repeated user ID and PC name has existed, the Inventory information has been overwritten through Inventory information registration command.

Process

Please modify the user ID and PC name of repeated CT as unrepeated.

DTPServer: Error: 11001: Failed to update the Inventory information. (%1, detail=%2)

Variable Information

%1 User ID and PC name of object CT

%2 Detailed information related to error

Cause

Failed to update the Inventory information through Inventory information registration command.

Process

Please confirm whether an exception occurs in the object CT displayed in 1%.

When “Unsupported Object” is output in %2, errors shall occur in the target server connected to object CT displayed in 1%. Please enter the correct connection target server name according to the environment setup of object CT.

DTPServer: Error: 11001: Failed to update the Inventory information. (%1, detail=%2)

Variable Information

%1 User ID and PC name of object CT

%2 Detailed information related to error

Cause

Failed to update the Inventory information through Inventory information registration command.

Process

Please confirm whether an exception occurs in the object CT displayed in 1%.

When “Unsupported Object” is output in %2, errors shall occur in the target server connected to object CT displayed in 1%. Please enter the correct connection target server name according to the environment setup of object CT.

6.2.2 Messages Output to CS/DS Event Log

The following messages are output to CS or DS event logs.

DTPServer: Information: 1001: “ITBudgetMGR(INV)” service has been started.

Cause

“ITBudgetMGR (INV)” service has been started.

Process

No processing is required.

DTPServer: Information: 1002: “ITBudgetMGR(INV)” service has been stopped.

Cause

(ITBudgetMGR (INV)) service has been stopped.

Process

No processing is required.

DTPServer: Information: 2001: The application of software dictionary has been completed. (%1)

Variable Information

%1: date to create software dictionary

Cause

The reflection of receiving software dictionary from support center or applying command through software dictionary has completed.

Resolution

No processing is required.

DTPServer: Information: 2101: Start to download security patches from the public server. (%1)

Variable Information

%1: Estimated number of security patches to be downloaded

Cause

Downloading security patches from public server has been started.

Process

No processing is required.

DTPServer: Information: 2102: Downloading security patches from the public server has been completed. (%1)

Variable Information

%1: Number of downloaded security patches

Cause

Downloading security patches from public server is completed.

Process

No processing is required.

DTPServer: Information: 2201: The application of DS updater has been completed. (%1)

Variable Information

%1: Version information

Cause

Application of DS updater is completed.

Process

No processing is required.

DTPServer: Information: 2401: Move DS. (%1, %2)

Variable Information

%1: Moving source host name

%2: Moving target host name

Cause

Move DS.

Process

No processing is required.

DTPServer: Information: 2402: DS has been deleted. (%1)

Variable Information

%1: Host name

Cause

DS has been deleted.

Process

No processing is required.

DTPServer: Information: 2403: DS has been added. (%1)

Variable Information

%1: Host name

Cause

Adding DS is completed.

Process

No processing is required.

DTPServer: Information: 2404: DS has been moved. (%1)

Variable Information

%1: Host name

Cause

Moving DS is completed.

Process

No processing is required.

DTPServer: Error: 3001: Errors occurred in the operating environment. (%1, detail=%2%3)

Variable Information

%1: Environment definition information

%2: Detailed information related to error

Cause

An exception occurred in the operating environment (registry and definition file) and prevents the operation from continuing.

Process

Restart Systemwalker Desktop Patrol.

When the above problems are not solved, please collect the log and contact the technical staff.

DTPServer: Error: 3002: Exception occurred in the network environment. (%1)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

An exception occurred in the network environment and prevents the operation from continuing.

Process

Restart Systemwalker Desktop Patrol.

When the above problems are not solved, please collect the log and contact the technical staff.

DTPServer: Error: 3101: Exception occurred when accessing the files. (%1, detail=%2)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

An exception occurred in the file-oriented input and output processing. The processing will be terminated.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Error: 3201: Exception occurred in the processing. (%1, detail=%2)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

An exception of system occurred in the processing. The processing will be terminated.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Error: 3301: Failed to download security patches from the public server. (%1, detail=%2)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

An exception occurred when downloading security patches from public server. The processing will be terminated.

Process

Please confirm that there is no exception in the network environment or confirm the several following points:

- Confirm whether there are problems existing in settings of IP address or there are problems existing in proxy server settings of CS server properties.

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Error: 3401: Failed to apply software dictionary. (%1, detail=%2)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

An exception occurred when applying the software dictionary. The processing will be terminated.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Error: 3501: Error occurred in the distribution of security patches or software. (%1, detail=%2%3)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

An exception occurred when checking the patches that are not applied. The processing will be terminated.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Error: 4002: Exception occurred in operation information registration command. (%1, detail=%2)

Variable Information

%1: Command name

%2: Detailed information related to error

Cause

The operation information registration command cannot be executed.

Process

Please execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.

If the problem is still not solved after another execution, please collect the log and contact the technical staff.

DTPServer: Error: 4003: Exception occurred in software dictionary information notification command. (%1, detail=%2)

Variable Information

%1: Command name

%2: Detailed information related to error

Cause

The information notification command of software dictionary cannot be executed.

Process

Please execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.

If the problem is still not solved after another execution, please collect the log and contact the technical staff.

DTPServer: Error: 4004: Exception occurred in CS/DS installation information notification command. (%1, detail=%2)

Variable Information

%1: Command name

%2: Detailed information related to error

Cause

The information notification command of CS/DS installation cannot be executed.

Process

Please execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.

If the problem is still not solved after another execution, please collect the log and contact the technical staff.

DTPServer: Error: 4005: Exception occurred in command pattern CT creating command. (%1, detail=%2)

Variable Information

%1: Command name

%2: Detailed information related to error

Cause

Creation command of command mode CT cannot be executed.

Process

Please execute the main menu again after confirming whether an exception occurred in the database, and excluding the causes of exception.

If the problem is still not solved after another execution, please collect the log and contact the technical staff.

DTPServer: Error: 5001: The application of DS updater failed.**Cause**

The application of DS updater failed.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Information: 6103: Reflecting the settings of the monitoring software, software dictionary will be applied during the next communication.**Cause**

The settings of auditing software are being reflected and it is unable to start to receive the software dictionary from support center.

Resolution

Download from the support center at the next communication (default time: 30 minutes).

DTPServer: Information: 6104: Downloading security patches from the public server, software dictionary will be applied during the next communication.**Cause**

The security patches are being downloaded from the public server and it is unable to start to receive the software dictionary from support center.

Resolution

Download from the support center at the next communication (default time: 30 minutes).

DTPServer: Warning: 6105: Since it has been modified to the settings of not performing automatic download of security patches, the download has been cancelled. (Number of cancelled patches=%1)**Variable Information**

%1: Number of cancelled patches

Cause

When the security patches are downloaded from the public server according to the planned time, the settings are changed to not download the security patches according to plan.

Process

Please change the settings to download the security patches according to the plan when requiring the download.

DTPServer: Warning: 6201: The synchronization with the support center or upstream server failed. Retry at the next communication. (%1)**Variable Information**

%1: Detailed information

Cause

Failed to synchronize with the upper level server.

Process

Failed to synchronize with the upper level server due to some causes such as applying the network incorrectly, etc., and retry at the next synchronization.

When outputting this message for several times, please confirm that there is no exception in the system or confirm the following points:

- Whether there are problems existing in the network environment.

When the above problems are not solved, please collect the log and contact the technical staff.

DTPServer: Warning: 6202: The reflection of received data to the support center or the upstream server failed. Retry at the next communication. (%1)

Variable Information

%1: detailed information

Cause

Failed to reflect the data that is received from the upper level server.

Process

Failed to synchronize with the upper level server and retry at the next synchronization.

When outputting this message for several times, please confirm that there is no exception in the system or confirm the following points:

- Whether there are problems existing in the network environment.

When the above problems are not solved, please collect the log and contact the technical staff.

DTPServer: Warning: 6301: Failed to decompress the received Inventory. (%1)

Variable Information

%1: File name

Cause

Failed to decompress the received Inventory.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Warning: 6401: Exception occurred when reading the definition file. (%1)

Variable Information

%1: File name

Cause

An exception occurred when reading the definition file.

Process

Please confirm that there is no exception in the system or confirm the several following points:

- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect

If the problem is still not solved after confirming the above mentioned contents, please collect the log and contact the technical staff.

DTPServer: Warning: 6501: Cannot reflect the settings of the monitoring software to the definition file. (%1)

Cause

It is unable to reflect the settings of auditing software on definition file.

Process

It will take some time to download and apply the software, or download the security patches from public server.

Please click the application button again after a period of time.

DTPServer: Warning: 7001: Synchronization with the database failed. (%1, detail=%2)

Variable Information

%1: System call name

%2: Detailed information related to error

Cause

Failed to read the value set through the main menu.

Process

Failed to synchronize with the database. Please confirm that there is no exception in the system or confirm the several following points:

- Whether the virtual memory of system is insufficient
- Whether the system is in high load status
- Whether the available space of disk is insufficient
- Whether the volume of disk is incorrect
- Whether Symfoware has been started.

Please confirm the above mentioned contents and perform the operations in the main menu. When displaying the same information, please collect the log and contact the technical staff.

6.3 Message of CS

The following messages will appear as Message Box in CS.

6.3.1 Messages Output in Master Data Construction Command

The amount of download: %d

Variable Information

%d: Amount of information being downloaded

Cause

-

Process

The command execution is ended normally and no processing is required.

The amount of processing: %d1 the amount of errors: %d2

Variable Information

%d1: Amount of information being processed

%d2: Amount of information failed to be uploaded

Cause

-

Process

The command execution is ended normally and no processing is required.

There is no download information.

Cause

The master data of master data types specified in the /m option cannot be registered.

Process

The command execution is ended normally and no processing is required.

Incorrect syntax.

Cause

Syntax error.

Process

Please execute the command again after specifying correct command parameter syntax.

Specified file path is invalid.

Cause

Probable causes are the following:

- When uploading, the file specified in the /f option does not exist.
- The file name containing the path specified in the /f and /e options has exceeded 256 characters, or invalid characters are included in the path.
- .dtl is used in the file extension specified in the /e option, or the specified file without write authorities cannot be created.

Process

Please take any of the following actions.

- Please specify the correct file name.
 - Please execute the command again after confirming the Administrator authority for executive command.
-

Has been started. Multiples cannot be started.

Cause

The master data construction command has been executed and cannot be started repeatedly.

Process

Please execute the command again after exiting the executed master data construction command.

File error occurred.

Cause

An exception occurred during file operation.

Process

Please execute as a user with administrator authority. Or confirm the disk capacity and available disk capacity, and then execute the command again.

Database cannot be accessed.

Cause

Failed to access to the database.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

Data error exists.

Cause

The required data items of the file to be uploaded are not specified, or the format is incorrect.

Process

Please refer to the error details file (the file with an extension name of .dtl specified in the /e option), modify the incorrect file format created when failure occurred and specified in the /e option, then treat the error file as a master data file, specify the /f option and execute the command again.

Exceptions occurred or unable to give memory.

Cause

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

6.3.2 Messages Output in Master Data CSV Export Command

%s Output amount %d

Variable Information

%d: Output file name

%s: Output amount

Cause

-

Process

The command execution is ended normally and no processing is required.

Incorrect Syntax.

Cause

Syntax error.

Process

Please execute the command again after specifying correct command parameter syntax.

Specified file path is invalid

Cause

The specified file does not exist. The file name containing the specified path has exceeded 256 characters, or invalid characters are included in the path. The specified file without write authorities cannot be created.

Process

Please specify the correct file name and execute the command again after confirming the Administrator authority for executive command.

Has been started. Multiples cannot be started.

Cause

The master data CSV export command has been executed and cannot be started repeatedly.

Process

Please execute the command again after exiting the executed master data CSV export command.

File error occurred.

Cause

An exception occurred during file operation.

Process

Please execute as Administrator. Or confirm the disk capacity and execute the command again after confirming the available disk capacity.

Data error exists.

Cause

An error exists in the data input in the file.

Process

Please refer to the error details file (the entered file has the extension .dtl), and execute the command again after confirming and eliminating the error.

Exceptions occurred or unable to give memory

Cause

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

6.3.3 Messages Output in Inventory Information Export Command

Incorrect Syntax.

Cause

Syntax error.

Process

Please execute the command again after specifying correct command parameter syntax.

Section code %s does not exist.

Variable Information

%s: Section code

Cause

The specified section code does not exist in the section management information.

Process

Please execute the command again after specifying correct section code.

The path specified according to the output file name %s is invalid.

Variable Information

%s: Output file name

Cause

The file name specified in the /o option does not exist, and the file name containing the path has exceeded 256 characters, or invalid characters are contained in the path.

Process

Please execute the command again after specifying correct file name.

It is unable to create output file %s.

Variable Information

%s: Output file name

Cause

It is unable to create the file specified in the /o option.

Process

Please take any of the following actions.

- Please execute as a user with administrator authority of the local operating system.
 - Please execute the command again after confirming the disk capacity and available disk capacity.
-

The amount of download: %d

Variable Information

%d: PC amount output by inventory

Cause

-

Process

The command execution is ended normally and no processing is required.

There is no download information.

Cause

There is no output object PC in the specified section.

Process

The command execution is ended normally and no processing is required.

Has been started. Multiples cannot be started.

Cause

The Inventory information output command has already been executed, and it cannot be started repeatedly.

Process

Please execute the command again after exiting the executed Inventory information output command.

Database cannot be accessed.

Cause

Failed to access to the database.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

Failed to output information.

Cause

Failed to access to the database.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

6.3.4 Messages Output in Inventory Output Command

Deletion of PC completed successfully.

Cause

-

Process

The command execution is ended normally and no processing is required.

A syntax error occurred in the command. [Code] = %s

Variable Information

%s: code

Cause

A syntax error is contained in the command displayed in the code.

- 1: An invalid option is entered.
- 2: The required item has not been entered.
- 3: A conflict option has been entered.
- 4: An error is contained in the combination of /m and /n options.

Process

Please perform actions according to the code:

- 1: Please specify correct options.
- 2: The required item has not been entered. Check the items.
- 3: Please check the combination of the options.

4: please enter the /m and /n options at the same time.

Specified file does not exist.

Cause

The file specified in the /f option does not exist.

Process

Please execute the command again after specifying correct deletion list file name.

Environmental error occurred.

Cause

The command cannot be executed in this environment.

Process

Please execute the command again after confirming whether the environment has been constructed correctly, and excluding the causes of exception.

No authority for executing the command.

Cause

The user does not have administrator authority of the local operating system.

Process

Please execute as a user with administrator authority of the local operating system.

Failed to delete PC.

Cause

Failed to delete the PC.

Process

Please refer to the error log (Systemwalker Desktop Patrol installation directory\log\dtpldt.log), and execute the command again after excluding the causes of error.

Database cannot be accessed.

Cause

Failed to access to the database.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

Failed to output information.

Cause

Failed to access to the database.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

6.3.5 Messages Output in PC Registration Command

The amount of processing: %d1 the amount of errors: %d2

Variable Information

%d1: Amount of information being processed

%d2: Amount of information failed to be uploaded

Cause

-

Process

The command execution is ended normally and no processing is required.

Incorrect Syntax.

Cause

Syntax error.

Process

Please execute the command again after specifying correct command parameter syntax.

Specified file path is invalid.

Cause

Probable causes are the following:

- The file specified in the /f option does not exist.
- The file name containing the path specified in the /f and /e options has exceeded 256 characters, or invalid characters are included in the path.
- .dtl is used in the file extension specified in the /e option, or the specified file without write authorities cannot be created.

Process

Please take any of the following actions.

- Please specify the correct file name.
 - Please execute the command again after confirming the Administrator authority for executive command.
-

Has been started. Multiples cannot be started.

Cause

The PC registration command has already been executed and cannot be started repeatedly.

Process

Please execute the command again after exiting the executed PC registration command.

File error occurred.

Cause

An exception occurred during file operation.

Process

Please execute as a user with administrator authority. Or confirm the disk capacity and available disk capacity, and then execute the command again.

Database cannot be accessed.**Cause**

Failed to access to the database.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

Data error exists.**Cause**

The required data items of the file to be uploaded are not specified, or the format is incorrect.

Process

Please refer to the error details file (the file with an extension of .dtl specified in the /e option), modify the incorrect file format created when failure occurred and specified in the /e option, then treat the error file as a PC list, specify the /f option and execute the command again.

Exceptions occurred or unable to give memory.**Cause**

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

6.3.6 Messages Output in DTP Data Backup Command

Backup of database ended normally.**Cause**

-

Process

The command execution is ended normally and no processing is required.

Specified path name is invalid.**Cause**

The directory name containing the specified path does not exist.

Process

Please execute the command again after specifying correct directory name.

Specified path name is too long.**Please enter the path name with no more than 200 characters.****Cause**

The directory name containing specified path has exceeded 200 characters.

Process

Please execute the command again after specifying correct directory name.

Backup of database failed.

Cause

Probable causes are the following:

- The database cannot be accessed.
- The backup files cannot be created.
- Execute through the remote desktop.

Process

Please take the following actions.

- Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Please confirm that the specified saving directory for the backup files is not a network drive.
- Please confirm that the write authority is set for the saving directory of specified backup files.
- Please confirm the driver disk capacity of the saving directory of specified backup files, and execute the command again after confirming the available disk capacity.
- Please execute in the local computer with CS installed.
- Please execute the command with user who uses the operation environment maintenance guide to construct or expand the operating environment, or user that is added through the dtptlusr command.

6.3.7 Messages Output in DTP List Restoration Command

Restore of database ended normally.

Cause

-

Process

The command execution is ended normally and no processing is required.

Specified path name is invalid.

Cause

The directory name containing the specified path does not exist.

Process

Please execute the command again after specifying correct directory name.

Specified path name is too long.

Please enter the path name with no more than 200 characters.

Cause

The directory name containing specified path has exceeded 200 characters.

Process

Please execute the command again after specifying correct directory name.

Restore of database failed.

Cause

Probable causes are the following:

- The database cannot be accessed.
- The fault existed in backup files.
- Execute through the remote desktop.

Process

Please take the following actions.

- Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.
- Please confirm the backup files in the saving directory for backup files are correct.
- Please execute in the local computer with CS installed.
- Please execute the command with user who uses the operation environment maintenance guide to construct or expand the operating environment, or user that is added through the dtptlusr command.

6.3.8 Messages Output in Registration Command of Operation Management Target PC Information

The amount of processing: %d1 the amount of errors: %d2

Variable Information

%d1: Amount of information being processed

%d2: Number of information failed to be registered or updated

Cause

-

Process

The command execution is ended normally and no processing is required.

The amount of processing: %d1

Variable Information

%d1: Amount of information being processed

Cause

-

Process

The command execution is ended normally and no processing is required.

The information to be output does not exist.

Cause

The information of operation management target PC is not registered.

Process

The command execution is ended normally and no processing is required.

Incorrect syntax.

Cause

Syntax error.

Process

Please confirm the record format of command and execute the command again.

Specified file path is invalid.

Cause

An error exists in the specified file name.

Process

Please execute again after confirming the following items.

- Whether the file specified in /f option when registering or updating exists.
 - Whether the file name containing the path specified in /f and /e options has exceeded 256 characters.
 - Whether invalid characters are included in the path specified in /f and /e options.
 - Whether the specified file is changed to read-only.
-

Has been started. Multiples cannot be started.

Cause

The PC operation management command has been started.

Process

Please execute the command again after exiting the executed command.

Data error exists.

Cause

An error exists in the data in the specified file.

Process

Please refer to the error file (file specified in /e option), and execute again after modifying the data format in the file.

6.3.9 Messages Output in Active Directory Information Output Command

Error occurred during registry operation.

Cause

Failed to get the path of DTP installation target.

Process

Please reinstall or perform overwriting installation.

'%s' option is insufficient.

Variable Information

%s1: Option string

Cause

The option displayed in variable information is not specified.

Process

Please specify the option displayed in variable information and execute again.

For '%s' option, the parameters are insufficient.

Variable Information

%s1: Option string

Cause

The parameter displayed in variable information is not specified.

Process

Please specify the parameter of option displayed in variable information and execute again.

Failed in the decryption of the Password.

Cause

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

Failed in the encryption of the Password.

Cause

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

Processing can't be continued because the registry data is empty.

Cause

Failed to get the path of DTP installation target.

Process

Please reinstall or perform overwriting installation.

The path name of dtp_config file is too long.

Cause

The path name of the installation target is too long.

Process

Please modify the installation target and reinstall.

Failed in writing the dtp_config file.

Cause

Failed to write the setting file.

Process

Please execute the operation as Administrator, or execute again after confirming and ensuring the disk capacity.

Failed to lock the dtp_config file.**Cause**

Failed to lock the setting file because of an unexpected error.

Process

Please execute the command again after exiting any unnecessary programs.

The setting file has been locked by others.**Cause**

ActiveDirectory information output command or ActiveDirectory linkage environment setup command is operating.

Process

Please execute the command again after confirming that both ActiveDirectory information output command and ActiveDirectory linkage environment setup command are not executed.

Failed to unlock setting file.**Cause**

Failed to unlock the setting file because of an unexpected error.

Process

Please execute the command again after exiting any unnecessary programs.

'%s' option is specified repeatedly.**Variable Information**

%s1: Option string

Cause

The option displayed in variable information is specified repeatedly.

Process

Please execute again after eliminating the repeat specification for the option displayed in variable information.

Abnormally ended.**Cause**

-

Process

Please execute again after excluding the causes of error according to the information currently output.

Syntax of command is incorrect.**Cause**

A syntax error occurred in the command.

Process

Please execute the command again after specifying correct command parameters.

Database cannot be accessed.**Cause**

The database cannot be accessed.

Process

Please execute the command again after confirming whether an exception occurred in the database, and excluding the causes of exception.

File error occurred.

Cause

An exception occurred during file operation.

Process

Please execute the operation as Administrator, or execute again after confirming and ensuring the disk capacity.

Has been started. Multiples cannot be started.

Cause

The Active Director information output command has already been executed, and it cannot be started repeatedly.

Process

Please confirm that ActiveDirectory information output command has not been executed and then execute the command again.

Specified path name is invalid.

Cause

Probable causes are the following:

- The specified directory does not exist.
- The specified path is too long.
- Invalid characters are contained in the path.
- No authority for writing.

Process

Please specify the correct directory name and execute the command again after confirming that the user who executes the command has Administrator authority.

Failed to connect to Active Directory.

Cause

Failed to link with Active Directory.

Process

Please confirm whether there are problem existing in the information that is set by Active Directory linkage environment setup command, and execute the command again after setting the correct information. Or please execute the command again after confirming that it can connect to Active Directory.

Errors occurred when accessing Active Directory.

Cause

An error occurred when accessing to Active Directory.

Process

Please execute the command again after confirming that it can access to Active Directory.

Failed to acquire OU information.

Cause

Probable causes are the following:

- Active Directory cannot be accessed.
- The specified OU does not exist in Active Directory.

Process

Please execute again after confirming the following items.

- Whether a problem exists in the information that is set by Active Directory linkage environment setup command.
- Whether it can connect to Active Directory.
- Whether an error exists in the specified OU name.
- Whether the specified OU exists in Active Directory.

Information extraction from Active Directory is successful.

Cause

Extraction of Active Directory information is completed.

Process

The command execution is ended normally and no processing is required.

Set to not using Active Directory linkage function.

Cause

Active Directory linkage function is set to be unused.

Process

Please confirm whether there are problems existing in the information that is set by Active Directory linkage environment setup command, and execute the command again after setting the correct information.

6.3.10 Messages Output in Active Directory Linkage Environment Setup Command

Error occurred during registry operation.

Cause

Failed to get the path of DTP installation target.

Process

Please reinstall or perform overwriting installation.

'%s' option is insufficient.

Variable Information

%s1: Option string

Cause

The option displayed in variable information is not specified.

Process

Please specify the option displayed in variable information and execute again.

For '%s' option, the parameters are insufficient.**Variable Information**

%s1: Option string

Cause

The parameter displayed in variable information is not specified.

Process

Please specify the parameter of option displayed in variable information and execute again.

Length of domain name is too short.**Cause**

The length of domain name is too short.

Process

Please execute the command again after specifying correct domain name.

Length of domain name is too long.**Cause**

The length of domain name is too long.

Process

Please execute the command again after specifying correct domain name.

Invalid character is contained in domain name.**Cause**

Invalid characters are contained in domain name.

Process

Please execute the command again after specifying correct domain name.

Length of server name is too short.**Cause**

The length of server name is too short.

Process

Please execute the command again after specifying correct server name.

Length of server name is too long.**Cause**

The length of server name is too long.

Process

Please execute the command again after specifying correct server name.

Invalid character is contained in server name.**Cause**

Invalid characters are contained in server name.

Process

Please execute the command again after specifying correct server name.

Length of login ID is too short.

Cause

The length of logon ID is too short.

Process

Please execute the command again after specifying correct logon ID.

Length of login ID is too long.

Cause

The length of logon ID is too long.

Process

Please execute the command again after specifying correct logon ID.

Invalid character is contained in login ID.

Cause

Invalid characters are contained in logon ID.

Process

Please execute the command again after specifying correct logon ID.

Length of login password is too short.

Cause

The length of logon password is too short.

Process

Please execute the command again after specifying correct logon password.

Length of login password is too long.

Cause

The length of logon password is too long.

Process

Please execute the command again after specifying correct logon password.

Invalid character is contained in login password.

Cause

Invalid characters are contained in logon password.

Process

Please execute the command again after specifying correct logon password.

Decryption of login password failed.

Cause

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

Encryption of login password failed.

Cause

Memory is insufficient or an unexpected error occurred.

Process

Please execute the command again after exiting any unnecessary programs.

Because the value of registry information is empty, processing cannot be continued.

Cause

Failed to get the path of DTP installation target.

Process

Please reinstall it or perform overwriting installation.

The path of setting file is too long.

Cause

The path name of DTP installation target is too long.

Process

Please modify the installation target and reinstall.

Failed to write to setting file.

Cause

Failed to write the setting file.

Process

Please execute the operation as Administrator, or execute again after confirming and ensuring the disk capacity.

Failed to lock setting file.

Cause

Failed to lock the setting file because of an unexpected error.

Process

Please execute the command again after exiting any unnecessary programs.

The setting file has been locked by others.

Cause

ActiveDirectory information output command or ActiveDirectory linkage environment setup command is operating.

Process

Please execute the command again after confirming that both ActiveDirectory information output command and ActiveDirectory linkage environment setup command are not executed.

Failed to unlock setting file.

Cause

Failed to unlock the setting file because of an unexpected error.

Process

Please execute the command again after exiting any unnecessary programs.

'%s' option is specified repeatedly.

Variable Information

%s1: option string

Cause

The option displayed in variable information is specified repeatedly.

Process

Please execute again after eliminating the repeat specification for the option displayed in variable information.

Abnormally ended.

Cause

-

Process

Please execute again after excluding the causes of error according to the information currently output.

Unnecessary parameters are specified in the '%s' option.

Variable Information

%s1: option string

Cause

The required parameter is specified in the option displayed in variable information.

Process

Please eliminate the parameter of option displayed in variable information and execute again.

Please specify '/y' and '/n' arbitrarily.

Cause

'/y' or '/n' is not specified in the option.

Process

Please specify the parameter '/y' or '/n'.

The specified options are too many.

Cause

Too many options are specified.

Process

Please correctly specify the option and execute again.

Failed to set client policy.

Cause

Probable causes are the following:

No authorities for executing and writing.

The software dictionary is updating.

Failed to connect to CS.

The memory required for operation is insufficient.

DTP is not installed normally.

Process

Please execute again after confirming the following items.

- Whether the user has Administrator authority.
- Whether the software dictionary is updating.
- Whether "ITBudgetMGR (INV)" has been started.
- Whether there is no problem existing in the network environment.
- Whether the necessary programs are not executed.
- Whether DTP is installed normally.

Operation ended normally.

Cause

The processing is ended normally.

Process

The command execution is ended normally and no processing is required.

6.3.11 Messages Output in Server Environment Setup Command

Command execution succeeded.

Cause

-

Process

The command execution is ended normally and no processing is required.

Exception has occurred in the environment, the processing is cancelled.

Cause

The processing is not executed in CS. Or there is a problem existing in the operating environment.

Process

Please execute the processing in CS.

Failed to get memory, the processing is cancelled.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and execute the command again.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

CS is restarting, processing cannot be done. Please execute again later.

Cause

CS is restarting.

Process

Please execute again later.

Software dictionary is being updated, processing cannot be done. Please execute again later.

Cause

The software dictionary is updating. The software application command (AtoolETPGT.exe) is being executed.

Process

Please execute again after completing the software application command (AtoolETPGT.exe) or waiting for a period of time.

Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.

Cause

Failed to connect to CS.

Process

Please execute again after starting the “ITBudgetMGR (INV)”, or confirming that there is no problem existing in the network environment.

Internal error occurred in the CS server. Please execute again later.

Cause

An error that prevents the operation from continuing in CS occurred.

Process

Please contact the support window.

The length of the folder must not exceed 128 characters.

Cause

The specified folder for saving CT operation status logs has exceeded 128 characters.

Process

Please specify the folder of saving target of CT operation status logs within 128 characters.

6.3.12 Messages Output in User Asset Software Dictionary Creation Command

Command execution succeeded.

Cause

-

Process

The command execution is ended normally and no processing is required.

Exception has occurred in the environment, the processing is cancelled.

Cause

The processing is not executed in CS. Or there is a problem existing in the operating environment.

Process

Please execute the processing in CS.

Failed to get memory, the processing is cancelled.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and execute the command again.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

CS is restarting, processing cannot be done. Please execute again later.

Cause

CS is restarting.

Process

Please execute again later.

Software dictionary is being updated, processing cannot be done. Please execute again later.

Cause

The software dictionary is updating. The software application command (AtoolETPGT.exe) is being executed.

Process

Please execute again after completing the software application command (AtoolETPGT.exe) or waiting for a period of time.

Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.

Cause

Failed to connect to CS.

Process

Please execute again after starting the "ITBudgetMGR (INV)", or confirming that there is no problem existing in the network environment.

Internal error occurred in the CS server. Please execute again later.

Cause

An error that prevents the operation from continuing in CS occurred.

Process

Please contact the support window.

Failed to connect to the SymfoWARE Server. Please confirm whether the SymfoWARE RDB SWDTP has been started, then execute again later.

Cause

Failed to connect to the database of "SymfoWARE Server".

Process

Please execute again after confirming that the "ITBudgetMGR (INV)" service has been started.

6.3.13 Messages Output in Mobile Environment Setup Command

Command execution succeeded.

Cause

-

Process

The command execution is ended normally and no processing is required.

Exception has occurred in the environment, the processing is cancelled.

Cause

The processing is not executed in CS.

Process

Please execute the processing in CS.

Failed to get memory, the processing is cancelled.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and execute the command again.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

One of specified host name is not found.

Cause

The DS or CS host name specified in host parameter is not found.

Process

Please execute again after modifying the DS or CS host name specified in host parameter,

CS is restarting, processing cannot be done. Please execute again later.

Cause

CS is restarting.

Process

Please execute again later.

Software dictionary is being updated, processing cannot be done. Please execute again later.

Cause

The software application command (AtoolIETPGT.exe) is being executed.

Process

Please execute again after exiting the software application command (AtoolIETPGT.exe).

Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.

Cause

Failed to connect to CS.

Process

Please execute again after starting the “ITBudgetMGR (INV)”, or confirming that there is no problem existing in the network environment.

Internal error occurred in the CS server. Please execute again later.

Cause

An error that prevents the operation from continuing in CS occurred.

Process

Please contact the support window.

6.3.14 Message Output in Detailed Information Getting Command of Execution File

**The detailed information getting command of execution file has been ended normally.
Amount of file that is read: %d**

Variable Information

%d: amount of files that can be got

Cause

-

Process

The command execution is ended normally and no processing is required.

Syntax error.

Cause

Syntax error.

Process

Please confirm the record format of command and execute the command again.

The file in specified path cannot be accessed.

Please confirm whether the files specified in object folder and object file can be accessed.

Cause

An error exists in the specified password.

Process

Please execute again after confirming the following items.

- Please confirm whether the files specified in object folder and object file can be accessed.
-

The object file does not exist.

Please confirm that files have existed in the object folder.

Cause

The specified folder in object folder does not contain files.

Process

Please confirm that files have existed in the object folder.

Memory is insufficient or an unexpected error occurred.

Error code: %d

Variable Information

%d: error code

Cause

An error occurred as the available space of memory is insufficient.

Process

Please execute again after exiting from the executing applications.

The detailed information file of execution file cannot be output.

Please confirm whether the file name is correct and the file has the authority for writing to the specified file.

Cause

The path contains invalid characters or the specified file that cannot be created as it does not have write authority.

Process

Please confirm whether the file name is correct and the file has the authority for writing to the specified file.

6.3.15 Messages Output in Deletion Command of Registered DS

Command execution succeeded.

Cause

-

Process

The command execution is ended normally and no processing is required.

The specified host name does not exist.

Cause

The specified host name is not registered in CS.

Process

Please execute again after confirming the specified host name.

The specified host name overlaps.

Cause

The specified host name is registered repeatedly.

Process

Please contact the support window.

The specified DN does not exist.

Cause

The specified DN is not registered in CS. Or the beginning of specified DN does not exist.

Process

Please execute again after confirming the specified host name.

Exception has occurred in the environment, the processing is cancelled.

Cause

The processing is not executed in CS. Or there is a problem existing in the operating environment.

Process

Please execute the processing in CS.

Failed to get memory, the processing is cancelled.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and execute the command again.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

CS is restarting, processing cannot be done. Please execute again later.

Cause

CS is restarting.

Process

Please execute again later.

Software dictionary is being updated, processing cannot be done. Please execute again later.

Cause

The software dictionary is updating. The software application command (AtoolETPGT.exe) is being executed.

Process

Please execute again after exiting the software application command (AtoolETPGT.exe).

Or please execute again later.

Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.

Cause

Failed to connect to CS.

Process

Please execute again after starting the “ITBudgetMGR (INV)”, or confirming that there is no problem existing in the network environment.

Internal error occurred in the CS server. Please execute again later.

Cause

An error that prevents the operation from continuing in CS occurred.

Process

Please contact the support window.

DS is moving.

Cause

DS is moving.

Process

Please execute again after moving DS is completed.

6.3.16 Messages Output in Modification Command of Custom Settings Policy

Command execution succeeded.

Cause

-

Process

The command execution is ended normally and no processing is required.

Exception has occurred in the environment, the processing is cancelled.

Cause

The processing is not executed in CS.

Process

Please execute the processing in CS.

Failed to get memory, the processing is cancelled.

Cause

A memory shortage may have occurred.

Process

Please exit other applications and execute the command again.

The specified parameter is incorrect.

Cause

The parameters are incorrect when starting the command.

Process

Please execute the command again after specifying correct parameters.

Host name is not found.

Cause

The CS or DS host name is not found.

Process

Please execute again after modifying the CS or DS host name.

CS is restarting, processing cannot be done. Please execute again later.

Cause

CS is restarting.

Process

Please execute again later.

Software dictionary is being updated, processing cannot be done. Please execute again later.

Cause

The software dictionary application command (AtoolETPGT.exe) is being executed.

Process

Please execute again after exiting the software dictionary application command (AtoolETPGT.exe).

Failed to connect to the CS server. Please confirm whether the CS server has been started and whether there are any problems in the network environment, then execute again later.

Cause

Failed to connect to CS.

Process

Please execute again after starting the “ITBudgetMGR (INV)”, or confirming that there is no problem existing in the network environment.

The software storage extend directory path has already been set.

Cause

The software storage extend directory path name has already been set.

Process

The set software storage extend directory path name cannot be modified.

Internal error occurred in the CS server. Please execute again later.

Cause

An error that prevents the operation from continuing in CS occurred.

Process

Please contact the support window.

6.4 CT Messages

The following messages will appear in CT.

6.4.1 Message Output in Environment Setup

The following messages will appear as Message Box in CT.

**The environment setup information is being got from server, and the environment setup cannot be started.
Please execute again after responding to the messages.**

Cause

The new environment setup information is being got from server, and the environment setup cannot be started.

Process

Please restart the environment setup after responding to the messages.

**Cannot change the settings, because the system has downloaded new configuration information.
Close the Environment Setup dialog box, and try again.**

Cause

The new environment setup information is got when starting the environment setup.

Process

Please click the [Cancel] button in the environment setup window and restart the environment setup.

**Because software download or Inventory collection is being started, information cannot be modified.
Please run again after closing the window that is being started.**

Cause

Preparing to modify the connected server when starting the software download or collecting Inventory.

Process

Please close the software download window when starting the software download, and click the [OK] button again after a period of time.

The environment setup information is being downloaded from server, and the information cannot be modified.

Please execute again after responding to the messages.

Cause

The new environment setup information is being downloaded.

Process

Please click the [OK] button again after responding to the messages.

The environment setup has been started.

Cause

The environment setup is started repeatedly.

Process

Please display the started environment setup window.

The connected server is not entered. Please enter the connection server.

Cause

The connected server is not entered.

Process

Please enter the IP address or host name of connected server.

The following characters are not allowed in the connected server.

- Japanese
- Space
- Special symbol + \ / : ; , * " < > | ?

Cause

The characters not allowed in connected server are entered.

Process

Please enter again after confirming the connected server.

Environment setup has already been started.

Cause

The environment setup is started repeatedly.

Process

Please use the started environment setup.

Another user is using environment setup, please start it again later.

Cause

Other user is using the environment setup window.

Process

Please completing the use of other user after responding to the messages and then restart the environment setup.

6.4.1.1 Messages on Status Window

Messages Output in "Policy Reception Status" Window

The policy reception is operating normally.

Cause

-

Process

The command execution is ended normally and no processing is required.

Failed to receive policies. Error code=%d

Variable Information

%d: error code

Cause

An exception occurred when receiving policies, thus the policies cannot be received.

Process

If the same message re-appears after the PC environment was checked and the system was restarted, please contact the system administrator.

A network error occurred when receiving policies. Error code=%d

Variable Information

%d: error code (error code of winsock)

Cause

A network error occurred when receiving policies, thus the policies cannot be received.

Process

If the same message re-appears after the network environment of PC and server was checked and the system was restarted, please contact the system administrator.

Error code (information)

11004: the environment of server name specified in the connected server cannot be parsed in the DNS server. Please check the following items:

- Whether the server is already registered in the DNS.
 - Whether the DNS server is set in the PC network environment.
-

A network error occurred when receiving policies. Error code=-150

Cause

An error occurred in synchronous connection number when receiving policies, thus the policies cannot be received.

Process

The policies will be received when confirming the new policies that are coming next time.

When the same information appears, please confirm the synchronous connection number through the main menu window and modify it as a greater value.

Messages Output in "Inventory Collection Status" Window

The inventory collection is operating normally.

Cause

-

Process

The command execution is ended normally and no processing is required.

Abnormally ended due to %s.

Variable Information

%s: the following string can be set:

- "Inventory collection"
- "Hardware information collection"
- "Software - file search information collection"
- "Software - registry information collection"
- "Software - registry search information collection"
- "Registry value information collection"
- "File information collection"
- "User information collection"
- "Software dictionary version information collection"
- "Software operation policy information collection"
- "Software operation information collection"
- "Security auditing information collection"
- "Systemwalker Desktop series information collection"

Cause

An error may have occurred during inventory collection.

- As the security connection target server or version will collect information immediately after upgrade, the operating environment for connecting to target server may not be prepared.
- An error may have occurred as the available disk space is insufficient.

Process

- Please perform Inventory collection from the start menu again after the distribution period of connection target server. If errors still occur under this condition, please contact the server administrator.
- Please restart. Please perform Inventory collection from the start menu again after restarting. If error still occurs under this condition, please contact the server administrator.
- Please confirm that there is no problem existing in the PC environment. If errors still occur under this condition, please contact the server administrator.

Inventory collection was interrupted due to following reasons:

- The system/service stopped.
- Inventory collection was executed again during inventory collection.

Cause

The processing is interrupted during Inventory collection.

Process

Please restart. Please perform the Inventory collection again.

If errors still occur under this condition, please contact the server administrator.

Network Environment Error.

Cause

Problems may exist in the settings of network environment or connection target server.

Process

Please confirm whether the settings of connection target server are correct.

In addition, please confirm whether the environment can be parsed for the host name of connection target server, whether the communication is allowed, and check the network environment.

If errors still occur under this condition, please contact the server administrator.

Messages Output in "Patch Installation Status" Window

%1 %2 %3

Variable Information

%1: set the time for performing the patch installation

%2: set the results of patch installation

Succeed (detailed code) or

Failed (error code)

%3: set the name of a patch

Cause

Detailed code

0: succeed (no need to restart)

3010: succeed (must restart)

- Error code: -1

1. Failed to download patches automatically. A problem may exist in the settings of network environment or connection target server.
2. Failed to decompress a patch (zip file). You probably have no access authority to the decompression target folder.
3. Failed to install a patch (failed to execute the installer). The downloaded patch may have been damaged.
4. Failed to update/save the information of patch download.

- Error code: -3

1. The available disk space is not enough for patch installation.

- Error code: 1603

1. In the case of patch installation when logging on, the installer is executed with authority of general user.
2. The available disk space is not enough for patch installation.

Process

- Error code: -1

1. Please confirm whether the settings of connection target server are correct. In addition, please confirm whether the environment can be parsed for the host name of connection target server, whether the communication is allowed, and check the network environment. If errors still occur under this condition, please contact the server administrator.
2. Please confirm the authority for accessing to the patch decompression folder of CT.
<Decompression Target Folder> TEMP of Windows system environment variables Example) C:\Documents and Settings \Administrator\Local Settings\Temp If the access authority has no problem, please install the patch again.

3. Please delete the registered patch through the main menu window, and download the patch again from public server of Microsoft and apply it again.
4. An exception may occur in the environment. Please install the patch again. If errors still occur under this condition, please contact the server administrator.

- Error code: -3

1. Please confirm the available disk space and ensure more space than the necessary.
 <If failure occurred due to the Service Pack> Plus the patch size, please confirm that the available space is over 5 times of the patch size.
 <If failure occurred due to the security patch> Plus the patch size, please confirm that the available space is over 20 MB.

- Error code: 1603

1. Please confirm the available disk space and ensure more space than the necessary.
 <If failure occurred due to the Service Pack> Plus the patch size, please confirm that the available space is over 5 times of the patch size.
 <If failure occurred due to the security patch> Plus the patch size, please confirm that the available space is over 20 MB.

6.4.2 Messages Output in Patch Installation

AP01-W0001

Windows is not restarted. To make the update valid, please restart Windows.

Cause

Windows is not restarted after the last patch installation.

Process

Please restart Windows.

AP01-W0002

Windows is not restarted. To make the update valid, please restart Windows.

Cause

Windows is not restarted after the last patch installation.

Process

Please restart Windows.

AP10-W0011

When downloading the latest information of patch, an error occurred in the communication with server.

Cause

The numbers for displayed messages are incorrect.

Process

Please view the error number for causes in “[Network Error Details](#)” table, and confirm the connection of network.

Network Error Details

Error Number	Error Cause
	Process
10051	The connected server (CS or DS) cannot be connected.
	Probable causes are the following, and please confirm: <ul style="list-style-type: none"> - Whether server (CS/DS) is started.

Error Number	Error Cause
	Process
	- Whether it is able to communicate with server (CS/DS).
10057	The network (LAN line, etc.) is not connected.
	When the communication with server (CS/DS) is interrupted, display the contents according to timing. The operation is not affected.
10060	The communication is over time when connecting to the connected server (CS/DS).
	Probable causes are the following, and please confirm: - Whether the connected server is started.
10061	The connected server (CS/DS) is not started.
	Probable causes are the following, and please confirm: - Whether the services of server (CS/DS) have been started. - For the used port, whether it can be connected to the network
11001	The connected server (CS/DS) cannot be parsed by DNS.
	Probable causes are the following, and please confirm: - The host name of server (CS/DS) cannot be parsed by DNS. - Whether the host name of server (CS/DS) has been registered in DNS server.
11004	The connected server (CS/DS) cannot be parsed by DNS.
	Probable causes are the following, and please confirm: - The host name of server (CS/DS) cannot be parsed by DNS. - Whether the host name of server (CS/DS) has been registered in DSN server.
Other Error Number	An exception occurred in the communication.
	There are problems existing in the network environment and please confirm the communication environment for PC.

AP10-W0012

When downloading the latest information of patch, an error occurred in the communication with server.

Cause

The numbers for displayed messages are incorrect.

Process

Please view the error number for causes in “[Network Error Details](#)” table, and confirm the connection of network.

AP22-R1101

Disk capacity is insufficient. The latest information of patch cannot be downloaded. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for downloading the latest information of patch is insufficient.

Process

Please delete the unnecessary files and execute again after increasing the available disk space.

AP31-R1101

Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for searching patches is insufficient.

Process

Please delete the unnecessary files and execute again after increasing the available disk space.

AP32-R1101

Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for searching patches is insufficient.

Process

Please delete the unnecessary files and execute again after increasing the available disk space.

AP41-R1101

Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for searching patches is insufficient.

Process

Please delete the unnecessary files and execute again after increasing the available disk space.

AP50-E1001

It is unable to start [Patch Installation]. Please execute again later.

Cause

When selecting [Patch Installation] menu or linking with isolation network, it is unable to start to patch installation because the patch overlaps with operation of planning program.

Process

Please execute again later.

AP51-E1201

Patches have not been distributed to the server.

Cause

The patch is not registered (not distributed) in connected server (CS/DS).

Process

Please confirm whether Management Server (CS) has got patches, whether the connected server (CD or DS) has been specified as the distribution target of patch, or whether the patch has been distributed to DS from CS.

AP51-E1202

Cannot download the patches.

Cause

An exception occurred when downloading patches from connected server (CS or DS).

Process

Please confirm whether the connected server (CS or DS) has been specified as the distribution target of patch, or whether the patch has been distributed to DS from CS.

AP51-E9991**Cannot find the patch that had to be installed.****Cause**

When linking with the isolation network, though the patch is installed after the isolation failure, the patch that shall be applied is not found.

Process

Please confirm whether the patch of incorrect isolation has been registered in CS, whether the connected server is the distribution target of patch, or whether the patch has been sent to connection server.

AP51-R1101**Disk capacity is insufficient. The patch cannot be downloaded. Please confirm the available disk capacity and retry.****Cause**

The disk capacity required for downloading patches is insufficient.

Process

Please delete the unnecessary files, and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

AP51-R1102**Disk capacity is insufficient. The patch cannot be downloaded. Please confirm the available disk capacity and retry.****Cause**

The disk capacity required for downloading patches is insufficient.

Process

Please delete the unnecessary files and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

AP51-R1200**Download has been interrupted.
(Completed downloading: %d, the rest: %d)****Cause**

The [Interrupt] button has been clicked when downloading the patches.

Process

Please restart or end the program.

In addition, the downloaded patches will be used next time.

AP51-R1201**Error occurred during download.****Cause**

The numbers for displayed messages are incorrect.

Process

Please view the error number for causes in “[Network Error Details](#)” table, and confirm the connection of network.

AP52-E2901**An error occurred when installing the patch.**

Cause

An environment error occurred when installing the patch.

Process

Please view the error number in “[Patch Installation Error Details](#)” table, and confirm the problems of operating environment.

Patch Installation Error Details

Error Number	Error Cause
	Process
1603	A potential problem occurred in the applied security patches.
	Please download and install the invalid security patches from software download window.
	If the problem cannot be solved, please contact the system administrator.
-7	Exceed the number of retries of patch installation error.
	Please download and install the invalid security patches from software download window.
	If the problem cannot be solved, please contact the system administrator.
-14	Timeout occurred when patch installation.
	As the phenomenon is possible to occur according to the load status of PC, please confirm the load status of PC.
	When this error occurs again, please contact the system administrator.
-1	The decompression of patch data (zip file) downloaded from connected server (CS or DS) failed.
	As the phenomenon is possible to occur according to the load status of PC, please confirm the load status of PC.
	When this error occurs again, please contact the system administrator.
	Processing of system administration. As the patch registration may fail, please register the patch of failed decompression again through the main menu.
-3	As available disk capacity is insufficient when patch installation, the patch is not applied.
	Please confirm the available space of OS installation drive.
Other Number (Positive Number)	A potential problem occurred in PC environment.
	Please contact the system administrator.
Other Number (Negative Number)	An error occurred when patch installation.
	Please contact the system administrator.

AP52-E9992

Cannot find the patch that had to be installed.

Cause

When linking with the isolation network, though the patch is installed after the isolation failure, the patch that shall be applied is not found.

Process

Please confirm whether the patch of incorrect isolation has been registered in CS, whether the connected server is the distribution target of patch, or whether the patch has been sent to connected server.

AP52-R1101

Disk capacity is insufficient. The patch cannot be applied. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for patch installations is insufficient.

Process

Please delete the unnecessary files, and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

AP59-W0021

A communication error occurred during download, and the processing is cancelled. (Remainder: %d)

Cause

A communication error occurred when downloading the patch.

Process

Please confirm the network connection.

The processing can be performed again when patch installation next time.

AP59-W0022

The disk capacity is insufficient.Patch download has been cancelled.Please check the available disk capacity.(The rest: %d)

Cause

The disk capacity required for downloading patches is insufficient.

Process

Please delete the unnecessary files to increase the available disk space.

The processing can be performed again when patch installation next time.

AP59-W0023

The disk capacity is insufficient.Patch installation has been cancelled.Please check the available disk capacity.(The rest: %d)

Cause

The disk capacity required for patch installations is insufficient.

Process

Please delete the unnecessary files to increase the available disk space.

The processing can be performed again when patch installation next time.

i0001

**The applied patch does not exist.
All the patches have been applied.**

Cause

When all required patches are in use, the [Patch Installation] menu is selected.

Process

The special processing is not required.

i0002**The applied patch does not exist.
All the patches have been applied.****Cause**

When all required patches are in use, the [Patch Installation] menu is selected.

Process

The special processing is not required.

Users that are not administrator cannot use this function.**Cause**

In the environment where terminal service is used, the user without Administrator authority has started the patch installation by using the remote desktop connection.

Resolution

Please take any of the following action.

- Use the console connected to PC to log on and start the patch installation.
 - Log on as Administrator and start the patch installation.
-

Patch installation has not been permitted.**Cause**

The security patches are not set to apply to CS and DS.

Resolution

When installing security patches to CS and DS, please modify the settings according to "Steps to Install Security Patches to Server" of "User's Guide for Administrator". After receiving the policies whose settings are modified, restart the patch installation.

Patch installation has been started.**Cause**

The patch installation is started repeatedly.

Resolution

Please use the started patch installation.

Another user is using patch installation, please execute again later.**Cause**

Other user is using the patch installation window.

Resolution

After the responding message is displayed and the application of other user is finished, please restart the patch installation.

6.4.3 Messages Output During Software Download

The following messages will appear as Message Box in the Software Download Window.

An error occurred while saving. (Inventory client properties)**Cause**

Failed to save the new connected server name when switching servers.

Process

Please retry to switch the connected server. If the error still occurs, please contact the system administrator.

There is not enough disk space to download the software. Drive: %s, necessary disk space: %d Kbytes

Cause

Disk capacity is insufficient.

Process

Please delete the unnecessary files ,and execute again after increasing the available disk space.

Failed to download the software.

Cause

Failed to get software information.

Process

Please confirm that the registered software information is in order, and then download again.

Cannot start Software Download, because the system is currently obtaining new software information. If Software Download is launched from a new software notification or after checking new software, or if you have configured automatic installation for patches, wait until the current process is completed and try again.

Cause

Probable causes are the following:

- A policy is being got upon logon.
- Automatic patch installation is under way.
- Automatic software download is under way.
- The incoming dialog box is displayed.

Process

Please confirm whether any of the following functions is operating. If any of them is operating, execute again after that function is completed.

- A policy is being got upon logon.
- Automatic patch installation is under way.
- Automatic software download is under way.
- The incoming dialog box is displayed.

Cannot start Software Download, because the system is currently collecting inventory information.

Cause

The software download cannot be started since inventory is being collected.

Process

Please execute again after confirming the following contents.

- Whether the inventory is being collected.

Communication is not possible since the version of the connected target server is too old. Please contact the server administrator to confirm the version of the connected target server.

Cause

Connection is not possible since the product version of the connected server specified in the environment setup window is too old.

Process

Please confirm the product version of the connected server, or confirm whether the connected server is correct in the environment setup window.

Please confirm the connected server name.

Cause

The server specified in the connected server in the environment setup window cannot be connected.

Process

Please confirm whether the connected server in environment setup window is correct.

Communication with the server has been cancelled. Please confirm the status of the connected server, and then execute again.

Cause

Communication with the server has been disconnected.

Process

Please confirm the status of the connected server, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.

The server returned an unexpected response. (A server that is not the software distribution server returned an error.)

- Check the name of the upstream server,
- Check the port number of the upstream server, and
- Check the proxy server settings.

Cause

The connected server is not specified correctly.

Process

Please confirm whether the connected server is correct in environment setup window.

Failed to receive data from the server. Please confirm the status of the network and the connected server.

Cause

An error occurred while receiving data from the connected server.

Process

Please confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

The size of the software is too large to receive.

Cause

The size of the specified software has exceeded 2 GB, which is too large to be downloaded.

Process

The specified software cannot be downloaded.

Socket connection failed. Please execute again after confirming the network environment.

Cause

In socket connection, communication to the connected server failed.

Process

Please execute again after confirming the network environment of client.

Failed to initialize communication. Please execute again after confirming the network environment.

Cause

Failed to initialize communication processing to the connected server.

Process

Please execute again after confirming the network environment of client.

Please confirm the connected server name in environment setup window.

Cause

A value other than a host name or an IP address is set for specifying the connected server name in the environment setup window.

Process

Please confirm whether the connected server is correct in environment setup window.

A communication error was detected while downloading software.

Unable to obtain the address of the server. Check if:

- **The correct server name is specified in the SoftwareDownload window or in the Server tab of the Environment Setup dialog box, and**
- **The network is configured properly on the operating system.**

Cause

Failed to get the IP address of the connected server specified in server switching in the software download image or environment setup window.

Process

Please confirm the following contents and execute again.

- Whether the connected server specified in the software download or environment setup window is correct.
- Please check the Hosts file and settings of DNS.

**A communications error was detected in getting the software information.
Failed to connect to the connected server. Please confirm the network status.**

Cause

Failed to connect to the connected server.

Process

Please confirm the status of the connected server, client or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

Failed to shut down the communication. Please confirm the network status.**Cause**

Failed to shut down communication with the connected server.

Process

Please execute again after confirming the network status.

Failed to close the communication. Please confirm the network status.**Cause**

Failed to close the communication with the connected server.

Process

Please execute again after confirming the network status.

No response from the server. Please execute again after confirming the network status.**Cause**

There is no response from the server during the communication with the connected server.

Process

Please confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
 - Whether “ITBudgetMGR (INV)” of Desktop Patrol service on the connected server is started.
 - Whether it is possible to communicate with the connected server.
-

A communication Header is incorrect. Please confirm the network status.**Cause**

The abnormal data was received during the communication with the connected server.

Process

Please execute again after confirming the following contents.

- Whether the network can operate normally.
 - Whether the connected server in environment setup window is correct.
-

The connection to server is disconnected. Please confirm the network status.**Cause**

An error occurred during the communication with the connected server.

Process

Communication with the connected server has been disconnected. Please confirm the following contents and execute again.

- Whether the connection server is started.
 - Whether “ITBudgetMGR (INV)” of Desktop Patrol service on the connected server is started.
 - Whether it is possible to communicate with the connected server (LAN Cable, Router and Hub).
Whether there is a problem existing in communication device (the LAN cable, router, and hub) between the connected server and the client.
-

Failed to send data to the server. Please confirm the network status.

Cause

An error occurred while sending data from the connected server.

Process

Please confirm the status of the connected server or the communication device.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

Data received from the server were found damaged.

- Please confirm the operating status of the connected target server.
- Please confirm the communication route to the connected target server.

Cause

The abnormal data was received during the communication with the connected server.

Process

Please confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

No software is installed in the connected server.

Cause

The software specified when downloading the software does not exist in the connected server.

Process

Please check the following items:

- Whether the connected target server is correct.
- Whether the software is registered in the server.

If the message still appears after confirmation, please contact the support window.

Available disk space is insufficient.

Please delete unnecessary files to increase available disk space, and then execute again.

Cause

The available disk capacity is insufficient and failed to download the software.

Process

Please delete the unnecessary files, and execute again after increasing the available disk space.

Please confirm the settings of the access authority for accessing to the file and folder.

Cause

Failed to download the software because access authority is not granted for the folder.

Process

Please confirm the access authority for the specified folder, or specify a different folder for which you have access authority, and then execute again.

Failed to save the software. Specify the short path to the folder, and try again.

Cause

Failed to save the software because the path name of the folder for saving the software is too long.

Process

Please specify a short path name in the folder for saving software, and then execute again. Please specify the path name within 256 characters.

**Available memory space is insufficient.
Please execute again after exiting the started applications.**

Cause

An error occurred as the available space of memory is insufficient.

Process

Please execute again after exiting the executed applications.

**Failed to get the software or patch information from the connected server.
Failed to get information due to the limitation of the number of servers that can be connected.**

Cause

Probable causes are the following:

- When it is connected through the client after exceeding the maximum of simultaneous connection to connected server.
- When an error that cannot be continued processing occurs as data is damaged or program failure occurred.

Process

Please take the following actions.

- Please apply the software and patch again.
- Please confirm the synchronous connection number through the main menu window, and modify it as a greater value.

If the above action does not eliminate the phenomenon, please contact our technical staff.

**Installation has not been ended normally.
Please reinstall after uninstalling it completely.**

Cause

Installation may have failed or may be terminated.

Process

Files necessary for the program does not exist.

Please reinstall after uninstalling it.

**An exception occurred in the environment setup file.
Please contact the server administrator.**

Cause

An exception occurred in environment files used in Desktop Patrol.

Process

Please contact the server administrator.

**An internal inconsistency was detected while downloading software.
Contact the server administrator.**

Cause

The disk capacity of the saving target is insufficient when downloading software from the connected server.

Process

Please confirm the available disk capacity for the following drives:

- Target drive for product installation
- Drive specified in the environment variables TEMP and TMP

Software Download is already in use.

Cause

The software download is started repeatedly.

Resolution

Please use the started software download.

Another user is using software download, please try again later.

Cause

Other user is using the software download window.

Resolution

Please exit other user's applications after responding to the message, and restart the software download.

6.4.4 Messages Output in Command Mode CT

The following messages will appear as Message Box when executing command mode CT.

In addition, the log file output by this command is saved under the directory below.

Directory	Under <Environment Variable TEMP>
File	cmfpmain.log,cmfpmain.log,cmcltinf.log,cmhard.log,cmregget.log,cmfsdic.log,cmfregg.log,cmuser.log,csvfilter.log,regsch2.log,errfile.inf

Example) When the user logged on as user1 on Windows® XP:

Under the C:\Documents and Settings\user1\Local Settings\Temp directory

An error occurred while executing a command.

Exit the command.

Detailed information: (%1-%2-%3)

Variable Information

%1: name of the function with error

%2: value of GetLastError

%3: internal code

Cause

An unexpected error occurred during command execution, and the operation is terminated.

Process

Combining with the status when the error occurred, please contact the server administrator after collecting the error message, details (the name of the function with an error, the value of GetLastError, and the internal code) and the log file.

Failed to create a directory of execution command.

Exit the command.

Detailed code: %1-%2

Variable Information

%1: value of GetLastError

%2: internal code

Cause

Failed to create a directory for executing the command.

Process

Please confirm whether there is available disk space. If disk space is available, combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

Failed to start the environment setup window.

Exit the command.

Detailed code: (%1-%2)

Variable Information

%1: name of the function with error

%2: value of GetLastError

Cause

Failed to start the environment setup window.

Process

Combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

Failed to execute the inventory collection command.

Exit the command.

Detailed code: (%1-%2)

Variable Information

%1: name of the function with error

%2: value of GetLastError

Cause

Failed to execute the inventory collection command.

Process

Combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

An internal error occurred during inventory collection.

Please contact the server administrator.

Detailed code: %1-%2

Variable Information

%1: command name

%2: command restoration code

Cause

An unexpected error occurred during inventory collection, and the result file of inventory collection cannot be output.

Process

Combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

Failed to execute the inventory file write command.

Exit the command.

Detailed code: (%1-%2)

Variable Information

%1: name of the function with error

%2: value of GetLastError

Cause

Failed to execute the inventory file write command.

Process

Combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

Failed to create cmprdiv.ini.

Exit the command.

Detailed information: (%1-%2-%3)

Variable Information

%1: name of the function with error

%2: value of GetLastError

%3: internal code

Cause

An error occurred when reflecting the dictionary file (cmprdiv.ini) on the operating environment.

Process

Combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

Memory is insufficient.

Please execute again after exiting any unnecessary programs.

Exit the command.

Detailed code: (%1)

Variable Information

%1: internal code

Cause

Virtual memory space for executing the command is insufficient.

Process

Please execute the command again after exiting any unnecessary programs.

**The command has been started.
Please wait until it is completed, and then execute it again.**

Cause

This command cannot be started repeatedly. The command has been started.

Process

Please execute the command again after waiting until the started command is completed.

**The output target directory of inventory information cannot be written.
Exit the command.
Detailed code: %1**

Variable Information

%1: value of GetLastError

Cause

The output target directory of inventory information cannot be written.

Process

Please confirm whether you have the authority to write the output target directory of Inventory information or whether there is available disk space. If there is no problem with either of the above points, combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

**Please specify a directory in the output target of Inventory information.
Exit the command.**

Cause

The specified output target of inventory information is not a directory.

Process

Please specify a directory in the output target of Inventory information.

**The startup source directory of command cannot be written.
Detailed code: %1**

Variable Information

%1: value of GetLastError

Cause

The startup source directory of command cannot be written.

Process

Please confirm whether you have the authority to write the startup source directory of command or whether there is available disk space. If there is no problem with either of the above points, combining with the status when the error occurred, please contact the server administrator after collecting the error message, detailed code and the log file.

6.4.5 Messages Output in Inventory Collection Command Linked with Other Products

The following messages will appear as execution results after the command is executed.

ERROR: The mode [Service=! false] of environment file (FJSVsbis.ini) is not correct.

Cause

Starting as resident process is specified in linking with other products - environment setup.

Process

Please specify it not starting as resident process while using the InvSend command.

ERROR: failed to allocate memory. (xxx)

Variable Information

xxx: details

Cause

The memory required for operation is insufficient.

Process

Please execute after exiting other applications or restarting PC.

ERROR: failed to create the process. (CommandLine=%s)

Variable Information

%s: startup command

Cause

The memory required for operation is insufficient.

Process

Please execute after exiting other applications or restarting OS.

ERROR: InvSend was started duplex.

Cause

The InvSend command is started repeatedly.

Process

Please execute after exiting the started InvSend command.

ERROR: failed to get inventory information. Status = %ld

Variable Information

%ld: error code

Cause

An exception may have occurred during inventory information collection.

Process

Please restart after checking the service and the environment, and then execute the command.

If the error still appears, please collect the log files (*) and contact the support window.

ERROR: failed to send inventory information. Status = %ld

Variable Information

%ld: error code

Cause

An exception may have occurred while sending the inventory information.

Process

Please restart after checking the service and the environment, and then execute the command.

If the error still appears, please collect the log files (Note) and contact the support window.

Note) The following log files will be created under the DTP installation directory \FJSVsbiiis\log.

- InvCollectXXX.log (* This file cannot be created under the command mode CT)
- InvSendXXX.log

*XXX is an abbreviation for a product name.

6.4.6 Messages in Diagnosis Result Window of Operation Settings

Incorrect administrator name or password.

Please enter again.

Cause

The password is incorrect when modifying the diagnosis.

Process

Please enter the correct password.

The diagnosis result of application settings has been started.

Cause

The diagnosis of use setup is started repeatedly.

Resolution

Please use the started diagnosis of use setup.

Another user is using the diagnosis result of application settings, please try again later.

Cause

Other user is using the diagnosis of use setup.

Resolution

Please complete the other user's use after responding to the message, and then restart the diagnosis of use setup.

6.5 Messages Output in Main Menu

6.5.1 Common

The following messages will be output in Desktop Patrol Main Menu or Desktop Patrol Download Menu.

Exception occurred in the system. Please contact the system administrator.

Cause

An error occurred in the system on Desktop Patrol CS.

Process

Please confirm the status of the network and Systemwalker standard database. If the problem is still existing, please contact the system administrator of Desktop Patrol CS.

Internal system error occurred. (Code: %s)

Variable Information

%s: error code

Cause

An internal system error occurred.

Process

Please take action according to the network status or the error code.

53: An error occurred in the Systemwalker standard database. Please confirm the Systemwalker standard database.

57: Failed to read the registry. Please contact the system administrator of Desktop Patrol CS.

99: An internal conflict occurred. Please contact the system administrator of Desktop Patrol CS.

6.5.2 Logon

Messages appear as Message Box in logon window.

Please enter the user ID.

Cause

The user ID has not been entered.

Process

Please enter the user ID.

Please enter the password.

Cause

The password has not been entered.

Process

Please enter the password.

Messages appear in Browser

The user ID or password is specified incorrectly.

Cause

The user ID or password is specified incorrectly.

Process

Please specify correct user ID or password.

6.5.3 Status

Messages appear as Message Box in status window.

[%1] %2 The server cannot be connected. %3**Variable Information**

- %1 product name
- %2 message code
- %3 detailed message

Cause

Systemwalker Desktop Keeper cannot be displayed due to the following causes.

- Whether the Web server installed with Systemwalker Desktop Keeper has been started.
- The version of Systemwalker Desktop Keeper is later than V14.2.0.
- Please set URL of Systemwalker Desktop Keeper in environment setup window.

Process

Please take the following actions.

- Confirm whether the Web server installed with Systemwalker Desktop Keeper has been started, and if it has not been started, please start and execute again.
- Please confirm that the version of Systemwalker Desktop Keeper is later than V14.2.0. If it is not later than V14.2.0, it cannot be linked.
- Please set URL of Systemwalker Desktop Keeper in environment setup window, and execute the operation again.

[%1] %2 The user ID or password is specified incorrectly. %3**Variable Information**

- %1 product name
- %2 message code
- %3 detailed message

Cause

Systemwalker Desktop Keeper cannot be displayed due to the following causes.

- The user specified when logging on Systemwalker Desktop Keeper does not exist.
- The user and password used to log on Systemwalker Desktop Keeper are different from those specified during logon.

Process

Please take the following actions.

- Please confirm that user has existed in Systemwalker Desktop Keeper, and if the user does not exist, please add the user and execute the operation again.
- Please execute the operation again after confirming that the user and password registered in Systemwalker Desktop Keeper are the same as those registered in Systemwalker Desktop Patrol.

[%1] %2 An exception occurred during logon. %3**Variable Information**

- %1 product name
- %2 message code
- %3 detailed message

Cause

An error occurred while logging on Systemwalker Desktop Keeper.

Process

Please confirm whether the database of Systemwalker Desktop Keeper is operating and execute the operation again.

[%1] %2 The authority is insufficient. %3

Variable Information

%1 product name

%2 message code

%3 detailed message

Cause

The logon user is not the user who can use Systemwalker Desktop Keeper.

Process

Please confirm the authority of user registered in Systemwalker Desktop Keeper, and if the user does not have authority, execute the operation again after granting it authority.

[%1] %2 An exception occurred in server. %3

Variable Information

%1 product name

%2 message code

%3 detailed message

Cause

An exception occurred in the server of Systemwalker Desktop Patrol or Systemwalker Desktop Keeper.

Process

Please confirm whether the following services are operating, and execute the operation again.

- SymfoWARE RDB SWDTP service of Systemwalker Desktop Patrol
- SWLevelControl service of Systemwalker Desktop Keeper
- SymfoWARE RDB SWDTK service of Systemwalker Desktop Keeper

[%1] %2 A communication error occurred. HTTP error %3

Variable Information

%1 product name

%2 message code

%3 detailed message

Cause

A HTTP error occurred.

Process

Please confirm whether the following services are operating, and execute the operation again.

- Web server installed with Systemwalker Desktop Patrol
- Web server installed with Systemwalker Desktop Keeper

In addition, please confirm the network is connected and execute the operation again.

6.5.4 PC Information

Messages Output in Inventory Information

The following messages will appear in Browser.

The selected PC was deleted.

Cause

The corresponding PC was deleted through another user's operation.

Process

This is not an error, and no processing is required.

There is no relevant data.

Cause

There is no PC in or under the selected section.

Process

This is not an error, and no processing is required.

[%1] %2 Data does not exist. %3

Changeable Information

%1 Product name

%2 Message code

%3 Details

Cause

The possible causes for that Systemwalker Desktop Keeper cannot be displayed are as follows:

The PC information does not exist in Systemwalker Desktop Keeper.

An error occurs on the server for Systemwalker Desktop Keeper.

ProcessSolution

To processsolve the problem, proceed as follows:

Perform the operation after adding the PC information to Systemwalker Desktop Keeper.

Perform the operation after ensuring that the database for Systemwalker Desktop Keeper is running properly.

Unsupported Objects

Cause

The PC is incapable to process.

ProcessSolution

Upgrade CT on the PC to a proper version or install CT of a proper version on the PC.

ProcessProcess it manually on the target PC if the upgrade or installation cannot be performed.

Command Mode CT

Cause

The CT in command mode cannot process.

Solution

Process it manually on the target PC.

No Response

Cause

No response is given from the PC and the problem cannot be processed.

ProcessSolution

Ensure that the PC exists, and that the power and network connection is normal.

Non-object CS/DS

Cause

The possible cause is as follows:

CS or DS on the selected PC are not the objects that security patches are supposed to apply to.

ProcessSolution

To solve the problem, proceed as follows:

Select the CS or DS on the [Environment SetupEnvironment setting] > [OptionSelect] > [Security PatchPatch Applied to CS/DS] menu.

Failure in Downloading Security Patches

Cause

The possible cause is as follows:

The selected PC failed to download security patches from the connectiontarget serverserver.

Solution

To solve the problem, proceed as follows:

Ensure that the selected PC connects to the connection server properly.

Check whether security patches are distributeddistributed to the connection server.

Failure in Installing Security Patches

Cause

The possible cause is as follows:

An environment error occurs when security patches are being installed.

ProcessSolution

To solve the problem, proceed as follows:

Select correct PC environment, and check the fault number in [Patch Installation Error Details](#) and find the cause.

Failure in Sending Inventory

Cause

The possible cause is as follows:

The selected PC failed to send the Inventory information to the connection target server.

ProcessSolution

To solve the problem, proceed as follows:

Ensure that the selected PC connects to the targetconnection server properly.

Failure

Cause

The possible cause is as follows:

An error occurs on CT that is processing problems.

ProcessSolution

To solve the problem, proceed as follows:

Collect CT logs and contact the technical support based on the actual situation.

Messages Output in Software Auditing

The following messages will appear in Browser.

There is no relevant data..

Cause

There is no corresponding PC information in the selected section or selected program.

Process

This is not an error, and no processing is required.

Messages Output in Software Operation Status

The following messages will appear in Browser.

There is no relevant data.

Cause

There is no software operation status in the selected section.

Process

This is not an error, and no processing is required.

Messages Output in PC Operation Management

The following messages will appear in Browser.

Verification failed. Please confirm the ID and password.

Cause

Authentication error of AMT.

Process

Please confirm the user ID/password of AMT (the content registered in CS and the content set in operation management target PC).

The specified IP address and host name do not exist. Please specify correct IP address and host name.

Cause

The IP address with incorrect format or the host name that cannot be resolved has been specified.

Process

Please confirm the IP address/host name of AMT (content registered in CS).

Communication failed. Please confirm PC that corresponds to AMT and the communication status.

Cause

Unable to connect to network.

Process

Please confirm the following items:

- IP address/host name of AMT (the content registered in CS and the content set in operation management target PC).
- BIOS setting of operation management target PC.
- Whether the plug of operation management target PC drops off.
- Whether the LAN Cable used by AMT of operation management target drops off.
- Whether the power of operation management target PC is not operated in main body of PC.

Communication timeout.

Cause

The communication is over time.

Process

Please execute again later.

When it occurs many times, please contact the technical staff of Fujitsu.

Authentication error. Please check ID/password. [IP address/host name =%s]

Variable Information

%s: IP address or host name

Cause

Authentication error of AMT.

Process

Please confirm the user ID/password of AMT (the content registered in CS and the content set in operation management target PC).

Unknown IP address/host name. Please check it out. [IP address/host name =%s]

Variable Information

%s: IP address or host name

Cause

The IP address with incorrect format or the host name that cannot be resolved has been specified.

Process

Please confirm the IP address/host name of AMT (content registered in CS).

Cannot connect. Please check whether the PC is AMT and its condition. (LAN cable, power supply, BIOS setting)[IP address/host name=%s]

Variable Information

%s: IP address or host name

Cause

Unable to connect to network.

Process

Please confirm the following items:

- IP address/host name of AMT (the content registered in CS and the content set in operation management target PC).
- BIOS setting of operation management target PC.
- Whether the plug of operation management target PC drops off.
- Whether the LAN Cable used by AMT of operation management target drops off.
- Whether the power of operation management target PC is not operated in this PC.

Communication Timeout. [IP address/host name =%s]

Variable Information

%s: IP address or host name

Cause

The communication is over time.

Process

Please execute again later.

When it occurs many times, please contact the technical staff of Fujitsu.

Internal error occurs. [IP address/host name =%s]

Variable Information

%s: IP address or host name

Cause

An internal exception occurred in AMT.

Process

Please contact the technical staff of Fujitsu.

Exception occurred in the system. Please contact the system administrator.

Cause

An internal exception occurred.

Process

Please confirm that "SymfoWARE RDB SWDTP" service is being started.

When it is not resolved, please contact the technical staff of Fujitsu.

Internal system error occurred. (Code: 64)

Cause

An internal exception occurred in AMT.

Process

Please contact the technical staff of Fujitsu.

Internal system error occurred. (Code: 99)

Cause

An internal exception occurred.

Process

Please confirm whether the power of operation management target PC is not operated in this PC.

When it cannot be resolved, please contact the technical staff of Fujitsu.

“IP address (AMT)” or “User ID (AMT)” has been changed. Please return to PC list by clicking [Top] button, and select it again

Cause

The selected “IP address (AMT)” or “User ID (AMT)” has been changed by the administrator.

Process

Please return to PC list by clicking [Top] button, and select it again.

6.5.5 License Management

6.5.5.1 Messages Output During License Giving

The following messages will appear in Browser.

There is no relevant data.

Cause

There is no download information under the selected section.

Process

This is not an error, and no processing is required.

6.5.5.2 Messages Output During Current License Management

Messages appear in Browser

There is no relevant data.

Cause

There is no download information of selected serial number under the selected section.

Process

The special processing is not required.

Messages appear in Message Box

Please enter the Purchased Amount.

Cause

The purchased amount is not entered.

Process

Please enter the purchased amount .

Please enter the Order Number.

Cause

The order number is not entered.

Process

Please enter the order number.

6.5.6 Environment Setup

6.5.6.1 Messages Output During Construction of Management Information

Messages appear in Browser

Failed to delete the section.

Cause

It depends on DB problem.

Process

It is required to conduct a survey about DB.

As the user does not exist in the lowest level or section, it is unable to delete.

Cause

The objects to be deleted are not users existing in the lowest level or section.

Process

When deletion must be performed, please delete again after deleting the subordinate section and user.

Messages appear in Message Box

Please enter the user ID.

Cause

The user ID has not been entered.

Process

Please perform the action according to the message.

Please enter the password.

Cause

The password has not been entered.

Process

Please perform the action according to the message.

Invalid character is included in password.

Cause

The incorrect characters have been entered in the password.

Process

Please perform the action according to the message.

The password must be longer than 4 characters.

Cause

The entered digit of password is less than three characters.

Process

Please perform the action according to the message.

The number of entered characters for user name is too long. Please enter within 1,024 characters.

Cause

The number of entered characters for user name is too long.

Process

Please perform the action according to the message.

Invalid character is included in phone number.

Cause

The incorrect characters have been entered in the phone number.

Process

Please perform the action according to the message.

Phone number is too long. Please input within 20 byte(s).

Cause

The number of entered characters for phone number is too long.

Process

Please perform the action according to the message.

Invalid character is included in Fax number.

Cause

The invalid characters have been entered in the Fax number.

Process

Please perform the action according to the message.

Fax number is too long. Please input within 20 byte(s).

Cause

The number of entered characters for Fax number is too long.

Process

Please perform the action according to the message.

Invalid character is included in E-mail address.

Cause

Invalid characters have been entered in E-mail address.

Process

Please enter a correct E-mail address.

The E-mail address must not begin with "@".

Cause

"@" has been entered in the beginning of E-mail address.

Process

Please enter a correct E-mail address.

The E-mail address must not contain more than one "@".

Cause

Multiple "@" marks have been entered in E-mail address.

Process

Please enter a correct E-mail address.

E-mail address is too long. Please input within 50 byte(s).

Cause

The number of entered characters for E-mail address is too long.

Process

Please perform the action according to the message.

Password is too long. Please enter no more than 1024 bytes.

Cause

The number of entered characters for password is too long.

Process

Please perform the action according to the message.

The specified data do not exist in the basic information of the PC.

Cause

When registering the management information, the data is deleted by other browser with the use of time difference.

Process

If necessary, please confirm with the administrator.

Please enter the section code.

Cause

The section code is not entered.

Process

Please perform the action according to the message.

Please enter the section name.

Cause

The section name is not entered.

Process

Please perform the action according to the message.

The section code must not contain double-byte characters or special characters.

Cause

Multi-byte characters and special symbols are entered in the section code.

Process

Please use characters other than single-byte characters and general symbols (#<>&%") in the section code.

The section name must not contain a special character.

Cause

Special symbols are entered in the section name.

Process

Please use general characters/symbols (#<>&%") in the section name.

Section code is too long. Please input within XX byte(s).

Cause

The number of entered characters for section code is too long.

*XX characters are variable information.

Process

Please perform the action according to the message.

Section name is too long. Please input within 60 byte(s).

Cause

The number of entered characters for section name is too long.

Process

Please perform the action according to the message.

Moving is not possible.

Cause

The section is not specified when the user is moving to section tree.

Process

Please specify a section.

The group code entered already exists.

Cause

The registered group code has been entered when the section is created.

Process

Please confirm the group code.

6.5.7 Distribution

Message Output During File Distribution

The available disk capacity of CS installation target is insufficient.

Cause

Probable causes are the following:

- The available disk capacity of CS installation target is insufficient.

Resolution

- Please confirm the available disk capacity of CS installation target, and then delete the incorrect distribution task and add new distribution task.

The available capacity of CS software saving directory is insufficient.

Cause

Probable causes are the following:

- The size or available capacity of CS software saving directory is insufficient.

Resolution

Please take the following actions:

- Please confirm the size or available disk capacity of CS software saving directory, and then delete the incorrect distribution task and add new distribution task.

Failed to get the file information.

Cause

Probable causes are the following:

- Failed to get the file information

Resolution

Please take the following actions:

- Please confirm the following contents:
 - Whether the “SymfoWARE RDB SWDTP” service of database is started.
 - Whether the virtual memory of system is insufficient.
 - Whether the system is in high load status.
 - whether the volume of disk is incorrect
- Please delete the incorrect distribution task and add new distribution task.
- When displaying the same information, please collect CS log and contact the technical staff.

Failed to register file in CS.

Cause

Probable causes are the following:

- Failed to register the file.

Resolution

Please take the following actions:

- After collecting the CS log and combining the status when the error occurred, please contact the technical staff.

The available capacity of DS software saving directory is insufficient.

Cause

Probable causes are the following:

- The size or available capacity of DS software saving directory is insufficient.

Resolution

Please take the following actions:

- Please confirm the size or available disk capacity of DS software saving directory.
- Please delete the incorrect distribution task and add new distribution task.

Failed to distribute file to DS.

Cause

Probable causes are the following:

- Failed to distribute file to DS.

Resolution

Please take the following actions:

- After collecting the DS or CS log file of connected CT, if the error still occurred, please contact the technical staff considering the status.

The disk capacity of CT is insufficient.

Cause

Probable causes are the following:

- As the available capacity of CT installation target or CT file distribution target drive is insufficient, failed to distribute.

Resolution

Please take the following actions:

- After confirming the available capacity of CT installation target or CT file distribution target drive, please distribute again.

Unable to open the file.

Cause

Probable causes are the following:

- The application related to distribution file does not exist.
- The distributed execution file is incorrect.

Resolution

Please take any of the following actions:

- Please distribute again after linking the application and the distributed file in CT.
- Please delete the corresponding file and register the file that can be opened in CT.

The opened file is not restored.

Cause

Probable causes are the following:

- The file opened by service authority responded as waiting user.

Resolution

Please take the following actions:

- Please confirm whether the distributed file responds as waiting user.
- Please distribute the file that does not respond as waiting user.

No authority to save files in CT.

Cause

Probable causes are the following:

- As there is no authority for writing to CT saving target folder, failed to distribute.
- As the file with the same name of CT saving target is in use, failed to distribute.
- As the CT saving target folder cannot be created, failed to distribute.
- As the folder with the same name of file has existed in CT, failed to distribute.

Resolution

Please take any of the following actions:

- Please confirm whether it has the authority for writing to CT saving target folder, and then distribute again.
- Please confirm whether it is the file that is being used in CT, and then distribute again.
- Please confirm whether the saving target folder drive exists in CT, and then distribute again.
- Please confirm whether the CT saving target folder is specified correctly, and then distribute again.
- Please confirm whether CT saving target folder is specified correctly, and then distribute again.
- Please confirm whether the folder with the same name of file exists in CT saving target folder, and then distribute again.

Failed to distribute files to CT.

Cause

Probable causes are the following:

- CT failed to download file from connected server.
- An unexpected error occurred in CT.

Resolution

Please take the following actions:

- Please confirm the network connection between CT and connected server.
- When the network connection is normal, please contact the technical staff after collecting the CT log and combining the status when the error occurred.

Failed to uncompress the compressed folder.

Cause

Probable causes are the following:

- Failed to uncompress the distributed compressed folder.

Resolution

Please take the following actions:

- Please confirm whether the distributed compressed folder is correct.

6.5.8 Other

Message output upon search

The following messages will appear as Message Box.

Format of MAC Address is incorrect.

Cause

Entry error.

Process

Please enter in a correct format.

Character(s) other than numeric value cannot be used.

Cause

An entry other than a numeral is found for an item for which only a numeral can be used.

*Memory size, disk size or available disk size

Process

Please enter a numeral.

Format of date is incorrect.

Cause

An entry other than a date is found in a field for a date entry.

* Collection date, software dictionary date and end date

Process

Please enter in a correct format.

Conditions have not been set. Please enter at least one condition.

Cause

No search condition is specified.

Process

Please enter the search conditions.

The item is already selected.

Cause

Select a condition that has been already selected from the pull-down menu of search conditions.

Process

Please specify a different option.

6.6 Messages Output in Download Menu

Common

The following messages will be output in Desktop Patrol Main Menu or Desktop Patrol Download Menu.

Exception occurred in the system. Please contact the system administrator.

Cause

An error occurred in the system on Desktop Patrol CS.

Process

Please confirm the status of the network and Systemwalker standard database. When there is no problem existing, contact the system administrator of Desktop Patrol CS.

Internal system error occurred. (Code: %s)

Variable Information

%s: error code

Cause

An internal system error occurred.

Process

Please take action according to the network status or the error code.

53: An error occurred in the Systemwalker standard database. Please confirm the Systemwalker standard database.

57: Failed to read the registry. Please contact the system administrator of Desktop Patrol CS.

99: An internal conflict occurred. Please contact the system administrator of Desktop Patrol CS.

Please enter the user ID.

Cause

The user ID has not been entered.

Process

Please enter the user ID.

Please enter the PC name.

Cause

The PC name has not been entered.

Process

Please enter the PC name.

6.7 Messages of Management Ledger

The following messages will appear in Management Ledger window.

6.7.1 Common Messages

The following section describes the common messages output when operating management ledger and AC menu.

%s is not specified.

Variable Information

%s: input field name

Type

Error

Cause

The required input field is not specified.

Process

Please specify the string for the contents displayed in input field name.

The entered %s has been registered.

Variable Information

%s: input field name

Type

Error

Cause

The specified asset number has been registered. In addition, when the device is PC, the specified [User IS] and [Device Name] have been registered.

Process

Please specify the correct asset number, or delete the corresponding devices that have registered the asset number. In addition, when the device is PC, please specify the correct [User ID] and [Device Name], or delete the corresponding devices that have registered [User ID] and [Device Name].

%s1 has not Permitted %s2.

Variable Information

%s1: input field name

%s2: prohibited string

Type

Error

Cause

The strings that cannot be specified are used.

Process

Please specify correct string for the contents displayed in input field name.

%s1 can be Entered in %s2 byte.

Variable Information

%s1: input field name

%s2: string length that can be specified

Type

Error

Cause

The string length of specified input field has exceeded the byte that can be specified.

Process

Please specify within correct string length scope for the contents displayed in input field name.

%s is incorrect value.

Variable Information

%s: input field name

Type

Error

Cause

The characters that cannot be specified are used.

Process

Please specify correct characters for the contents displayed in input field name.

%s can be entered to %d byte of Single-byte.

Variable Information

%s: input field name

%d: string length that can be single-byte specified

Type

Error

Cause

The specified input field can only specify single-byte and has exceeded the string length that can be specified.

Process

Please confirm the contents specified in input field, and specify the correct data and then execute again.

The multi-byte characters cannot be used in %s.

Variable Information

%s: input field name

Type

Error

Cause

The multi-byte characters are specified in the input field where single-byte can be specified only.

Process

Please confirm the contents specified in input field, and specify the correct data and then execute again.

%s Please specify a numeral greater than 0 by single-byte.

Variable Information

%s: input field name

Type

Error

Cause

The input field can only be specified with single-byte numerals.

Process

Please confirm the contents specified in input field, and specify the correct data and then execute again.

%s1 can be entered to %s2 digits.

Variable Information

%s1: input field name

%s2: string length that can be single-byte specified

Type

Error

Cause

The input field can be specified with multi-byte or single-byte, but it has exceeded the string length that can be specified.

Process

Please confirm the contents specified in input field, and specify the correct data and then execute again.

%s Not selected.

Variable Information

%1: not selected item domain

Type

Error

Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected.

Process

Please select the item (cell) that supports the operation and then execute again.

%s1 Please enter the date later than %s2.

Variable Information

%s1: input field name (relating date)

%s2: input field name (relating date)

Type

Error

Cause

The date information of specified input field in %s1 cannot specify a value earlier than the date information of input field in %s2.

Process

Please confirm the contents specified as date information, and specify the correct data and then execute again.

Please enter %s within the range from year 1970 to year 2050.

Variable Information

%s: input field name (relating date)

Type

Error

Cause

The date scope of input field in %s is specified incorrectly.

Process

Please confirm the contents specified as date information, and specify the correct data and then execute again.

The entered %s date is incorrect.

Variable Information

%s: input field name (relating date)

Type

Error

Cause

The date information of specified input field in %s is incorrect.

Process

Please confirm the contents specified as date information, and specify the correct data and then execute again.

Multiple lines are selected. Please select one line only.

Type

Error

Cause

The window transition operation is performed, but multiple lines are selected in the item (cell) where only one line can be selected.

Process

Please modify the selected item (cell) as one line and then execute again.

The date exceeding the system time has been set in the stocktaking start date. Please set the date earlier than the system time in the stocktaking start date, or adjust the system time.

Type

Error

Cause

The specified date scope, exceeding the stocktaking start date, has been set.

Process

The date, 180 days (half a year) earlier and later than current date, cannot be set in the stocktaking start date. Please set a value that can be specified.

Failed to connect to the database.**%s****Variable Information**

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please perform the action according to the output error message.

In addition, as variable information, the error messages output by Symfoware are as follows:

- [SymfoWARE ODBC Driver] JYP1010E The server connection requirement is denied.
For the resolution, please confirm the connected target environment, and confirm whether the port number matches, or whether the service of database has not been stopped.
- [SymfoWARE ODBC Driver] JYP1021E An error occurred in the system call. function="connect"errno="10065"
For the resolution, please confirm whether AC is connected to the network.
- [SymfoWARE ODBC Driver] JYP1008U "Specified Connected Target Server Name" does not exist in the host name of host name management files.
For the resolution, please confirm whether CS has existed in the network.
- [SymfoWARE ODBC Driver] JYP1087U The unidentified protocol is received when confirming the connection.
For the resolution, please confirm whether other products are using the specified port number.

An exception occurred in the operating environment. Please reinstall. Details (%s)**Variable Information**

%s: detailed information of abnormal environment

Type

Error

Cause

An exception occurred in the operating environment.

Process

Please reinstall AC after confirming the abnormal contents of environment.

The function has been already started..**Type**

Error

Cause

The specified function has been started.

Process

Please execute the started function.

User ID or password does not match.

Type

Error

Cause

An error occurred in the user ID or password.

Process

Please execute again after confirming the configuration value of user ID or password.

There is no authority for executing this function. Please log on after specifying a user ID that can be executed.

Type

Error

Cause

The specified user does not have the authority for using AC menu.

Process

Please execute again after confirming the configuration value of user ID or password.

The entered %s has not been registered.

Variable Information

%s: input field name

Type

Error

Cause

The information for the input item has not been registered. In addition, when the section administrator is registering/modifying the device information, the user ID affiliated section has not been specified.

Process

Please execute again after confirming the contents specified in the input field.

The selected %s has been deleted.

Variable Information

%s: input field name

Type

Error

Cause

The displayed information has been deleted by other AC menu users.

Process

-

Please select at least one search condition when searching.

Type

Warning

Cause

No search condition is specified in the setup window where to set screening conditions.

Process

Please search again after specifying the search condition.

The maximum displayed number has been exceeded and the display processing will be terminated.

Type

Error

Cause

The number of devices to be displayed once has exceeded 50,000.

Process

Please display the window again after modifying the display unit or screening device information.

The stocktaking start date cannot be set to exceed the end day of stocktaking.

Type

Error

Cause

The end day of stocktaking is set to be earlier than the stocktaking start date.

Process

Please set the end day of stocktaking later than the stocktaking start date.

The device information of affiliated section can be modified.

Type

Error

Cause

The administrator prepares to modify the device information of non-affiliated section.

Process

Please execute again after confirming the modified device information.

The selected device cannot be viewed.

Type

Error

Cause

The administrator prepares to view the device information of non-affiliated section.

Process

Please execute again after selecting the device of affiliated section.

%1 does not set one item.

Variable Information

%1: input field name (Example: auditing pointer, auditing item)

Type

Error

Cause

The input field specified in %1 does not select one item.

Process

Please select the input field of %1, and execute again after specifying the correct data.

An exception occurred in the system. Please contact the system administrator.

Type

Error

Cause

An error occurred in the system on Desktop Patrol CS.

Process

Please confirm the status of the network and Systemwalker standard database. If the error is still existing, please contact the system administrator of Desktop Patrol CS.

Database access error occurred.

%1

Variable Information

%1: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please perform the action that is instructed in the output error message.

In addition, as variable information, the error messages output by Symfoware are as follows:

- [SymfoWARE ODBC Driver] JYP1010E The server connection requirement is denied.
For the resolution, please confirm the connected target environment, and confirm whether the port number matches, or whether the service of database has not been stopped.
- [SymfoWARE ODBC Driver] JYP1021E An error occurred in the system call.
function="connect"errno="10065"
For the resolution, please confirm whether AC is connected to the network.
- [SymfoWARE ODBC Driver] JYP1008U "Specified Connected Target Server Name" does not exist in the host name of host name management files.
For the resolution, please confirm whether CS has existed in the network.
- [SymfoWARE ODBC Driver] JYP1087U The unidentified protocol is received when confirming the connection.
For the resolution, please confirm whether other products are using the specified port number.

Two or more items have been set for input setup place.

Type

Error

Cause

In the specified setup place, the building management information has specified more than two registered building names.

Process

Please specify more than two registered building names again in the building management information, or execute again after specifying other setup place.

The characters starting from %2 cannot be used in %1.

Variable Information

%1: input field name (Example: asset number)

%2: prohibited string

Type

Error

Cause

The strings not allowed are specified in the beginning characters of specified input field.

Process

For the contents displayed in the input field name, please execute again after specifying the beginning characters as allowed string.

%1 and %2 are duplicated.

Variable Information

%1: belong to domain name (Example: IP address, MAC address 1)

%2: belong to domain name (Example: IP address, MAC address 2)

Type

Error

Cause

The values of two specified input fields are specified as the same value.

Process

For the contents displayed in the input field name, please execute again after specifying a different value.

Failed to register as the registration upper limit %1 (%2) has been exceeded.

Variable Information

%1: input field name

%2: registration upper limit

Type

Error

Cause

Prepare to register when exceeding the registration upper limit of specified input field.

Process

-

The device specified in %1 has been related to other devices.

Variable Information

%1: input field name (Example: related asset number)

Type

Error

Cause

In the input field, the device specified as related device for other devices has been specified.

Process

Please specify correct string for the contents displayed in input field name.

It is a device set in %1, and %2 cannot modify it.

Variable Information

%1: input field name (Example: related asset number)

%2: input field name (Example: asset number, related asset number)

Type

Error

Cause

Prepare to modify the asset number or related asset number of devices set as related devices for other devices

Process

Please modify the related asset number of device whose related device will be modified from object device. After that, please modify the asset number and managed asset number of device whose object has been modified.

%s contains environment dependent characters. Please reset.

Variable Information

%s: input field name

Type

Error

Cause

The environment-dependent characters have been specified.

Process

Please execute again after confirming the input value.

Please use the network path or URL to specify %s.

Variable Information

%s: specify the path name of link target

Type

Error

Cause

The network path and URL path are not specified.

Process

Please execute again after specifying the network path or URL.

The required option is not specified. -- %s

Variable Information

%s: option name

Type

Error

Cause

The required option is not specified when executing the command.

Process

Please execute the command after specifying the required option,

The following options require parameters. -- %s

Variable Information

%s: option name

Type

Error

Cause

The parameter corresponding to the option is not specified when executing the command.

Process

Please execute the command after specifying the parameter corresponding to the option.

The length of the following option value is incorrect. -- %s

Variable Information

%s: option name

Type

Error

Cause

When executing the command, the string length specified in the option has exceeded the length range.

Process

For the parameter of option, please specify correct string within invalid length scope and execute the command.

The incorrect option is specified.

Type

Error

Cause

The incorrect option is specified when executing the command.

Process

Please specify the correct option, and execute it again.

An error occurred when deleting the management ledger.
(Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please perform the action according to the output error message.

The automatic collection value cannot be got.
(Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please perform the action according to the output error message.

An error occurred when initializing the automatic collection information.
(Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please perform the action according to the output error message.

6.7.2 Messages in Installation

This section describes messages output when setting Systemwalker Desktop Patrol CS and installing AC.

Failed to write the initialization information.

Type

Error

Cause

Failed to write information into the registry.

Process

Please reinstall after restarting PC.

Failed to perform the installation. Please confirm the causes of the failure, and then reinstall.

Type

Error

Cause

An exception occurred during the installation procedure. Or The Cancel option was selected in the installation procedure.

Process

When canceling the installation, please reinstall or return to the initial status by uninstalling. But please note that the original environment will be deleted when the cancellation is selected during overwriting installation or upgrade installation.

When an exception occurs in the installation, please reinstall after confirming the exception content and excluding the causes, or return to the initial status by uninstalling. But please note that the original environment will be deleted when the exception occurred during overwriting installation or upgrade installation.

You cannot specify a root directory under a drive in the installation target. Please set the installation target path in a form of adding a drive name and a pathname. (Example: C:\DesktopPatrol\AC <DesktopPatrol is a path name>)

Type

Error

Cause

A root directory under a drive is specified in the installation target.

Process

Please set the installation target path in a form of adding a drive name and a pathname

Failed to check the version of Symfoware.

Type

Error

Cause

Failed to check the version of Symfoware.

Process

Please check the PC environment.

The Symfoware server of old version has already been installed. Thus this product cannot be installed on this computer.

Type

Error

Cause

The Symfoware server of old version has already been installed.

Process

Please check the PC environment.

**Symfoware Programmer's Kit has already been installed.
Thus this product cannot be installed on this computer.**

Type

Error

Cause

Symfoware Programmer's Kit has already been installed.

Process

Please check the PC environment.

**The Symfoware server or Symfoware Programmer's Kit that cannot be combined has already been installed.
Thus this product cannot be installed.**

Type

Error

Cause

The Symfoware server or Symfoware Programmer's Kit that cannot be combined has already been installed.

Process

Please check the PC environment.

**The Symfoware client of old version has already been installed.
Thus this product cannot be installed on this computer.**

Type

Error

Cause

The Symfoware client of old version has already been installed.

Process

Please check the PC environment.

An unexpected error occurred when checking the Symfoware version.

Type

Error

Cause

An unexpected error occurred when checking the Symfoware version.

Process

Please check the PC environment.

The installation target of Symfoware is not specified.

Type

Error

Cause

The installation target of Symfoware is not specified.

Process

Please specify the installation target of Symfoware.

Illegal string is contained in the installation target of Symfoware. (space, "\", '/', ':', ';', ',', '*', '?', '\", '<', '>', '|')

Type

Error

Cause

Illegal string is contained in the installation target of Symfoware.

Process

Please modify the installation target of Symfoware.

Failed to create the installation target of Symfoware

Type

Error

Cause

Failed to create the installation target of Symfoware

Process

Please modify the installation target of Symfoware.

The file system is not NTFS.

Type

Error

Cause

The file system is not NTFS.

Process

Please check the PC environment.

The property file registration command of Desktop Master Console does not exist.

Type

Error

Cause

The property file registration command of Desktop Master Console does not exist.

Process

Please reinstall after restarting PC.

Failed to register the property file of Desktop Master Console.

Type

Error

Cause

Failed to register the property file of Desktop Master Console.

Process

Please reinstall after restarting PC.

Failed to rename the file.

Type

Error

Cause

Failed to rename the file.

Process

Please reinstall after restarting PC.

Failed to write the initialization information.

Type

Error

Cause

Failed to write information into the registry.

Process

Please reinstall after restarting PC.

Failed to install the software instruction (readme.txt).

Type

Error

Cause

Failed to register the software instruction (readme.txt).

Process

Please reinstall after restarting PC.

The resolution of VGA or higher than VGA is required for this program.

Type

Error

Cause

The resolution may be for unsupported objects.

Process

Please reinstall after restarting PC.

6.7.3 Messages in AC Environment Construction

This section describes the messages output when constructing the AC environment.

6.7.3.1 Common Messages

%s1 Error Inf. (%s2 -%d)

Variable Information

%s1: error messages of system

%s2: function name

%d: error code

Type

Error

Cause

OS function leads to failure.

Process

Please take actions according to the OS error message/error code warnings, and execute again.

%s1 Error inf (%s2 -%d) Details (%s3)

%s1: error messages of system

%s2: function name

%s3: attached information

%d: error code

Type

Error

Cause

OS function leads to failure.

Process

Please take actions according to the OS error message/error code warnings, and execute again.

An error occurred in %s. Error code (%d)

Variable Information

%s: function name

%d: error code

Type

Error

Cause

OS function leads to failure.

Process

Please take actions according to the error code warnings, and execute again.

An error occurred in %s1. Error code (%d) Details (%s2)

Variable Information

%s1: function name
%s2: attached information
%d: error code

Type

Error

Cause

OS function leads to failure.

Process

Please take actions according to the error code warnings, and execute again.

Start repeatedly. Stop the program that is started later.

Type

Error

Cause

Two or more environment constructions have been started.

Process

Please execute in the started environment construction.

Microsoft Excel has not been installed. Please execute again after installation.

Type

Error

Cause

The required software, Microsoft Excel, has not been installed.

Process

Please execute again after installing Microsoft Excel.

6.7.3.2 Messages in [Setting CS Host Name]

The CS host name is not set.

Type

Error

Cause

The required item is not set.

Process

Please specify the required item and then execute again.

The specified CS host name does not exist in the network.

Type

Error

Cause

The specified CS host name does not exist in the network.

Process

Please execute again after confirming the server name/network status.

The registry of Symfoware is not found.

Type

Error

Cause

Symfoware has not been installed.

Process

Please execute again after reinstalling Symfoware.

An error occurred when registering Process DSN: %s

Variable Information

%s: error information

Type

Error

Cause

Failed to create the registration process used for confirming the Symfoware connection.

Process

Please take actions according to the error information, and then execute again.

An error occurred when registering DSN. :%s

Variable Information

%s: error number of DSN registration process

Type

Error

Cause

The internal process of DSN registration failed.

Process

Please take actions according to the error number warning of DSN registration process, and then execute again.

The database of specified CS host name cannot be accessed.

Type

Error

Cause

Failed to check the connection of specified CS host name.

Process

Please check whether the CS host name is correct and the database status, and then execute again.

6.7.3.3 Messages in [Settings of E-mail environment]

SMTP server is not set.

Type

Error

Cause

The required SMTP server is not specified.

Process

Please specify the required item, and then execute again.

The sender is not set.

Type

Error

Cause

The required sender is not specified.

Process

Please specify the required item, and then execute again.

The recipient is not set.

Type

Error

Cause

The required recipient (E-mail address) is not specified.

Process

Please specify the required item, and then execute again.

The host name of SMTP server does not exist in the network.

Type

Error

Cause

The specified SMTP server does not exist in the network.

Process

Please execute again after confirming the server name/network status.

%s The content of E-mail address is incorrect.

Variable Information

%s: address information (sender/recipient)

Type

Error

Cause

The E-mail address is incorrect.

Process

Please enter the correct E-mail address, and execute again.

%s The E-mail address contains space.

Variable Information

%s: address information (sender/recipient)

Type

Error

Cause

The E-mail address is incorrect.

Process

Please enter the correct E-mail address, and execute again.

%s The E-mail address is incorrect. It contains no @ mark or multiple @ marks, or @ mark is specified in the beginning and ending.

Type

Error

Cause

The E-mail address is incorrect.

Process

Please enter the correct E-mail address, and execute again.

%s The E-mail address is incorrect.

Variable Information

%s: address information (sender/recipient)

Type

Error

Cause

The E-mail address is incorrect.

Process

Please enter the correct E-mail address, and execute again.

%s Multiple E-mail addresses have been specified.

Variable Information

%s: address information (sender/recipient)

Type

Error

Cause

Multiple E-mail addresses have been specified.

Process

Please enter only one E-mail address, and execute again.

Please set a numeral within a range from 0 to 65,535 in the port number.

Type

Error

Cause

The port number is set incorrectly.

Process

Please specify the correct port number.

6.7.3.4 Messages in [Setting Warning Notification]

The item does not specify the week.

Type

Error

Cause

One or more required weeks have not been specified.

Process

Please execute again after selecting one week at least.

The item does not specify the execution date.

Type

Error

Cause

The value has not been entered in the execution date.

Process

Please specify one value within a range from 1 to 31, and then execute again.

The value out of default value has been specified in the item of execution day.

Type

Error

Cause

The data is out of the range from 1 to 31.

Process

Please specify one value within a range from 1 to 31, and then execute again.

The warning auditing cannot be performed when the settings of E-mail environment is not completed.

Type

Error

Cause

The warning auditing cannot be performed when the settings of E-mail environment is not completed.

Process

Please perform the settings of E-mail environment, and then execute again.

6.7.3.5 Messages in [Edit E-mail Template]

The item does not specify the subject.

Type

Error

Cause

The required subject is not specified.

Process

Please specify the required item, and then execute again.

The item does not specify the text.

Type

Error

Cause

The required text is not specified.

Process

Please specify the required item, and then execute again.

6.7.3.6 Messages in [Setting Security Auditing]

The specified date and rectification period is specified by month and this rectification period cannot be specified.

Type

Error

Cause

If the execution day specified by month is added with the date of rectification period and then the rectification period will be in month unit, the date of rectification period cannot be specified.

Process

Please shorten the rectification period or specify the execution day earlier than the date of specified value.

6.7.4 Messages When Registering/Modifying Asset Information

The following section describes the messages output when registering/modifying asset information.

6.7.4.1 Messages When Registering/Modifying Inventory Information

An environment error occurred when connecting to the database. (Details = Failed to read %s.)

Variable Information

%s: ACSetup.ini

Type

Error

Cause

An error occurred when accessing to the ini file, and the setup information cannot be read. The ini file may be damaged.

Process

Please operate again after constructing the AC environment.

A database access error occurred when connecting to the database. (Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please perform the action that is instructed in the output error message.

A database access error occurred when getting the PC information list. (Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please take actions according to the output error message.

A database access error occurred when synchronizing the PC information. (Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please take actions according to the output error message.

A data error occurred when synchronizing the PC information.

Type

Error

Cause

The error displayed in the previous error messages results in that the PC information cannot be synchronized.

Process

Please take actions according to the previous output error message.

The errors occurred continuously and the synchronous processing has been terminated.

Type

Error

Cause

As the errors occurred continuously, the synchronous processing for the PC information has been terminated.

Process

Please take actions according to the previous output error message.

Start repeatedly. Stop the program that is started later.

Type

Error

Cause

The program that cannot be started repeatedly has been started synchronously.

Process

Please execute the operation by using the previous started program.

The value out of default value has been specified in the item of %s.

Variable Information

%s: execution day

Type

Error

Cause

The string out of the specified range has been specified.

Process

Please execute again after specifying the execution day within the range from 1 to 31.

The item does not specify the week.

Type

Error

Cause

It is required to select at least one week, but no item is specified.

Process

Please execute again after selecting at least one week.

The item does not specify the execution date.

Type

Error

Cause

The value has not been entered in the execution date.

Process

Please specify one value within a range from 1 to 31, and then execute again.

The service of task scheduler has not been executed.

Type

Error

Cause

The service of OS task scheduler has not been executed.

Process

Please start the service of OS task scheduler and execute the auto synchronous setup again.

Failed to register in the task scheduler. Code (%s)

Variable Information

%s: error detailed code

Type

Error

Cause

When registering the OS task scheduler, the task cannot be registered due to error.

Process

An exception occurred in the OS task scheduler environment. Confirm that there is no problem existing in the OS, and if there is no problem, please send the task list information of task registration and error detailed code displayed in the message to the administrator.

An exception occurred when reflecting automatically. Display the contents of abnormal processing?

Type

Error

Cause

An exception occurred due to autosynchronous function.

Process

Please click “Yes” and confirm the abnormal contents when confirming the abnormal contents.

A database access error occurred when synchronizing the contract information. (Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please take actions according to the output error message.

A database access error occurred when transferring the contract information. (Details: %s)

Variable Information

%s: error message information output by Symfoware

Type

Error

Cause

An error occurred when accessing to the database.

Process

Please take actions according to the output error message.

The database has not been constructed. Please construct the operating environment.

Type

Error

Cause

The database of CS has not been constructed and cannot be operated.

Process

Please construct the operating environment in the CS and construct the database.

The environment construction is not performed. Please perform the environment construction.

Type

Error

Cause

AC environment has not been constructed.

Process

Please operate again after constructing the AC environment.

A database access error occurred when getting the all-in-one device/printer information list. (Details: %s)

Variable Information

%s: error message information output by Symfoware or ApeosWare

Type

Error

Cause

A database access error or an ApeosWare access error occurred.

Process

Please take actions according to the output error message.

6.7.4.2 Messages When Registering/Modifying Total Account

The value of %s has exceeded %d characters. Please specify a value less than %d characters.

Variable Information

%s: input item in window

%d: exceeded length

Type

Error

Cause

The value exceeding the input length cannot be set.

Process

Please set a value less than the exceeding length.

The item does not specify the %s.

Variable Information

%s: [Device Information File] or [Contract Information File]

Type

Error

Cause

The item of variable information must be specified, but it has not been specified.

Process

Please specify the displayed item, and then execute again.

The file that does not exist in %s file can be specified.

Variable Information

%s: [Device Information] or [Contract Information]

Type

Error

Cause

The item of variable information must be specified, but it has not been specified.

Process

Please specify the displayed item, and then execute again.

The template of %s is not entered.

Variable Information

%s: [Device Information] or [Contract Information]

Type

Error

Cause

The item is not specified in the Excel template of variable information.

Process

Please specify the item in Excel template, and then execute again.

Failed to view %s file. Please confirm whether the contents of specified file are not damaged.

Variable Information

%s: [Device Information] or [Contract Information]

Type

Error

Cause

The contents of specified file and data format of registration format do not match.

Process

Please execute again after specifying correct file name.

The entered beginning of asset number is used for automatic collection and cannot be used.

Type

Error

Cause

The specified beginning of asset number is used for collecting asset number automatically and cannot be used.

Process

Please execute again after modifying the beginning characters of asset number.

The file used for template input cannot be opened.

Type

Error

Cause

An error occurred when starting the Excel used for template.

Process

“Disable Macros” may be selected when opening the template file. “Please select “Enable Macros” when opening the template file, and execute again.

The same file name cannot be specified.

Type

Error

Cause

The same file is specified in the device information and contract information.

Process

Please execute again after confirming the set contents in the device information and contract information.

Any of device information and contract information is not selected.

Type

Error

Cause

The registration is performed when any of device information and contract information is not selected.

Process

Please execute again after selecting any of device information and contract information.

6.7.4.3 Messages When Registering/Modifying Information through Automatic Checkout Device

The modified segment information has been deleted.

Type

Error

Cause

The information ready to be modified has been deleted by other users.

Process

-

Because the device that has been detected is contained in the deletion object, it is unable to delete.

Type

Error

Cause

When deleting the device information from the non-registered object device, prepare to delete the device information detected by ADT.

Process

Please exclude the device detected by ADT from the devices to be deleted, and then execute again.

Because the device that is not detected is contained in the return object, it is unable to return to the object.

Type

Error

Cause

When the non-registered object device is becoming the registered object, prepare to treat the devices that are not detected by ADT as registered objects.

Process

Please exclude the device that are not detected by ADT from the registered objects, and then execute again.

When creating the download file access error occurred.

Type

Error

Cause

A file access error occurred when creating the download files. Probable causes are the following:

- Failed to access to the main directory of IIS.
- The capacity of main directory of IIS is insufficient.

Process

Please confirm with the administrator whether there is any problem existing in the access authority and capacity of main directory of IIS.

The processing target is not selected.

Type

Error

Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected (check box, option button).

Process

Please select the item (check box, option button) that supports the operation, and then execute again.

It does not run normally in current browser. Please use InternetExplorer 6.0 or later.

Type

Error

Cause

The unsupported Web viewer is used in the operation of Web GUI.

Process

Please use the supported Web viewer and perform the operation of Web GUI.

The selected segment cannot be modified because the range of the selected segment overlaps with the range of another segment.

Type

Error

Cause

As the network segment ready to be modified and IP address scope of other network segment are duplicated, the network segment information cannot be modified.

Process

Please execute again after deleting the network segment whose IP address is duplicated.

Failed to get non-registered device information. The file may be damaged. (Details: %1)

Variable Information

%1: detailed information (Example: zip file is not found)

Type

Error

Cause

Failed to export non-registered device information from received data. The received file may be damaged.

Process

Please modify the related asset number of device whose related device will be modified from object device. After that, please modify the asset number and managed asset number of device whose object has been modified.

An exception occurred in the Systemwalker Desktop Patrol AC installation environment.

Type

Error

Cause

Systemwalker Desktop Patrol AC is not installed or its installation is not completed normally.

Process

Please confirm whether Systemwalker Desktop Patrol AC has been installed and retry. If the error still appears, please reinstall Systemwalker Desktop Patrol AC.

An exception occurred when accessing to the manufacturer name file (%1). (Details: %2)

Variable Information

%1: absolute path of manufacturer name file

%2: messages that means error cause

Type

Error

Cause

The manufacturer name file cannot be accessed.

Process

Please confirm whether the output manufacturer name file of absolute path has existed or whether the file can be opened, and retry. If the error still appears, please reinstall Systemwalker Desktop Patrol AC.

The detection information collected by ADT is too old, and it is not registered.

Type

Error

Cause

The received data is older than registered data, and the received data is stopped to be registered in database.

Process

Please collect the latest detection information through ADT and retry.

The version information does not exist.

Type

Error

Cause

The received data does not contain version information.

Process

Please collect the latest detection information through ADT and retry.

The factor of version information does not exist.

Type

Error

Cause

The factor of version information in received data is insufficient.

Process

Please collect the latest detection information through ADT and retry.

No device information has existed.

Type

Error

Cause

The received data does not contain non-registered device information.

Process

Please confirm the operating environment of PC with ADT module installed.

An exception occurred in the device information. [%1]

Variable Information

%1: location of non-registered device with exception

Type

Error

Cause

The format of non-registered device information in received data is incorrect.

Process

Please confirm the operating environment of PC with ADT module installed.

The version of ADT module cannot be supported.

Type

Error

Cause

The version of ADT module is not supported.

Process

Please update CS to the latest version.

The specified page number does not exist.

Type

Error

Cause

The page that does not exist has been specified and prepare to turn to this page.

Process

Please execute again after specifying correct page.

6.7.5 Messages When Setting Report Output

The following section describes the messages output when setting the report output.

It is the item name of window that is not edited.

Type

Error

Cause

The item name in the window has been edited, but the value after modification has not been specified.

Process

Please specify the value after modification when editing the item name in the window.

Please enter a value whose %1 is less than %2.

Variable Information

%1: input field name (Example: the second threshold)

%2: input field name (Example: the first threshold)

Type

Error

Cause

In the input field specified in %1, a value greater than input field in %2 cannot be specified.

Process

Please confirm the specified values in %1 and %2 input fields, and execute again after specifying correct data.

Please enter %1 within the range from %2 to %3.

Variable Information

%1: input field name (Example: the first threshold)

%2: lower limit of scope (numeral)

%3: upper limit of scope (numeral)

Type

Error

Cause

The value out of the range from %2 to %3 cannot be specified in the input field specified in %1.

Process

Please confirm the specified value in %1 input field, and execute again after specifying correct data.

6.7.6 Messages in Device Management

The following section describes the messages output in device management.

Please specify %1 as a file that exists.

Variable Information

%s: specify the path name of link target

Type

Error

Cause

The file specified as path name of link target does not exist.

Process

Please set the path name of link target that has existed.

Please specify %1 as a file, a directory or URL that exists.

Variable Information

%s: specify the path name of link target

Type

Error

Cause

The file or directory specified as path name of link target does not exist.

Process

Please set the path name of link target that has existed.

The device information fulfilling the specified conditions does not exist.

Type

Warning

Cause

The information fulfilling the specified search conditions has not been found.

Process

Please search again after modifying the search condition.

%1 cannot be modified as %2.

Variable Information

%s1: PC or Non-PC

%s2: PC or Non-PC

Type

Error

Cause

For the registered device information, it will be classified as non-PC from PC, or its registration will be modified reversely.

Process

For the registered device information, please do not classify the information as non-PC from PC, or modify its registration reversely.

Please select the cell in the list.

Type

Error

Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected.

Process

Please select the item (cell) that supports the operation and then execute again.

The selected device does not exist or has been deleted.

Type

Warning

Cause

The displayed device has been deleted by other AC menu users.

Process

-

The maintenance contract information of this device does not exist.

Type

Error

Cause

The displayed maintenance contract information has been deleted by other AC menu users.

Process

-

No search condition is set. Please set at least one condition.

Type

Error

Cause

No search condition is specified in the setup window where to set screening conditions.

Process

Please search again after specifying the search condition.

As it is deleted device, the device details cannot be displayed.

Type

Error

Cause

For the deleted device, the device details window cannot be displayed.

Process

Please execute again after selecting the device that is not deleted.

The condition for %1 has not been selected. Please set the condition.

Variable Information

%1: input field name (Example: operation)

Type

Error

Cause

No search condition of displayed item in %1 is specified in the setup window where to set screening conditions.

Process

Please execute again after specifying the search condition for %1 item.

The item to be searched as modified operation is not selected.

Type

Error

Cause

The item of search object for modification has not been selected.

Process

Please execute again after selecting the item of search object.

6.7.7 Messages in Contract Management

The following section describes the messages output in contract management.

The %2 for the entered %1 has not been registered.

Variable Information

%s1: cost burden origin (display this value when modifying the item name in the settings of report output)

%s2: section name

Type

Error

Cause

The section name that does not exist has been set in the settings of cost burden origin.

Process

Please specify the correct section that has existed.

The selected location is not effective data location.

Type

Warning

Cause

The window transition operation has been performed, but the item (cell) that supports this operation is not selected.

Process

Please select the item (cell) that supports the operation and then execute again.

Please enter the correct date.

Type

Warning

Cause

The incorrect date is specified for registration when registering the contract.

Process

Please confirm the contents specified as date information, and specify the correct data and then execute again.

Please enter the search string of %s.

Variable Information

%s: input field name

Type

Warning

Cause

The value for the specified search condition is not entered.

Process

Please execute again after specifying the contents in the input field.

The device data distributed to the contract does not exist.

Type

Warning

Cause

When the distribution device is not screened, the distribution is registered or eliminated.

Process

Please perform the screening for the distribution device, and execute again after selecting or eliminating the distributed device through F12 key.

The data matching the search condition is not found. Please modify the search conditions.

Type

Warning

Cause

The information fulfilling the specified search conditions has not been found.

Process

Please search again after modifying the search condition.

6.7.8 Messages in Stocktaking

The following section describes the messages output in stocktaking.

The stocktaking start date is not set. Please specify the stocktaking start date.

Type

Error

Cause

When confirming the stocktaking, it is required to set the stocktaking start date at first. The stocktaking start date has not been set.

Process

Please set the start day after clicking the setup button used for stocktaking.

The stocktaking start date is earlier than %d. Please confirm the stocktaking start date and reset.

Variable Information

%d: passing days from current date

Type

Error

Cause

When the set stocktaking start date has passed more than 180 days from the current date, it is required to reset the stocktaking start date.

Process

The date, 180 days (half a year) earlier and later than current date, cannot be set in the stocktaking start date. Please set a value that can be specified.

The entered stocktaking start date is incorrect.

Type

Error

Cause

The incorrect date has been set in the stocktaking start date.

Process

Please confirm the contents specified as date information, and specify the correct data and then execute again.

The device of stocktaking does not exist, and the stocktaking list cannot be displayed.

Type

Warning

Cause

The stocktaking start date is not set.

Process

Please set the stocktaking start date in the stocktaking use setup.

The object contains %s.

Variable Information

%s: an stocktaking has been performed, but this stocktaking procedure is not completed normally.

Type

Error

Cause

The set to stocktaking completed devices contain stocktaking completed devices, or the set to stocktaking uncompleted devices contain devices that have been set as stocktaking uncompleted.

Process

Please confirm the stocktaking status of selected devices, and execute again after selecting the object devices.

The setup place cannot be corrected due to inconsistency of segment management information.

Type

Error

Cause

For the segment, the segment whose setup place name is not set has existed.

Process

Please revise [Network Management Information] in the [Network Management].

6.7.9 Messages in Report Output

The following section describes the messages output in report output.

As output report, neither summary section nor detailed section is selected.

Type

Error

Cause

Neither the summary section nor the detailed section is selected.

Process

When outputting the reports, please at least one of them.

The specified saving target directory (%s) does not exist.

Variable Information

%s: specified path

Type

Error

Cause

The directory specified as file output target of report does not exist, and the file output report cannot be output.

Process

Please confirm the directory specified as file output target of report.

The stocktaking start date is set 180 earlier. Please confirm the stocktaking start date and reset.

Type

Error

Cause

When the set stocktaking start date has passed more than 180 days from the current date, it is required to reset the stocktaking start date.

Process

The date, 180 days (half a year) earlier and later than current date, cannot be set in the stocktaking start date. Please set a value that can be specified.

The printer is not set, and the layout of report cannot be adjusted. Please execute again after setting the printer.

Type

Error

Cause

Prepare to output the report in the PC without set printer.

Process

Please output the report again after setting the printer.

Please specify the auditing day whose %1 is earlier than %2.

Variable Information

%1: input field name (Example: last auditing day)

%2: input field name (Example: this auditing day)

Type

Error

Cause

A value earlier than auditing day of %2 input fields cannot be specified for the auditing day of input field in %1.

Process

Please confirm the auditing days in %1 and %2 input fields, and execute again after specifying correct data.

The auditing pointer of auditing object does not exist.

Type

Error

Cause

When the auditing pointer of security auditing object is not set, the security auditing report cannot be output.

Process

Please execute again after setting the auditing pointer as auditing object through [Report Output Setup] - [Security Auditing Setup] window.

An exception occurred in the report template file of %1. (Details: %2)”

Variable Information

%1: report name

%2: exception details

Type

Error

Cause

An exception occurred in record format of the report template file of %1.

Process

Please confirm the report template file of %1, and execute again after modifying the report template file.

6.7.10 Messages in Uninstallation

The following section describes messages output when setting uninstallation in Systemwalker Desktop Patrol CS and uninstalling AC.

An exception occurred in the registry information of Systemwalker Desktop Patrol installation target.

Type

Error

Cause

Failed to read the value of registry. The registry value may have been deleted.

Process

Please contact our technical staff.

6.7.11 ADT Messages

The following section describes messages output through the ADT automatic checkout device information.

The following messages are output to the event logs.

Source : DTPA

ID:4 The notification of device information has been completed.

Cause

The notification of device information for CS server has been completed.

ID:5 Failed to notify the device information. Details (%1)

Variable Information

%1: messages that means error cause

Cause

When notifying the device information for CS server, failed to notify the device information due to error displayed in details.

Process

Please restart PC after excluding the causes according to messages meaning error causes. If the error causes are temporary, the information will be notified automatically at the next PC startup.

ID:6 Failed to collect the device information. Details (%1)

Variable Information

%1: messages that means error cause

Cause

When collecting the device information for CS server, failed to collect the device information due to error displayed in details.

Process

Please restart PC after excluding the causes according to messages meaning error causes. If the error causes are temporary, the information will be notified automatically at the next PC startup.

ID:8 The update confirmation processing failed. Details (%1)

Variable Information

%1: messages that means error cause

Type

Error

Cause

When confirming the update information for CS server, failed to confirm the update due to error displayed in details.

Process

Please restart PC after excluding the causes according to messages meaning error causes. If the error causes are temporary, the information will be confirmed automatically at the next processing.

ID:11 The program of Systemwalker Desktop Patrol ADT has been started.

Cause

Systemwalker Desktop Patrol ADT has been started.

ID:12 The program of Systemwalker Desktop Patrol ADT has been stopped.

Cause

Systemwalker Desktop Patrol ADT has been stopped.

ID:13 Failed to start the program of Systemwalker Desktop Patrol ADT. Details (%1)

Variable Information

%1: messages that means error cause

Cause

When starting Systemwalker Desktop Patrol ADT, failed to start the program due to error displayed in details.

Process

Please restart PC after excluding the causes according to messages meaning error causes.

ID:15 The program of Systemwalker Desktop Patrol ADT has been updated.

Type

Information

Cause

The program of Systemwalker Desktop Patrol ADT has been updated automatically.

ID:16 Failed to update the program of Systemwalker Desktop Patrol ADT. Details (%1)

Variable Information

%1: messages that means error cause

Type

Error

Cause

When automatically updating the program of Systemwalker Desktop Patrol ADT, failed to update due to error displayed in details.

Process

Please restart PC after excluding the causes according to messages meaning error causes. If the error causes are temporary, the information will be confirmed automatically at the next processing.

Glossary

CS

CS is the abbreviation of Systemwalker Desktop Patrol CS (Corporate Server).

CT

CT is the abbreviation of Systemwalker Desktop Patrol CT (Client Terminal).

Desktop Keeper Information

It is allowed to search installation and setup status of safety countermeasure software “Systemwalker Desktop Keeper” on the PC installed with Systemwalker Desktop Keeper as security information.

DS

DS is the abbreviation of Systemwalker Desktop Patrol DS (Domain Server).

EXE Information

EXE information refers to the attribute information of execution file (extension name is .exe) in the PC, which can be searched via Inventory. The attribute of execution files on CTs is browsable.

Systemwalker Desktop Patrol CS (Corporate Server)

It defines the installation policy of software distribution and Inventory information search policy and is responsible to distribute them to the servers of PCs.

Additionally, it saves IT asset information (IT database) and personal or section information database, as well as distributes security patches and provides security auditing and License management service via the Web browser. Normally, one will be installed at one company.

Sometimes, it is abbreviated as “CS”.

Systemwalker Desktop Patrol CT (Client Terminal)

It is installed in the PC which searches the management assets via Inventory and can distribute software and receive security patches via CTs. Sometimes, it is abbreviated as “CT”.

Systemwalker Desktop Patrol DS (Domain Server)

It refers to the server to provide transfer or save service for collection or distribution of installation policy, Inventory information and software.

The purpose of installing the server mainly lies in dispersing load, which always takes effect when the CT locates on the remote and low-speed line, or the volume of distributed software is larger.

Sometimes, it is abbreviated as “DS”.

Batch Processing

It refers to automatically changing the setups of the violation items in “Power Saving”/ “Security Setup” via the interface operation based on PC user.

Inventory Collection Function

It refers to the function to send the Inventory information collected in the CT to CS or DS.

Inventory Information

Inventory information refers to the information necessary for managing the actual status of the PC, including the hardware information (e.g. CPU, disk capacity), software product information (e.g. the name of installed software product) and security information (e.g. version management of virus definition file of the antivirus software, installation of security Patches).

Diagnosis result window of operation settings

It refers to the diagnosis result window of power saving setup and security setup of PC.

The PC user can confirm the diagnosis result and make some necessary modifications via this window.

System Security

It is allowed to collect the setup status of BIOS and system login status from PCs as system safety information.

Software Information

It is one sort of Inventory information and refers to the information about the name and version of the software products installed in the computer and searched via the software retrieval dictionary. It is allowed to confirm the software product information according to file name, file size, and the save target of registry information of Windows.

Software Distribution

It is a function to distribute the registered softwares in CS and DS to CTs.

Download Menu

It is an entry interface to download the installation programs for CT installation. The download menu is displayed via the browser.

Hardware Information

It is one sort of Inventory information and mainly refers to the information of computer hardware, e.g. CPU type, size of loaded physical memory, disk capacity, etc.

File Distribution Function

It is a function to distribute files to multiple CTs through simple operation according to the distribution setups in CS.

Program Information

It refers to the information about the softwares displayed in the “Add or Delete Programs”.

Main Menu

It is an entry interface to browse the Inventory information collected by PCs, which is displayed via the browser.

User Security

It is allowed to collect setup status of screen saver program and security class setup status of Internet Explorer from PCs as security information of user setup.

Registry Information

It refers to the information existing in the registry of OS, and it can be confirmed when desired to set the registry information via the main menu.

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