# Systemwalker

**FUJITSU**

# Systemwalker Desktop Patrol V14g

# Reference Manual

Windows

# Preface

**Purpose of this Guide**

This guide explains commands, CSV input/output file formats, and output messages in the following product:

- Systemwalker Desktop Patrol V14g(14.2.0)

**Intended Readers**

This guide is for those responsible for running and managing an asset management system using Systemwalker Desktop Patrol.

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

- General knowledge regarding Internet Information Services(IIS)

- General knowledge regarding personal computers

- General knowledge regarding Windows

- General knowledge regarding the Internet

**Structure of this Guide**

This guide consists of Chapter 1~5 and an appendix.

Chapter 1 Command Reference

This chapter describes commands used in Systemwalker Desktop Patrol.

Chapter 2 CSV File Reference

This chapter describes CSV files used in Systemwalker Desktop Patrol.

Chapter 3 Message List

This chapter describes error messages output from Systemwalker Desktop Patrol, causes of those errors, and corresponding correction methods.

Chapter 4 Port Number and Service

This chapter describes port numbers used in Systemwalker Desktop Patrol as well as the procedure for changing them.

Chapter 5 Collecting Information for Investigation

This chapter describes how to collect information for investigation by using the log collection tool.

Appendix A About Software Dictionary

This appendix describes the support center definition of the Software Dictionary, and meanings of instruction files.

**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 | 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 (This Guide) | 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. |
| l | 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 |
|---|---|
| *n* | 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<br>Microsoft® Windows Server® 2008 Standard<br>Microsoft® Windows Server® 2008 Enterprise<br>Microsoft® Windows Server® 2008 Standard without Hyper-V™<br>Microsoft® Windows Server® 2008 Enterprise without Hyper-V™<br>Microsoft® Windows Server® 2008 R2 Foundation<br>Microsoft® Windows Server® 2008 R2 Standard<br>Microsoft® Windows Server® 2008 R2 Enterprise |
| Windows Server® 2003 | Microsoft® Windows Server® 2003, Standard Edition<br>Microsoft® Windows Server® 2003, Enterprise Edition<br>Microsoft® Windows Server® 2003, Standard x64 Edition<br>Microsoft® Windows Server® 2003, Enterprise x64 Edition<br>Microsoft® Windows Server® 2003 R2, Standard Edition<br>Microsoft® Windows Server® 2003 R2, Enterprise Edition<br>Microsoft® Windows Server® 2003 R2, Standard x64 Edition<br>Microsoft® Windows Server® 2003 R2, Enterprise x64 Edition |
| Windows® 7 | Windows® 7 Enterprise<br>Windows® 7 Ultimate<br>Windows® 7 Professional<br>Windows® 7 Home Premium |
| Windows Vista® | Microsoft® Windows Vista® Ultimate<br>Microsoft® Windows Vista® Enterprise<br>Microsoft® Windows Vista® Business<br>Microsoft® Windows Vista® Home Premium<br>Microsoft® Windows Vista® Home Basic<br>Microsoft® Windows Vista® Ultimate 64-bit Edition<br>Microsoft® Windows Vista® Enterprise 64-bit Edition<br>Microsoft® Windows Vista® Business 64-bit Edition<br>Microsoft® Windows Vista® Home Premium 64-bit Edition<br>Microsoft® Windows Vista® Home Basic 64-bit Edition |
| Windows® XP | Microsoft® Windows® XP Professional<br>Microsoft® Windows® XP Home Edition |

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

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# Contents

# Chapter 1 Command Reference

This chapter describes the commands used in Systemwalker Desktop Patrol.

## 1.1 Notes in Command Execution

The notes are shown as follows when executing the command.

- When Windows Vista®, Windows® 7 or Windows Server® 2008 executes this command, please select "Operate as Administrator" in the right click menu, and execute this command in the started command.

- When double quote is used to enclose command line, please enclose the execution file name in it.
  Example) "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\AtoolETPGT.exe"

## 1.2 AtoolETPGT.exe (Applying A Software Dictionary)

**Functionality**

This command is used when applying a "Software Dictionary" manually downloaded from Web of Systemwalker support center.

**Record format**

| AtoolETPGT.exe | Folder Name |
|---|---|

**Option**

Folder name

Please specify the absolute path that has saved the folder of "Software Dictionary" manually downloaded from Web of Systemwalker support center.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

| DTP Installation Directory\FJSVsbtrs\bin |
|---|

**Authority required for execution/executing environment**

- Administrator authority is required.

- This command shall be executed in CS.

- This command is executed by administrator.

**Cautions**

- After executing the command, the "Software Dictionary" will be imported to system, and deleted from the saving folder. Please confirm that the property of "Software Dictionary" file is not read-only.

- You do not need to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).

**Command execution example**

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\AtoolETPGT.exe" C:\tmp

**Execution result/output format**

When the software dictionary is registered normally, the following message will be output.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\AtoolETPGT.exe" C:\tmp

EnterprisePolicy was applied

The error message will be output when the execution failed. For details, please refer to "3.1.6 Messages Output When Applying Software Dictionary".

# 1.3  CTControl.exe (Prohibition of Client Prohibition Function)

**Functionality**

The following functions are temporarily prohibited in CT.

- Service stop prohibition function of CT

- Uninstall prohibition function of CT

- Connection server modification prohibition function of CT

By operating in CT, the client prohibition function of CT environment will be temporarily prohibited by this command.

After the function is prohibited, it is able to stop CT service, uninstall CT product or modify the connection server of CT.

In addition, the rectification information distributed to security auditing diagnosis can be deleted uniformly.

**Record format**

| CTControl.exe | [-service.cannot.stop off]<br>[-cannot.uninstall off]<br>[-edit.primaryserver off]<br>[-clear.recognition] |
|---|---|

**Option**

Each option is not case-sensitive.

-service.cannot.stop off

Prohibit the service stop prohibition function.

-cannot.uninstall off

   Prohibit the uninstallation prohibition function.

-edit.primaryserver off

   Prohibit the connected target server name modification prohibition function.

-clear.recognition

   Delete all rectification information distributed to security auditing diagnosis.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CT:

CT Installation Directory \FJSVsbtrsc\bin

## Authority required for execution/executing environment

This command shall be executed in CT.

It can also be executed in CS or DS. (When executing the command in CT of CS/DS, [-edit.primaryserver off] is still invalid.)

## Cautions

Please operate after confirming that the following windows are not started.

   - Software download window

   - Environment setup window

   - Diagnosis result window of operation settings

   - Service window

In addition, after CT has received policies, the setup of client prohibition function will be restarted.

## Command execution example

   - Temporarily prohibit the service stop prohibition function. After starting the command, perform the "Stop" operation through service window.

   "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrsc\bin\CTControl.exe" -service.cannot.stop off

   - Temporarily prohibit the server stop prohibition function and uninstallation prohibition function. After starting the command, perform the "Stop" operation through service window, and perform "Delete" operation by adding or removing program.

   "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrsc\bin\CTControl.exe" -service.cannot.stop off -cannot.uninstall off

   - Delete the rectification information distributed to security auditing diagnosis.

   "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrsc\bin\CTControl.exe" - clear.recognition

**Execution result/output format**

When executing the command normally, the following messages will be output.

Command execution succeeded.

When the processing failed, a message indicating failure will be output. Please refer to "3.1.7 Messages Output When Using Client Prohibition Function" for details.

# 1.4 CTMail.exe (Command Mode CT: Inventory Collection + E-mail Sending)

**Functionality**

This command is used to collect Inventory information and mails the collected information to CS or DS from the PC in which it is executed.

**Record format**

CTMail.exe

**Command saving location**

The following folder in CS:

Main Directory of IIS \wwwroot\DTP\offline

**Authority required for execution/executing environment**

- No particular authority is required during execution.

- Please confirm whether the environment variable %TEMP% is set correctly in Properties under "My Computer".

  Or enter SET in command prompt to confirm whether the environment variable %TEMP% is set correctly.

- The command is executed by user.

**Cautions**

- When sending the e-mail, please set the mail sending environment in the [E-Mail Environment Setup] dialogue box in CS.

- When omitting the Subject in [E-Mail Environment Setup], no filtering is performed upon e-mail reception

- After setting [E-Mail Environment Setup], please be sure to refer to the following manuals and perform the record steps.

  - Step recorded in "Setup of Inventory Collection through Command Mode CT" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

**Command execution example**

Copy the command to the PC required to execute, and then execute it.

"C:\tmp\CTMail.exe"

**Execution result/output format**

The following windows will appear.
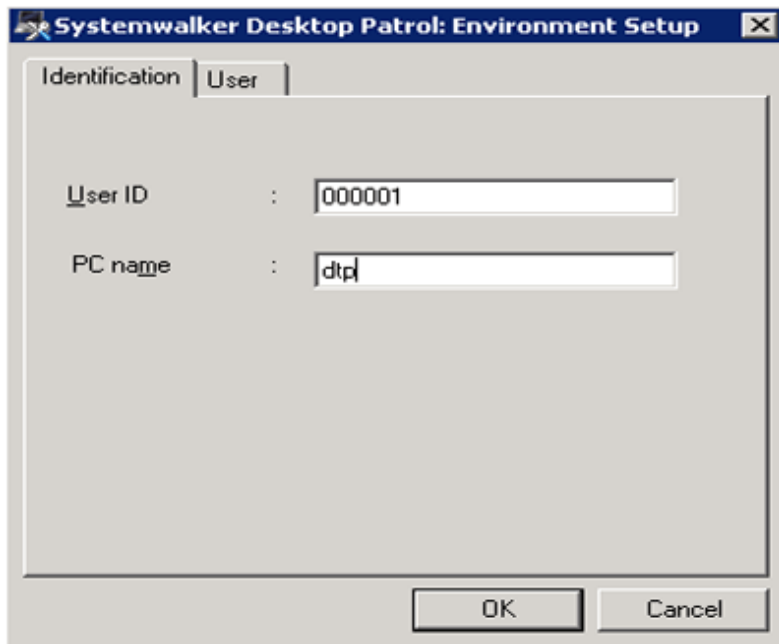


After selecting OK button in displayed window, the mailed Inventory information will be saved in the folder specified in [Inventory Information Saving Path] of [Other Product Linkage - Environment Setup] dialog box in CS or DS.

When the processing fails, a message indicating failure will be output. Please refer to "3.4.4 Messages Output in Command Mode CT".

**Log information**

The following log files are generated under the environment variable %TEMP%.

- iisunpack.log

- invCollect.log

- TransMail.log

- cmfpmain.log

- cmfpcntl.log

- cmcltinf.log

- cmhard.log

- cmregget.log

- cmsfdic.log

- cmsfreg.log

- cmuser.log

- csvfilter.log

- regsch2.log

- errfile.inf

# 1.5 CTOffline.exe (Command Mode CT: Inventory Collection)

**Functionality**

This command is used to collect inventory information in the PC on which it is executed.

**Record format**

CTOffline.exe

**Command saving location**

The following folder in CS:

Main Directory of IIS \wwwroot\DTP\offline

**Authority required for execution/executing environment**

- No particular authority is required during execution.

- Please confirm whether the environment variable %TEMP% is set correctly in Properties under "My Computer".
  Or enter SET in command prompt to confirm whether the environment variable %TEMP% is set correctly

- For correct set example, please refer to "3.4.4 Messages Output in Command Mode CT".

**Cautions**

Please perform the recorded steps by referring to the following manual.

- Step recorded in "Setup of Inventory Collection through Command Mode CT" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

**Command execution example**

Copy the command to the PC, and then execute it.

"C:\tmp\CTOffline.exe"

**Execution result/output format**

The following windows appear.
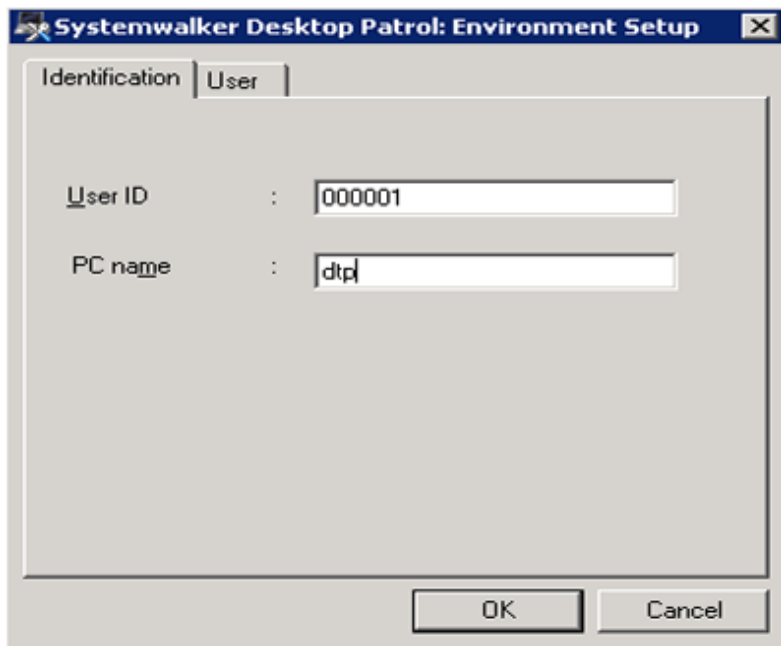
The file will be output to the current directory (the directory where the command was executed) after selecting "OK" button in the displayed window. (The filename is in the following format: "User ID + PC name".

When the processing failed, a message indicating failure will be output. Please refer to "3.4.4 Messages Output in Command Mode CT".

**Log information**

The following log files are generated under the environment variable %TEMP%.

- iisunpack.log

- invCollect.log

- cmfpmain.log

- cmfpcntl.log

- cmcltinf.log

- cmhard.log

- cmregget.log

- cmsfdic.log

- cmsfreg.log

- cmuser.log

- csvfilter.log

- regsch2.log

- errfile.inf

# 1.6 CTPolicy.exe (Client Environment Setup)

**Functionality**

Enable/disable the following functions in CT.

- Service stop prohibition function of CT

- Uninstallation prohibition function of CT

- Connection server modification prohibition function of CT

- Collection function of CT operation status log

By executing in CS, this command will be reflected on policy. In CT, after receiving and reflecting the modified policy, it is able to enable/disable each function.

After executing this command, the information will be reflected on all CTs with server (CS,DS) installed.

## Record format

| CTPolicy.exe | [-service.cannot.stop {on\|off}]<br>[-cannot.uninstall {on\|off}]<br>[-edit.primaryserver {on\|off}]<br>[-collect.ctlog {on\|off}] |
| --- | --- |

| CTPolicy.exe | {-h\|-help} |
| --- | --- |

## Option

Each option is not case-sensitive.

-service.cannot.stop {on|off}

Enable/disable the service stop prohibition function.

On:

Enable function.

Off:

Disable function (initial value).

-cannot.uninstall {on|off}

Enable/disable the uninstallation prohibition function.

On:

Enable function.

Off:

Disable function (initial value).

When specifying "on", it is required to set a password used in uninstallation prohibition function. The password is required to be set twice in input validation.

The password can be specified by single-byte letters and numerals within a range from four-digit to twelve-digit and the following single-byte symbols. In addition, the English letters are required to be case-sensitive.

"-", "=", "*", "+", "'", "@", "~", "(","")", "&", "$", "#", "!", "?", "%", ".", ",", "/", ":", ";", "`", "[","]", "|", "<",">", "{", "_", "}"

-edit.primaryserver {on|off}

Enable/disable the connected target server name modification prohibition function.

On:

Enable function.

Off:

Prohibit function (initial value).

-collect.ctlog {on|off}

Enable/disable the collection function of CT operation status log.

On:

Enable function (initial value)

Off:

Prohibit function.

-h|-help

The use method of this command will be output to standard output.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

CS Installation Directory \FJSVsbtrs\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).

- When modifying the password of uninstallation prohibition function, please specify -cannot.uninstall on option again and set password. The later set password will be valid.

- For -edit.primaryserver and -collect.ctlog option, the CT installed in CS/DS is still valid.

## Command execution example

- Enable the service startup prohibition function.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -service.cannot.stop on

- Enable the uninstallation prohibition function.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -cannot.uninstall on
Password: ******
Password re-input: ******

Specify the password used in uninstallation prohibition function twice.

The entered password is displayed as "*", and encrypted during saving.

- Enable the Connection server modification prohibition function.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -edit.primaryserver on

- Disable the connection server modification prohibition function.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -edit.primaryserver off

- Disable the collection function of CT operation status log.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -collect.ctlog off

- Disable the connection server modification prohibition function and collection function of CT operation status log.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -edit.primaryserver off -collect.ctlog off

- The use method of this command will be output to standard output.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CTPolicy.exe" -help

## Execution result/output format

When executing the command normally, the following message will be output.

> Command execution succeeded.

When the processing failed, a message indicating failure will be output. Please refer to "Messages" for details.

# 1.7 CustomPolicy.exe (Policy for Modifying Custom Setup)

## Functionality

This command is compatible with version earlier than V13.2.0.

This command can be used to modify the policies/properties set in MC window of earlier V13.2.0, and items that cannot be modified in main menu of later V14g. In addition, for "File Saving Directory", it can be confirmed in the information output by -o|-out parameter.

Please perform these settings after installing CS and DS.

## Record format

Configuration value that is only valid in CS

| CustomPolicy.exe | [-sv.file.stragePath File Collection Saving Folder] |
| --- | --- |
| | [-sv.patch.retry.count Download Retry Count of Patch] |
| | [-sv.patch.retry.interval Download Retry Interval of Patch] |
| | [-sv.swlist.uptime Update Time of Software List] |
| | [-sv.swlist.interval Update Interval of Software List] |

Configuration value that is valid in CS and DS

| CustomPolicy.exe | [-sv.admin.number Administrator Number] |
|---|---|
| | [-sv.buffer.size Transmission Buffer Size] |
| | [-sv.retry.interval Error Retry Interval] |
| | [-sv.retry.count Error Retry Count] |
| | [-sv.buffer.timeout Error Timeout Period] |
| | [-sv.transfer.interval Transmission Interval] |
| | [-sv.polling.time Polling Interval] |
| | [-sv.enable.outPolicy on\|off] |
| | [-sv.soft.strageSize Size of Software Saving Folder] |
| | [-sv.soft.extendPath Software Saving Extension Folder] |
| | [-sv.soft.extendSize Size of Software Saving Extension Folder] |
| | [-sv.patch.dlv.svr on\|off] |
| | -host Host Name 1 |

Configuration value that is valid in CT

| CustomPolicy.exe | [-cl.diff.collect on\|off] |
|---|---|
| | [-cl.diff.collectExe on\|off] |
| | [-cl.logon.delay on\|off] |
| | [-cl.recollect.inventory on\|off] |
| | [-cl.ctsetup.deffile on\|off] |
| | [-cl.auto.change on\|off] |
| | [-cl.restrict.change on\|off] |
| | [-cl.chk.guestpw on\|off] |
| | [-cl.soft.exec.flag on\|off] |
| | [-cl.patch.interrupt on\|off] |
| | [-cl.connect.retry on\|off] |
| | [-cl.transfer.retryMode 0\|1] |
| | [-cl.task.enabled on\|off] |
| | [-cl.task.getInterval Confirmation Interval] |
| | -host Host Name 1 |

When displaying the set policy value

| CustomPolicy.exe | -o\|-out type [-host Host Name 2] |
|---|---|

When displaying help

| CustomPolicy.exe | -h\|-help |
|---|---|

**Option**

-sv.file.stragePath File Collection Saving Folder:

This option can be specified in CS environment only.

In the file collection saving folder, the saving folder that collects files through "File Collection" function can be specified.

When viewing the collected files, the contents (cannot be viewed through main menu) under the above mentioned folder can be viewed directly by using Explorer, etc. in the CS.

When viewing the collected files, please view the following folder.

"File Collection Saving Folder"\file\"User ID"+"Upstream Server Name"

Example)

The file collection saving folder is: \tmp, the user ID is 0001, PC name is host1, and the upstream server name is upperhost.

C:\tmp\file\0001+host1+upperhost

-sv.patch.retry.count Download Retry Count of Patch:

This option can be specified in CS environment only.

The retry count can be specified when downloading patches from public sites from Microsoft company and an error occurred.

A numeral (times) within a range from 0 to 100 can be specified in the download retry count of patch. And the initial value is three times.

-sv.patch.retry.interval Download Retry Interval of Patch:

This option can be specified in CS environment only.

The retry interval can be specified when downloading patches from public sites from Microsoft company and an error occurred.

A numeral (second) within a range from 0 to 600 can be specified in the download retry interval of patch. And the initial value is 300 seconds.

-sv.swlist.uptime Update Time of Software List:

This option can be specified in CS environment only.

The update time of software list can be specified.

Specify the time in the update time of software list according to the following format.

MM:DD

MM:

Specify hour. A numeral within a range from 0 to 23 can be specified.

DD:

Specify minute. A numeral within a range from 0 to 59 can be specified.

Example) It describes how to specify time when updating the software list at 11:30 pm.

23:30

**-sv.swlist.interval Update Interval of Software List:**

This option can be specified in CS environment only.

The update interval of software list can be specified.

A numeral (minute) within a range from 30 to 1,440 can be specified in update interval. Its initial value is 60 minutes.

**-sv.admin.number Administrator Number:**

The administrator number within 20 characters can be specified.

The single-byte letters and numerals, and single-byte symbols such as "-", "@", ".", "_" can be used in administrator number.

When linking Systemwalker Centric Manager with Inventory information, the configuration value of this administrator number can be used as "User ID".

**-sv.buffer.size Transmission Buffer Size:**

The size of buffer for transmission can be specified when communicating with upstream server.

A numeral (KB) within a range from 1 to 9,999 can be specified for the transmission buffer size. Its initial value is set as 32KB.

**-sv.retry.interval Error Retry Interval:**

The retry interval for transmission can be specified when communicating with upstream server and an error occurred.

A numeral (second) within a range from 1 to 999 can be specified for the retry interval. Its initial value is 5 seconds.

**-sv.retry.count Error Retry Count:**

The retry count for transmission can be specified when communicating with upstream server and an error occurred.

A numeral (times) within a range from 1 to 999 can be specified for the retry count. Its initial value is 5 times.

**-sv.buffer.timeout Error Timeout Period:**

The timeout period from an exception occurring in communication with upstream server to making judgment can be specified.

A numeral (times) within a range from 1 to 999 can be specified for error timeout period. Its initial value is 60 seconds.

**-sv.transfer.interval Transmission Interval:**

The transmission interval can be specified when communicating with upstream server.

A numeral (millisecond) within a range from 1 to 2,147,483,647 can be specified for transmission interval. Its initial value is 5 milliseconds.

**-sv.polling.time Polling Interval:**

The confirmation interval used to transmit Inventory information to upstream server can be specified.

A numeral (minute) within a range from 1 to 9,999 can be specified for the polling interval. Its initial value is 5 minutes.

The Inventory information notified by client is temporarily saved in server folder. Search the folder in polling interval, and if there is Inventory information, notify the upstream server.

**-sv.enable.outPolicy on|off:**

The command is used when downloading policies/properties in the time specified in non-"Download Time Frame".

On:

  Enable function. Also download policies/properties in non-specified time frame. (Initial Value)

Off:

  Disable function.

**-sv.soft.strageSize Size of Software Saving Folder:**

  The maximum size of software that can be saved in "Software Saving Folder" specified when installing server can be specified.

  A numeral (MB) within a range from 1 to 999,999 can be specified for the size of software saving folder.

**-sv.soft.extendPath Software Saving Extension Folder:**

  The backup saving folder can be specified when there is no available capacity in software saving folder.

  Specify an absolute path within 128 characters in the software saving extension folder.

  Once the configuration value of this option is set, it cannot be modified.

  Please specify the folder existing on server. As there is no available capacity in "Software Saving Folder", the software cannot be saved on server, therefore, the distribution result will be in abnormal status.

**-sv.soft.extendSize Size of Software Saving Extension Folder:**

  The maximum size of software that can be saved in "Software Saving Extension Folder" can be specified.

  A numeral (MB) within a range from 1 to 999,999 can be specified for the size of software saving extension folder.

**-sv.patch.dlv.svr on|off:**

  The command is used when distributing (saving) the patches downloaded from Microsoft to CS and DS.

  On:

    Enable function. Distribute (save) patches. (Initial Value)

  Off:

    Disable function. It is unable to distribute (save) patches.

  For CT under specific DS, when the patches cannot be applied, disable the function.

**-cl.diff.collect on|off:**

  When collecting Inventory information in CT, specify whether to collect the information that is different from previous collected Inventory information only.

  On:

    Enable function. Notify the information that is different from previous collected Inventory information to the server only. (Initial Value)

  Off:

    Disable function. Notify all Inventory information to server each time.

**-cl.diff.collectExe on|off:**

  When collecting the file property information whose extension is ".exe", specify whether to collect the information that is different from previous collected results only.

On:

Enable function. Notify the information that is different from previous collected results to server only. (Initial Value)

Off:

Disable function. Notify all results to server each time.

In [Environment Setup] - [Policy Group Management] - [Basic Operation Policy] - [Inventory Information] of main menu, after specifying "Collect EXE Information" as "Yes", this option is valid. When it only disables the specific server, please use this option.

-cl.logon.delay on|off:

The timing of whether to disperse the starting software distribution and new coming confirmation of patch application after logon can be specified.

On:

Enable function. Disperse timing. (Initial Value)

Off:

Disable function. Not disperse timing.

After specifying the time of "Confirmation Timing upon Logon" in [Environment Setup] - [Policy Group Management] - [Basic Operation Policy] - [Common Setup] of main menu, this option is valid. When it only disables the specific server, please use this option.

In addition, when "Logon Time" is specified, it can modify the logon timing as the use of patch application.

-cl.recollect.inventory on:

Notify all Inventory information collected in CT to server.

After executing the command according to this option, notify all Inventory information to server after receiving policies through CT.

Perform the later operation according to the settings of client policy. (After starting the increment collection, notify the increment information to server only.)

In addition, the specified another collection cannot be cancelled.

-cl.ctsetup.deffile on|off:

When installing CT, get "User ID" and "PC Name" automatically from definition file (CesdDefaultValue.inf) and perform the settings.

The definition file shall be saved under the directory of environment variable TEMP or Windows.

The contents of definition file are as the following record example, and set according to the sequence of user ID and PC name.

Record example: "user001","pc001"

-cl.auto.change on|off:

When distributing the software automatically, specify whether to switch the server automatically.

On:

Enable function. Switch the server automatically and distribute the software through distributed server.

Off:

Disable function. (Initial Value)

When logging on CT, and not distributing the software to connection server, download the software from the distributed server.

-cl.restrict.change on|off:

For users of CT, prompt it to perform the environment setup. Though this function has been used, it is still required to specify whether to limit the modification of environment setup information.

On:

Enable function. Limit (inactive) the modification of "User ID" and "PC Name".

Off:

Disable function. (Initial Value)

-cl.chk.guestpw on|off:

Whether to audit the password when setting to audit Guest account.

On:

Audit the password when auditing Guest account. (Initial Value)

Off:

Not audit the password when auditing Guest account.

-cl.soft.exec.flag on|off:

Specify the execution authority through software download window, and start the executed function.

On:

Execute according to the specified user authority or service authority.

Off:

Execute according to logon user authority of Windows. (Initial Value)

-cl.patch.interrupt on|off:

Enable the cancellation function while applying the security patch.

On:

It is able to cancel while applying the security patch.

Off:

It is unable to cancel while applying the security patch. (Initial Value)

-cl.connect.retry on|off:

Enable the retry function when exceeding synchronous connection.

On:

Retry when the synchronous connection is exceeded in connection server.

Off:

Not retry when the synchronous connection is exceeded in connection server. (Initial Value)

-cl.transfer.retryMode 0|1

Based on server load, etc., specify the retry condition when the data transmission is suspended (delayed/stopped) in communication.

0:

Set to prolong the retry count, retry interval and the waiting time before retry. (Initial Value)

It is recommanded to set in the environment where the network connection is slow.

1:

Set to shorten the retry count, retry interval and the waiting time before retry.

### -cl.task.enabled on|off

Enable the processing and file confirmation on server.

On:

Confirm processing and file on server. (Initial Value)

Off:

Not confirm processing and file on server.

### -cl.task.getInterval Confirmation Interval

Specify the interval for confirming the processing and file on server.

A numeral (minute) within a range from 1 to 1,440 can be specified for the confirmation interval. Its initial value is 10 minutes.

### -host Host Name 1:

Specify the host name that reflects the CS and DS of specified option.

Please confirm the host name of CS and DS set in [Environment Setup] -[Setup and Operation Status] of main menu, and specify.

When specifying several host names, separate them by using comma (,).

Example) -host ds1.fujitsu.com,ds2.fujitsu.com

### -o|-out Type:

The option configuration value set by this command can be displayed.

Cs:

Display the configuration value that is valid in CS only.

Sv:

Display the configuration value that is valid in CS and DS.

Cl:

Display the configuration value that is valid in CT.

All:

Display the option configuration value set by this command.

### -host Host Name 2:

Specify the host name of CS and DS that displays the option configuration value set by this command.

Please confirm the host name of CS and DS set in [Environment Setup] -[Setup and Operation Status] of main menu, and specify

Several host names cannot be specified.

When sv, cl or all has been specified in -o|-out option, please be sure to specify this option. When cs has been specified, it is not required to specify.

-h|-help:

    Output how to use this command in standard output.

## Return value

0: ended normally

Non-zero: ended abnormally.

## Command saving location

The following folder under CS:

> CS Installation Directory \FJSVsbtrs\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (IT BudgetMGR (INV)).

- The policies/properties set by using this command will be valid on server and client after receiving policies/properties.

- Specifying off in -cl.chk.guestpw option can prevent the system from logging off Guest account. When the password auditing through Systemwalker Desktop Patrol is disabled, apart from -cl.chk.guestpw option, please select the auditing item of security setup through Desktop Patrol Main Menu, and modify the auditing setup of [Windows Account] as [Not Audit].

- When enabling the function of -cl.soft.exec.flag option, execute after downloading through software download window according to the following specified authority.

  - "Specify the Authority that Executes Automatically after Software Download" of distributed software set by policy group of Desktop Patrol Main Menu

  In addition, UAC window will be displayed when executing the software. Please refer to "Cautions While Distributing Software to PC of Windows Vista®, Windows® 7 and Windows Server® 2008" of "Operation Guide: for Administrators" for details.

- Based on -cl.patch.applyInterrup option, when canceling the patch application, the downloaded patches can be used again to for patch application at next patch application.

## Command execution example

- For CS, set file collection saving folder.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -sv.file.stragePath "c:\dtp-text"

- For DS, set software saving extension folder and maximum size. (200MB)

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -sv.soft.extendPath D:\dtpContents -sv.soft.extendSize 200000 -host ds1.fujitsu.com

- Confirm the value set for DS.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -o sv -host
ds1.fujitsu.com
```

- Confirm all values set for DS.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -o all -host
ds1.fujitsu.com
```

- Display how to use this command.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -h
```

## Execution result/output format

- After executing the command normally, the following message will be output, and a numeral can be set in policies/properties.

```
Command execution succeeded.
```

- When the specified host name does not exist, the following message will be output.

```
The specified host name does not exist.
```

- When viewing the set policy value, the following information will be output. (configuration value that is valid in CS only)

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -o cs -host
cs.example.com

Policy setup of cs.example.com

------------------------------------------------------------

File collection saving directory: D:\DTP\collect

Error retry count of patch download: 3 times

Error retry interval of patch download: 300 seconds

Update time of software list: 4:0

Update interval of software list: 60 minutes
```

- When viewing the set policy value, the following information will be output.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\CustomPolicy.exe" -o all -host
cs.example.com

Policy setup of cs.example.com

------------------------------------------------------------

File collection saving directory: D:\DTP\collect

Error retry count of patch download: 3 times

Error retry interval of patch download: 300 seconds

Update time of software list: 4:0

Update interval of software list: 60 minutes

-------

Administrator number: admin-01

Transmission buffer size: 32k

Error retry interval: 5 seconds
```

> Error retry count: 5 times
>
> Timeout period of error retry: 60 seconds
>
> Transmission interval: 5 milliseconds
>
> Polling interval: 5 minutes
>
> Get policy in non-specified time: Yes
>
> Software saving directory: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\data\swc
>
> Size of software saving directory: 3000 MB
>
> Software saving extension directory:
>
> Size of software saving extension directory:
>
> Distribute patches to server: Yes
>
> -------
>
> Collect increment Inventory: Yes
>
> Collect increment EXE information: Yes
>
> Confirmation timing to disperse software and security patch: Yes
>
> Set time of another Inventory collection: 2009.3.17.18.39.14
>
> Switch the download server automatically: No
>
> Get default value from the specified file: No
>
> Prompt that modifying the environment setup information is still limited when setting CT environment: No
>
> Also audit password when auditing Guest account: Yes
>
> Execute according to the authority of execution file after specifying download: Yes
>
> Can terminate the patch application: Yes
>
> Retry when exceeding the synchronous connection: Yes
>
> Retry type while server cannot be connected: 1
>
> Confirm processing and file on server: Yes
>
> Interval of confirming processing and file on server: 10 minutes

When the processing fails, a message indicating failure will be output. Please refer to "3.3.16 Messages Output in Modification Command of Custom Settings Policy" for details.

# 1.8 DSDelete.exe (Delete Registered DS)

### Functionality

By executing this command, the registered DS can be deleted in CS.

This command only deletes information managed in CS. Therefore, it is required to uninstall DS in another time.

### Record format

| DSDelete.exe | -host Host Name |
|---|---|
| | [-lst] |
| | [-dn DN Name] |

**Option**

-host Host Name

Specify the host name of deleted DS.

In [Environment Setup] -[Setup and Operation Status of Server] of main menu, confirm the host name of DS hoped to be deleted.

-lst:

When deleting object DS (host name specified in -host option) is duplicated, specify this parameter and confirm detail contents. Based on confirmed contents, screen the object DS to be deleted in -dn option.

Please specify by combining -host option.

For use method, please refer to execution result/output result.

-dn DN Name:

When specified host name has been registered again in CS, specify this parameter and delete a specific DS.

Specify the contents (string) that has been confirmed in -lst option.

For use method, please refer to execution result/output result.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

The following folder in CS:

CS Installation Directory \FJSVsbtrs\bin

**Authority required for execution/executing environment**

- Administrator authority is required.

- This command shall be executed in CS.

**Cautions**

- It is not required to stop Systemwalker Desktop Patrol service (IT BudgetMGR (INV)).

- Please uninstall DS after executing this command to delete the information.

**Command execution example**

- Delete the host name (ds1.fujitsu.com) registered as DS.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.fujitsu.com

- When there are two host names registered as DS, specify DN name and delete it. Please refer to execution result/output result for details.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.example.com -dn /0aea26ed11bd363fb3628

## Execution result/output format

- When executing the command normally, the following message will be output, and DS information will be deleted from CS.

> Command execution succeeded.

- When the specified host name does not exist, the following message will be output.

> The specified host name does not exist.

- After registering the specified host name again, the following message will be output for screening deletion object. When displaying this message, please specify -lst option and -dn option, and execute again.

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.example.com
>
> The specified host name overlaps.
>
> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.example.com -lst
>
> DATA1
>
> HostName:ds1.example.com
>
> ServerName: Our Company Server in Tokyo
>
> DN:/0aea26ed11bd363fb3628
>
> Operation: in Operation (05/31/2009) ･･･････(Note 1)
>
> DATA2
>
> HostName: ds1.example.com
>
> ServerName: Our Company Server in Tokyo
>
> DN:/0aea249211bdaca90f1 ･･･････････(Note 2)
>
> Operation: in Termination (03/01/2009) ･･･････(Note 1)
>
> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\DSDelete.exe" -host ds1.example.com -dn /0aea249211bdaca90f1･･･(Note 2)
>
> Command execution succeeded.

Note 1) Confirm whether DS is in operation or in termination according to contents displayed in [Operation].

Note 2) Specify the DN in termination as command parameter.

When the processing fails, a message indicating failure will be output. Please refer to "3.3.15 Messages Output in Deletion Command of Registered DS" for details.

# 1.9 dtpadmst.exe (Output Active Directory Information)

**Functionality**

This command gets information from Active Directory, and outputs definition information and deletion information of Active Directory in the format of Master data of DTP. When modifying and deleting the information on Active Directory, this command will be executed and reflected on Master data of DTP.

**Record format**

| dtpadmst.exe | /dMaster File Output Folder [/sOU Name] |
|---|---|

**Option**

/dMaster File Output Folder

Specify the folder that outputs Master data file. Specify the file by using absolute path, and when the path contains space, please enclose the whole path in quotes (""). In addition, apart from quotes, the maximum string of 200 characters can be specified.

Output the Master data file in the following format to the specified folder. In addition, the file will be overwritten when there is file with the same name in the specified folder.

| Master Management File | Format of File name |
|---|---|
| Department Information Master Management File for Modification | "modsect_ad.csv" |
| User Information Master Management File for Modification | "moduser_ad.csv" |
| Building Information Master Management File for Modification | "modbldg_ad.csv" |
| Department Information Master Management File for Deletion | "delsect_ad.csv" |
| User Information Master Management File for Deletion | "deluser_ad.csv" |
| Building Information Master Management File for Deletion | "delbldg_ad.csv" |

/sOU Name

Specify the name of OU that becomes extraction object. Please specify the level separation by using diagonal mark, and enclose the whole path in quotes ("") when the space is contained. In addition, apart from quotes, the maximum string of 1,024 characters can be specified.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

The following folder in CS:

| CS Installation Directory \bnserv\bin |
|---|

**Authority required for execution/executing environment**

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

**Cautions**

When Active Directory linkage function is not used, it is not required to execute this command. An error will occur after execution.

**Command execution example**

Save the Master data to "C:\Master\20060420".

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpadmst.exe" /dC:\Master\20060420

**Execution result/output format**

When completing outputting the Master data, the following information will be output.

> Extracting information from Active Directory has been completed.

When the processing fails, a message indicating failure will be output. Please refer to "3.3.9 Messages Output in Active Directory Information Output Command" for details.

# 1.10 dtpadset.exe (Active Directory Linkage Environment Setup)

**Functionality**

This command is used when setting the environment information required for Active Directory linkage.

**Record format**

| dtpadset.exe | [ /n|/y /dActive Directory Domain Name /sActive Directory Server Name /uActive Directory Server Administrator Logon ID /pActive Directory Server Administrator Logon Password] |
|---|---|

**Option**

None

When executing without specified option, display the current setup information.

/n|/y

Specify whether to use Active Directory linkage function.

/n: not use Active Directory linkage function

/: use Active Directory linkage function

/dActive Directory Domain Name

Specify the domain name of Active Directory server. When specifying /y option, this option cannot be omitted. The string that can be specified is single-byte letters and numerals within a range from 4 characters to 36 characters and ".", "-", "_".

/sActive Directory Server Name

Specify the connected Active Directory server name. When specifying /y option, this option cannot be omitted. The length of string that can be specified is within a range from 1 character to 128 characters, and the single-byte in the beginning and end can be omitted. When the string contains single-byte space, "&", "^", "|", "<", and ">", please use """ to enclose all options. In addition, when the string contains """, please specify as """"".

/uActive Directory Server Administrator Logon ID

Specify the connected Active Directory server administrator logon ID. When specifying /y option, this option cannot be omitted. The string length that can be specified is within a range from 1 character to 128 characters, and the single-byte space in the beginning and end can be omitted. When the string contains single-byte space, "&", "^", "|", "<" and ">", please use """ to enclose all options. In addition, when the string contains """, please specify as """"".

/pActive Directory Server Administrator Logon Password

Specify the connected Active Directory server administrator logon password. When specifying /y option, this option cannot be omitted. The string length that can be specified is within a range from 1 character to 128 characters. When the string contains single-byte space, "&", "^", "|", "<" and ">", please use """ to enclose all options. In addition, when the string contains """, please specify as """"".

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

```
CS Installation Directory \bnserv\bin
```

## Authority required for execution/executing environment

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

## Command execution example

Register the following environment information and use Active Directory linkage function.

- Active Directory Domain Name: ad_domain.local

- Active Directory Server: ADSERVER

- Active Directory Administrator Logon User ID: admin

- Active Directory Administrator Logon Password: adminpwd

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpadset.exe" /y /dad_domain.local /
sADSERVER /uadmin /padminpwd
```

## Execution result/output format

When executing without specified option, display the current setup information in the following format.

```
Use Active Directory=YES
Domain Name=ad_domain.local
Server Name=ADSERVER
Login User ID=admin
```

Note: do not display the Active Directory administrator logon password.

**[Item Description]**

| Item Name | Description |
|---|---|
| Use Active Directory | Output the use status of Active Directory linkage function.<br>  YES: use Active Directory linkage function NO: not use Active Directory linkage function |
| Domain Name | Output Active Directory domain name. |
| Server Name | Output Active Directory server. |
| Login User ID | Output Active Directory administrator logon user ID. |

When the processing fails, a message indicating failure will be output. Please refer to "3.3.10 Messages Output in Active Directory Linkage Environment Setup Command" for details.

# 1.11 DTPA_DBAssetDel.exe (Deleting Asset Information)

## Functionality

This command is used to delete the management ledger.

## Record format

| DTPA_DBAssetDel.exe | [/a] [/d] [/n] [/h] |
|---|---|

🛈 **Note**

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

Option cannot be omitted. It is required to set at least one option.

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

## Option

/a

Delete the management ledger uniformly. The information as object is as follows.

In addition, when specifying this option, the following information that is not related to other options will be deleted.

- Device information

- Contract information

- Non-registered detection device information

- Initialization of auto-collected information

- History information

- Classification/type that is not used

- Results of security auditing

- Consume power information

/d

Delete the device information.

/n

   Initialize the auto-collected information.

/h

   Delete history information.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

| DTP Installation Directory \DTPA |
| --- |

## Authority required for execution/executing environment

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

## Cautions

- When using "/n" and initializing the auto-collected information, the auto-collected number will be reset as "1". If the new device is registered automatically after initialization, the auto-collected asset number and registered number may be duplicated. Therefore, when specifying this option, please modify the beginning characters of auto-collected asset number in advance.
  The beginning characters can be modified through [Start Menu] - [Systemwalker Desktop Patrol] - [Environment Setup] - [Management Ledger Settings] of CS.

- It is recommended to backup asset information in advance before executing this command.

- When executing this command in Windows Server® 2008, please select "Operate as Administrator" in the right click menu, and execute this command in the started command prompt.

## Command execution example

- When deleting the asset information uniformly

| "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\ DTPA_DBAssetDel.exe" /a |
| --- |

- When deleting the auto-collected information

| "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\ DTPA_DBAssetDel.exe" /n |
| --- |

- When deleting the device information and history information

| "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\ DTPA_DBAssetDel.exe" /d /h |
| --- |

## Execution result/output format

- When the asset information has been deleted uniformly

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAssetDel.exe" /a
>
> The Total of Managed Ledger has been Deleted.

- When the auto-collected information has been deleted

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAssetDel.exe" /n
>
> Auto-collected value in asset number: initial value is 100.

　　　※The auto-collected value will output the collected value before initialization.

- When the device information and history information have been deleted

> "C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_DBAssetDel.exe" /d /h
>
> The information specified in variable has been deleted.

　　　※ The execution result information of each command can be output as Message Box.


# 1.12 DTPA_ExportCsv.exe (Outputting Device Information)

**Functionality**

This command outputs device information file in the format of CSV file.


**Record format**

| DTPA_ExportCsv.exe | /f Output Target File Name [/l] |
|---|---|


**Option**

/f Output Target File Name

　　Use the absolute path within 256 characters to specify the CSV output target file for saving CSV format information.

/l

　　Output to the target file when the item name is not displayed.


**Return value**

0: ended normally

Non-zero: ended abnormally


**Command saving location**

The following folder in CS:

| DTP Installation Directory \DTPA |
|---|


**Authority required for execution/executing environment**

- Please execute by using user with Administrator authority.

- This command shall be executed in CS.

## Cautions

- The format of output file is the same as the format of DTPA_ImportCsv.exe (command for uniformly registering/updating the device information).

- When the file name that has existed in output target file has been specified, the device information will be continuously output to this file contents.

## Command execution example

The device information will be output to "C:\devlist.csv".

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ExportCsv.exe"

/f C:\devlist.csv

## Execution result/output format

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ExportCsv.exe"

/f C:\devlist.csv

The output of device information has been completed.

- The format of output file is the same as that of 2.7.2 Device Information File.

# 1.13 DTPA_ImportCsv.exe (Batch Processing of Registering/ Updating Device Information)

## Functionality

This command is used to register/update the device information uniformly.

## Record format

| DTPA_ImportCsv.exe | /m Device Information File Name /f Execution Result Output Target Folder Name |
|---|---|

## Option

/m Device Information File Name

Use the absolute path within 256 characters to specify the device information file for saving uniformly registered/updated device information.

/f Execution Result Output Target File Name

Use the absolute path within 256 characters to specify the execution result output target file for saving uniformly registered/updated execution results.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

The following folder in CS:

DTP Installation Directory \DTPA

**Authority required for execution/executing environment**

- Please execute by using user with Administrator authority.

- This command shall be executed in CS.

**Cautions**

The file specified in /m is the same as device information file specified in [Register/Modify Asset Information] of AC main menu.

**Command execution example**

Specify "C:\devlist.csv" that records device information, and register/update the device information uniformly.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ImportCsv.exe"

/m C:\devlist.csv /f C:\result.csv

**Execution result/output format**

- When the command is ended normally:

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ImportCsv.exe"

/m C:\devlist.csv /f C:\result.csv

Batch Processing of Registration/Update of device information has been Completed.

- When an error occurs:

When an error occurs, please confirm the contents of execution result output target file specified when executing the command.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\DTPA\DTPA_ImportCsv.exe"

/m C:\devlist.csv /f C:\result.csv

An Error Occurred in Batch Processing of Registration/Update. Please confirm the execution result output target file.

- Output example of execution result output target file

The first item, "A-000000108", "Item without Specified Device Name"

The second item, "A-000000109", "Item without Specified User ID"

- **File format**

| No. | Item | Description |
|---|---|---|
| 1 | Location | File in device information file of abnormal device |
| 2 | Asset Number | Asset number of abnormal device |
| 3 | Contents | Exceptional contents |

- The format of output file is the same as that of 2.7.2 Device Information File.

# 1.14 dtpamtent.exe(Registering Operation Management Target PC Information)

**Functionality**

The command registers operation management target PC information to use PC operation management function.

**Command format**

| dtpamtent.exe | /s|/g /f File Name [/e Error File Name] |
|---|---|

**Option**

/s|/g

Specify the registered, updated or output information of operation management target PC.

/s: register, update

/g: output

/f File Name

While registering and updating (/s), specify the name of file to be registered and updated, and while outputting (/g), specify the name of file to be output. Please specify the file name with absolute path, and when the path contains space, enclose all paths in quotes (""). In addition, apart from quotes, the maximum string is 256 characters.

For the file format, please refer to "2.6 Defined File for Operation Management Target PC Information".

/e Error File Name

Specify the name of error file that outputs error information. When registering and updating (/s), this option cannot be omitted. In addition, this option is not required during output and will be invalid while specifying. Please specify the error file with absolute path, and when the path contains space, enclose all paths in quotes (""). In addition, apart from quotes, the maximum string is 256 characters.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

The following folder in CS:

| CS Installation Directory \bnserv\bin |
|---|

**Authority required for execution/executing environment**

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

**Cautions**

- The recorded contents in the input file will be registered as operation management target PC information only. The increment information cannot be registered. Please record all operation management target PC information in the input file and register them.

- When the format is violation (user ID, number of characters for PC name, character type), the registration will fail (not registered, update one line). At this moment, the violation lines will be output to error file.

**Command execution example**

- When registering and updating

The following represents the definition example of command.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\BNServ\bin\dtpamtent.exe" /s /fC:\tmp\amt.csv /eC:\tmp
\amterror.csv
```

The following represents the output example of error file.

```
"10.xx.xxx.11","admin","AMTPW","UserID11*","PC11"

"10.xx.xxx.12","admin","AMTPW","UserID12","PC12*"

"10.xx.xxx.13","admin","AMTPW","%UserID13","PC13"
```

- When outputting

The following represents the definition example of command.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\BNServ\bin\dtpamtent.exe" /g /fC:\tmp\amt.csv
```

The following represents the output example of error file.

```
03/30/2007 12:00:00
"IP Address/Host Name(AMT)","User ID(AMT)","Password(AMT)","User ID","PC Name"

"10.xx.xxx.1","admin","","UserID1","PC1"
"10.xx.xxx.2","admin","","UserID2","PC2"
"10.xx.xxx.3","admin","","UserID3","PC3"
```

Note: the password will be output as blank character.

When the processing failed, a message indicating failure will be output. Please refer to "3.3.8 Messages Output in Registration Command of Operation Management Target PC Information" for details.

# 1.15 dtpctlusr.exe(Modifying User of Standard Database)

**Functionality**

This command is used to modify the user of standard database.

This command is required when the user of standard database performs the following operations.

- Expand the operating environment by using operation environment maintenance guide

- Backup standard database through SWDTP_dbbk.exe

- Restore standard database through SWDTP_dbbk.exe

- Collect logs through Dtplook.exe

**Record format**

| dtpctlusr.exe | {/g|/r} User ID |
|---|---|

**Option**

/g:

Add the specified user ID as user of standard database.

/r:

Delete the specified user ID from users of standard database.

User ID:

Specify the user ID hoping to modify the user of standard database.

Please specify user ID with Administrators group authority on local computer.

This item is required to specify letters and numerals within 18 characters or Japanese string within 9 characters, and they cannot be omitted.

When specifying the letters and numerals, it is required to specify one of letters, "@", "\" and "#" in the beginning characters.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

The following folder in CS:

| CS Installation Directory \bnserv\bin |
|---|

**Authority required for execution/executing environment**

- It is required to construct or expand Windows logon user of operating environment through operation environment maintenance guide.

- The Administrators group authority is required.

- Please execute on PC with CS installed.

**Cautions**

- When expanding the operating environment through operation environment maintenance guide, the user ID used when the user of standard database expands the operating environment will be saved only, and other user ID will be deleted.

When the user apart from user ID used during expanding operating environment is required, please use this command again to add user.

- If an error occurs when specifying user ID, the error message of "An exception occurred in the system. Please contact the system administrator ([code:10])" will be output, therefore, please confirm the characters that can be specified.

**Command execution example**

Please add user ID "fujitsu" as user.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpctlusr.exe" /g fujitsu

# 1.16 dtpdlt.exe(Deleting Inventory)

**Functionality**

PC Inventory in [PC Information] - [Inventory Information] of main menu can be deleted by this command.

**Record format**

| dtpdlt.exe | /p [/s] /f: File Name of Deletion List |

**Option**

/p

Specify PC Inventory to be deleted. This option cannot be omitted.

/s

In the case that deletion failed, specify it when the execution is interrupted in the midway. When omitting, even if an error occurs, the execution can still be continued.

/f: File Name of Deletion List

Specify the name of deletion list file that records deletion object PC and user.

Specify the file with absolute path. If the path contains space, please enclose the whole path in quotes. In addition, the maximum number of characters of characters that can be specified is 256 characters excluding the quotes.

For the file of deletion list, please refer to "2.5.2 List File of Deletion".

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

The following folder in CS:

CS Installation Directory \bnserv\bin

**Authority required for execution/executing environment**

- Administrator authority is required.

- Please execute on PC with CS installed.

**Cautions**

- If the output file exists, overwrite it. If the file created previously is required, please modify the file name or move this file to another location before executing this command.

- When it is abnormally ended, a file (dtpdlterr.csv) of error deletion list will be created under the current directory of the executed command.

**Command execution example**

Specify the deletion list file "C:\dellist.csv", and delete Inventory information.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpdlt.exe" /p /f:"C:\dellist.csv"

**Execution result/output format**

The format of output file is the same as that of Master data file.

The format of the error deletion list file is the same as that of deletion list file. By referring to the error details file ("Desktop Patrol Installation Directory\log\dtpdlt.log"), exclude the causes of exception, and the Inventory that failed to be deleted can be used as deletion list file next time.

The examples of error details file are shown as follows:

03/01/2006 11:15:25 There is abnormity in the data. [Corresponding Line] = The 20th line [PC Name] = PC01 [User ID] =000001 [Details] = Character type error

03/01/2006 11:15:26 Fail to input or output to the deletion list.

03/01/2006 11:15:27 Fail to delete a PC.

03/02/2006 13:20:58 The corresponding PC does not exist.[Corresponding Line] = The 10th line [PC Name] = PC01 [User ID] = 000010

03/02/2006 13:21:28 An error occurred in database.

03/02/2006 13:21:30 Fail to delete PC.

**File format**

| Item | Description |
|------|-------------|
| Time | Time to execute commands |
| Contents | Exceptional contents |

**Error contents**

| Contents | Variable Information | Cause | Resolution |
|----------|---------------------|-------|------------|
| An exception occurred in the data. [corresponding | %s1: the corresponding line of deletion list file with exception | The format of deletion list file is abnormal. | Please confirm the deletion object PC and user ID, and modify them |

| Contents | Variable Information | Cause | Resolution |
|---|---|---|---|
| line] = %s1 %s2 [Details] = %s3 | %s2: PC name, user ID with exception<br><br>%s3: Detail code of exception<br><br>  1: the number of characters is incorrect<br><br>  2: the type of characters is incorrect | | as the correct PC name and user ID. |
| Failed to input or output %s. | %s: deletion list file or error details file | A temporary input or output error occurred. | Please execute the deletion command again.<br><br>If the problem still cannot be solved, please confirm whether any error has occurred in OS system. |
| Error occurred in the database. | - | Error occurred in the database. | Please confirm whether an exception has occurred in database and exclude the causes of exception. |
| The corresponding PC does not exist. [corresponding line] = %s1 %s2 | %s1: the corresponding line of deletion list file with exception<br><br>%s2: the PC name, user ID with exception | The PC corresponding to the PC name and user ID does not exist. | Please confirm the deletion object PC and user ID, and modify them as correct ones. |
| Failed to delete PC.<br><br>[Input Item] = %d1<br><br>[Managed Item] = %d2<br><br>[Error Item] = %d3 | %d1: the total number of deletion object PCs<br><br>%d2: the number of PCs deleted successfully<br><br>%d3: the number of PCs that are failed to be deleted | - | Please refer to the error log message output before this log message and solve the problem. |

When the processing failed, a message indicating failure will be output. Please refer to "3.3.4 Messages Output in Inventory Output Command" for details.

# 1.17 dtpfinfo.exe(Getting Detailed Information of Execution File)

**Functionality**

This command is used to output the detailed information of execution file (exe) in user environment.

After uploading the execution results of this command to CS through main menu, the required definition information can be set in the following functions.

- Software operation status function (PE title definition)

- File search function (file module definition)

- Detection function of prohibition software (file condition definition)

**Record format**

| dtpfinfo.exe | [Object Folder Name] |
| | [Object File Name] |
| | [-c Object Folder Name] |
| | [-o Output File Name] |

**Option**

None

When executing without specified option, get the detailed information of files saved in current folder and its subfolder.

Output dtpfinfo.dat file to the current folder.

Object Folder Name

Get the detailed information of all files in the specified object folder and its subfolder, and output results.

This option specifies the name (not including the file name) of folder for saving object files that gets detailed information.

Please specify this option with absolute path, and when the path contains space, enclose the whole path in quotes.

In addition, apart from the quotes, the maximum string of 256 characters can be specified.

Object File Name

This option specifies the name of object file that gets detailed information.

Please specify with absolute path, and when the path contains space, enclose the whole path in quotes.

In addition, apart from the quotes, the maximum string of 256 characters can be specified.

-c Object Folder Name

Get the detailed information of all files (not including the subfolder) in the specified object folder, and output results.

Specify the object folder name according to the name of folder for saving the object files that gets detailed information. (not including the file name)

Please specify the object folder with absolute path, and when the path contains space, enclose the whole path in quotes.

In addition, apart from the quotes, the maximum string of 256 characters can be specified.

-o Output File Name

Specify the name of file that outputs detailed information.

When the path of output file name contains space, please enclose the whole path in quotes.

In addition, apart from the quotes, the maximum string of 256 characters can be specified.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

- Download through any one of the following link in main menu.

    - [Environment Setup] - [Settings of Software Auditing] - [Add User Definition]

    - [Environment Setup] - [Settings of Software Auditing] - [Add prohibition Software]

- The following folder in CS:

| CS Installation Directory \FJSVsbtrs\bin |
| --- |

## Authority required for execution/executing environment

- The authority for accessing to specified file/folder is required.

- The authority for outputting file to command execution folder is required.

## Cautions

- The authority for accessing to all files under folder specified in object folder is required.

- The network path is not object. Please be sure to specify the local drive for object folder name and file name.

- This command will not treat the name of file that contains Unicode as object.

- When the output file has existed, overwrite it or delete it when an exception occurs. When the file previously created is required, please modify the file name or move it to other location before executing the command.

- Please do not edit the output file.

## Command execution example

- Get the information under the current folder (including subfolder), and output dtpfinfo.dat file to the current folder.

| "C:\temp\dtpfinfo.exe" |
| --- |

- Get the detailed information of all files under C:\files folder (including subfolder), and output dtpfinfo.dat file to the current folder.

| "C:\temp\dtpfinfo.exe" "C:\files" |
| --- |

- Get the detailed information of C:\files\sample.exe file, and output dtpfinfo.dat file to the current folder.

| "C:\temp\dtpfinfo.exe" "C:\files\sample.exe" |
| --- |

- Get the detailed information of files under C:\files folder (not including subfolder), and output dtpfinfo.dat file to the current folder.

| "C:\temp\dtpfinfo.exe" -c"C:\files" |
| --- |

- Get the detailed information of all files under C:\files folder (not including subfolder) and C:\test folder (including subfolder), and output dtpfinfo.dat file to the current folder.

| "C:\temp\dtpfinfo.exe" -c"C:\files" "C:\test" |
| --- |

- Get the information under current folder (including subfolder), and output C:\test\sample.dat file.

| "C:\temp\dtpfinfo.exe" -o"C:\test\sample.dat" |
| --- |

- Get the detailed information of all files under C:\files folder (including subfolder), and output C:\test\sample.dat file.

| "C:\temp\dtpfinfo.exe" "C:\files" -o"C:\test\sample.dat" |
| --- |

**Execution result/output format**

When executing the command normally, the following message will be output, and output dtpinfo file to command execution folder.

Command execution succeeded.

Total files:25

When the processing failed, a message indicating failure will be output. Please refer to "3.3.14 Message Output in Detailed Information Getting Command of Execution File" for details.

# 1.18 dtpinvdl.exe(Exporting Inventory Information)

**Functionality**

This command is used to output the Inventory information on the PC on which it is executed.

**Record format**

| dtpinvdl.exe | /t Type [/s Section Code] [/i] /o Output File Name [/w] |

**Option**

/t Type

Please specify the type of output information (hardware information/software information).

Type

h: output hardware information.

s: output software information.

a: output add or remove programs.

p: output application status of security patch.

v: output application status of anti-virus software.

/s Section Code

Please specify the section code of output object. When /s is omitted, all the sections will become the output objects.

/i

Please specify it when aggregating all sections of the subordinate specified section. If it is omitted, the specified section will be aggregated excluding the subordinate sections.

When specifying hardware information in /t option, aggregate all subordinate sections of specified section that is not related to the specification of this option.

/o Output File Name

Please specify the output file name (including extension). Its extension is ".csv".

Please specify the output file with absolute path, and when the path contains space, enclose the whole path in quotes. In addition, apart from quotes, please specify the maximum string of 256 characters.

/w

Specify when outputting by using the format that is the same as that downloaded from [PC Information] - [Inventory Information] window in main menu.

This option is only valid when the hardware information has been specified in /t option.

**Command saving location**

The following folder in CS:

CS Installation Directory \bnserv\bin

**Authority required for execution/executing environment**

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

**Cautions**

When the output file has existed, overwrite it. When the file previously created is required, please modify the file name or move it to other location before executing the command.

**Command execution example**

Create the hardware information under section code A001 in the file C:\inv\hard_inf.csv.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpinvdl.exe" /th /sA001 /oC:\inv\hard_inf.csv

Create the hardware information of the whole company in the file C:\inv\hard_inf.csv.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpinvdl.exe" /th /oC:\inv\hard_inf.csv

**Execution result/output format**

The format of output file is the same as the format of 2.2.1 Inventory Information File , 2.2.4 Software Operation Status Information File , 2.2.2 Add or Remove Programs Information File, 2.2.5 Security Patch Installation Status Information File and 2.2.6 Antivirus Software Application Status Information File .

When the processing failed, a message indicating failure will be output. Please refer to "3.3.3 Messages Output in Inventory Information Export Command" for details.

# 1.19 DtpKitingCT.exe(Changing CT Operating Environment)

**Functionality**

When Kitting of CT is unfolded, install one CT as model, copy its hard disk image and unfold it. After then this command can be used to modify the CT operating environment.

**Record format**

| DtpKitingCT.exe | [-pc PC Name] [-id User ID] [-sv Connection Target Server Name] [-ps Proxy Server Name] [-pn Proxy Port Number] |
|---|---|

## Option

-pc PC Name

Specify when modifying PC name. At most the characters of 20 characters can be specified. The single-byte letters and numerals can be used. The Japanese, space and the following symbols cannot be specified.

"+", "*", "?", "<", ">", ",", ";", ":", "\", "/", """, "|"

-id User ID

Specify when modifying user ID. At most the characters of 20 characters can be specified. The single-byte letters and numerals, and single-byte symbols such as "-", "@", ".", "_" can be specified. When specifying the English letters, it is required to be case-sensitive.

-sv Connected Target Server

Specify when modifying the connected target server name. At most the characters of 256 characters can be specified. The letters and numerals, "-" and "." can be specified.

-ps Proxy Server Name

Specify the Proxy server name. At most the characters of 256 characters can be specified. The letters and numerals, "-" and "." can be specified.

-pn Proxy Port Number

Specify the port number that is used to communicate with Proxy server.

A numeral that can be specified in port number is within a range from 1 to 65,535.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

Systemwalker Desktop Patrol will install the following folder of CD-ROM.

Utilities\tool\kitting

## Authority required for execution/executing environment

Please execute on PC with CT installed.

## Cautions

- When executing this command, it is required to unfold the installed CT or image. At this moment, please note the following points:

  - Set CT installation target correctly in registry.

    As the value of registry key "InstallPath", confirm that the CT installation target has been set.

    | Registry Path | HKEY_LOCAL_MACHINE\SOFTWARE\Fujitsu\ ITBudgetMGR\CurrentVersion\Install |
    |---|---|
    | Registry Key | InstallPath |

  - As the environment setup of model CT, the value of connection server is displayed as blank.

    Please confirm the value of connection server according to the following steps.

    a. Select [Program] - [Systemwalker Desktop Patrol CT] - [Environment Setup] from start menu.

b. Select [Server Switch] tab in [Environment Setup] tab.

c. Confirm the item name is the bar of "Connection Server".

- Please confirm that "Environment Setup" window of CT is not started on the PC where this command is executed.

- When using this command to modify CT operating environment, please restart PC. Or please restart "ITBudgetMGR (INV)" service.

- When using this command, please save "DtpKitingCT.dat" under the command saving folder to the folder where "DtpKitingCT.exe" is saved.

## Command execution example

- Modify the PC name as "p0001".

```
"C:\tmp\DtpKitingCT.exe" -pc p0001
```

- Modify the PC name as "p0001", user ID as "u0001" and the connection server as "s0001".

```
"C:\tmp\DtpKitingCT.exe" -pc p0001 -id u0001 -sv s0001
```

## Execution result/output format

When executing the command normally, the following message will be output.

```
OK: update success
```

When the processing failed, a message indicating failure will be output. Please refer to "3.1.8 Messages Output When Changing CT Operating Environment".

# 1.20 dtplocaldic.exe(Creating User Asset Software Dictionary)

## Functionality

This command creates software dictionary definition for "Add or Remove Program" information collected by each PC, and adds it to software dictionary user definition.

When adding the License management software, execute properly according to requirements.

## Record format

| dtplocaldic.exe | [/g Software Dictionary Group Name] [/u User ID] [/p PC Name] [/a] [/d] |
|---|---|

## Option

/g Software Dictionary Group Name

Specify the managed group name. The maximum number of characters that can be specified is 60 characters.

The specified group name is added to the following locations of main menu.

[Software Dictionary] - [User Definition] - [Group Name] tree of [Environment Setup] -[Settings of Software Auditing] window

When omitting this option, the following group name of main menu will be used by default.

[Software Dictionary] - [User Definition] - [Install Software] tree of [Environment Setup] -[Settings of Software Auditing] window

/u User ID

According to "Add or Remove Program" information of specified user ID, create the definition of software dictionary. By comparing with all users information according to screening of user ID, it is able to reduce the amount of information when creating definition.

/p PC Name

According to "Add or Remove Program" information of specified PC, create the definition of software dictionary. By screening based on PC name, the License management model PC can be used.

/a

Though the software with the same name has existed in the software dictionary, the software name will also be modified and added. "(Duplicate)" can be added in the end of software name after rename.

/d

When the software with the same name has existed in the software dictionary, the software name that cannot be added with definition will be output. When /a option is specified at the same time, the renamed software name will be output normally.

## P Point

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

**License Management Model PC**

It indicates PC with License management target software product installed.

By installing the software product ready to manage License in specific PC in advance, collect Inventory. Specifying this PC name by using user asset software dictionary creation command can reduce the amount of information as user definition of License management target.

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

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

CS Installation Directory \FJSVsbtrs\bin

## Authority required for execution/executing environment

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

## Cautions

- When the software with the same name has existed in the software dictionary, do not add, and the existed software can be defined first. But when specifying /a option, though the same name has existed in the software dictionary, also add the definition. Specify /a option and attach "(Duplicate)" to the location following the added software name.

## Command execution example

According to "Add or Remove Program" information of "user01" and "PC01", create the user definition in "Section Asset Application" of group name.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\dtplocaldic.exe" /g Section Asset Application /
u user01 /p PC01
```

## Execution result/output format

Output the following messages after execution.

- When /d option is not specified

```
SoftwareLicense applied OK.
Total record:124
- Newly Addition :118
- Already Existing:6
```

- When specifying /d option and executing it

```
SoftwareLicense applied OK.
Total record:124
- Newly Addition :122
- Already Existing:2
```

-

- When /a and /d option have been specified and executed

```
SoftwareLicense applied OK.
Total record:124
- Newly Addition :118

- Renamed:

Systemwalker Assets Management CT V14.2.0(Duplicate)
- Already Existing:6
```

When the processing failed, a message indicating failure will be output. Please refer to "3.3.12 Messages Output in User Asset Software Dictionary Creation Command" for details.

# 1.21 dtpmast.exe (Constructing Master Data)

## Functionality

This command can perform upload and download in [Environment Setup] - [User Management] and [Section Management] of main menu.

## Record format

| dtpmast.exe | /s|/d|/g /m Type /f File Name [/e Error File Name] |
|---|---|

## Option

/s|/d|/g

Specify upload (register, update), upload (delete) or download of Master data.

/s: upload (register/update)

/d: upload (delete)

/g: download

/m Type

    Specify the type of Master data.

    e: user management information

    g: section management information

    b: building management information

/f File Name

    Specify the name of the file to be uploaded during uploading (/s, /d), and specify the name of the file to be output during downloading (/g).

    Please specify the output file with absolute path, and when the path contains space, please enclose the whole path in quotes. In addition, apart from the quotes, the maximum string of 256 characters can be specified.

/e Error File Name

    Specify the name of error file that outputs the error information.

    The name of error file with extension ".dtl" cannot be specified as a file name.

    When uploading (/s, /d), this option cannot be omitted. In addition, when downloading (/g), this option is not required and invalid when specifying.

    Please specify the error file with absolute path and when the path contains space, please enclose the whole path in quotes. In addition, apart from quotes, the maximum string of 256 characters can be specified.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

| CS Installation Directory \bnserv\bin |
| --- |

## Authority required for execution/executing environment

- Please execute by using user with Administrator authority.

- Please execute on PC with CS installed.

## Cautions

- If the output file has existed, overwrite it or delete it when an exception occurs. When the file created previously is required, please modify the file name or move this file to another location before executing this command.

- If an exception occurs while uploading, the exceptional contents become a error details file and the error file with extension ".dtl" is created by specifying the /e option.

- The output order of error files when uploading the section management information may be different from the input order of the Master data file.

## Command execution example

When downloading user management information to C:\mast\emp.csv

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpmast.exe" /g /me /fC:\mast\emp.csv
```

## Execution result/output format

The format of error file is in the same format of Master data file. By referring to the error details file (error file's extension is ".dtl"), and managing and modifying the corresponding position of the error file, for the Master data that failed to be registered, updated or deleted, the error file can be used for file uploading next time.

The example of error details file is shown as follows:

```
Comment line

Comment line

3, User Name, Error Data

4, E-mail Address, Incorrect Item Length
```

**File format**

| No. | Item | Decription |
|-----|------|------------|
| 1 | Line Number | Line number of error file |
| 2 | Item | Item name of exceptional causes |
| 3 | Contents | Exceptional contents |

**Error contents**

| Exceptional Contents | Cause | Resolution |
|----------------------|-------|------------|
| Matching of double quotes | Double quotes are not used correctly to enclose the items. | Please enclose each item with double quotes correctly. |
| Invalid data | The item number of data is insufficient. | Please confirm whether the item number is correct and record the required items. |
| Incorrect item length | The item length is not correct. Or though it is required item, the item record is still blank. | Please confirm the item length and items, and modify it as correct ones. |
| Incorrect data | Characters that are not allowed in items are contained. | Please confirm the items and modify to the characters that are allowed in items. |
| Incorrect scope | The section level is over 100. | Including management targets, please modify section level to be less than 100. |
| Lack of key data | The user ID, section code or building code are not specified. | Please confirm whether the item is correct and record the required items. |
| Lack of corresponding data | The item of update object and deletion object do not exist. | Please confirm whether the items as deletion objects are correct. If it is no longer required, delete the corresponding line in the error file. |
| Excluded from the object | Specify the section code of a object that is registered or updated in the upstream section. | Please confirm the upstream section code and modify it as the correct one. |

| Exceptional Contents | Cause | Resolution |
|---|---|---|
| Section level circulation error | The section level is specified as a circle. | Please confirm the upstream section code and modify it as the correct one. |
| PC error | The PC Inventory has existed on PC of user management to be deleted, so it cannot be deleted. | Please confirm the users to be deleted and then modify them as correct users. Normally, please delete Inventory of PC as required. |
| Current License error | The License has existed on PC of user management to be deleted, so it cannot be deleted. | Please confirm the users to be deleted and then modify them as correct users. Normally, please delete Inventory of PC when it is required to delete License first. |
| Outside of the bottom | Prepare to delete the section outside of the bottom. | The subordinate sections of the deletion object should also be added to the deletion target list. |
| Unable to delete | Prepare to delete system account user, or there is no authority for deleting the object section. | Unable to delete a system account user who manages user information. Please delete it after modifying the account as a section management account or a user account.<br><br>In addition, please confirm whether the section of deletion object is correct. If it is no longer required, delete the corresponding line in the error file. |
| Database error | An exception may occur in the database. | Please confirm whether an exception occurred in the database, and exclude the causes of exception. |
| Unable to update | Prepare to update or delete a user ID that is logging on. | Please try again after the user logs off or wait a while. |

When the processing failed, a message indicating failure will be output. Please refer to "3.3.1 Messages Output in Master Data Construction Command" for details.

# 1.22 dtpmstcv.exe(CSV Conversion of Master Data)

## Functionality

This command converts the Master data in CSV format created in the version prior to Systemwalker Desktop Patrol V13.0.0 into a new format later than Systemwalker Desktop Patrol V13.0.0.

## Record format

| Dtpmstcv.exe | Input File Name |
|---|---|

## Option

Input File Name:

Specify the file list (ini file) of conversion object. It cannot be omitted.

When the path contains space, please enclose the whole path in quotes. In addition, apart from quotes, the maximum string of 256 characters can be specified.

The format of the file list of conversion object is shown as follows:

```
[USER]
EMP_FILE=c:\v12\emp.csv  ・・・・・ Employee Master CSV (Input)
SECT_FILE=c:\v12\sect.csv ・・・・・ Affiliated Master CSV (Input)
MAIL_FILE=c:\v12\mail.csv ・・・・・ E-mail Master CSV (Input)
PASS_FILE=c:\v12\pass.csv ・・・・・ Password Master CSV (Input)
OUT_FILE=c:\v13\user.csv ・・・・・ New User Management Information CSV (Output)
[GROUP]
GRP_FILE=c:\v12\grp.csv ・・・・・ Section Mater CSV (Input)
OOUT_FILE=c:\v13\grp.csv ・・・・・ New Section Management Information CSV (Output)
[ERROR]
ERR_FILE=c:\v13\err.dtl ・・・・・ Error Details File
```

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

```
CS Installation Directory \bnserv\bin
```

## Authority required for execution/executing environment

- Administrator authority is required.

- Please execute on PC with CS installed.

## Cautions

When the specified output file has existed in OUT_FILE parameter of conversion object file list, overwrite it or delete it when an exception occurred. If the file created previously is required, please modify the file name or move this file to another location before executing this command.

## Command execution example

Specify the conversion object file list "C:\mast\dtpmstcv.ini", and converts Master data.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtpmstcv.exe" C:\mast\dtpmstcv.ini
```

### Execution result/output format

As the conversion source data format causes the failure, the causes of exception will be output to the error details file specified in ERR_FILE parameter of conversion object file list.

An example of an error details file is shown as follows:

> File: emp.csv Line: 90 Double quotes are not matching.
>
> File: mail.csv Line: 50 The corresponding user ID: ABC000001 does not exit.

#### File format

| No. | Item | Description |
|-----|------|-------------|
| 1 | Contents | Exceptional contents |

#### Error contents

| Exceptional Contents | Variable Information | Cause | Resolution |
|---------------------|---------------------|-------|------------|
| File: %s Line: %d Double quotes are not matching. | %s: Input file name<br>%d: incorrect line number exists | Double quotes are not correctly used to enclose the items. | Please enclose each item with double quotes correctly. |
| File: %s Line: %d The corresponding user ID: %s does not exist. | %s: Input file name<br>%d: incorrect line number exists<br>%s: user ID | The data corresponding to user ID of input data does not exist in the employee Master of conversion object (old CSV format). | Please check the conversion object file and confirm whether the user ID is correctly defined. |

When the processing failed, a message indicating failure will be output. Please refer to "3.3.2 Messages Output in Master Data CSV Export Command" for details.

# 1.23 dtppcmst.exe(Registering PC)

## Functionality

To create policy groups while PCs are not managed by CS during the installation or before the connection, this command is used to upload multiple PCs to register in advance.

## Record format

| dtppcmst.exe | /s\|/d /f File Name /e Error File Name |
|---|---|

## Option

/s|/d

　　Specify upload (register, update), upload (delete) of PC list.

　　/s: upload (register, update)

　　/d: upload (delete)

**/f File Name**

Specify the file name of PC list to be uploaded, registered, updated or deleted.

When the path contains space, please enclose the whole path in quotes. In addition, apart from the quotes, the maximum string of 256 characters can be specified.

For the PC list file, please refer to "2.5.1 PC List File".

**/e Error File Name**

Specify the name of error file that outputs the error information. This option cannot be omitted.

The name of error file with extension ".dtl" cannot be specified as the file name.

Please specify the error file with absolute path. When the path contains space, please enclose the whole path in quotes. In addition, apart from the quotes, the maximum string of 256 characters can be specified.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

CS Installation Directory \bnserv\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- Please execute on PC with CS installed.

## Cautions

- If the output file has existed, overwrite it or delete it when an exception occurred. If the file created previously is required, please modify the file name or move this file to another location before executing this command.

- If exception occurs while uploading, the exceptional contents will become the error details file, and the error file with extension ".dtl" specified in /e option can be created.

## Command execution example

When uploading the registered PC list:

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\dtppcmst.exe" /s /fC:\mast\pcmst.csv /eC:\mast \err.csv

## Execution result/output format

The format of error file is in the same that of PC list file. By referring to the error details file (error file's extension is ".dtl"), and managing and modifying the corresponding position of the error file, for the Master data that failed to be registered, updated or deleted, the error file can be used for file uploading next time.

The error details file is shown in the following example:

Comment Line

Comment Line

3, PC Name, Incorrect Data

4, PC Name, Incorrect Item Length

**File format**

| No. | Item | Description |
|---|---|---|
| 1 | Line Nmber | Line number of error file |
| 2 | Item | Item name of exceptional causes |
| 3 | Contents | Exceptional contents |

**Error contents**

| Exceptional Contents | Cause | Resolution |
|---|---|---|
| Matching of double quotes | Double quotes are not used correctly to enclose the items. | Please enclose each item with double quotes correctly. |
| Invalid data | The item number of data is insufficient. | Please confirm whether the item number is correct and record the required items. |
| Incorrect item length | The item length is not correct. Or though it is required item, the item record is still blank. | Please confirm the item length and items, and modify it as correct ones. |
| Incorrect data | Characters that are not allowed in items are contained. | Please confirm the items and modify to the characters that are allowed in items. |
| Lack of key data | The user ID, section code or building code are not specified. | Please confirm whether the item is correct and record the required items. |
| Lack of corresponding data | The item of update object and deletion object do not exist. | Please confirm whether the items as deletion objects are correct. If it is no longer required, delete the corresponding line in the error file. |
| Database error | An exception may occur in the database. | Please confirm whether an exception occurred in the database, and exclude the causes of exception. |
| Repeated error | When the PC name and user ID specified in PC list file are the same as those collected in Inventory and as this PC has been managed, the PC cannot be registered. | Please confirm whether PC name and user ID are incorrect, and if it is not required, delete the corresponding line in the error file. |

When the processing failed, a message indicating failure will be output. Please refer to "3.3.5 Messages Output in PC Registration Command" for details.

# 1.24 EtpSoftDic.exe(Outputting Definitions of Software Search Conditions (File Search))

**Functionality**

This command outputs definitions of the software search conditions (file search) for Systemwalker Desktop Patrol License management.

Apply the output file to Systemwalker Centric Manager. When collecting Inventory through Systemwalker Centric Manager, the Inventory can be collected according to software search conditions of Systemwalker Desktop Patrol.

The SoftDicCMGR.exe command can be used to import the output files.

**Record format**

EtpSoftDic.exe

**Command saving location**

DTP Installation Directory \FJSVsbiis\bin

**Authority required for execution/executing environment**

- Administrator authority is required.

- Execute the command in CS or DS.

- This command is executed by system administrator.

**Cautions**

- Search conditions are valid if SearchSoftWare (*1) is true. It is not required to register a condition if it is false.

- Files are output in SJIS code.

*1: This is an item displayed in the output file. The file search is displayed as "true: to perform/false: not to perform".

**Command execution example**

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbiis\bin\EtpSoftDic.exe"

**Execution result/output format**

Output the following folder:

DTP Installation Directory \FJSVsbiis\env\SoftDic.txt

File format:

| Item | Value | Details |
|------|-------|---------|
| ENTRYnumber | 1 to n | File search (The valid software dictionary information are contents if it is true.) <br> True: perform/false: not perform |
| SearchSoftWare | True or false | Software name (It is got only when executing in CS.) |
| SoftWareName | Any string | Dictionary code |

| Item | Value | Details |
|---|---|---|
| ProductName | Any string | Search object file name |
| FileName | Any string | Version |
| Version | Any string | Search object<br><br>1: directory/2: file |
| ObjectType | Numeral | Update the date search according to file<br><br>True: perform/false: not perform |
| SearchUpdateTime | True or false | File update date<br><br>"-" follows the date indicating searching after the specified date, precedes the date indicating searching before the date, and is placed in between to demark a period subject to search. In addition, when there are multiple dates, "/" can be used for separation. |
| FileUpdateTime | YYYY.MM.DD.hh.mm.0 | Search object condition of file update date<br><br>1: the identical date; /2: after the specified; /3: before the specified; |
| UpdateTimeComp | Numeral | Search based on file size.<br><br>True: perform /false: not perform |
| SearchFileSize | True or false | File size |
| FileSize | Numeral | Object condition of file size search<br><br>1: the identical size; /2: the larger size /3: the smaller size |
| FileSizeComp | Numeral | File search (The valid software dictionary information are contents if it is true.)<br><br>True: perform/false: not perform |

x The definition information above is output for each object software subject to definition respectively.

When the processing failed, a message indicating failure will be output. Please refer to for "3.4.5 Messages Output in Inventory Collection Command Linked with Other Products" for details.

# 1.25 iissetup.exe([Other Products Linkage - Environment Setup])

**Functionality**

This commands calls the [Other Products Linkage - Environment Setup] dialog box. Use this command to select other products, to set interactive operations, and to set the user ID and the PC name

**Record format**

iissetup.exe

**Command saving location**

DTP Installation Directory \FJSVsbiis\bin

**Authority required for execution/executing environment**

- Administrator authority is required.

- Execute the command in CS or DS.

- This command is executed by system administrator.

**Cautions**

- Restart the Systemwalker Desktop Patrol services after modifying the setting of "Restart as a Resident Process" from "No" to "Yes".

- In [Linked Products], only one product can be selected. Please prepare another DS to enable operation in conjunction with multiple products.

- When [Specify User ID] and [Specify PC Name] have been specified, the object data of Inventory information (hardware information/ user information) will be used for the user ID and the PC name.

  - Those data override the human resources information definitions.

  - If those data are not specified, the user ID and the PC name in CS/DS can use the IP address.

- Use [Human Resources Information Definition] to perform the setting of users uniformly in CD/DS. Set (modify/delete) the user ID and PC name through the detected information.

  - In order to set human resources information definition, it is required to collect Inventory information from the product specified in [Linked Products]. (Automatically detected.)

**Command execution example**

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbiis\bin\iissetup.exe"

**Execution result/output format**

Display the [Products Link Settings - Environment] window.
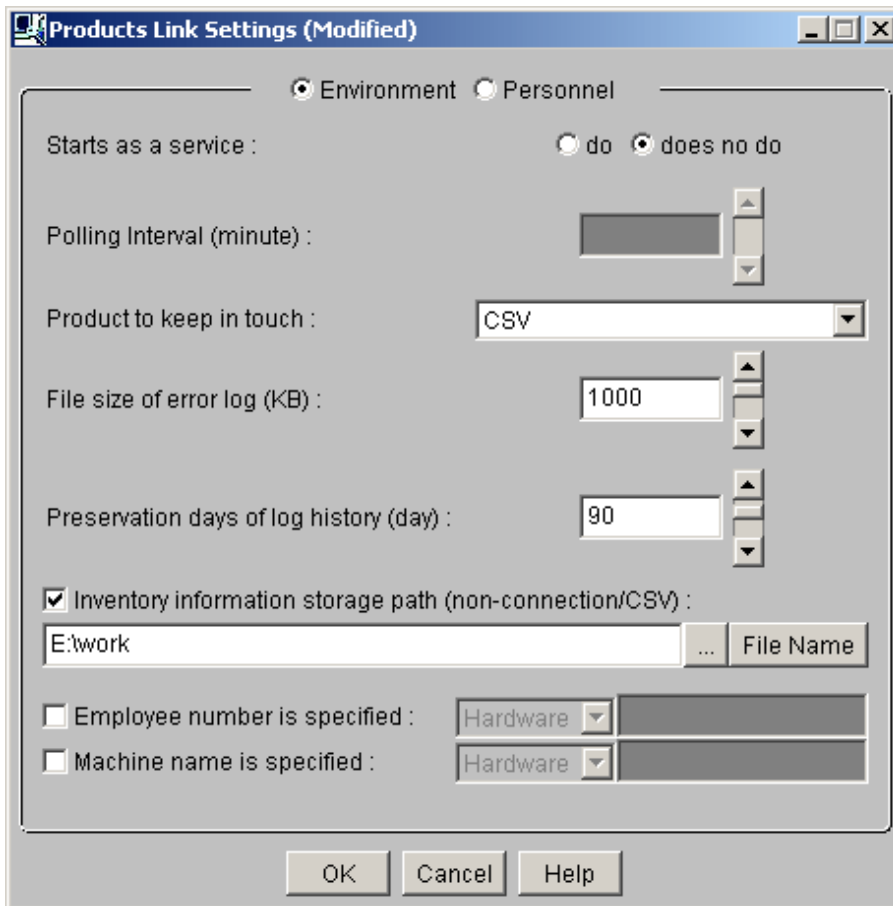
When the processing failed, a message indicating failure will be output. Please refer to "3.4.5 Messages Output in Inventory Collection Command Linked with Other Products" for details.

# 1.26 InvSend.exe(Importing Inventory Information)

**Functionality**

This command loads collected Inventory information into CS/DS.

The Inventory information collected on other products and information collected in Command Mode CT in Systemwalker Desktop Patrol can be managed by loading the Inventory information with this command.

**Record format**

| InvSend.exe | Abbreviated Product Name [Folder Name] |
|---|---|

**Option**

Abbreviated Product Name

Please specify the following product abbreviations.

| Abbreviated Product Name | Name of Linked Product | Linking Method |
|---|---|---|
| CMGR | Systemwalker Centric Manager | Automatic linkage |
| CSV | CSV File Linkage Interface | CSV data format file |
| CT | Command Mode CT | File output of command mode CT |

Folder Name

Specify the name of folder for saving Inventory information (hard.csv, soft.csv) imported from Systemwalker Centric Manager with absolute path.

When "CMGR" has been specified in abbreviated product name, this option can be specified only when the different saving type link with Systemwalker Centric Manager is performed.

## Return value

0: ended normally

1: ended abnormally

2: Syntax error or environment definition error

## Command saving location

DTP Installation Directory \FJSVsbiis\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- Execute this command in CS or DS.

- The command is executed by system administrator.

## Cautions

- To collect Inventory information manually, it is required to set [Restart as a Resident process] to "No" in [Other Products Linkage - Environment Setup].

- The following contents that are linked via files are required to set [Inventory Information Saving Path] in [Other Products Linkage - Environment Setup].

| Product Name/Format | Settings of Saving Path |
|---|---|
| CSV File Linkage Interface | Saving target folder path<br>Specified file name |
| Command Mode CT | Saving target folder path |

- In Systemwalker Centric Manager, only the client is treated as collection object of Inventory information by default. When Inventory information on the server is also collected, please edit the following file.

DTP Installation Directory \FJSVsbiis\env\FJSVsbiis.ini

Please delete "#CollectNode=all" comments (#) of above files.

As Systemwalker Desktop Patrol also imports Inventory information on same saving server based on this, please modify the settings as that Systemwalker Desktop Patrol does not collect Inventory information on same saving server.

- In Command Mode CT, the Inventory information file will be eliminated from the saving folder after being sent out. If transmission of Inventory information fails for some reason, that file remains in the saving folder.

**Command execution example**

C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbiis\bin\invSend.exe" CT

**Execution result/output format**

Please view the Inventory information in [PC Information] window of main menu.

When the processing failed, a message indicating failure will be output. Please refer to "3.4.5 Messages Output in Inventory Collection Command Linked with Other Products" for details.

**Log information**

The following log files are generated under the DTP Installation Directory \FJSVsbiis\log.

- InvCollectXXX.log (※ This file cannot be generated in Command Mode CT.)

- nvSendXXX.log

  ※ XXX is an abbreviation for a product name.

# 1.27 logcheck.exe(Detection Command of CT Operation Status)

**Functionality**

This command is used to collect CT status in CT and display CT status in Web Viewer.

It can be used when confirming the configuration value of main policies and CT operation status.

**Command format**

logcheck.exe

**Return value**

0: collect CT status, and display it in Web Viewer successfully.

Non-zero: execution is ended abnormally.

**Command saving location**

The following folder in CT:

CT Installation Folder \FJSVsbtrsc\bin

**Authority required for execution/executing environment**

- This command can be executed with authority of general user.

- Please execute on PC with CT installed.

**Command execution example**

Display CT's own status in CT.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrsc\bin\logcheck.exe"

**Execution result/output format**

Start the Web Viewer and display CT status in Web Viewer.

Exit this command when starting Web viewer. (It is not required to wait for closing Web Viewer and then exit this command.)

```
--------------------------------------------------------------------
 Basic Information
--------------------------------------------------------------------
PC Name
         dingxh
User ID
         10001
Connection server
         10.167.227.158
CTID
         1328330039+783BEE9F3B234793A97337D66403E7B5
Version
  V14.2.0-SN1090


--------------------------------------------------------------------
 at the next time of operation
--------------------------------------------------------------------
Policy Receiving and Update Application Reservation
         2/ 5/2012 17:39
Inventory Collection Reservation
         2/ 6/2012 0:00 -  2/ 7/20120:00
Diagnosis result display reservation of operation settings
         nothing
Time to access system standby
         nothing


--------------------------------------------------------------------
 at the last time of operation
--------------------------------------------------------------------
Policy Receiving Time
         2/ 5/2012 14:39
Policy Receiving Result
        Succeeded
Inventory Collection Time
         2/ 5/2012 2:13
Inventory Collection Result
        Succeeded


--------------------------------------------------------------------
 Settings status of policy
--------------------------------------------------------------------
Confirm the interval of policy
        180min
Specify Inventory Collection Date
        Everyday
```

```
02:14    Inventory Collection        Succeeded
05:12    Policy Receiving            Succeeded(Without changed)
08:12    Policy Receiving            Succeeded(Without changed)
09:52    Lock the computer
09:52    User Switch                 Administrator
10:27    Lock the computer
10:27    User Switch                 Administrator
10:41    Lock the computer
10:42    User Switch                 Administrator
10:55    Service is stopped
10:55    Service is started
10:56    Windows Logon
11:04    Policy Receiving            Succeeded(Without changed)
14:06    Service is started
14:06    User Switch                 Administrator
14:06    Windows Logon               Administrator
14:34    Service is started
14:34    User Switch                 Administrator
14:34    Windows Logon               Administrator
14:39    Policy Receiving            Succeeded(With changed)


-------------------------------------------------------------------
 Security patch List
-------------------------------------------------------------------
======== Patches which have not been applied List ========
Patches which have not been applied are not detected

======== Applied security patch List  ========
The applied security patch does not exist


-------------------------------------------------------------------
 Software list
-------------------------------------------------------------------
======== The distributed software ========
The distributed software does not exist

======== The downloaded/executed software ========
The downloaded/executed software does not exist


-------------------------------------------------------------------
 Distribution file list
-------------------------------------------------------------------
======== The distributed task ========
The distributed task does not exist
```

For the contents of each displayed item, please refer to descriptions of "Check CT Operation Status" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

# 1.28 logcheckcs.exe(Detection Command of CT Operation Status in CS)

**Functionality**

According to information managed by CS in CS, this command displays the status of each CT in Web Viewer.

It can be used to confirm the configuration value of main policies and CT operation status.

Specify the specified CT in the option of command.

**Record format**

Display user ID, PC name, connection server and CT status that is partially matching search string.

In addition, it is not case-sensitive during searching.

| logcheckcs.exe | [-a]<br>Search String |
|---|---|

Display the user ID, PC name and CT status of connection server specified in variable.

In addition, it is case-sensitive during searching.

| logcheckcs.exe | [-a]<br>[-u User ID]<br>[-p PC Name]<br>[-s Connection Server] |
|---|---|

Any one of -u, -p, -s option shall be specified.

**Option**

-a

When this option has been specified, display all operation status.

When this option has not been specified, display the recent two days' operation status.

Search String

Confirm whether the specified string has existed according to collected Inventory information (user ID, PC name, connection server).

When the string has existed, display the information of this CT.

It is not case-sensitive during searching.

-u User ID

Specify user ID that displays CT.

It is case-sensitive during searching.

-p PC Name

Specify the PC name that displays CT.

It is case-sensitive during searching.

-s Connection Server

Specify the connection server that displays CT.

It is case-sensitive during searching.

**Return value**

0: collect CT status, and display it in Web Viewer successfully.

Non-zero: ended abnormally.

**Command saving location**

| CS Installation Folder \FJSVsbtrs\bin |
|---|

**Authority required for execution/executing environment**

- Administrator authority is required.

- Please execute on PC with CS installed.

**Command execution example1**

Display CT status specified in search string in CS.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\logcheckcs.exe" yama
```

Display user ID, PC name and CT of connection server that match yama specified in search string by list.

```
No User ID PC Name Connection Server
--------------------------------------------------------------------
1 YamadaTaro tokyo02 ds1.example.com
2 YamamotoHanako tokyo03 ds1.example.com
3 SatoJiro toyama01 ds2.example.com
Please output number (ended with q):
```

Output the number of corresponding CT here.

**Command execution example2**

Display the CT status that matches the specified user ID, PC name and connection server in CS.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\logcheckcs.exe" -u User -p PC -s
ds.example.com
```

**Command execution example3**

In user ID, PC name and connection server in CS, omit part parameters and display CT status.

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\logcheckcs.exe" -u User
```

Display the CT that matches specified parameter by list.

```
No User ID PC Name Connection Server
-------------------------------------------------------
1 User PC1 ds.example.com
2 User PC2 ds.example.com
Please input number (ended with q):
```

Input the number of corresponding CT here.

**Execution result/output format**

Start Web Viewer, and display the status of corresponding CT in Web Viewer.

Exit this command when already starting Web Viewer. (It is not required to wait for closing Web Viewer and just exit this command directly.)

For the details of displayed contents, please refer to "1.27 logcheck.exe(Detection Command of CT Operation Status)".

# 1.29 mailenv.exe([E-mail Environment Setup])

**Functionality**

To send Inventory information by e-mail to CS/DS, it is required to set the e-mail environment in CS. In addition, when receiving e-mail in DS, it is required to set the e-mail reception environment in the [E-mail Environment Setup] dialog box.

This command is used to call the [E-mail Environment Setup] dialog box to set e-mail environment.

**Record format**

mailenv.exe

**Command saving location**

DTP Installation Directory \FJSVsbiis\bin

**Authority required for execution/executing environment**

- Administrator authority is required.

- Execute this command in CS or DS.

- The command is executed by system administrator.

**Cautions**

- Please use only letters and numerals (ASCII code) for each item. The multi-byte characters cannot be used.

- After the Subject has been specified in [E-mail Environment Setup], only e-mail that matches the specified subject will be received.

- After [E-mail Environment Setup] has been set, please be sure to view the following manual and perform the recorded steps.

  - Steps recorded in "Setup of Inventory Collection through Command Mode CT" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

**Command execution example**

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbiis\bin\mailenv.exe"

**Execution result/output format**

Display the following window.
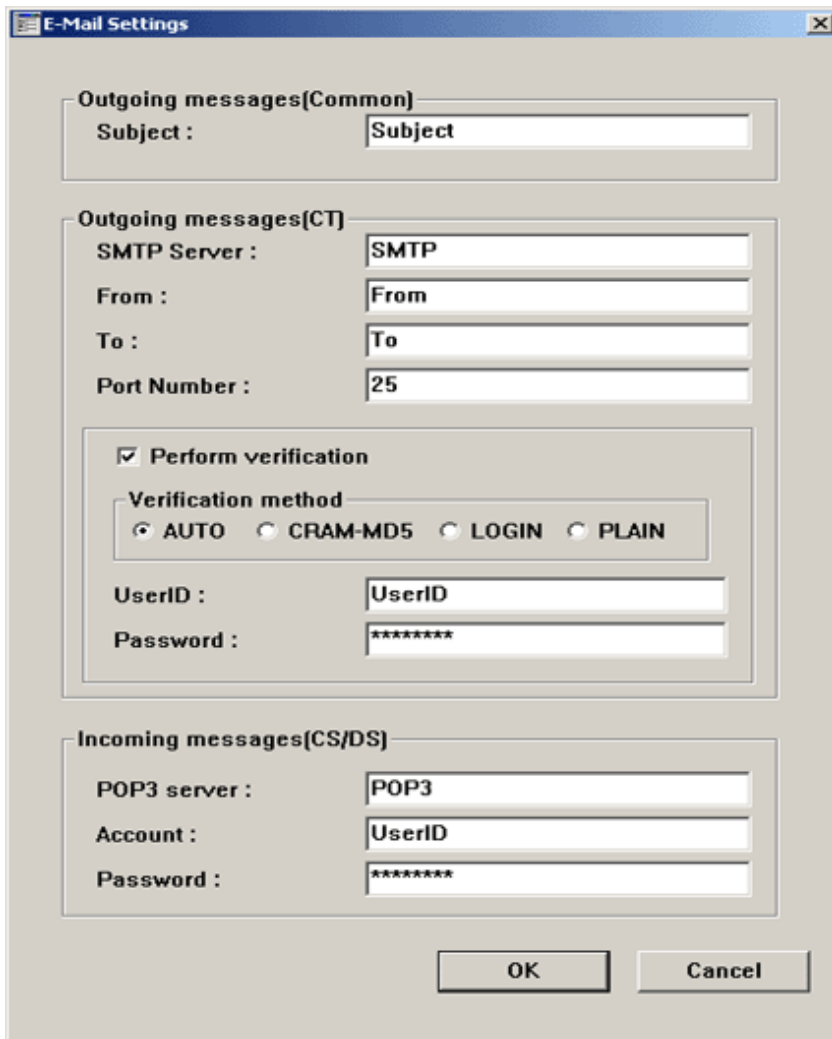
Note: [E-mail Settings] cannot be set under DS environment.

When the processing failed, a message indicating failure will be output. Please refer to "3.4.5 Messages Output in Inventory Collection Command Linked with Other Products" for details.

# 1.30 MBPolicy.exe(Mobile Environment Setup)

### Functionality

For DS that is used to connect to mobile PC, set the following client operation policies.

- Icon display of task tray (icon display of taskbar in case of Windows® 7 and Windows Server® 2008 R2)

- Send Inventory information that is not sent

- Whether CT operation status log has been sent

- Patch application search method of start menu

- Message display when the software begins to be downloaded automatically

### Record format

| MBPolicy.exe | -host hostname<br>[-daemon.trayicon {on\|off}]<br>[-inventory.transfer.resendsfirst {on\|off}]<br>[ -collect.ctlog {on\|off} ]<br>[ -patch.start.mode {1\|2\|3} ]<br>[ -autodownload.showmessage {0\|1\|2} ] |
| --- | --- |

| MBPolicy.exe | {-h\|-help} |
| --- | --- |

## Option

Apart from the special specification, each option is not case-sensitive.

-host hostname:

Specify the host name of DS that sets the operation environment for mobile PC (host name displayed in server list of [Environment Setup] - [CS/DS Settings and Operation Status] in main menu). When multiple host names are specified, "," can be used for separation. The host name is case-sensitive.

When -host is specified only and other option is not specified, the error message will be output.

-daemon.trayicon {on\|off}:

Enable/disable the icon display of Inventory collection status displayed in task tray (taskbar).

On:

Display icon in task tray (taskbar).

Off:

Not display icon (initial value) in task tray (taskbar).

-inventory.transfer.resendsfirst {on\|off}:

Enable/disable the function to send the Inventory information that is not sent during online.

On:

Enable the function to send the Inventory information that is not sent.

Off:

Disable the function (initial value) to send the Inventory information that is not sent.

-collect.ctlog {on\|off}:

Enable/disable sending CT operation status log.

On:

Send the CT operation status log to upstream server (initial value).

Off:

Not send the CT operation status log to upstream server.

-patch.start.mode {1\|2\|3}:

Specify the application method of [Application Patch] performed from start menu.

1:

Search all drives and apply patch (initial value).

2:

Search system folder and apply it.

3:

Perform the patch application according to "Unapplied Patch Information" detected in CS.

-autodownload.showmessage {0|1|2}:

    Specify whether to display messages when the software begins to be downloaded automatically.

    0:

        Not display messages (initial value).

    1:

        Display messages (only for [OK] button).

    2:

        Display messages ([OK] and [Cancel] button exist.).

-h|-help

    The use method of this command will be output to standard output.

## Return value

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

CS Installation Directory \FJSVsbtrs\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).

- For the settings of -daemon.trayicon option, after the specified policy is received by CT, it will be valid after another logon through CT.

## Command execution example

Enable the icon display in task tray (taskbar), and send the Inventory information that is not sent.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\MBPolicy.exe" -host server.fujitsu.com -daemon.trayicon on -inventory.transfer.resendsfirst on

## Execution result/output format

When executing the command normally, the following message will be output.

Command execution succeeded.

When the processing failed, a message indicating failure will be output. Please refer to "3.3.13 Messages Output in Mobile Environment Setup Command" for details.

# 1.31 SoftDicCMGR.exe(Importing "SoftDic.txt")

**Functionality**

This command registers the software search condition definition file (SoftDic.txt) that was output by using the EtpSoftDic.exe command in the software dictionary for Systemwalker Centric Manager's resource distribution.

**Command format**

| | |
|---|---|
| SoftDicCMGR.exe | [Path] |

**Option**

Path

Specify the folder path where the software dictionary information (SoftDic.txt) is saved. (The file name is not included.)

When the path is omitted, SoftDic.txt under DTP Install Directory\FJSVsbiis\env is used.

**Command saving location**

DTP Installation Directory \FJSVsbiis\bin

**Authority required for execution/executing environment**

- Administrator authority is required.

- Execute the command in CS/DS with operation management server for Systemwalker Centric Manger installed.

- The command is executed by system administrator.

**Cautions**

- Please exit the software dictionary editor included in the Systemwalker Centric Manager's resource distribution functions during execution.

    After registration, distribute/apply the policy to each client of the Systemwalker Centric Manager. For policy distribution/application, please refer to the Systemwalker Centric Manager manual.

- When Systemwalker Desktop Patrol and Systemwalker Centric Manager do not exist at the same time, the software dictionary will be output to the following folder.

    DTP Installation Directory \FJSVsbiis\env\CMPRDINV.TXT

**Command execution example**

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbiis\bin\SoftDicCMGR.exe"

**Execution result/output format**

The application result can be viewed in the software dictionary editor included in the Systemwalker Centric Manager's resource distribution functions.

※ In case there are an excessive number of software dictionary definitions, timeout may occur depending on PC's performance, not allowing them to be displayed.

The application result can also view the following file.

| Systemwalker Centric Manager Installation Directory \MpWalker.DM\mpdrmssv\etc\CMPRDINV.TXT |
| --- |

When the processing failed, a message indicating failure will be output. Please refer to "3.4.5 Messages Output in Inventory Collection Command Linked with Other Products" for details.

# 1.32 SVPolicy.exe(Server Environment Setup)

**Functionality**

This command is used to modify the environment setup of server. The following information can be modified:

-  Saving target of CT operation status log

-  Days to manage CT operation status log

This command will be reflected on environment file for CS by executing in CS. After reflection, each configuration value will be valid.

**Record format**

| SVPolicy.exe | [-ctlogsave Saving Target of CT Operation Status Log] |
| --- | --- |
| | [-ctlogdate Days to Manage CT Operation Status Log] |

| SVPolicy.exe | {-h|-help} |
| --- | --- |

**Option**

-ct logsave Saving Target of CT Operation Status Log

Specify the saving target folder of CT operation status log within 128 characters. The network drive cannot be specified.

Please the writable and existed folder with full path.

When this option is omitted, it will be saved to the following folder.

CS Installation Directory \FJSVsbinv\ct_trace

-ct logdate Days to Manage CT Operation Status Log

Specify the days to manage CT operation status log.

A numeral from 0 to 366 can be specified. When specifying 0, the days to manage will become unlimited.

When this option is omitted, 30 days will be set.

-h|-help

The use method of this command will be output to standard output.

**Return value**

0: ended normally

Non-zero: ended abnormally

## Command saving location

The following folder in CS:

CS Installation Directory \FJSVsbtrs\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- This command shall be executed in CS.

## Cautions

- It is not required to stop Systemwalker Desktop Patrol service (ITBudgetMGR (INV)).

- When the saving target of CT operation status log has been modified, it is suggested to set zip folder in modified folder. For how to set zip folder, please refer to "Set Saving Target of CT Operation Status Log" of "Systemwalker Desktop Patrol Installation Guide".

## Command execution example

Save the CT operation status log to "C:\temp\ctlog", and set the days to manage as 10 days.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\SVPolicy.exe" -ctlogsave "C:\temp\ctlog" -ctlogdate 10

## Execution result/output format

When executing the command normally, the following message will be output.

Command execution succeeded.

When the processing failed, a message indicating failure will be output. Please refer to "3.3.11 Messages Output in Server Environment Setup Command" for details.

# 1.33 SWDTP_dbbk.exe(Backing up DTP Data)

## Functionality

This command can back up database content in Desktop Patrol.

## Record format

| SWDTP_dbbk.exe | Saving Directory of Backup File |
| --- | --- |

**Option**

Saving Directory of Backup File

Specify the directory to which the backup information of database will be saved. Please specify the directory with absolute path, and when the path contains space, please enclose the whole path in quotes. In addition, apart from quotes, the maximum string of 200 characters can be specified.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

DTP Installation Directory \bnserv\bin

**Authority required for execution/executing environment**

- Any one of the following users is required to log on Windows before execution.

    - User constructing or expanding operating environment through operation environment maintenance guide

    - User added through dtpctlusr.exe command

- Please execute on PC with CS installed.

**Cautions**

- When backing up and restoring data, the environment conditions for backing up and restoring data should be the same.

- Please stop ITBudgetMGR (INV) service before executing this command. In addition, please restart ITBudgetMGR (INV) service after execution is completed.

**Command execution example**

Please specify the saving target of backup file as "D:\TEMP\DTBAKUP", and back up the database.

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\SWDTP_dbbk.exe" D:\TEMP\DTBAKUP

When the processing failed, a message indicating failure will be output. Please refer to "3.3.6 Messages Output in DTP Data Backup Command" for details.

# 1.34 SWDTP_dbrs.exe(Restoring DTP Data)

**Functionality**

This command can restore the backup information of database in Desktop Patrol.

**Record format**

| SWDTP_dbrs.exe | Saving Directory of Backup File |
|---|---|

**Option**

Saving Directory of Backup File

Specify the directory to which the backup information of database will be saved. Please specify the directory with absolute path, and when the path contains space, please enclose the whole path in quotes.

**Return value**

0: ended normally

Non-zero: ended abnormally

**Command saving location**

DTP Installation Directory \bnserv\bin

**Authority required for execution/executing environment**

- Any one of the following users is required to log on Windows before execution.

    - User constructing or expanding operating environment through operation environment maintenance guide

    - User added through dtpctlusr.exe command

- Please execute on PC with CS installed.

**Cautions**

- When backing up and restoring data, the environment conditions for backing up and restoring should be the same.

- Please stop ITBudgetMGR (INV) service before executing this command. In addition, please restart ITBudgetMGR (INV) service after execution is completed.

**Command execution example**

Restore the database in backup file saved in "D:\TEMP\DTBAKUP".

"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\bnserv\bin\SWDTP_dbrs.exe" D:\TEMP\DTBAKUP

When the processing failed, a message indicating failure will be output. Please refer to "3.3.7 Messages Output in DTP List Restoration Command" for details.

# 1.35 updaterregist.exe(Registering and Updating)

**Functionality**

This command is used to upgrade the version of DS/CT in CT and apply rectification such as emergency rectification.

After executing this command, the updater of DS/CT will be registered, and the software dictionary used for confirming CT updater application status can be defined.

**Record format**

| updaterregist.exe | [-dir Path Name of Updater Saving Target Folder] [-host Host Name] [-f] |
|---|---|

| updaterregist.exe | {-h|-help} |
|---|---|

## Option

-dir Path Name of Updater Saving Target Folder

Specify the path name of updater saving target folder with full path. The network drive cannot be specified.

When it is omitted, the folder where the command has been executed can be used.

-host Host Name

Specify the name of CS/DS host with updater distribution. When multiple host names have been specified, "," can be used for separation. The host name is case-sensitive.

When this option is omitted, all distribution targets are objects.

In addition, after the updater is registered, the distributed CS/DS can be modified through main menu.

-f

The updater that has been registered for a long time can be registered.

-h|-help

The use method of this command will be output to standard output

## Return value

0: ended normally

12: already registered

Non-0.12: ended abnormally.

## Command saving location

The following folder in CS:

CS Installation Directory \FJSVsbtrs\bin

## Authority required for execution/executing environment

- Administrator authority is required.

- Please execute on PC with CS installed.

## Cautions

- It will take some time for registration and updater.

- Please execute the command when the Desktop Patrol service (IBudgetMGR (INV)) is started.

- When the DS updater data is saved to updater saving target folder only, DS updater will be registered only.

- The updater with the same version cannot be registered repeatedly. But when DS updater has been registered and CT updater has not been registered, the CT updater will be registered only. When CT updater has been registered and DS updater has not been registered, the DS updater will be registered only.

- When deleting the registered updater and modifying the distribution target server, please perform the execution in [Software Distribution] window of main menu.

## Command execution example

When saving the updater to C:\temp

```
"C:\Program FilesFujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\updaterregist.exe" -dir c:\temp
```

When saving the updater to C:\temp, and distributing it to cs.fujitsu.com, ds1.fujitsu.com

```
"C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\bin\updaterregist.exe" -dir c:\temp -host
cs.fujitsu.com,ds1.fujitsu.com
```

# Chapter 2 CSV File Reference

This chapter describes files used in Systemwalker Desktop Patrol.

## 2.1 Master Management Information Files

Master management information files define users and organizations to be managed using Systemwalker Desktop Patrol and other related information.

Master management information files are created as follows:

- Direct creation. (Upload files)

   These are created using an editor. After creation, data are reflected on the system by uploading them.

- Downloading management data (Download files)

   Data that have been created can be output into a CSV file.

These are CSV-format files (UTF-8 code). Items listed are separated by a comma. In each file, the third line and the subsequent lines constitute master management information data. In addition, values for the respective items cannot be marked in quotation marks ("")".

- Download files:

   The first line⇒ type, date and time of creation, the second line⇒ data item entries

- Upload files:

   The type must be specified in the first line. Any character string can be entered in the second line. You can even use a blank line.

   Detailed type information is shown as below:

   1: User management information

   2: Section management information

   3: Building management information

## See

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

**Construction of master data steps when linking Active Directory**

For link with Active Directory and detailed steps of creating Master management information of Systemwalker Desktop Patrol, please refer to "Construction of master data steps for linking Active Directory" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

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

### 2.1.1 User Management Information

**File format**

| | | Systemwalker Desktop Patrol | | | | Support with Active Directory | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | Item | Description | Entry length | Characters that can be specified | Item | Description |
| 1 | Mandatory | User ID | ID number to a particular user | 1 - 20 digits | Single-byte alphanumeric characters The following single-byte symbols "-", "@", ".", "_" | User attribute User logon name | Please modify combining the suppression recorded on the left side as needed. |

| Systemwalker Desktop Patrol | | | | | Support with Active Directory | |
|---|---|---|---|---|---|---|
| | Item | Description | Entry length | Characters that can be specified | Item | Description |
| | | | | English letters are case-sensitive. | | |
| 2 Mandatory | User Name | User name | Up to 10 SBC case characters and 20 DBC case characters | Single-byte alphanumeric characters<br>Single-byte space<br>Multi-byte character<br>The following single-byte symbols<br>"-", "@", ".", "(", ")", "[", "]", "{", "}", "<", ">", ":", ";".<br><br>However, when multi-byte characters are specified, only 60 bytes can be specified. English letters are case-sensitive. | Object (user) name | Please modify combining the suppression recorded on the left side as needed. |
| 3 Optional (note 1) | Password | password | 4 -12 digits | Single-byte alphanumeric characters<br>Single-byte space<br>The following single-byte symbols<br>"-", "=", "*", "+", ",", "@", "~", "(", ")", "&", "$", "#", "", "!", "?", "%", "\", ".", ",", "/", ":", ";", "`", "[", "]", "|", "<", ">", "{", "_", "}"<br><br>English letters are case-sensitive. | - | Not acquired from Active Directory. When it is needed to be set, please edit CSV files output by dtpadmst.exe(Active Directory information output) command. |
| 4 Optional | Telephone Number | Telephone Number | Up to 20 DBC case characters | Single-byte alphanumeric characters<br>Single-byte space<br>The following single-byte symbols<br>"*", "+", ",", "-", ".", "/", "#", "(", ")", "_"<br><br>English letters are case-sensitive. | User attribute telephone number | Please modify combining the suppression recorded on the left side as needed. |
| 5 Optional | Fax Number | Fax Number | Up to 20 DBC case characters | Single-byte alphanumeric characters<br>Single-byte space<br>The following single-byte symbols<br>"*", "+", ",", "-", ".", "/", "#", "(", ")", "_" | User attribute Fax | Please modify combining the suppression recorded on the left side as needed. |

| Systemwalker Desktop Patrol | | | | | Support with Active Directory | |
|---|---|---|---|---|---|---|
| | Item | Description | Entry length | Characters that can be specified | Item | Description |
| | | | | English letters are case-sensitive. | | |
| 6 | Optional Email Address | Email Address | Up to 50 DBC case characters | Single-byte alphanumeric characters The following single-byte symbols "-", "@", ".", "_", "*" English letters are case-sensitive. Only alphanumeric characters can be specified at the beginning of E-mail address. When two or more "@" symbols are used, error occurs. | User attribute E-mail | Please modify combining the suppression recorded on the left side as needed. |
| 7 | Optional Section Code | Code for the section to which the user belongs | 1 - 36 digits | Single-byte alphanumeric characters The following single-byte symbols "-" When the section code is English letters, please enter capital letter (lower-case letter will be registered as capital letters as well). | - | Acquire the code generated by Active Directory. Please do not modify this value. |
| 8 | Optional Building Code | Code for the user office | 1-4 digits (note 4) | Single-byte numbers | - | Set the value automatically generated in Systemwalker Desktop Patrol. Please do not modify this value. |

Note 1) Password is required when logging in the main menu.

Note 2) Though 5 digits can be inputted, it will turn into the digit to be used while linking with Active Directory, please do not use it.

**Example**

```
"1","05/12/2006 12:40:37"

"User ID","User name","Password","Telephone Number","Fax Number","Email Address","Section Code","Building Code"

"181818"," Fujitsu TARO ","taro-f","013-432-6789","013-432-6700","taro@jp.com","318400","4890"

"230404"," Fujitsu HANAKO ","hana-f","013-432-6789","013-432-6700","hana@jp.com","318400","4890"

"230469"," Fujitsu ICHIRO ","ichi-f","013-432-6797","045-714-5324","ichi@jp.com","468500","8761"
```

**Cautions**

- The first line indicates the identification line of user management information sort ("1"), the second line is the note line, the third line and on are management information lines.

  When logging in by uploading, generally please edit and log in after downloading CSV files of user management information.

  When creating CSV files, please pay attention to the following points:

    - The first line: record "1" at the beginning (without date)

    - The second line: record note lines at random

    - The third line and on: record user management information

- The download information varies with different accounts.

    - System account: Entire DTP management target

    - Section Management Account: Entire section

- When creating CSV files, it will be neglected even if a DBC case blank/SBC case blank is specified before and after each item. For example, even if " aaa" is specified, it will be registered as "aaa".

- When creating CSV files, if """ is used in password, please specify it as """".

- For the items specified in each CSV file, when data that is longer than the maximum item length is specified, it is rounded down to the maximum length.

# 2.1.2  Section Management Information

**File format**

| | | Systemwalker Desktop Patrol | | | | Support with Active Directory | |
|---|---|---|---|---|---|---|---|
| | | Item | Description | Entry length | Characters that can be specified | Item | Description |
| 1 | Mand atory | Section Code | Code for the department and section. | 1-36 digits | Single-byte alphanumeric characters<br>The following single-byte symbols<br>"-"<br><br>When the section code is English letters, please enter capital letter (lower-case letter will be registered as capital letters as well). | - | Acquire the code generated by Active Directory.<br>Please don't modify this value. |
| 2 | Mand atory | Section Name | Abbreviated name of the department and section. | Up to 30 SBC case characters and 60 DBC case characters | Single-byte alphanumeric characters<br>Single-byte space<br>Multi-byte character<br>The following single-byte symbols<br>"-", "@", ".", "(", ")", "[", "]", "{", "}", "<", ">", ":", ";".<br><br>However, when multi-byte characters are specified, only 180 bytes | Object (OU) name | Please modify combining the suppression recorded on the left side as needed. |

| Systemwalker Desktop Patrol | | | | | Support with Active Directory | |
|---|---|---|---|---|---|---|
| | | Item | Description | Entry length | Characters that can be specified | Item | Description |
| | | | | | can be specified. English letters are case-sensitive. | | |
| 3 | Optio nal | Upstream Section Code | Code for the section placed above the subject department and section. Nothing is specified for the highest-level department or section. | 1-36 digits | Single-byte alphanumeric characters The following single-byte symbols "-" When the upstream section code is English letters, please enter capital letter (lower-case letter will be registered as capital letters as well). | - | Acquire the code generated by Active Directory. Please don't modify this value. |

**Example**

> "2","05/12/2006 13:48:48"
>
> "Section Code","Section Name","Upstream Section Code"
>
> "5289"," First System Section ",""
>
> "7788"," First System Section ","5289"
>
> "1132"," First Branch System Section ","7788"

**Cautions**

- The first line indicates the identification line of section management information sort ("2"), the second line is the note line, the third line and on are management information lines.

  When logging in by uploading, generally please edit and log in after downloading CSV files of section management information.

  In addition, CSV files cannot be downloaded when there is no section. Now please create the section in the main menu or newly create CSV files.

  When creating CSV files, please pay attention to the following points:

  - The first line: record "2" at the beginning (without date)

  - The second line: record note lines at random

  - The third line and on: record section management information

- When using a section management account, information of the section will not be downloaded.

  -

- When creating CSV files, it will be neglected even if a DBC case blank/SBC case blank is specified before and after each item. For example, even if " aaa" is specified, it will be registered as "aaa".

- For the items specified in each CSV file, when data that is longer than the maximum item length is specified, it is rounded down to the maximum length.

## 2.1.3  Building Management Information

**File format**

| Systemwalker Desktop Patrol | | | | | | Support with Active Directory | |
|---|---|---|---|---|---|---|---|
| | | Item | Description | Entry length | Characters that can be specified | Item | Description |
| 1 | Mand atory | Building Code | Code for the user location | 1- 4 digits (note) | Single-byte numbers | - | Set the value automatically generated in Systemwalker Desktop Patrol. Please don't modify this value. |
| 2 | Mand atory | Building Name | Name of the location | Up to 30 SBC case characters and 60 DBC case characters | Single-byte alphanumeric characters Single-byte space Multi-byte character The following single-byte symbols "-", "@", ".", "(", ")", "[", "]", "{", "}", "<", ">", ".", "," However, when multi-byte characters are specified, only 180 bytes can be specified. English letters are case-sensitive. | User attribute Office | Please modify combining the suppression recorded on the left side as needed. |

Note) Though 5 digits can be input, it will turn into the digit to be used while linking with Active Directory, please do not use it.

**Example**

> "3","05/12/2006 14:12:21"
>
> "Building Code", "Building Name"
>
> "9990","Other establishment"

**Cautions**

- The first line indicates the identification line of user management information sort ("1"), the second line is the note line, the third line and on are management information lines.

  When logging in by uploading, generally please edit and log in after downloading CSV files of building management information.

  When creating CSV files, please pay attention to the following points:

  - The first line: record "1" at the beginning (without date)

  - The second line: record note lines at random

  - The third line and on: record building management information

- When creating CSV files, it will be neglected even if a DBC case blank/SBC case blank is specified before and after each item. For example, even if " aaa" is specified, it will be registered as "aaa".

- For the items specified in each CSV file, when data that is longer than the maximum item length is specified, it is rounded down to the maximum length.

## 2.2 Download Information File

The following files can output the following information as CSV files.

| Type | How to acquire |
|------|----------------|
| Inventory information fie | You can conduct CSV export with dtpinvdl.exe (export Inventory information) command, or the "PC Information"-"Inventory Information"-"CSV Export" button of the main menu, or the "PC Search"-"CSV Export" button. |
| Add or Remove Programs information file | You can conduct CSV export with dtpinvdl.exe (export Inventory information) command, or the "PC Information"-"Add or Remove Programs"-"CSV Export" button. |
| Software installation status information file | You can conduct CSV export with dtpinvdl.exe (export Inventory information) command, or select "Software" from "PC Information"-" Software Auditing" of the main menu and click the "CSV Export" button. |
| Software operation status information file | You can conduct CSV export with the "PC Information"-"Software Operation Status"-"CSV Export" button of the main menu. |
| Security patch application status information file | You can conduct CSV export with dtpinvdl.exe (export Inventory information) command, or select "Security Patch" from "PC Information"-" Software Auditing" of the main menu and click the "CSV Export" button. |
| Antivirus software application status information file | You can conduct CSV export with dtpinvdl.exe (export Inventory information) command, or select "Anti-virus Software" from "PC Information"-"Software Auditing" of the main menu and click the "CSV Export" button. |
| Current License information file | You can conduct CSV export with the "License Management"-"Current License Management"-"CSV Export" button of the main menu. |
| License allocation information file | You can conduct CSV export with the "License Management"-" License Allocation"-"CSV Export" button of the main menu. |

## 2.2.1 Inventory Information File

The file layout of "Inventory information files" is shown as follows:

**File format**

- The first line: Download date and time, selected section, section code (Note 1)

- The second line: Item names (Note 2)

  PC Name,User ID,User Name,Section Code,Section Name,OS Name,Full Computer Name,IP Address,MAC Address,Memory Size,Disk Capacity,Free Disk Capacity,Software Dictionary Date/Time,Update Date/Time,Building Name,PC Properties,BIOS Version,Computer Name,Domain Name,CPU Name,CPU Clock Speed,Number of CPU,CPU Details,Swap File Size,Name of Keyboard Type,Installing Language,Mouse Type Name,Mouse Button Number,Manufacturer Name,Model Name,Serial Number,Primary Cache,Secondary Cache,Drive Information (Drive Name, Drive Type, Drive Capacity, Drive Free Capacity, Volume, File System Information),Network Card Information (Network Card, MAC Address),TCP/IP Information (Host Name, IP Address, Subnet Mask, Default Gateway),DNS Server,DHCP Server,OS,OS Build Number,Service Pack,DOS Version,OS User Name,OS OU Name,Product ID of OS,Windows Directory,Windows System Directory,Screen Resolution,Video Adaptor,Video Memory Size,Resolution,Monitor,Screen Saver Name,Screen Refresh Rate,Memory Information (Device Locator, Size),Printer Information

(Printer Name, Printer Type),Disk Information (Manufacturer Name, Model Name, Disk Capacity, Disk IF, Description),Login Name,Connected Server Name,Software Dictionary Icon,Virtual PC,Action [Message Sending],Action [Inventory Collection],Action [Security Patch Installation],Action [Security Settings Modification],Action [Power Saving Settings Modification],,,item names of user information (item exists for a few minutes)

- The third line: Basic information on the PC (Note 2)

  - 1st column: PC name

  - 2nd column: User ID

  - 3rd column: User name

  - 4th column: Section code

  - 5th column: Section name

  - 6th column: OS name

  - 7th column: Full computer name

  - 8th column: IP address

  - 9th column: MAC address

  - 10th column: Memory (MB)

  - 11th column: Disk size (MB)

  - 12th column: Available disk space (MB)

  - 13th column: Software dictionary version

  - 14th column: Update date/time

  - 15th column: Building name

  - 16th column: PC property

  - 17th column: BIOS version

  - 18th column: Computer name

  - 19th column: Domain name

  - 20th column: CPU name

  - 21st column: Clock rate (MHz)

  - 22nd column: CPU clock speed

  - 23rd column: CPU details

  - 24th column: Swap file size (KB)

  - 25th column: Keyboard type name

  - 26th column: Installation language

  - 27th column: Mouse type name

  - 28th column: Number of Mouse buttons

  - 29th column: PC manufacturer name

  - 30th column: PC model

  - 31st column: PC serial number

  - 32nd column: L1 cache size (KB)

  - 33rd column: L2 cache size (KB)

  - 34th column: Drive information (drive name, drive type, capacity, available capacity, volume number, file system identification)

- 35th column: Network card information (network card, MAC address)

- 36th column: TCP/IP information (host name, IP address, subnet mask, default gateway)

- 37th column: DNS server

- 38th column: DHCP server

- 39th column: OS

- 40th column: OS building number

- 41st column: Service Pack

- 42nd column: DOS version

- 43rd column: User name

- 44th column: Company name

- 45th column: OS product ID

- 46th column: Windows directory name

- 47th column: System directory name

- 48th column: Resolution

- 49th column: Video adapter

- 50th column: Image storage size (KB)

- 51st column: Pixel

- 52nd column: Monitor name

- 53rd column: Screen saver name

- 54th column: Refresh rate (Hz)

- 55th column: Memory information (device locater, size)

- 56th column: Printer information (printer name, printer type)

- 57th column: Disk information (manufacturer name, model name, disk space (KB), disk IF, description)

- 58th column: logon name

- 59th column: connecting destination sever (Note 3)

- 60th column: software dictionary icon (Note 4)

- 61st column: virtual PC (Note 5)

- 62nd column: Action [Message Sending] (Note 6)

- 63rd column: Action [Inventory Collection] (Note 6)

- 64th column: Action [Security Patch Installation] (Note 6)

- 65th column: Action [Security Settings Modification] (Note 6)

- 66th column: Action [Power Saving Settings Modification] (Note 6)

- 67th column: reserved area

- 68th column: reserved area

- 69th column and on: item names of user information (item exists for a few minutes)

Note 1)

When selecting "Management Target" in section, since there is no section code, the column corresponding to the section code is "".

Note 2)

　　When outputting CSV with the following operation, the output Item is the same as "PC information" -"Inventory information" window of main menu.

　　　- When downloading from "PC information" -"Inventory information" window of main menu

　　　- Or when /w option is specified in dtpinvdl.exe (export Inventory information)

Note 3)

　　Under CT conditions before V13.2, the connected target server name will be modified as "".

Note 4)

　　Display software dictionary icon with icon1, 2, 3. For icon meanings, please refer to icon description on the window.

　　1:green icon

　　2:yellow icon

　　3:red icon

Note 5)

　　Change to o under virtual PC conditions.

Note 6)

　　Output in the format of "Status, process indicated date and time, error content".

　　Status is shown as below:

　　1: abnormal icon

　　2: alarm icon

　　3: icon under processing

　　4: normal icon

## File output example

"04/01/2005 10:00:00"," Section A","10001"

"PC Name","User ID","User Name","Section Code","Section Name","OS Name","Full Computer Name","IP Address","MAC Address","Memory Size","Disk Capacity","Free Disk Capacity","Software Dictionary Date/ Time","Update Date/Time","Building Name","PC Properties","BIOS Version","Computer Name","Domain Name","CPU Name","CPU Clock Speed","Number of CPU","CPU Details","Swap File Size","Name of Keyboard Type","Installing Language","Mouse Type Name","Mouse Button Number","Manufacturer Name","Model Name","Serial Number","Primary Cache","Secondary Cache","Drive Information (Drive Name, Drive Type, Drive Capacity, Drive Free Capacity, Volume, File System Information)","Network Card Information (Network Card, MAC Address)","TCP/IP Information (Host Name, IP Address, Subnet Mask, Default Gateway)","DNS Server","DHCP Server","OS","OS Build Number","Service Pack","DOS Version","OS User Name","OS OU Name","Product ID of OS","Windows Directory","Windows System Directory","Screen Resolution","Video Adaptor","Video Memory Size","Resolution","Monitor","Screen Saver Name","Screen Refresh Rate","Memory Information (Device Locator, Size)","Printer Information (Printer Name, Printer Type)","Disk Information (Manufacturer Name, Model Name, Disk Capacity, Disk IF, Description)","Login Name","Connected Server Name","Software Dictionary Icon","Virtual PC","Action [Message Sending]","Action [Inventory Collection]","Action [Security Patch Installation]","Action [Security Settings Modification]","Action [Power Saving Settings Modification]","","","Property ID","Serial Number","Operation Status","Use","Building","Manufacturer","Purchase Order Number","Order Date","Equipment ID","Remarks".

"PC1","11111"," Employee A","10001","Job A","Windows XP Professional","PC1","1.1.1.1","11:11:11:11:11:11","255","16370","13056","01/01/2005 10:10:10","03/31/2005 10:15:23"," Other establishment "," COMPATIBLE","BIOS Date: 01/01/01","PC1","DOMAINA","Pentium 4","3192","1","Family15 Model2 Stepping9","10240","Japanese PS/2 keyboard (106/109 key Ctrl+ alphanumeric)","Japanese","PS/2 exchange mouse ","3","ABC","A-Model","11AA111","0","0","A:,Floppy

disk,,,,,C:,Hard disk drive,16762880,13369344,,NTFS,D:,CD-ROM drive,,,,","Ethernet Adapter, 11:11:11:11:11:11","PC1,1.1.1.1,255.255.255.0,1.1.1.0","1.2.3.4","","Windows XP Professional","2600","Service Pack 2","5.0"," EmployeeA","Company ABC ","11111-OEM-1111111-11111","C:\WINDOWS","C:\WINDOWS \system32","1280X1024",""　N/A ","Intel(R) 82865G Graphics Controller"","65536","4294967296","ABC","Windows XP","75","DIMM1,16384,DIMM2,16384,DIMM3,16384","Printer1, local printer,Printer2, local printer,Printer3, local printer,Printer4, local printer ","(standard disk drive),DISK-ABC,160079692,IDE, disk drive ","user1","CS1","1","","","","","","","","","","","","","","","","","",""

"PC2","22222"," Employee B","10001"," Job A","Windows XP Professional","PC2","1.1.1.2","22:22:22:22:22:22","512","16370","5429","01/01/2005 10:10:10","03/31/2005 10:10:01"," Other establishment "," COMPATIBLE","BIOS Date: 01/01/01","PC2","DOMAINA","Pentium 4","3192","1","Family15 Model2 Stepping9","10240","Japanese PS/2 keyboard (106/109 key Ctrl+ alphanumeric)","Japanese","PS/2 exchange mouse ","3","ABC","A-Model","22AA222","0","0","A:,Floppy disk,,,,,C:,Hard disk drive,16762880,5559296,,NTFS,D:,CD-ROM drive,,,,","Ethernet Adapter, 22:22:22:22:22:22","PC2,1.1.1.2,255.255.255.0,1.1.1.0","1.2.3.4","","Windows XP Professional","2600","Service Pack 2","5.0"," Employee B"," Company ABC ","22222-OEM-2222222-22222","C:\WINDOWS","C:\WINDOWS \system32","1280X1024",""　N/A ","Intel(R) 82865G Graphics Controller"","65536","4294967296","ABC","Windows XP","75","DIMM1,16384,DIMM2,16384,DIMM3,16384","Printer1, local printer,Printer2, local printer,Printer3, local printer,Printer4, local printer ","","user2","CS1","3","","","","","","","","","","","","","","","","","",""

# 2.2.2  Add or Remove Programs Information File

The file layout of "Add or remove programs information files" is shown as follows.

**File format**

- The first line: Download date and time, Section name, Section code

- The second line: Software name

  1st column~3rd column: blank characters

  4th column and on: Software names displayed in Add or remove programs information

- The third line: Information

  - 1st column : Section code

  - 2nd column: PC name

  - 3rd column: User ID

  - 4th column and on: indicate software application status with 0, 1 flags.

    Details of what the flags indicate are shown as below:

| Flag | Software installation status |
|------|------------------------------|
| 0    | Not applicable               |
| 1    | Applicable                   |

**File output example**

03/29/2007 16:46, Business sectionA,"1"

"","","","1-2-3 97","AL-Mail32","ATI - Software Uninstall Utility","ATI Catalyst Control Center","ATI Display Driver","ATI Win2k Display Driver","Adobe Acrobat 5.0","Adobe Flash Player 9 ActiveX","Adobe Reader 7.0.9 - Japanese","Arcmanager","Broadcom Gigabit Ethernet","CCleaner (remove only)","DIAMOND Display Component Uninstall","Data Access Objects (DAO) 3.5","DeepBurner v1.8.0.224","Dial-Up Scripting Tool","FFFTP","FM Advisor V2.30 L10","FMV diagnosis","FUJITSU Network Extension","GIX Pro 2.7","GOM Player","GTK+ 2.8.18-1

runtime environment","Hotfix for MDAC 2.53 (KB911562)","Hotfix for MDAC 2.53 (KB927779)","IP Messenger for Win","InstallShield 5.5 Professional Edition","Intel Ultra ATA Storage Driver","Intel(R) PRO Ethernet Adapter and Software","Internet Explorer Q867801","J2SE Development Kit 5.0 Update 5","J2SE Runtime Environment 5.0 Update 10","J2SE Runtime Environment 5.0 Update 11","J2SE Runtime Environment 5.0 Update 5","J2SE Runtime Environment 5.0 Update 6","J2SE Runtime Environment 5.0 Update 9","KNP 2.0","Live Help Expert","LiveHelp Expert"

"1","pc1","user1",0,0,1,1,0,0,1,1,1,1,0,0,1,0,1,0,0,1,0,1,1,0,0,1,0,0,0,0,1,1,1,1,1,1,1,1,0

※Up to 200 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 200, shown as follows:

---

"01/01/2007 12:00:00","△△△section ","1000"

"","","","Software 1"," Software 2"," Software 3"," Software 4",・・・," Software 100",・・・,

" Software 150",・・・," Software 200"

"100","PC1","00001",0,1,1, ・・・,1

"100","PC2","00001",0,0,1, ・・・,0

    :

"110","PC3","00001",0,1,0, ・・・,1(←Up to 200 entries can be displayed)

"","","","Software 201"," Software 202"," Software 203"," Software 204",・・・," Software 300",・・・,

" Software 350",・・・," Software 400"

"100","PC1","00001",0,1,0, ・・・,0

"100","PC2","00001",0,1,1, ・・・,1

"110","PC3","00001",0,0,1, ・・・,0

---

## 2.2.3 Software Installation Status Information File

The file layout of "Software installation information files" is shown as follows.

**File format**

- The first line: Download date and time, section name, section code

- The second line: Software names

  1st column~3rd column: blank characters

  4th column and on: Software names displayed with software information update command

- The third line: Information

  - 1st column: section code

  - 2nd column: PC name

  - 3rd column: User ID

  - 4th column and on: indicate software application status with 0, 1 flags.

    Details of what the flags indicate are shown as follows:

    | Flag | Software installation status |
    |------|------------------------------|
    | 0 | Not applicable |
    | 1 | Applicable |

**File output example**

```
04/02/2007 11:14, Business section A,"1"

"","","","1-2-3 2000,1-2-3 2001,1-2-3 98,1-2-3 R5J,ADJUST V2.1,APWORKS Client use Package V3.0,APWORKS
Client use Package V4.0,ARCserve 2000,ARCserve 2000 Client Agent for Windows 95 and 98,ARCserve 2000 Client
Agent for Windows NT and 2000,ARCserve 6.0,ARCserve 6.5,ARCserve 6.5 95 Client Agent,ARCserve 6.5 NT Client
Agent,ASTEC-X 4.20,ASTEC-X 4.30,ASTEC-X 5.0,ATLAS EJ V10.0,ATLAS EJ V7.0,ATLAS EJ V9.0,ATLAS JE
V10.0,ATLAS JE V9.0,ATLAS V6.0 EJ,ATLAS V6.0 JE,ATLAS Terminology dictionary V10.0,ATLAS Terminology
dictionary V11.0,ATLAS Terminology dictionary V6.0,ATLAS Terminology dictionary V7.0,ATLAS Terminology
dictionary V9.0,ATLAS Tranlastion Double Pack V10.0,ATLAS Tranlastion Double Pack V11.0,ATLAS Tranlastion
Double Pack V7.0,ATLAS Tranlastion Double Pack V9.0,ATLAS Tranlastion Personal+ IT・Special manufacturing
dictionary Pack 2005,ATLAS Tranlastion Personal+Dictionary of Business Pack 2003,ATLAS Tranlastion Personal
+Dictionary of Business Pack 2005,ATLAS Tranlastion Personal +Dictionary of Medicine・Pharmacy Pack
2005,ATOK 2005,ATOK10,ATOK11

"1","user1","user1",0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0
```

※Up to 200 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 200, shown as follows:

```
"01/01/2002 12:00:00","△△△ Section ","1000"

"","","",""Software 1"," Software 2"," Software 3"," Software 4",・・・," Software 100",・・・,

" Software 150",・・・," Software 200"

"100","PC1","00001",0,1,1, ・・・,1

"100","PC2","00001",0,0,1, ・・・,0

        :

"110","PC3","00001",0,1,0, ・・・,1(←Up to 200 entries can be displayed)

"","","",""Software 201"," Software 202"," Software 203"," Software 204",・・・," Software 300",・・・,

" Software 350",・・・," Software 400"

"100","PC1","00001",0,1,0, ・・・,0

"100","PC2","00001",0,1,1, ・・・,1

"110","PC3","00001",0,0,1, ・・・,0
```

## 2.2.4  Software Operation Status Information File

The file layout of "Software operation status information files" is shown as follows.

**File format**

- The first line: Download date/time , Section code

- The second line: Item names

  User ID, User name, PC name, name/file name, date of use, start times

- The third line: Information

  - 1st column: User ID

  - 2nd column: User name

  - 3rd column: PC name

- 4th column: name/file name

- 5th column: Date of use

- 6th column: Start times

**File output example**

| |
|---|
| 03/30/2007 15:08:15,1001 |
| User ID, User name, PC name, name/file name, date of use, start times |
| "10001","Employee 01","PC1","LPLS153.EXE","03/2007","1" |
| "10002","Employee 02","PC2","LPLS153.EXE","03/2007","1" |

# 2.2.5 Security Patch Installation Status Information File

The file layout of "Security patch installation status information files" is shown as follows.

**File format**

- The first line: Download date and time, Section name, Section code

- The second line: Security patch name

  1st column~3rd column: blank characters

  4th column and on: security patch names displayed in Security patch installation status

- The third line: Information

  - 1st column : Section code

  - 2nd column: PC name

  - 3rd column: User ID

  - 4th column and on: indicate security patch installation status with 0, 1 flags.

    Details of what the flags indicate are shown as follows:

    | Flag | Security patch installation status |
    |---|---|
    | 0 | Not install |
    | 1 | Installed |

**File output example**

| |
|---|
| 04/02/2007 9:52, Business sectionA,"1" |
| "","","","OFFICE 2000 Installed, Insufficient use of patch OFFICE 2000, SP3 not used in OFFICE 2000, OFFICE 2003 Installed, Insufficient use of patch OFFICE 2003, 833987(MS04-028 important) not used in OFFICE 2003 "Invalid", SP1 not used in OFFICE 2003" Invalid", SP2 not used in OFFICE 2003, OFFICE XP Installed, Insufficient use of patch OFFICE XP, 833987(MS04-028 Emergent) not used in OFFICE XP"Invalid", 873352(MS05-005 Emergent) not used in OFFICE XP, SP2 used, SP3 not used in OFFICE XP , SP2 not used in OFFICE XP, Insufficient use of patch .NET Framework 1.0,.NET Framework 1.0 Installed, 887219(MS05-004 Important) not used in .NET Framework 1.0SP3,.NET SP2 not used in Framework 1.0"Invalid", SP3 not used in .NET Framework 1.0, Insufficient use of patch.NET Framework 1.1,.NET Framework 1.1 Installed,887219(MS05-004 Important) not used in .NET Framework 1.1SP1, SP1 not used in .NET Framework 1.1,278499(MS00-084)WNT 1/2,278499(MS00-084)WNT 2/2,290700()WME 1/2,290700()WME 2/2,309376(MS02-070)W2K SMB Signature problem |

1/2,309376(MS02-070)W2K SMB Signature problem 2/2,309376(MS02-070)WXP SMB Signature 1/2 "Invalid",
309376(MS02-070)WXP SMB Signature 2/2 "Invalid",328310(MS02-071)W2K WM_TIMER 2/2 "Invalid",
328310(MS02-071)W2K WM_TIMER1/2 "Invalid",328310(MS02-071)WNT WM_TIMER 1/2 "Invalid",
328310(MS02-071)WNT WM_TIMER 2/2 "Invalid",328310(MS02-071)WXP Windows WM_TIMER Information
disposal problem 1/2,328310(MS02-071)WXP Windows WM_TIMER Information disposal problem
2/2,329390(MS02-072)WXP Windows Shell Buffer 1/2,329390(MS02-072)WXP Windows Shell Buffer
2/2,329414(MS02-065)MDAC MDAC Buffer F,329553()W2K 1/2,329553()W2K 2/2

"1","user1","user1",0,0,0,0,0,0,0,1,1,0,1,0,0,0,0,0,0,0,0,1,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,1,0,1

※Up to 200 security patches can be displayed in the line for security patch names.

In case the number of security patches exceeds 200, they are displayed in groups of 200, shown as follows:

"01/01/2007 12:00:00","△△△Section","1000"

"","","","Security patch 1","Security patch 2","Security patch 3","Security patch 4",・・・,"Security patch 100",・・・,

"Security patch 150",・・・,"Security patch 200"

"100","PC1","00001",0,1,1, ・・・,1

"100","PC2","00001",0,0,1, ・・・,0

      :

"110","PC3","00001",0,1,0, ・・・,1(←Up to 200 entries can be displayed)

"","","","Security patch 201","Security patch 202","Security patch 203","Security patch 204",・・・,"Security patch 300",・・・,

"Security patch 350",・・・,"Security patch 400"

"100","PC1","00001",0,1,0, ・・・,0

"100","PC2","00001",0,1,1, ・・・,1

"110","PC3","00001",0,0,1, ・・・,0

## 2.2.6 Antivirus Software Application Status Information File

The file layout of "Antivirus software application status information files" is shown as follows.

**File format**

- The first line: Download date and time, Section name, Section code

- The second line: Antivirus software name

  The second line: Software name

  4th column and on: Software names displayed in Antivirus software application status

- The third line: Information

  - 1st column : Section code

  - 2nd column: PC name

  - 3rd column: User ID

  - 4th column and on: indicate Antivirus software application status with 0, 1 flags.

    Details of what the flags indicate are shown as below:

| Flag | Antivirus software application status |
|------|---------------------------------------|
| 0 | Not applicable |

| Flag | Antivirus software application status |
|---|---|
| 1 | Applicable |

**File output example**

> 04/02/2007 9:54,Business section A,"1"
>
> "","",""," VirusScan Engine 4.2.60"," VirusScan Engine 4.3.20"," VirusScan Engine 4.4.00"," Virus Buster Search Engine 95/98/Me 7.500"," Virus Buster Search Engine 95/98/Me 7.510"," Virus Buster Search Engine 95/98/Me 8.000"," Virus Buster Search Engine NT/2000/XP 7.500"," Virus Buster Search Engine NT/2000/XP 7.510"," Virus Buster Search Engine NT/2000/XP 8.000","McAfee VirusScan","McAfee.com VirusScan Online","Norton AntiVirus (For security verification)","Norton AntiVirus Virus definition For non-testing object","Norton AntiVirus Virus definition after 04/12/2006 ","Norton AntiVirus Virus definition after 04/19/2006 ","Norton AntiVirus Virus definition after 04/24/2006 ","Norton AntiVirus Virus definition after 04/26/2006 ","Norton AntiVirus Virus definition after 05/03/2006 ","Norton AntiVirus Virus definition used after 05/09/2006 rev.36 ","Norton AntiVirus Virus definition used after 05/10/2006 rev.19(L) ","Norton AntiVirus Virus definition 05/10/2006 ","Norton AntiVirus Virus definition used after 05/11/2006 rev.17 ","Norton AntiVirus Virus definition used after 05/12/2006 rev.25 ","Norton AntiVirus Virus definition used after 05/13/2006 rev.20","Norton AntiVirus Virus definition used after 05/14/2006 rev. 8","Norton AntiVirus Virus definition used after 05/15/2006 rev.24 ","Norton AntiVirus Virus definition used after 05/16/2006 rev. 19","Norton AntiVirus Virus definition used after 05/17/2006 rev.20(L) ","Norton AntiVirus Virus definition after 05/17/2006","Norton AntiVirus Virus definition used after 05/18/2006 rev.17 ","Norton AntiVirus Virus definition used after 05/19/2006 rev.17","Norton AntiVirus Virus definition used after 05/20/2006 rev. 5(L) ","Norton AntiVirus Virus definition after 05/20/2006 ","Norton AntiVirus Virus definition used after 05/21/2006 rev.18","Norton AntiVirus Virus definition used after 05/22/2006 rev.19 ","Norton AntiVirus Virus definition used after 05/23/2006 rev.34","Norton AntiVirus Virus definition used after 05/24/2006 rev.33(L) ","Norton AntiVirus Virus definition after 05/24/2006","Norton AntiVirus Virus definition used after 05/25/2006 rev.19"
>
> "1","user1","user1",0,0,0,0,0,0,0,0,0,0,0,1,0,1,1,1,1,1,0,0,1,0,0,0,0,0,0,0,1,0,0,0,1,0,0,0,0,1,0

※Up to 200 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 200, shown as follows:

> "01/01/2007 12:00:00","△△△Section","1000"
>
> "","","","Software 1","Software 2","Software 3","Software 4",・・・,"Software 100",・・・,
>
> "Software 150",・・・,"Software 200"
>
> "100","PC1","00001",0,1,1, ・・・,1
>
> "100","PC2","00001",0,0,1, ・・・,0
>
>          :
>
> "110","PC3","00001",0,1,0, ・・・,1(←Up to 200 entries can be displayed)
>
> "","","","Software 201","Software 202","Software 203","Software 204",・・・,"Software 300",・・・,
>
> "Software 350",・・・,"Software 400"
>
> "100","PC1","00001",0,1,0, ・・・,0
>
> "100","PC2","00001",0,1,1, ・・・,1
>
> "110","PC3","00001",0,0,1, ・・・,0

# 2.2.7 Current License Information File

The file layout of "Current license information files" is shown as follows.

**File format**

- The first line: Download date and time, select section, section code License name

- The second line: Item names

  Order number, supplementary number, section that can use usable section name, purchased number, allocated number, purchased amount of money, purchase date, remarks, section code, PC name, user ID, and name

- The third line: collect information and distribute data

  - 1st column: order number

  - 2nd column: supplementary number

  - 3rd column: section that can use

  - 4th column: purchased number

  - 5th column: allocated number

  - 6th column: purchased amount of money

  - 7th column: purchase date

  - 8th column: section code

  - 9th column: remarks

  - 10th column: section code

  - 11th column: PC name

  - 12th column: name

**File output example**

```
"03/30/2007 20:14:06","Object for management","","License001"

"Order number","Supplementary number ","Section that can use", "Purchased number", "Allocated number",
"Purchased amount of money","Purchase date","Remarks","Section code","PC name","user ID","name"

"ORDERNUMBER",1," Object for management ",150,3,1500,"
03/30/2007","","10000","emp001","mori","MicrosoftInternet Explorer"

"ORDERNUMBER",1,"Business section",,,,"","","20000","TESTPC0001","emp002","Microsoft Internet Explorer"

"ORDERNUMBER",1," Business section ",,,,"","","30000","TESTPC0002","emp003","Microsoft Internet Explorer"
```

## 2.2.8  License Allocation Information File

The file layout of "License allocation information files" is shown as follows:

**File format**

- The first line: Download date and time, selected section, section code

- The second line: Software name

  1st column~3rd column: blank characters

  4th column and on: all software names registered in License

- The third line:

  - 1st column: Section code

  - 2nd column: PC name

- 3rd column: User ID

- 4th column and on: indicate software status with 0~3 flags.

  Details of what the flags indicate are shown as below:

| Flag | License distribution | Install software in PC |
|------|---------------------|------------------------|
| 0 | × | × |
| 1 | ○ | × |
| 2 | × | ○ |
| 3 | ○ | ○ |

## File output example

```
"03/30/2007 20:49:35","Object for management",""

,,,"Microsoft Exchange (Receiving tray)","Microsoft Internet Explorer"," Microsoft Plus! for Windows 95","Microsoft Virtual PC 2004"

"10000000000000000007","TESTPC00000000000007","10000000000000000007",0,2,0,0

"10000000000000000008","TESTPC00000000000008","10000000000000000008",0,2,0,0

"10000000000000000009","TESTPC00000000000009","10000000000000000009",0,2,0,0

"10000000000000000010","TESTPC00000000000010","10000000000000000010",0,2,0,0

"ABC001","TESTPCABC1","ABC00001",0,2,0,0

"ABC002","TESTPCABC2","ABC00002",0,2,0,0

"ABC003","TESTPCABC3","ABC00003",0,2,0,0

"ABC004","TESTPCABC4","ABC00004",0,2,0,0

"ABC005","TESTPCABC5","ABC00005",0,2,0,0

"ABC006","TESTPCABC6","ABC00006",0,2,0,0

"ABC007","TESTPCABC7","ABC00007",0,2,0,0

"ABC008","TESTPCABC8","ABC00008",0,2,0,0

"ABC009","TESTPCABC9","ABC00009",0,2,0,0

"ABC010","TESTPCABC0","ABC00010",0,2,0,0
```

※Up to 100 software items can be displayed in the line for software names.

In case the number of software items exceeds 200, they are displayed in groups of 100, shown as follows:

```
"01/01/2002 12:00:00","△△△Section","1000"

"","","","Software 1","Software 2","Software 3","Software 4",・・・,"Software 100"

"100","PC1","00001",1,1,2,0,・・・・,0

"100","PC2","00002",1,1,0,0,・・・・,2

:

"110","PC3","00003",0,3,1,3,・・・・,1,(←Up to 100 entries can be displayed)

"","","Software 101","Software 102","Software 103"

"100","PC1","00001",3,0,2

"100","PC2","00002",1,2,0
```

```
"110","PC3","00003",3,3,1
```

# 2.3 Alarm Information File

The event notification function notifies the following alarm information by mail.

| File name | Description |
|---|---|
| lisence_ng.csv | License violation information file |
| user_change.csv | User ID change information file |
| memory_change.csv | Memory change information file |
| ip_change.csv | IP address change information file |
| networkcard_change.csv | Network card change information file |
| disk_change.csv | Disk change information file |
| drive_size_alarm.csv | Drive size information file |
| software_install.csv | Software audit information file |
| regist_change.csv | Registry change information file |
| login_change.csv | Windows login change information file |
| software_change.csv | Software addition or deletion change information file |

## 2.3.1 License Violation Information File (lisence_ng.csv)

**File format**

| file name | lisence_ng.csv |
|---|---|
| Output items | PC name, User name, program name |

**File output example**

```
"FMV13025","Fujitsu TARO","Microsoft SQL Server 2000"

"LEE00010"," Fujitsu HANAKO ","OFFICE 2000"
```

Note) License violation information does not include download date and download item lines.

## 2.3.2 User ID Change Information File (user_change.csv)

**File format**

| File name | user_change.csv |
|---|---|
| Output items | Section name, PC name, previous user name, updated user name, detected date and time |

**File output example**

```
01/16/2003 14:39:41
```

Section name, PC name, previous user name, updated user name, detected date and time

" System No.1","ittooo"," Fujitsu ICHIRO "," Fujitsu JIRO ","01/16/2003 14:00:00"

" System No.1","take-low"," Fujitsu HANAKO "," Fujitsu HANAKO ","01/16/2003 14:00:00"

## 2.3.3 Memory Change Information file (memory_change.csv)

**File format**

| File name | memory_change.csv |
|---|---|
| Output items | Section name, PC name, user name, previous memory device locator, previous memory size (MB), updated memory device locator, updated memory size (MB), detected date |

**File output example**

01/16/2003 14:39:41

Section name, PC name, user name, previous memory device locator, previous memory size (MB), updated memory device locator, updated memory size (MB), detected date

" System No.1", "take-low", " Fujitsu HANAKO ","RIMM-1","128","RIMM-1","256","01/16/2003 14:00:00"

" System No.1", "DTP-itoh", " Fujitsu SABURO ","","","RIMM-3","256","01/16/2003 14:00:00"

## 2.3.4 IP Address Change Information file (ip_change.csv)

**File format**

| File name | ip_change.csv |
|---|---|
| Output items | Section name, PC name, user name, previous IP address, updated IP address, detected date |

**File output example**

01/16/2003 14:39:41

Section name, PC name, user name, previous IP address, updated IP address, detected date

" Sales Dev.","loox-offline"," Fujitsu SIRO ","111.222.333.444","111.222.333.555","11/08/2006 14:00:00"

" System No.1","take-low"," Fujitsu HANAKO ","111.222.333.445","111.222.333.556","11/08/2006 14:00:00"

## 2.3.5 Network Card Change Information File (networkcard_change.csv )

**File format**

| File name | networkcard_change.csv |
|---|---|
| Output items | Section name, PC name, user name, previous network card, previous MAC address, updated network card, updated MAC address, detected date |

**File output example**

> 01/16/2003 14:39:41
>
> Section name, PC name, user name, previous network card, previous MAC address, updated network card, updated MAC address, detected date
>
> "System No.1","take-low"," Fujitsu HANAKO ","Intel 8255x-based PCI Ethernet Adapter (10/100) ","00:30:05:0B:E4:CE","Intel(R) 82559 Fast Ethernet LOM with Alert on LAN 2* [Bus 2 Slo","00:D0:B7:00:80:F0","01/16/2003 14:00:00"

## 2.3.6 Disk Change Information File (disk_change.csv)

**File format**

| File name | disk_change.csv |
|---|---|
| Output items | Section name, PC name, user name, previous disk supplier name, previous disk manufacturer, previous disk capacity, updated disk supplier name, updated disk manufacturer name, updated disk capacity, detected date |

**File output example**

> 01/16/2003 14:39:41
>
> Section name, PC name, user name, previous disk manufacturer name, previous disk model name, previous disk capacity, updated disk manufacturer name, updated disk model name, updated disk capacity, detected date
>
> System No.1","take-low"," Fujitsu HANAKO ","","","","IO-DATA","HDVS-UM20G","3467","04/14/2006 14:11:03"

## 2.3.7 Drive Capacity Information File (drive_size_alarm.csv)

**File format**

| File name | drive_size_alarm.csv |
|---|---|
| Output items | Section name, PC name, user name, drive name, capacity (MB), available size (MB), usage (%),detected date |

**File output example**

> 03/30/2007 13:00:10
>
> Section name, PC name, user name, drive name, capacity (MB), available size (MB), usage (%),detected date
>
> "Business section B","TESTPCABC010","10000010","C:",4086,612,86," 03/28/2007 10:47:38"

## 2.3.8 Software Auditing Information file (software_install.csv)

**File format**

| File name | software_install.csv |
|---|---|
| Output items | Section name, PC name, user name, dictionary code, name, detected date |

**File output example**

> 01/16/2003 14:39:41
>
> Section name, PC name, user name, dictionary code, name, detected date
>
> "System No.1","take-low"," Fujitsu HANAKO ","@ZZNETFW0004",insufficient use of "Server 2003 Framework 1.0 application patch","04/14/2006 14:11:03"
>
> " System No.3","toshio"," Fujitsu Goro~","@ZZSQL000013",insufficient use of "SQL Server patch","04/14/2006 14:11:03"

## 2.3.9 Registry Change Information File (regist_change.csv)

**File format**

| File name | regist_change.csv |
|---|---|
| Output items | Section name, PC name, user name, collected item names, registry key, value name, previous registry value data, updated registry value data, detected date |

**File output example**

> 01/16/2003 14:39:41
>
> Section name, PC name, user name, collected item names, registry key, value name, previous registry value data, updated registry value data, detected date
>
> " Development ","kai-pc-100"," Fujitsu HASI ","CDView","\HKEY_LOCAL_MACHINE\SOFTWARE\Fujitsu \CDView\8.0\APPPATH ","CDView","C:\Program Files\CDViewV8","D:\Program Files\CDViewV8","04/14/2006 14:11:03"

## 2.3.10 Windows Logon Change Information File (login_change.csv)

**File format**

| File name | login_change.csv |
|---|---|
| Output items | Section name, PC name, user name, previous login user, updated login user |

**File output example**

> 03/30/2007 13:00:13
>
> Section name, PC name, user name, previous login user, updated login user
>
> " Business section 0000004","PC1","employee 1","Administrator","administrator","03/30/2007 11:49:48"

## 2.3.11 Software Addition or Deletion Change Information File (software_change.csv)

**File format**

| File name | software_change.csv |
|---|---|
| Output items | Section name, PC name, user name, software name, updated flag, detected date |

Updated flags:

0: add software

1: delete software

**File output example**

```
12/16/2007 14:39:41

Section name, PC name, user name, software name, updated flag, detected date

"System No.1","take-low"," Fujitsu HANAKO "," Fujitsu HANAKO ","Systemwalker Desktop Patrol V13.2.0
","1","12/14/2007 11:11:03"

"System No.1","take-low"," Fujitsu HANAKO "," Fujitsu HANAKO ","0","12/14/2007 14:11:03"
```

# 2.4 Log File

## 2.4.1 CT Operation Status Log File

CT operation status log files are stored in the following folder while they are being collected.

- Store object folder (note)

```
CS installation directory\FJSVsbinv\ct_trace
```

Under the files specified as storing targets, automatically create "user ID+PC name+upper server name" folder for each CT to manage CT operation status log.

- CT operation status log files

```
dpsysdYYYYMMDD.log
YYYYMMDD: collection date of CT operation status log
YYYY: year
MM : month
DD : day
```

Create CT operation status log collected in CT with files in date unit.

Note) The storing targets and number of management days of CT operation status log files can be changed with SVPolicy.exe(server environment setup) command.

## File format

CT operation status log files are CSV format (UTF-8 code) information based on the following formats. In addition, CT operation status log files are managed in CT unit.

- Data are handled in units of lines (up to a linefeed).

- Items listed are separated by a comma (,).

| Item number | Contents | Remarks |
|---|---|---|
| 1 | User ID | User ID defined in "User identification information" tab on CT "Environment Setup" window. |
| 2 | PC name | PC name defined in "User identification information" tab on CT "Environment Setup" window. |
| 3 | Target server name | Target server name defined in "User identification information" tab on CT "Environment Setup" window. |
| 4 | Date & time | Format: YYYY/MM/DD hh:mm:ss.xxx |
| 5 | Type | Information category<br>INFO : contents of "information" level<br>WARNING : contents of "warning" level<br>ERROR : contents of "error" level |
| 6 | Function summary | Output "function summary" of the following operation records. |
| 7 | Function details | Output "function details" of the following operation records. |
| 8 | Result | OK : success.<br>OK (return value): success.<br>NG(return value): fail (1)<br>RC(return value): return value when executing software. (2 Abbreviations exist based on contents of "function details". |
| 9 | Character string | Character string output security patch /software name etc.<br><br>Abbreviations exist based on contents of "function details". |

Note 1) Refer to the following contents for the return value set in NG (return value).

-"Network error details"

-"Patch application error details"

-"Software download error details"

Note 2) The return value set in RC (return value) will be the return value for the software which automatically executes distribution.

**Windows operation records**

| Function summary | Funciton details | Meaning | XP/2003/Vista/7/2008 |
|---|---|---|---|
| WINDOWS | SUSPEND | Windows has gone into suspension status. | ○ |
| | RESUME | Windows has resumed from suspension status. | ○ |
| | BATTERYMODE | PC has gone into battery use. | ○ |
| | ACLINEMODE | PC has gone into AC use. | ○ |

| Function summary | Funciton details | Meaning | XP/2003/Vista/7/2008 |
|---|---|---|---|
| | LOGON | Logged on Windows. | ○ |
| | LOGOFF | Deleted Windows. | ○ |
| | SWITCHUSER | Switched user (note) | ○ |
| | USERLOCK | Windows has gone into user lock status. | ○ |
| NETWORK | CONNECT | PC has connected with LAN. | ○ |
| | DISCONNECT | PC has disconnected with LAN. | ○ |

○: output

XP:Windows® XP

2003: Windows Server® 2003 and Windows Server® 2003 x64 Edition

Vista: Windows Vista® and Windows Vista® 64-digit Edition

7: Windows® 7 and Windows® 7 64-digit Edition

2008: Windows Server® 2008 and Windows Server® 2008 64-digit Edition

Note) In case that password is required to be input when resuming from screen saver and awakening, log will be output when resuming.

**Systemwalker Desktop Patrol operation records**

| Function summary | Funtion details | Meaning |
|---|---|---|
| DTP | SVCSTART | Service: ITBudgetMGR(INV) has gone into start status. |
| | SVCSTOP | Service: ITBudgetMGR(INV) has gone into stop status. |
| POLICY | RECEIVE | Policy is received. |
| | UPDATE | Received policy is reflected. |
| INVENTORY | COLLECT | Inventory is collected. |
| | UPLOAD | Collected Inventory information is informed to target server. |
| | RESEND | Unsent Inventory information is sent. |
| PATCH | START | Security patch is started. |
| | DOWNLOAD | Security patch is downloaded. |
| | APPLY | Security patch is applied. |
| | STATUS | Security patch application is completed. |
| CONTENTS | START | Started to download software. |
| | DOWNLOAD | Software is downloaded. |
| | APPLY | Software is executed. |
| | STATUS | Software execution is completed. |
| UPDATER | DOWNLOAD | Updater is downloaded. |
| REBOOT | SELECT | Reboot is required. |
| | STATUS | No reboot, go into reservation status. |

Table 2.1 Software download error details

| Error number | Error cause |
|---|---|
| | Disposal |
| -1 | Failed to decompress the patch data (ZIP file) downloaded from the target server (CS or DS). |
| | Since potential error may occur based on the load condition of PC, please confirm the load condition of PC. |
| | Please contact the system administrator in case that this error occurs again. |
| | Disposal of the system administrator |
| | Since the possibility of software registration failure exists, please register the software that failed to be decompressed via the main menu. |
| -3 | Failed to download the software due to insufficient available disk space when downloading the software. |
| | Please confirm the available space of drive in which the product is to be installed. |
| -13 | The right simulation for the "specified user right" set value failed when downloading the software. |
| | Please confirm if the user name defined in policy has registered in PC. In addition, please confirm password. |

**File output example**

File name:dpsysd20070517.log

```
user01,pc01,server01,2007/05/17 14:52:53.221,INFO,PATCH,STATUS,OK(3010),MS07-021(930178) in
WindowsVista.
```

# 2.4.2 CS Operation Log File

CS operation log files are stored in the following folder.

- Storing target folder (note)

```
CS installation directory \common\dtpaudit
```

- File name

```
MMDDYYYY_DTP.log

MMDDYYYY: collection date of CS operation log

MM : month

DD : day

YYYY : year
```

Note) The storing targets and number of management days of CS operation log files can be modified by editing defined files. Please refer to "Systemwalker Desktop Patrol Installation Guide" for details.

**File format**

CS operation log files are output in the following formats.

- Output with 1 operation 1 record.

- Each item is enclosed in double quotations""".

- Items listed are separated by a comma ",".

| Item name | Maximum length (byte) | Value format | Remark |
|---|---|---|---|
| Date | 19 | MM/DD/YYYY HH:MM:SS<br>MM: month (01~12)<br>DD: day (01~31)<br>YYYY:year<br>HH: hour (00~23)<br>MM: minute (00~59)<br>SS:second (00~59) | |
| Operating position | 256 | Preserved space | |
| Running host | 256 | Host name or IP address of CS | Character strings are enclosed in double quotations, and records are separated by a comma in case there are multiple running hosts in 1 operation. |
| Operator | No upper limit | Input the user name that is operating.<br>Web-GUI: user ID | |
| Operation | No upper limit | Input the selection items of operating steps and main menu executed in Web GUI. | Please refer to the table below for output operation. |
| Object for operation | 256 | Output the name indicated by the resource that is taken as an object for operation. | Please refer to the table below for output of the object for operation. |
| Operating contents | No upper limit | Output the operating contents.<br>LOGIN: login<br>LOGOUT: logout<br>CREATE: create<br>MODIFY: modify<br>DELETE: delete<br>EXECUTE: execute | Details of operating contents will be output in brackets. |
| Running result | 1 | Results of output operation.<br>S: SUCCESS<br>F: FAIL | |
| Module | No upper limit | Types used to classify operated contents<br>Web-GUI: Web GUI | |
| Preserved space | - | Preserved space | |
| Preserved space | - | Preserved space | |

Web GUI: main menu and download menu

Operation of records in CS operation log is shown as follows:

**Main menu**

| Function | Operation | Object for operation | Operating contents |
|---|---|---|---|
| PC Information | Inventory delete | PC information | DELETE |
| | PC operation management - power ON | PC Operation management | EXECUTE |

| Function | Operation | Object for operation | Operating contents |
|---|---|---|---|
| | PC operation management - power OFF | PC | EXECUTE |
| License Management | License giving - settings | License management | MODIFY |
| | Current license management - add | License management | CREATE |
| | Current license management - modify | License management | MODIFY |
| | Current license management - aelete | License management | DELETE |
| | License definition- add | License management | CREATE |
| | License definition - modify | License management | MODIFY |
| | License definition - delete | License management | DELETE |
| Distribution | File distribution - add | Distribution | CREATE |
| | File distribution - modify | Distribution | MODIFY |
| | File distribution - start | Distribution | MODIFY |
| | File distribution - stop | Distribution | MODIFY |
| | File distribution - delete | Distribution | DELETE |
| | Software distribution - apply | Distribution | MODIFY |
| | Software distribution - add software Group for distribution | Distribution | CREATE |
| | Software distribution - modify software Group for distribution | Distribution | MODIFY |
| | Software distribution - delete s software Distribution group | Distribution | DELETE |
| | Software distribution - add PC group for distribution | Distribution | CREATE |
| | Software distribution - modify PC group for distribution | Distribution | MODIFY |
| | Software distribution - delete PC workgroup for distribution | Distribution | DELETE |
| | Software distribution - set software distribution | Distribution | MODIFY |
| | Software distribution - set software distribution - add software distribution | Distribution | CREATE |
| | Software distribution - set distribution software - details information | Distribution | MODIFY |
| | Software distribution - set distribution software - details information | Distribution | DELETE |
| | security patches distribute - apply | Distribution | MODIFY |
| | security patches distribute - details information | Distribution | MODIFY |
| | security patches distribute - details information | Distribution | DELETE |

| Function | Operation | Object for operation | Operating contents |
|---|---|---|---|
| Management Ledger | Add device | Management ledger | CREATE |
| | Modify device | Management ledger | MODIFY |
| | Delete device | Management ledger | DELETE |
| | Modify note | Management ledger | MODIFY |
| | Contract management-add | Management ledger | CREATE |
| | Contract management- modify | Management ledger | MODIFY |
| | Contract management- delete | Management ledger | DELETE |
| | Contract management- extend contract | Management ledger | CREATE |
| | Contract management- contract distribution | Management ledger | MODIFY |
| | Inventory support -uasge setting | Machine management ledger | MODIFY |
| | Inventory support- set as inventoried | Management ledger | MODIFY |
| | Inventory support- set as uninventoried | Management ledger | MODIFY |
| | Inventory support- set as object for inventory | Management ledger | MODIFY |
| | Inventory support- set as non-object for inventory | Management ledger | MODIFY |
| | Inventory support- modify set place | Management ledger | MODIFY |
| | Non-registered machine management - non-object setting | Management ledger | MODIFY |
| | Non-registered machine management target for return | Management ledger | MODIFY |
| | Non-registered device management - Delete | Management ledger | DELETE |
| | Non-registered machine management - Add network segment | Management ledger | CREATE |
| | Non-registered machine management - modify network segment | Management ledger | MODIFY |
| | Non-registered machine management - delete network segment | Management ledger | DELETE |
| | Non-registered machine management - collection dependence of network segment | Management ledger | EXECUTE |
| Environment Setup | User Mmanagement - Aauthority Ssettings | Environment setup | MODIFY |

| Function | Operation | Object for operation | Operating contents |
|---|---|---|---|
| | User management - upload user information | Environment setup | MODIFY |
| | User management - upload user information | Environment setup | DELETE |
| | User management - upload building information | Environment setup | MODIFY |
| | User management - upload building information | Environment setup | DELETE |
| | Section management - add | Environment setup | CREATE |
| | Section management - delete | Environment setup | DELETE |
| | Section management - upload | Environment setup | MODIFY |
| | Section management - upload | Environment setup | DELETE |
| | Policy group management - add | Environment setup | CREATE |
| | Policy group management - delete | Environment setup | DELETE |
| | Policy group management - details | Environment setup | MODIFY |
| | Policy group management - basic operation running policy | Environment setup | CREATE |
| | Policy group management - basic operation policy | Environment setup | MODIFY |
| | Policy group management - basic operation policy | Environment setup | DELETE |
| | Policy group management - patch application policy | Environment setup | CREATE |
| | Policy group management - patch application policy | Environment setup | MODIFY |
| | Policy group management - patch application policy | Environment setup | DELETE |
| | Policy group management - power-saving policy | Environment setup | CREATE |
| | Policy group management - power-saving policy | Environment setup | MODIFY |
| | Policy group management - power-saving policy | Environment setup | DELETE |
| | Policy group management - security policy | Environment setup | CREATE |
| | Policy group management - security policy | Environment setup | MODIFY |
| | Policy group management - security policy | Environment setup | DELETE |
| | Settings of software auditing - add prohibition software | Environment setup | CREATE |
| | Settings of software auditing - add user definition | Environment setup | CREATE |
| | Settings of software auditing - application | Environment setup | MODIFY |
| | Settings of software auditing - add workgroup | Environment setup | CREATE |
| | Settings of software auditing - delete workgroup | Environment setup | DELETE |
| | Settings of software auditing - move workgroup | Environment setup | MODIFY |
| | Settings of software auditing - modify workgroup name | Environment setup | MODIFY |

| Function | Operation | Object for operation | Operating contents |
|---|---|---|---|
| | Settings of software auditing - details | Environment setup | MODIFY |
| | Settings of software auditing - details | Environment setup | DELETE |
| | CS/DS settings and operation status - set CS | Environment setup | MODIFY |
| | CS/DS settings and operation status - set CS | Environment setup | MODIFY |
| | Option | Environment setup | MODIFY |
| Modify password | Modify password | Modify password | MODIFY |
| Login/logout | Login | Login | LOGIN |
| | Logout | Logout | LOGOUT |

**File output example**

File name: 05202008_DTP.log

" 05/20/2008 12:05:01","","swserver","DTP_S001234","Policy group management - add ","Environment setup","CREATE","S","Web-GUI","",""

# 2.4.3  Simple Operation Log File

**File name**

UserOperation.00.wdu

UserOperation.01.wdu

UserOperation.02.wdu

UserOperation.03.wdu

**Usage**

Simple operation log files are the files for auditing window operation performed by users on CS and running of specified files in "control executive file".

Created when being set as collection simple operation log.

By browsing this file, the administrator can control the auditing for user operation on the PC as well as the informing conditions for specified files in "control executive file". The administrator can update when collecting inventory or informing inventory.

**Storing position**

CS

Created under each CT folder collecting file directory on CS.

CT

Create under DTP installation directory \invcl\inv\meter\opelog folder.

**File format**

Simple operation log files are text files that use Unicode (UTF-8, byte, sequence, no flag) code and are separated by a comma.

| Item number | Item name | Item contents |
|---|---|---|
| 1 | Logon User name | User name logged on object PC |
| 2 | Type | Information types:<br><br>I: activity information of window<br><br>W: alarm information of "control executive file"<br><br>S: forced stop "control executive file"<br><br>N: user logon<br><br>F: user logout<br><br>B: PC started<br><br>H: PC off |
| 3 | Record time | Record time of the action<br>(YYYY/MM/DD□HH:MM:SS)<br><br>□: blank<br><br>YYYY: year<br><br>MM: month (01~12)<br><br>DD: day (01~31)<br><br>HH: hour (00~23)<br><br>MM: minute (00~59)<br><br>SS:second (00~59) |
| 4 | Window display - date and time of end | Date and time when going into non-action status<br>(MM/DD/YYYY□HH:MM:SS)<br><br>□: blank<br><br>YYYY: year<br><br>MM: month (01~12)<br><br>DD: day (01~31)<br><br>HH: hour (00~23)<br><br>MM: minute (00~59)<br><br>SS:second (00~59)<br><br>It only takes effect in case the information type is " I " |
| 5 | Operation hour | The second displayed before switching window.<br><br>It only takes effect in case the information type is " I " |
| 6 | Window title | Title character string of window<br><br>It only takes effect in case the information type is " I " |
| 7 | File name | Name of file that executes programs |
| 8 | Dialog ID | Dialog identification symbol for operation<br><br>(The same as the ID contained in the output content of " query session " command existing after Windows Server® 2003) |

**File output example**

"","B","2011/10/01 14:01:25","","","","",""

"dtp-user2","N","2011/10/01 14:02:09","","","","","1"

"dtp-user1","N","2011/10/01 14:02:21","","","","","2"

"dtp-user3","N","2011/10/01 14:02:30","","","","","4"

"dtp-user1","I","2011/10/01 14:02:44","2011/10/01 14:03:00","16","Start menu","C:\WINDOWS\Explorer.exe","2"

"dtp-user2","W","2011/10/01 14:03:33","","","","C:\Users\dtp-user2\documents\connect\rlogin.exe","1"

"dtp-user1","I","2011/10/01 14:03:01","2011/10/01 14:03:35","34","Environment Setup","C:\DTP\ctdsetup.exe","2"

"dtp-user3","S","2011/10/01 14:03:44","","","","E:\temp\p2p.exe","4"

"dtp-user1","F","2011/10/01 14:05:50","","","","","2"

"dtp-user3","F","2011/10/01 14:05:50","","","","","4"

"dtp-user2","F","2011/10/01 14:05:50","","","","","1"

"","H","2011/10/01 14:06:07","","","","",""

## 📘 See

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

Cross-month action

The window was activated at 23:58 on 30th September, 2011, and other window was displayed at 24:04 on 1st October, 2011. Then you can browse this record via files of October (UserOperation.00.wdu in October).

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

### Note for information provider

In case notes for the manual exist, please record here. There is no record in the manual.

# 2.5  List File

List files are the files specified by following commands:

- dtppcmst.exe (PC registration)

- dtpdlt.exe (Inventory deletion)

## 2.5.1  PC List File

The list file is specified by dtppcmst.exe (PC registration) command.

### File format

| | | Item | Entry length | Characters that can be specified | Descriptioin |
|---|---|---|---|---|---|
| Mandatory | 1 | PC name | 20 | Alphanumeric characters (case-sensitive) and except "+", "*", "?", "<", ">", ",", ";", ":", "\", "/", """, "\|" | A particular PC name |
| Mandatory | 2 | User ID | 20 | Alphanumeric characters (case-sensitive) and "-""@", "." [_] | A particular user ID |

### Example

Note line (note)

Note line (note)

"pc1","000001"

"pc2","000002"

"pc3","000003"

"pc4","000004"

"pc5","000005"

Note) the second line of the note line is not a process object. It is the same in the case of a blank line.

## 2.5.2 List File of Deletion

The list file is specified by dtpdlt.exe (Inventory deletion) command.

**File format**

| | | Item | Entry length | Characters that can be specified | Description |
|---|---|---|---|---|---|
| Mandatory | 1 | PC name | 20 | Alphanumeric characters (case-sensitive) and except "+", "*", "?", "<", ">", "," ";", ":", "\", "/", """, "\|" | A particular PC name |
| Mandatory | 2 | User ID | 20 | Alphanumeric characters (case-sensitive) and "-""@", "." [_] | A particular user ID |

**Example**

Note line (Note)

Note line (Note)

"pc1","000001"

"pc2","000002"

"pc3","000003"

"pc4","000004"

"pc5","000005"

Note) the second line of the note line is not a process object. It is the same in the case of a blank line.

## 2.6 Defined File for Operation Management Target PC Information

Information used to define operation management PC. This file is the file specified by following command.

- dtpamtent.exe (registration operation management target PC information) command

**File format**

Please create files in CSV format, UTF-8 character code. The items are separated by a comma. Please enclose each item value with quotations ("").

The first line and the second line of CSV files are note lines. Please record data of operation management target PC from the third line and on.

| Item number | Item name | Description | Omission |
|---|---|---|---|
| 1 | IP address/host name of AMT of operation management target PC (note) | Specify IP address/host name of AMT | Not allowed |
| 2 | User ID of AMT of operation management target PC | Specify user ID of AMT.<br>Please specify as "admin". (In case it has been modified via AMT function, please specify the modified user ID) | Not allowed |
| 3 | Password of AMT of operation management target PC | Specify password of AMT.<br>Please keep it the same as the password input when starting "ME BIOS" of operation management target PC. | Not allowed |
| 4 | User ID of CT | Specify user ID of CT.<br>Specify with DBC case alphanumeric characters that are up to 20 characters and DBC case symbols "-", "@", ".". | Allowed |
| 5 | PC name of CT | Specify PC name of CT.<br>Specify with DBC case alphanumeric characters that are up to 20 characters and blank can be specified. Following special characters are not allowed "+", "*", "?", "<", ">", ",", ";", ":", "\", "/", """, "\|". | Allowed |

Note)

Please keep it the same as "IP address" specified in "Intel® AMT Configuration setting" of operation management target PC. In addition, please set IP address/host name as contents that can correspond with CS. For port number used by PC operation management function, please refer to "List of port number".

Remark.

Even for items that can be omitted, please record them in the column.

**Example**

Examples of CSV file records are shown as below:

```
(Note)
(Note)
"10.xx.xxx.1","admin","AMTPW","UserID1","PC1"
"10.xx.xxx.2","admin","AMTPW","",""
"10.xx.xxx.3","admin","AMTPW","UserID3","PC3"
```

Remark: the first and the second lines are notes, which will be neglected even if they are specified.

**Cautions**

- When defining user ID and PC name of CT, please keep them the same as following information. In case modification occurs after registering operation management target PC information, please keep them the same every time.

    - User ID of CT:
      User ID of "user identification information" tab of "Environment Setup" window

    - PC name of CT:
      PC" PC name of "user identification information" tab of "Environment Setup" window

Even if IP address of AMT of operation management target PC conflicts with user ID or PC name of CT (each PC), this CSV file will be defined in "PC operation management" window and registration information will be displayed. Each operation in PC operation management (timely collection of inventory information, power operation) will perform operation on PC that is registered with AMT IP address of operation management target PC.

# 2.7 Files Output by Machine Management Ledger

Describe files output by machine management ledger.

## 2.7.1 Contract Information File

Contract information files are created in CSV format in which items are separated by a comma. In addition, since the first line is used as item name, please output actual data from the second line.

Items and file examples recorded in files are shown as below.

**Item**

| No. | Item name | Mandatory/Optional | Specified character | Remarks |
|---|---|---|---|---|
| 1 | Contract No. | Mandatory | Up to 20 characters can be set including DBC case alphanumeric characters and DBC case symbol ("-"). | Contract number when signing |
| 2 | Contract Class | Mandatory | Set any of the following items according to contract.<br><br>- Lease<br><br>- Rent<br><br>- Maintainance | Classified information of cantract |
| 3 | Cost Burden Origin | Optional | Up to 36 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters.<br><br>In case of omission, system administrator sets "Management Target", section administrator takes the section to which it belongs as omission value for setting. | Section code of contract section.<br><br>Error will occur when setting value that is not registered to Systemwalker Desktop Patrol. |
| 4 | Contracted Company | Optional | Up to 60 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Name of contract company. |
| 5 | Contract Name | Optional | Up to 128 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Name of contract items. |
| 6 | Contract Date | Mandatory | Set date in following format.<br><br>mm/dd/yyyy | Date of signing contract |
| 7 | Contract Start Date | Mandatory | Set date in following format.<br><br>mm/dd/yyyy | Date of contract start |
| 8 | Contract End Date | Optional | Set date in following format.<br><br>mm/dd/yyyy | Date of contract end |

| No. | Item name | Mandatory/Optional | Specified character | Remarks |
|-----|-----------|--------------------|--------------------|---------|
| 9 | Contract Value | Optional | Set number that is up to 9 digits in DBC case. | Value of signing contract |
| 10 | Remarks | Optional | Up to 60 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Remark information related to contract |
| 11 | Administrator Memo 1~6 | Optional | Up to 128 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Remark information related to contract |
| 12 | Original Contract NO. | Optional | Up to 20 characters can be set including DBC case alphanumeric characters and DBC case symbol ("-"). | Number of original contract for extending contract |
| 13 | Installation Code | Optional | Up to 20 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Number of contract that is managed by contract company |
| 14 | Paymennt Type Name | Optional | Up to 10 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case double-byte characters. | Monthly payment, yearly payment and other payment |
| 15 | Officer Name | Optional | Up to 128 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Name of contract principal |
| 16 | Phone No. of Officer | Optional | Up to 20 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Phone number of contract principal. |
| 17 | Fax No. of Officer | Optional | Up to 20 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Fax number of contract principal |

**Example**

Contract No.,Contract Class,Cost Burden Origin Section Code,Contract Company,Contract Name,Contract Date,Contract Start Date,Contract End Date,Contract Value,Remarks,Administrator Memo1,Administrator Memo2,Administrator Memo3,Administrator Memo4,Administrator Memo5,Administrator Memo6,Original Contract No.,Installation Code,Payment Type Name,Officer Name,Phone No. of Officer,FAX No. of Officer

Lease0001,lease,, lease company, entire PC ,06/05/2006,06/05/2006,12/05/2008,,,,,,,,,,,,,

Lease0002,lease,,lease company, complete set of Fujitsu printer,09/06/2003,09/06/2003,09/05/2008,,printer for business,,,,,,,,,,,

Rental001,lease,,company lease, complete set of projector for seminar, 07/05/2006,07/10/2006,09/09/2008,450000,,,,,,,,,,,

## 2.7.2 Device Information File

Device Information files are created in CSV format in which items are separated by a comma. In addition, since the first line is used as item name, please output actual data from the second line.

Items and file examples recorded in files are shown as below.

**Item**

| No. | Item name | Mandatory/Optional | Characters that can be specified | Remark |
|---|---|---|---|---|
| 1 | Asset Number | Mandatory (note) | Up to 24 characters can be set including DBC case alphanumeric characters and DBC case symbols.<br><br>Letters are not case-sensitive. Letters are treated as capital letters for registration or modify when using lowercase letters. For example, modify "a001" as "A001".<br><br>- DBC case letters: "A"~"Z"<br><br>- DBC case numbers : "0"~"9"<br><br>- DBC case symbols: "-", ".", "" (blank), "$", "/", "+", "%" | Asset Number of machine |
| 2 | Model Name | Optional | Up to 64 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Model name of machine |
| 3 | Serial Number | Optional | Up to 24 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Serial name of machine |
| 4 | Manufacturer Name | Optional | Up to 64 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case double-byte characters. | Manufacturer name of machine |
| 5 | Class | Mandatory | Up to 32 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters.<br><br>In addition, when "PC" is set, error will occur if "machine name" and "user ID" are the same as other registered PC. | Class of mahcine |
| 6 | Type | Mandatory | Up to 64 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Details of mahcine class |
| 7 | Propertyt ID | Optional | Up to 64 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case double-byte characters. | Property type of machine |
| 8 | User ID | Mandatory | Up to 20 characters can be set including DBC case alphanumeric characters and DBC case symbols. | User ID of user that is using the machine. |

| No. | Item name | Mandatory/Optional | Characters that can be specified | Remark |
|---|---|---|---|---|
| | | | | Error will occur when setting value that is not registered to Systemwalker Desktop Patrol. |
| 9 | Device name | Mandatory | Up to 20 characters can be set including DBC case characters and SBC case characters. | Name for use of machine |
| 10 | Contract No. | Optional | Up to 20 characters can be set including DBC case alphanumeric characters and DBC case symbol ("-"). | Number of lease contract or rent contract related to machine.<br><br>Error will occur when setting value that is not registered as contract information. |
| 11 | Maintainance code | Optional | Up to 20 characters can be set including DBC case alphanumeric characters and DBC case symbol ("-"). | Number of maintenance contract related to machine.<br><br>Error will occur when setting value that is not registered as contract information. |
| 12 | Usage status | Optional | Set any of the following items according to usage status.<br><br>- In use<br><br>- Not in use<br><br>- Faulty<br><br>- Object for return<br><br>- Object for discard<br><br>- Other | Usage statusof machine |
| 13 | Inherent information(1~30) | Optional | Up to 64 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Any information related to machine. |
| 14 | Path Name of Link | Optional | Up to 255 characters UNC presentation can be used for setting.<br><br>Path name or URL of directory also can be set except path name of files.<br><br>In case a path is specified to start with "http:" or "https:", it is determined as URL without detecting if the file exists. | Related machine data (e.g. machine image) or these input directory and URL. |
| 15 | IP Address 1 | Optional | Set in following format.<br><br>XXX.XXX.XXX.XXX | |

| No. | Item name | Mandatory/Optional | Characters that can be specified | Remark |
|---|---|---|---|---|
| | | | XXX: DBC case numbers from 0~255 can be set. | |
| 16 | MAC Address 1 | Optional | Set in following format.<br><br>XX:XX:XX:XX:XX:XX<br><br>XX: only hex presentation from 00 - FF can be set. DBC case letters can be set as capital or lowercase.<br><br>Separators can be as "_". In addition, separators can be omitted for setting. When separator "_" is omitted, separator ":" will be registered in machine management ledger.<br><br>Setting example:<br><br>FF:0B:5D:D0:D7:13<br><br>FF-0B-5D-D0-D7-13<br><br>FF0B5DD0D713 | |
| 17 | IP Address 2 | Optional | Set in following format.<br><br>XXX.XXX.XXX.XXX<br><br>XXX: DBC case numbers from 0~255 can be set. | |
| 18 | MAC Address 2 | Optional | Set in following format.<br><br>XX:XX:XX:XX:XX:XX<br><br>XX: only hex presentation from 00 - FF can be set. DBC case letters can be set as capital or lowercase.<br><br>Separators can be as "_". In addition, separators can be omitted for setting. When separator "_" is omitted, separator ":" will be registered in machine management ledger.<br><br>Setting example:<br><br>FF:0B:5D:D0:D7:13<br><br>FF-0B-5D-D0-D7-13<br><br>FF0B5DD0D713 | |
| 19 | Setup Place | Optional | Up to 60 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Set the setup place of machine.<br><br>Error will occur when setting value that is not registered to "building management information". |
| 20 | Related Asset Number | Optional | Up to 24 characters can be set including DBC case alphanumeric characters and DBC case symbols. | |

| No. | Item name | Mandatory/Optional | Characters that can be specified | Remark |
|---|---|---|---|---|
| | | | Letters are not case-sensitive. Letters are treated as capital letters for registration or modify when using lowercase letters. For example, modify "a001" as "A001". In addition, in case related asset number is not input, the value that is the same as the asset Number will be related asset number. In case following related asset number is input, input value error will occur. <br> - Machine of input related asset number does not exist. <br> - Related machine quantity relative to input related asset number exceeds 100. <br> - Machine of input related asset number is already related machine of other machine. <br> - (Only for modification) in case the input related asset number is different from asset number, and former asset number is being used as related asset number of other machine. | |
| 21 | Date of Manufacture | Optional | Up to 20 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Manufacture date of device |
| 22 | Date of Registration | Optional | Up to 20 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Registration date for device property device account. |
| 23 | Inherent information (31~60) | Optional | Up to 64 characters can be set including DBC case alphanumeric characters, DBC case symbols and SBC case multi-byte characters. | Any information related to machine |

Note) when auto setting of assets management number is started, the automatically set property management number will be stochastic, and it will be automatically set in "Assets Management number setting" tab of "Environment Setup" window.

Remarks: in case "contract No." or "maintenance code" of register/modify machine is not set, the section administrator can only set the section to which he belongs, the subordinate section or unconfigured "user ID" when registering/modifying property information.

**Example**

```
Asset Number,Model Name,Serial Number,Manufacturer Name,Class,Type,Asset Classification,User ID,Device
Name,Contract No.,Mainte Code,Availability,User Memo1,User Memo2,User Memo3,User Memo4,User
Memo5,User Memo6,User Memo7,User Memo8,User Memo9,User Memo10,User Memo11,User Memo12,User
Memo13,User Memo14,User Memo15,User Memo16,User Memo17,User Memo18,User Memo19,User
Memo20,User Memo21,User Memo22,User Memo23,User Memo24,User Memo25,User Memo26,User
Memo27,User Memo28,User Memo29,User Memo30,Path Name of Link,IP Address 1,MAC Address 1,IP
Address 2,MAC Address 2,Setup Place,Related Asset Number,Date of Manufacture,Date of Registration,User
Memo31,User Memo32,User Memo33,User Memo34,User Memo35,User Memo36,User Memo37,User
```

Memo38,User Memo39,User Memo40,User Memo41,User Memo42,User Memo43,User Memo44,User Memo45,User Memo46,User Memo47,User Memo48,User Memo49,User Memo50,User Memo51,User Memo52,User Memo53,User Memo54,User Memo55,User Memo56,User Memo57,User Memo58,User Memo59,User Memo60

A-000000030,FMV7TXJ121,MA1500428,FUJITSU,PC,Client, lease property, fujitsugoro,CT30,Lease0001,,In use,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

A-000000067,FMV7TXJ121,MA1500428,FUJITSU,PC,server, lease property, fujitsugoro,CT67,Lease0001,,In use,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

## 2.7.3 Device Confirmation File

Describe files that can be stored by clicking the "output file" button when performing "confirm various device information" in "device management ledger" - "machine management" window of main menu. Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "manage property by machine account" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

"06/04/2009 17:58:27","object for management/software general section","200"

"Section","Number of Affiliacted People","Number of Affiliacted People","Number of PC(s)"," Number of Unused PC(s)"," Number of Non-PC(s)"

"Total","20","83","80","5","3"

"Software general section","0","0","0","0","0"

" Software business No.1","3","11","11","0","0"

" Software business No.3","2","12","12","0","0"

## 2.7.4 Device List file

Describe files that can be stored by clicking the "output file" button when performing "confirm device list view" in "machine management ledger" - "device management" window of main menu. Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format" and "EXPORT file format".

Output examples of each format are shown as below:

### CSV file format output example

Output example of CSV file format is shown as below:

"06/04/2009 17:59:59"," object for management/software general section ","200"

"device name","section","user name","asset nubmer","setup place ","class","type"," Availability ","date of collection","collection information"

"CT1","software manufacturing No. 2","Fujitsu HANAKO","A-000000001","Northeast branch","PC","Client","not in use","06/01/2009 19:32:42","o"

```
"CT100","software business No.3"," Fujitsu SIRO ","A-000000100"," Northeast branch ","PC","server","in
use","06/01/2009 19:33:16","x"
```

**EXPORT file format output example**

EXPORT files are output in the same format as that of device information files.

Please refer to "Device Information File" for output example.

# 2.7.5  Device Information File

Describe files that can be stored by clicking the "output file" button when performing "confirm machine details" in "machine management ledger" - "device management" window of main menu. Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

**CSV file format output example**

Output example of CSV file is shown as below:

```
"06/04/2009 18:00:48"," Detail of Device",""

"class 1","class 1","content"

"Basic Information"," Asset Number","A-000000030"

" Basic Information "," Related Asset Number","A-000000030"

" Basic Information "," Device Name,"CT30"
```

# 2.7.6  Contract Confirmation File

Describe files that can be stored by clicking the "output file" button when performing "confirm various contract information" in "machine management ledger" - "contract management" window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

**CSV file format output example**

Output example of CSV file is shown as below:

```
"06/04/2009 18:01:36"," object for management/software general section ","200"

"Section","contract number","Section contract machine number"

"Total","2","13"

" Software general section ","1","0"

" Software business No.1","0","0"

" Software business No.3","0","0"
```

## 2.7.7 Contract List File

Describe files that can be stored by clicking the "output file" button when performing "confirm contract list view" in "machine management ledger" - "contract management" window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format" and "EXPORT file format".

Output examples of each format are shown as below:

### CSV file format output example

Output example of CSV file format is shown as below:

```
"06/04/2009 18:01:51"," object for management/software general section ","200"

"contract type","contract No."," expense burden source ","contract machine number","item name","contract
date","contract start date","contract end date","contract value"

"Lease","Lease0001","software general section","11","Pccomplete
set","06/05/2006","06/05/2006","06/05/2009",""

"Lease","Lease0002","software manufacturing section","3"," Fujitsu printer complete
set","09/06/2003","09/06/2003","06/05/2009",""
```

### EXPORT file format output example

EXPORT files are output in the same format as that of contract information files.

Please refer to "Contract Information File" for output example.

## 2.7.8 Contract Information File

Describe files that can be stored by clicking the "output file" button when performing "confirm contract details" in "machine management ledger" - "contract management" window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2009 19:01:19","contract details",""

"contract type", "contract No.", "installation code", "original contract No.", " expense burden source ", "item name","contract
company","contract date","contract start date","contract end date","contract value","payment type name","contract
principal","contract phone number of principal","Fax number of contract principal","remark","administrator remark 1","
administrator remark 2"," administrator remark 3"," administrator remark 4"," administrator remark 5"," administrator remark
6"

"Lease","Lease0001","",""","software general section", "Pccomplete set", "taxi company", "06/05/2006", "06/05/2006",
"12/05/2009", "","","","","","","","","","","",""

"list of machine distribution ","machine name","section","user name","assets management number","contract
No.","maintenance code","setting position","type","classification","application status","date of collection","collection
information","","","","","","","","",""

"list of machine distribution","CT1"," software manufacturing No. 2"," Fujitsu HANAKO ","A-000000001","Lease0001",""," 
Northeast branch ","PC","Client","not in use","06/01/2009 19:32:42","o","","","","","","","","",""
```

```
" list of machine distribution ","CT10","general affairs section"," Takahashi SIRO
","A-000000010","Lease0001","","Okinawa~branch","PC","Client","in use","06/01/2009
19:32:46","o","","","","","","","","","",""
```

## 2.7.9 Inventory Confirmation File

Describe files that can be stored by clicking the "output file" button when performing "confirm various inventory conditions" in "machine management ledger" - "inventory support" window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2009 18:03:26"," object for management/software general section ","200","inventory start date:
06/04/2009"

"section","number of affiliated people","number of objects for inventory ","inventoried number ","uninventoried
number","number of objects for non-inventory "

"Total","20","69","0","69","3"

" Software general section ","0","0","0","0","0"

" Software business No.1","3","10","0","10","1"

" Software business No.3","2","12","0","12","0"
```

## 2.7.10 List of Object for Inventory/ Object for Non-Inventory List File

Describe files that can be stored by clicking the "output file" button when performing "confirm inventory list" or "confirm non-inventory list" in "machine management ledger" - "inventory support" window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2009 18:05:29"," object for management/software general section ","200","inventory start date:
06/04/2009"

"machine","section","user name"," assets management number ","inventory status","date of collection","inventory
end date","setting position"," setting position (revised value)","type","classification","application
status","collection"

"CT100"," software business No.3"," Fujitsu SIRO ","A-000000100","×","06/01/2009 19:33:16",""," Northeast
branch ","","PC","server","in use","o"

"CT101"," software manufacturing No. 2"," Goro~Suzuki ","A-000000101","×","06/01/2009 19:33:16","","
Kyushu branch ","","PC","client","in use","o"

"CT102"," software business No. 3"," Takahashi~saburo ","A-000000102","×","06/01/2009
19:33:17","","Middle branch","","PC","client","in use","o"
```

## 2.7.11 History Information File

Describe files that can be stored by clicking the "output file" button when performing "confirm history information" in "machine management ledger" - "device management" window of main menu.

Items that can be stored in files are items displayed in the window. In addition, for description of each item, please refer to "machine management ledger" of "Systemwalker Desktop Patrol Operation Guide: for Administrators".

In addition, format that can be stored will be modified as "CSV file format".

### CSV file format output example

Output example of CSV file is shown as below:

```
"06/04/2009 18:05:56","history search result",""

"update date and time","operation","note","machine name","section","user name","assets management
number","setting position","type","classificaiton","application status","date of collection","collection
information"

"11/04/2008 11:09:25","modify","","CT123"," software manufacturing No. 2"," Goro~Suzuki
","A-000000123","Kanto head office","PC","Client","in use","06/01/2009 19:33:25","o"

"06/04/2009 17:52:49","modify","modification based on setting position ","CT126","hardware development No.
1"," Takahashi Taro","A-000000126","Kinki branch","PC","client","in use","06/04/2009 17:27:35","o"

"11/04/2008 11:08:15","modify","","CT174"," hardware business No.1"," Takahashi HANAKO
","A-000000174","Hokkaido branch","PC","Client","in use","06/01/2009 19:33:49","o"
```

# Chapter 3 Message List

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

# 3.1 Messages during Installation/Setup

## 3.1.1 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.

### 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.

Process

Please check the PC environment.

## An unpredictable error occurs in version check of Symfoware.

Cause

An unexpected error occurred when checking the Symfoware version.

Process

Please check the PC environment.

## Target location for installing Symfoware is not specified.

Cause

The installation target of Symfoware is not specified.

Process

Please specify the installation target of Symfoware.

## Target location for installing Symfoware contains character string that cannot be specified "Spaces, '\\' , '/', ':',';', ' ' ,'*',?', '\"','<',>', '|' ".

Cause

Illegal string is contained in the installation target of Symfoware.

Process

Please modify the installation target of Symfoware.

## Failed to create installation directory of Symfoware.

Cause

Failed to create the installation target of Symfoware

Process

Please modify the installation target of Symfoware.

## The specified file system is not NTFS.

Cause

The file system is not NTFS

Process

Please check the PC environment.

## Failed to obtain the state of World Wide Web Publishing Service.
## This service needs to be stopped when reinstalling and upgrading this product.
## Please confirm on the service screen that the service has been stopped before reinstallation.

Cause

Probably, the "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.

### 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.

# 3.1.2 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.

# 3.1.3  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.

## 3.1.4 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 (iissetup).

## 3.1.5 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.

## 3.1.6 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.

## 3.1.7 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.

# 3.1.8 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.

# 3.2 Messages Output to Event Log

## 3.2.1 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.

## 3.2.2 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.

# 3.3 Message of CS

The following messages will appear as Message Box in CS.

## 3.3.1 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.

---

# 3.3.2 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.

## 3.3.3 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.

# 3.3.4 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\dtpdlt.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.

# 3.3.5 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.


## 3.3.6 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 dtpctlusr command.

# 3.3.7 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 dtpctlusr command.

# 3.3.8 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.

## 3.3.9 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.

# 3.3.10 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.

# 3.3.11 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.

# 3.3.12 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.

## 3.3.13 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 (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.

# 3.3.14 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.

## 3.3.15 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.

## 3.3.16 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.

# 3.4 CT Messages

The following messages will appear in CT.

## 3.4.1 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.

## 3.4.1.1  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.

# 3.4.2 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: <br><br> - 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:<br><br>- Whether the connected server is started. |
| 10061 | The connected server (CS/DS) is not started. |
| | Probable causes are the following, and please confirm:<br><br>- Whether the services of server (CS/DS) have been started.<br><br>- 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:<br><br>- The host name of server (CS/DS) cannot be parsed by DNS.<br><br>- 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:<br><br>- The host name of server (CS/DS) cannot be parsed by DNS.<br><br>- 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.

# 3.4.3 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.


## 3.4.4 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,cmsfdic.log,cmsfreg.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 cmprdinv.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 (cmprdinv.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.

## 3.4.5  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 (FJSVsbiis.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 \FJSVsbiis\log.

- InvCollectXXX.log (* This file cannot be created under the command mode CT)

- InvSendXXX.log

*XXX is an abbreviation for a product name.

## 3.4.6 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.

## 3.5 Messages Output in Main Menu

## 3.5.1 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.

## 3.5.2 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.

## 3.5.3 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.

# 3.5.4 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' 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.

## 3.5.5  License Management

### 3.5.5.1  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.

### 3.5.5.2  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.

# 3.5.6  Environment Setup

## 3.5.6.1  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 exits.

Cause

The registered group code has been entered when the section is created.

Process

Please confirm the group code.

# 3.5.7 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.

# 3.5.8 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.

# 3.6 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.

# 3.7 Messages of Management Ledger

The following messages will appear in Management Ledger window.

# 3.7.1 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.

# 3.7.2 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.

## 3.7.3 Messages in AC Environment Construction

This section describes the messages output when constructing the AC environment.

## 3.7.3.1  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)Variable Information

%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.

## 3.7.3.2  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.

## 3.7.3.3 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.

## 3.7.3.4 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.

### 3.7.3.5 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.

### 3.7.3.6 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.

## 3.7.4 Messages When Registering/Modifying Asset Information

The following section describes the messages output when registering/modifying asset information.

## 3.7.4.1 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.

## 3.7.4.2 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.

## 3.7.4.3 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.

# 3.7.5 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.

# 3.7.6 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.

## 3.7.7 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.

# 3.7.8 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].

# 3.7.9  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.

## 3.7.10 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.

## 3.7.11 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.

# Chapter 4 Port Number and Service

This chapter describes port numbers used in Systemwalker Desktop Patrol as well as the procedure for modifying them.

## 4.1 Port Number List

The following table lists port numbers used in Systemwalker Desktop Patrol.

| Source | Receive Port | Protocol | Transmission port | Destination | Used When |
|--------|--------------|----------|-------------------|-------------|-----------|
| DS | 2921 | RMI | Random | DS | Inter-process communications |
| DS | 2856 (Note 1) | HTTP | Random | CS, DS | Transmitting/collecting the inventory information |
| DS | 2922 (Note 1) | HTTP | Random | CS, DS | Distribution software |
| AC | 10104 | TCP | Random | CS | Operating asset information |
| ADT | 80 (Note 3) | HTTP | Random | CS | Notifying Systemwalker Desktop Patrol database of Device information detected by ADT |
| CT | 2856 (Note 1) | HTTP | Random | CS, DS | Transmitting the inventory information |
| CT | 2922 (Note 1) | HTTP | Random | CS, DS | Distribution software |
| Web GUI | 80(Note 2) | HTTP | Random | CS (IIS) | Connecting IIS of CS through the Web browser, and performing Web GUI operations |
| CS | 16992 | HTTP | Random | Management Target PC | Managing PC |
| - | 10009 | - | - | CS | Constructing or expanding the standard database of Systemwalker through "Operation Environment Maintenance Guide" |

CS: "Systemwalker Desktop Patrol CS"

DS: "Systemwalker Desktop Patrol DS"

AC: "Systemwalker Desktop Patrol AC"

ADT: "Systemwalker Desktop Patrol ADT"

CT: "Systemwalker Desktop Patrol CT"

Web GUI: "Desktop Patrol Main Menu" and "Desktop Patrol Download Menu"

Random: Use any of numbers that are not used at that point.

Note 1)

Default port number, which can be modified when you install the CS.

Note 2)

Default port number of IIS. The Web GUI settings need to be modified when you modify the port number.

Note 3)

To determine the device information, ADT accesses the following port numbers at the same network segment.

- 515: For checking whether the detected device is a printer.
  ADT determines that the device whose port number is null is a printer.

- 161: Obtain details about the device that cannot be determined as a PC.

Remarks

For port numbers used in remote operation function (Systemwalker Live Help), see the Systemwalker Live Help Manual.

## Settings when using firewall in CS and DS

Specify the following command as exception command of the firewall.

```
<Systemwalker Desktop Patrol installation directory>\JRE\5.0\bin\javaw.exe
```

## Settings when using firewall in CS

Set the port number used for receive port to exception in the firewall settings.

In addition, modify the settings when you modify the port number of the receive port.

# 4.2 How to Modify the Port Number

## 80

Port number for connecting to the Web GUI

To modify the port number 80 used to connect to IIS of CS through "Desktop Patrol Main Menu" or "Desktop Patrol download menu", perform the following operations after installing the CS:

1. Stop services

2. Modify the port number of IIS

3. Modify the settings of Systemwalker Desktop Patrol

4. Start services

Stoping services

1. Log in to the CS Windows as a user belonging to the Administrator group.

2. Stop the following services:

   a. Choose "Start"-"Control Panel"-"Management Tool"-"Services". Right-click "ITBudgetMGR (INV)" and click "Stop" from the shortcut menu.

b. Choose "Start"-"Programs"-"Management Tool"-"IIS Manager".

→The following page appears.
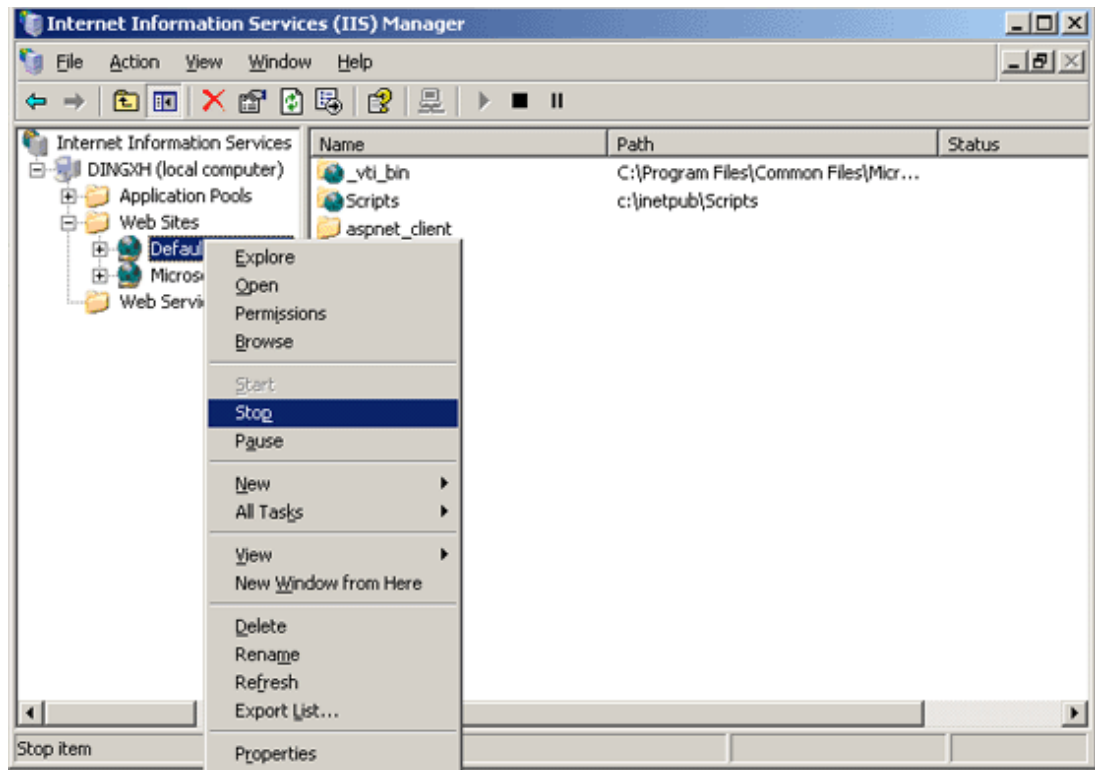


c. Right-click " Default Web Site" of "Web Sites" and click "Stop" from the shortcut menu.

Modifying the port number of IIS

1. Choose "Start"-"Programs"-"Management Tool"-"IIS Manager". Right-click "Existent Web Site" of "Web Site" and click "Properties" from the shortcut menu.

   →The following page appears.
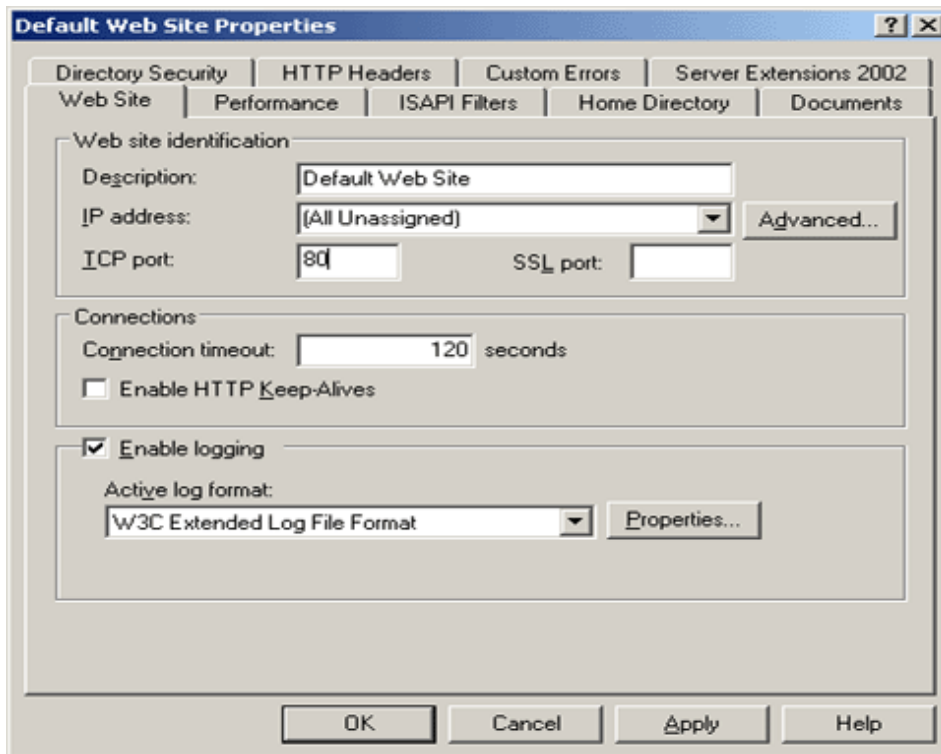
2. Modify [TCP port] to any port number that is larger than 1024 and has not been used in the system. Determine the port numbers that are used in the system by running the netstat command.

   The following takes modifying the TCP port number to 12250 as an example.
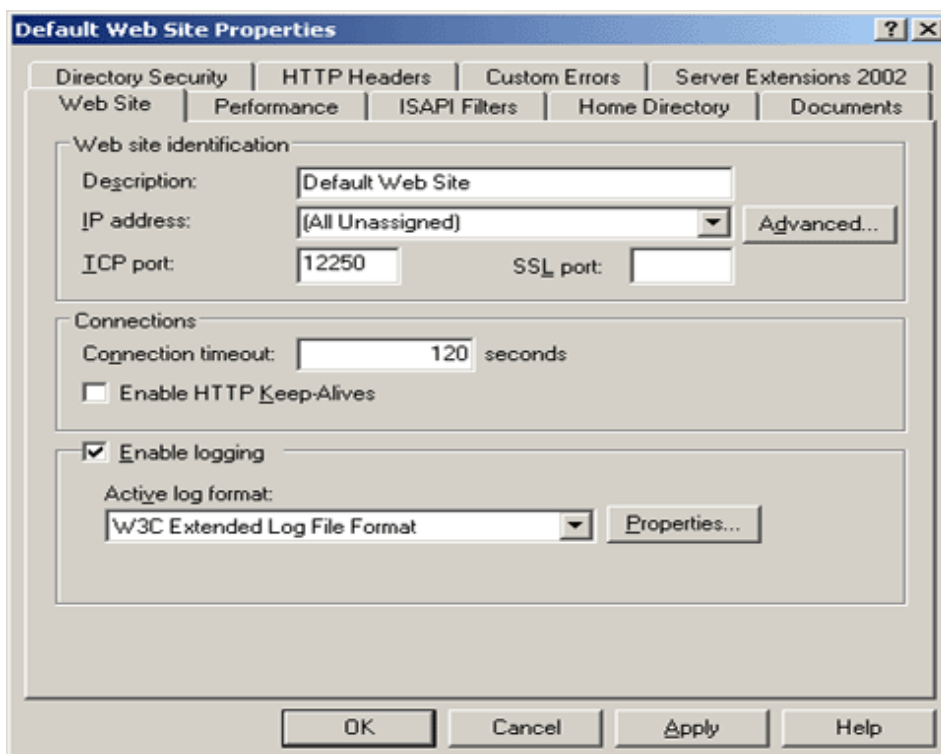
3. Click "OK" after modifying a number.

Modifying settings of Systemwalker Desktop Patrol

Modify the settings of Systemwalker Desktop Patrol according to the modified port number.

1. Log in to the CS Windows as a user belonging to the Administrator group.

2. Modify the settings of the main menu.

   a. Choose "Start"-"Systemwalker Desktop Patrol"-"Desktop Patrol Main Menu".

   b. Right-click the menu and click "Properties".
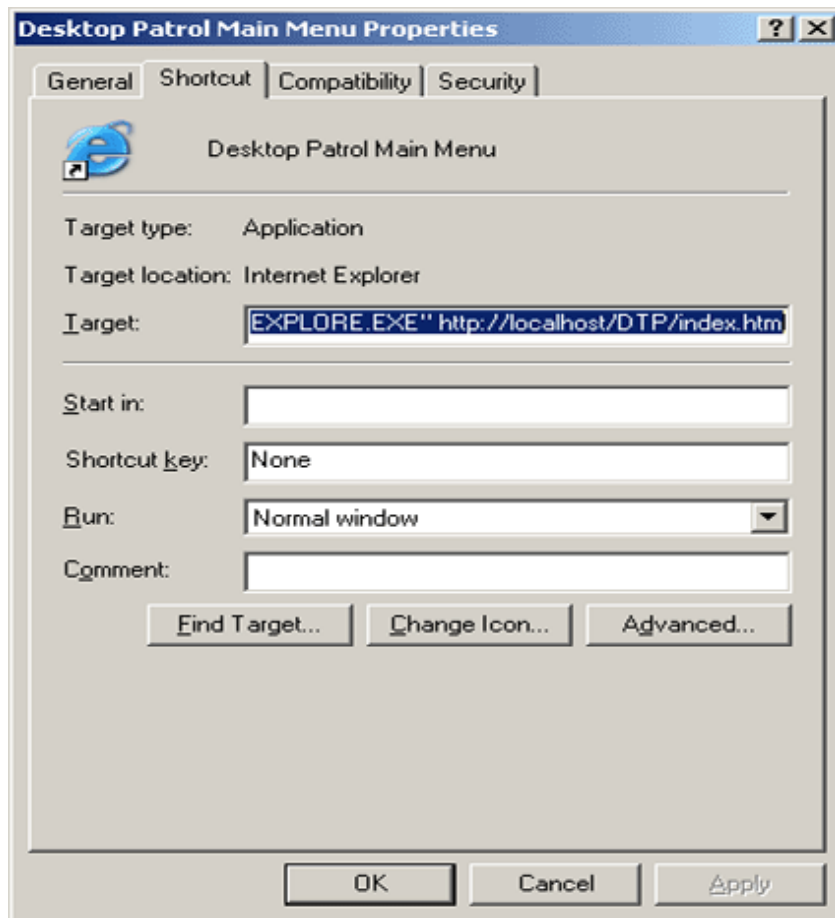
      →The following page appears.



   c. Modify the URL displayed in "Target" according to the modified port number.

      For example, the port number is modified to 12250.

      [Before the Modification]

      | "C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTP/index.html |
      |---|

      [After the Modification]

      | "C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTP/index.html |
      |---|

3. Modify the download menu.

   a. Choose "Start"-"Systemwalker Desktop Patrol"-"Desktop Patrol Download Menu".

b. Right-click the menu and click "Properties".
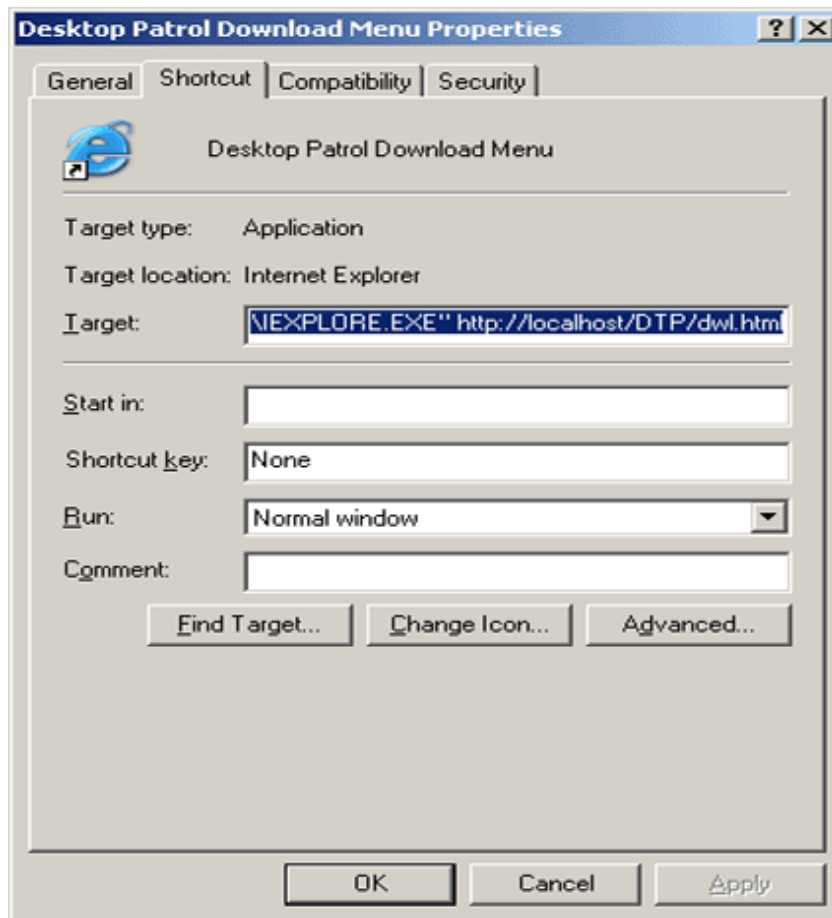
→The following page appears.



c. Modify the URL displayed in "Target" according to the modified port number.

For example, the port number is modified to 12250.

[Before the Modification]

```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost/DTP/index.html
```

[After the Modification]

```
"C:\Program Files\Internet Explorer\iexplore.exe" http://localhost:12250/DTP/index.html
```

Starting services

1. Log in to the CS Windows as a user belonging to the Administrator group.

2. Start the following services:

a. Choose "Start"-"Control Panel"-"Management Tool"-"Services". Right-click "ITBudgetMGR (INV)〞 and click "Start" from the shortcut menu.

b. Choose "Start"-"Programs"-"Management Tool"-"IIS Manager".

→The following page appears.
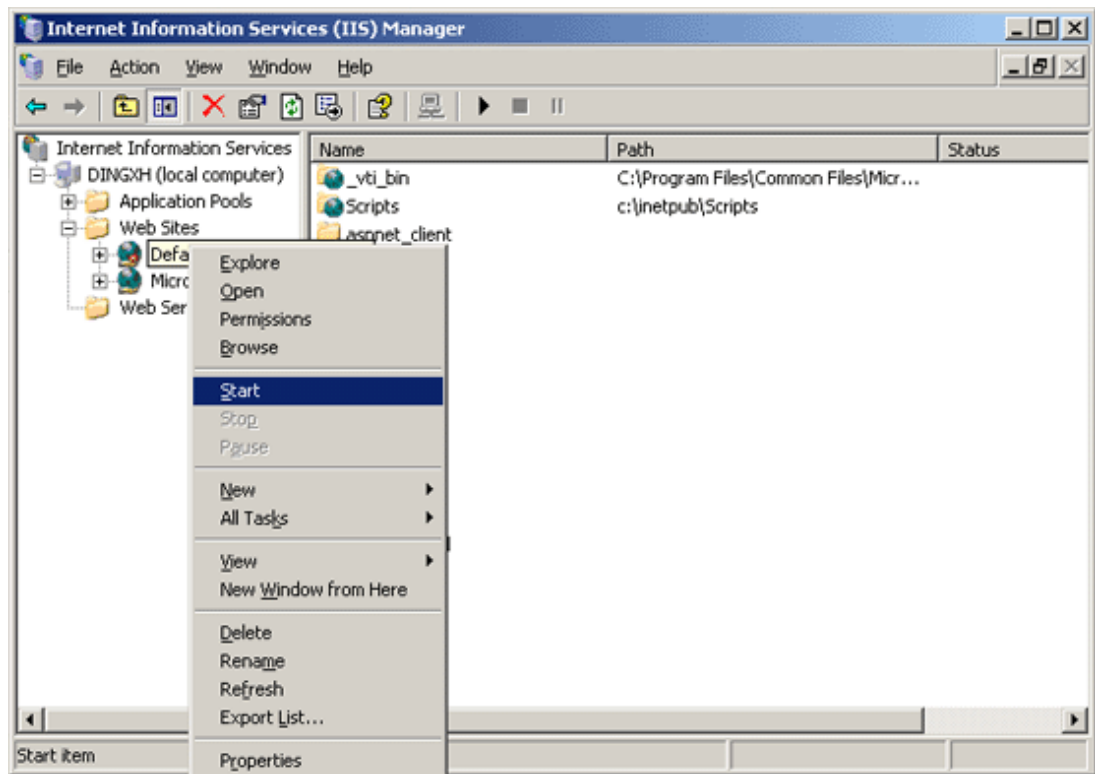


c. Right-click " Default Web Site" of "Web Sites" and click "Start" from the shortcut menu.

**2856,2922**

Port numbers for software distribution and inventory transmission

While installing the "Systemwalker Desktop Patrol CS", port numbers 2856 (for inventory transmission) and 2922 (for software distribution) used in each component can be modified. However, you cannot modify the port numbers after completing installation of "Systemwalker Desktop Patrol CS".

**2921**

Port number 2921 that is used for inter-process communications between DSs, can be modified through the following procedure.

1. Choose "Control Panel"-"Service". Stop [ITBudgetMGR(INV)].

2. Open the following file in an editor.

<Installation folder>\FJSVsbtrs\etc\load.inf

3. Determine the lines started with " propertyFile=".

For example, propertyFile=C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\FJSVsbtrs\data
\pol\0aea2473f5e43cec6e\ServerProperty

4. Open the file listed after "propertyFile=" in an editor. (Use an editor that can edit EUC code.)

5. Locate the following line in the file and modify "2921" to a desired port number.

```
cesdt.rmiRegistryPort=2921
```

6. Start the [ITBudgetMGR(INV)] service.

## 10009

Port number for the standard database of Systemwalker

The standard database of Systemwalker is built in products later than Systemwalker Desktop Patrol V13.0.0.

The standard database of Systemwalker can be constructed and expanded through the operation environment maintenance guide. Use the port number 10009.

Therefore, if the port number 10009 is used by another program when the operation environment maintenance guide is running, stop the program or modify the port number of the standard database of Systemwalker.

Edit the following files when modifying the port number.

- File to be edited

```
DTP installation directory: \bnserv\bin\dtp_ddl\symfo\system.org
```

- Edit location

Modify PORT key of the RDA-SV field.

```
[RDA-SV]
PORT=10009
```

The initial value is 10009. Modify to any port number that has not been used.

## 10104

Perform the following operations to modify a port number.

1. Modify the CS settings.

2. Modify the AC settings.

Set the same port number for CS and AC.

Modifying the CS settings

Open the following files. Modify the port number 10104.

- File to be edited

```
DTP installation directory: \bnserv\bin\dtp_ddl\symfo\system_AS.org
```

- Edit location

```
[RDB]
PORT=10104
```

Modifying the AC settings

Open the following files. Add the modified port number.

The port number that is set to the initial value is not recorded in the AC file.

Add the modified port number as a new item to the [COMMON] field.

- File for adding the item.

```
AC installation file: \ACSetup.ini
```

- Item to be added

```
[COMMON]
PORT=10104
```

# 4.3 Service List

Start the following services according to different types.

| Type | Service Name | Function |
|---|---|---|
| CS | ITBudgetMGR(INV) | Control the inventory data, path download, and software distribution function. Used to communicate with DS and CT. |
| CS | SymfoWARE RDB SWDTP | Systemwalker Desktop Patrol services of the standard database of Systemwalker. |
| DS | ITBudgetMGR(INV) | Transmit the inventory data, patch data, and software distribution. Used to communicate with CS and CT. |
| CT | ITBudgetMGR(INV) | Inventory collection/transmission, path download/installation, and software download. Used to communicate with CS and DS. |

## Required services of all functions

| Function | Setting Value | Required Service | Type |
|---|---|---|---|
| Software distribution | When performing the following settings in "Environment Setup" - "Setting CT" on "Desktop Patrol Main Menu"<br><br>- When specifying "Specified User Right" in "Automatic Rights Specification after Downloading Software" of "Software Distribution" tab. | - SecondaryLogon (Windows® XP, Windows Server® 2003, Windows Vista®, Windows® 7, and Windows Server® 2008) | CT |
| Inventory information collection (basic information/security information/ power saving auditing information) | N/A | Windows Management Instrumentation | CT |
| Power saving auditing<br><br>Security auditing | When performing the following settings in "Environment Setup" - "Policy Group Management" - "Customize Various Policies" on "Desktop Patrol Main Menu"<br><br>- When specifying a value other than "Not Auditr" for each item in "Power Saving Settings" - "Auditing Settings" tab<br><br>- When specifying a value other than "Not Audit" for each item in "Security Settings" - "System | Windows Management Instrumentation | CT |

| Function | Setting Value | Required Service | Type |
|---|---|---|---|
| | Security Auditing Settings" tab or "User Security Auditing Settings" tab | | |
| Patch application | When applying patches to update programs | Windows Modules Installer | CT |

# Chapter 5 Collecting Information for Investigation

You need to collect error logs and tracing logs to investigate the causes.

The following describes how to collect information by using the log collection tool.

Start the following log collection tool. The log information can be collected automatically.

- For the CS

  dtplook.exe and logget.exe

- For the DS/CT

  logget.exe

- For the AC

  Logget_ac.exe

# 5.1 Collecting Information by Using dtplook.exe

The tool dtplook.exe is used for collecting the CS log information.

## Storage Directory

The tool dtplook.exe is stored as follows:

The following directory of the CS:

The CS installation directory: \bnserv\bin\dtplook.exe

## Target PC

Start dtplook.exe only on the CS.

## How to Use dtplook.exe

1. Create a directory for saving documents.

   For example, c:\log

2. Select "Run" from the start menu. Take the storage directory as a variable and start dtplook.exe.

   For example, "C:\Program Files\DesktopPatrol\bnserv\bin\dtplook.exe" c:\log

3. Collect files created in the directory for saving documents.

Record Format

dtplook.exe [/d collection option] Directory for saving collected information

Option

/d Collection Option

Specify the collection option as required.

all: Collect detailed information. (Folder)

part: Collect partial detailed information.

no: Do not collect the detailed information.

Directory for Saving Collected Information

Specify the absolute path for saving the collected log information with 200 half-angle characters.

Create a file in the format of dtplook.dat.

## Cautions When Using dtplook.exe

- Specify a folder in the local disk.

- Start dtplook.exe as the user with the administrator's right.

- Log in to the Windows as either of the following users:

    - The user who build or expand the usage environment through the environment maintenance guide.

    - The user that is added by dtpctlusr.exe.

- Do not use the remote desktop. Use dtplook.exe on the local computer where the CS is installed.

# 5.2 Collecting Information by Using logget.exe

The tool dtplook.exe is used for collecting the CS, DS, or CT log information.

## Storage Directory

The tool logget.exe is stored as follows:

The following directory of the CS, DS, or CT:

| The DTP installation directory: \FJSVsbtrsc\bin\logget.exe |
| --- |

## Target PC

The log information that is required when a fault occurs is based on the connection status of the CS, DS, or CT. Multiple PCs are required for collecting the information.

- When a fault occurs on the CS:

  Collect logs of the CS that reports the fault.

- When a fault occurs on the DS:

  Collect logs of the DS or CS that reports the fault. When there are multiple DSs exist between the DS and CS where the fault occurs, collect all the DS logs.

- When a fault occurs on the CT

  Collect logs of the CT and CS that report the fault. When there are multiple DSs exist between the CT and CS where the fault occurs, collect all the DS logs.

## How to Use logget.exe

1. Enter and run the command according to the DOS prompt.

   Or double-click the icon through the Explorer.

   →The window showing the specified log directory is displayed.
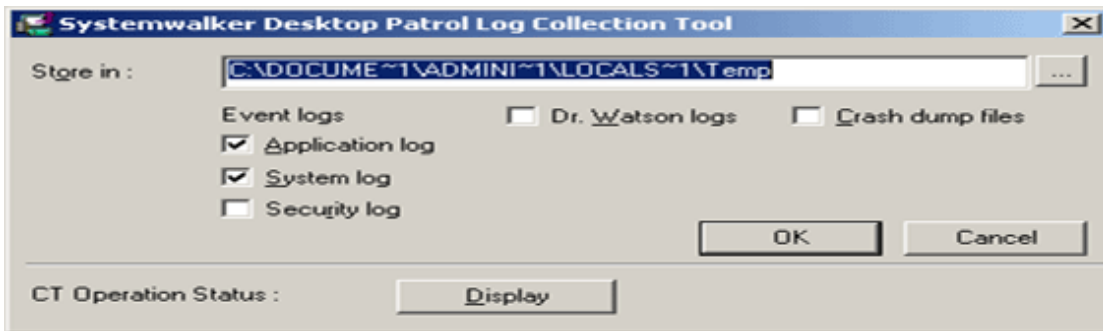


2. Select the path for saving logs and logs to be collected.

   Usually, select "Event logs". (It is selected initially.)

3. When a program fault is reported, select "Dr. Watson logs" and "Crash dump files".

### ⌕ Note

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

In case that the log size is large, ensure that the disk space is sufficient.

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

4. Click OK.

   → Start collecting the log information.

   After the message "Exported the logs to the following file." is displayed, the compressed file is created in the format of Computer name_log and time.zip.

### ⌕ See

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

For details about the CT status, see 1.27 logcheck.exe(Detection Command of CT Operation Status).

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

## Cautions When Using logget.exe

- Specify a folder in the local disk.

- Start logget.exe as the user with the administrator's right.

- Perform the following operations according to different faults:

  - When a program fault occurs

    1. Start the collection tool as a login user.

       → Collect the Watson logs and Crash Dump.

    2. Start the collection tool again as the user with the administrator's right.

       →Collect the event logs.

  - When a non-program fault occurs and the system runs abnormally

    Start the collection tool as the user with the administrator's right, and then collect the event logs.

# 5.3 Collecting Information by Using Logget_ac.exe

The tool Logget_ac.exe is used for collecting information for investigation the fault occurs on the AC, and compressing the information into a file.

The following information can be collected through this command:

- Watson log, MiniDump

  For investigating a program fault.

  The Watson logs cannot be obtained in the Windows Vista® or Windows® 7 operating system.

  MiniDump only obtains the Dump information that is generated within 72 hours.

- System information

  It collects information about the server and PC that need to be investigated.

- AC run log

  Program run log

- Installation log

  AC installation log

Only run this command with Fujitsu technical support.

It can be used in the environment where AC is installed. Start the tool as the user with the administrator's right.

The procedure for running the command is as follows:

1. Open the following folder in the Explorer.

   The tool is installed to the following folder by default:

   ```
   C:\Program Files\Fujitsu\Systemwalker Desktop Patrol\AC\
   ```

   If the AC installation folder is modified, open the new folder.

2. Start Logget_ac.exe.

   Double-click Logget_ac.exe in the operating systems except for Windows Vista®, Windows® 7, or Windows Server® 2008.

   The information collection takes about 3 to 10 minutes according to different environments.

   - In the Windows Vista®, Windows® 7, or Windows Server® 2008 operating system

     a. Right-click Logget_ac.exe and choose "Run as Administrator".

     b. Select "Allow" on the "User Account" page.

        The information collection takes about 3 to 10 minutes according to different environments.

3. After the information is collected, create the following folder and subordinate folder at the place where Logget_ac.exe is started. The file with the extended name "ex_" is the collected information. Send this file to the Fujitsu personnel. Other files are not required.

   :Folder name:

   ```
   ezcollectYYYYMMDDHHMMSS
   ```

   File name:

   ```
   resultYYYYMMDDHHMMSS.ex_
   result.txt
   ez.log
   ```

※YYYYMMDDHHMMSS indicates the time for collecting the information.

For example, ezcollect20080118112418

The file with the extended name "ex_" is already compressed, which can be sent directly.

# Appendix A  About Software Dictionary

The software dictionary contains support user definition.

- Support center definition

  Software registered for Systemwalker support center must be tested. Software such as typical software, Microsoft patches, and virus definition file for anti-virus software needs to be registered.

  To manage the license of Systemwalker Desktop Patrol, test information about the following products is provided:

  - Microsoft Windows (OS)

  - Microsoft Office

  - Adobe products excluding servers

  Dictionary code indicating support center definition starts with @.

- User definition

  Enterprise internal software that is not registered with dictionaries that is defined by managers is included.

## A.1  Dictionary Code Classification

This section describes the dictionary codes used in the software dictionary.

Dictionary codes are classified as follows:

- License dictionary code

  Auditing software licenses. License dictionary codes include:

  - Common code

  - Existence affirm code

  - BSA code

- Security code

  Auditing Microsoft open security patch application and distribution, anti-virus software installation, and pattern file update. Security codes include:

  - Security patch auditing code

  - Security patch application code

  - Anti-virus software auditing code

## A.1.1  License Code

### Common Code

Dictionary codes whose program name does not start with "Existence affirm" or "BSA" and whose program version starts with @ are software codes.

For common codes, check programs on Systemwalker Desktop Patrol CT based on whether there is file and content, file creation date and size, and registry value.

Check programs after affirming the program name and version that are regarded as Inventory collection objects.

## Existence Affirm Code

Dictionary codes whose program name starts with "Existence affirm" are software codes.

Irrelevant with the version and level, these codes are used to check whether certain programs exist. If certain programs are installed, regard the tested content as test conditions.

For example, when a new version is released, service pack and security patches are modified. In this case, software dictionary cannot be used to test, and you can select existence affirm code to check the total number.

The administrator can check the unknown version according to the difference between the existence affirm code statistics and summation of statistics of each version.

## BSA Code

Software codes that start with @BSA and whose programs start with BSA are BSA codes

These codes are used to prevent illegal copy group and Business Software Alliance (BSA) auditing. These codes are not updated.

# A.1.2  Security Code

Security codes start with @ZZ.

Security codes include:

- Security patch auditing code

- Security patch application code

- Anti-virus software auditing code

Operations after selecting all these security codes are secure. The administrator can combine any of the codes to perform check arbitrarily.

## Security Patch Auditing Code

Security patch auditing codes are created based on "Technical support information (KB)" of "Microsoft security information".

The public Microsoft patches include "Update program" "Important update", and "Security update program".

The software dictionary provides the code corresponding to "Security update program".

By checking the security patch auditing code, you can check the Systemwalker Desktop Patrol CT that does not apply patches and details about the unused patches.

You are advised to check all dictionary codes in the whole security patch group.

## Security Patch Application Code

Patch application codes are created based on "Technical support information (KB)" of "Microsoft security information".

The public Microsoft patches include "Update program" "Important update", and "Security update program".

The software dictionary provides the code corresponding to "Security update program".

By checking the security patch application code, you can distribute related patches to the Systemwalker Desktop Patrol CT that does not apply patches. The patches are applied automatically.

The following patches need to be applied manually:

- Security patches requiring CD-ROM or interaction patches

- Security patches intended for the server products

- Service pack that Microsoft Windows OS and Office products require

**Anti-Virus Software Auditing Code**

Anti-virus software auditing codes are intended from virus definition files whose name varies according to pattern.

The following terms of the each product makes up the virus definition file:

| Product | Virus Definition File |
|---|---|
| McAfee VirusScan Enterprise | Definition file |
| Symantec AntiVirus | Virus definition file |
| TrendMicro OfficeScan | Pattern file |

- McAfee VirusScan Enterprise (McAfee VirusScan or VirusScan for short)

  Indicate the virus definition file of McAfee VirusScan Enterprise.

  For product details, see McAfee home page.

  To monitor the preceding products, check all dictionary codes of the following work groups:

  > [Anti-virus software] work group subordinate à [Network Associates] work group subordinate à [McAfee VirusScan] work group subordinate dictionary code

- Symantec AntiVirus (AntiVirus for short)

  Indicate the virus definition file of Symantec AntiVirus.

  For product details, see Symantec home page.

  To monitor the preceding products, check all software codes of the following work groups:

  > [Anti-virus software] work group subordinate à [Symantec] work group subordinate à [AntiVirus] work group subordinate dictionary code

- TrendMicro OfficeScan (OfficeScan for short)

  Indicate the virus definition file of OfficeScan.

  For product details, see TrendMicro home page.

  To audit the preceding products, check all software codes of the following work groups:

  > [Anti-virus software] work group subordinate à [TrendMicro] work group subordinate à [OfficeScan] work group subordinate dictionary code

Check Result Browsing

The virus definition files between the 10th and 20th anti-virus software are audited.

Each virus definition file can check the PC that uses the definition file.

In addition, you can use the dictionary code under [Anti-virus software] work group subordinate à [Virus pattern details] to calculate the total number of devices that update definition files through byte virus definition file.

# A.2  Remarks

**Virus Definition File Pre-reading**

Before releasing a virus definition file later than that in the software dictionary, you need to define products related to the new virus definition file in the software dictionary. The related products are as follows:

- McAfee VirusScan Enterprise

- Symantec AntiVirus

- TrendMicro OfficeScan

To find the dictionary code suitable to the pre-reading function, browse the virus definition file number of programs in the [Virus pattern details] work group.

## Software Working Status

Not all products defined in the software dictionary support software working.

## Reused Security Dictionary Codes

The number of dictionary codes is limited. The system allocates the reused security patch dictionary codes to new patches.

To prevent the reused dictionary code using the original collection value, you must reset the collection value. The processing of resetting collection value is called license account resetting.

Dictionary codes are used in the following cases:

- Security patch auditing/application

  When service pack is released and security patches are accumulated, patch auditing/application is not required.

- Anti-virus software auditing code

  The virus definition file of the anti-virus software and the engine will reuse the dictionary codes during a certain period.

# Index