ServerView Resource Orchestrator V3.1.0
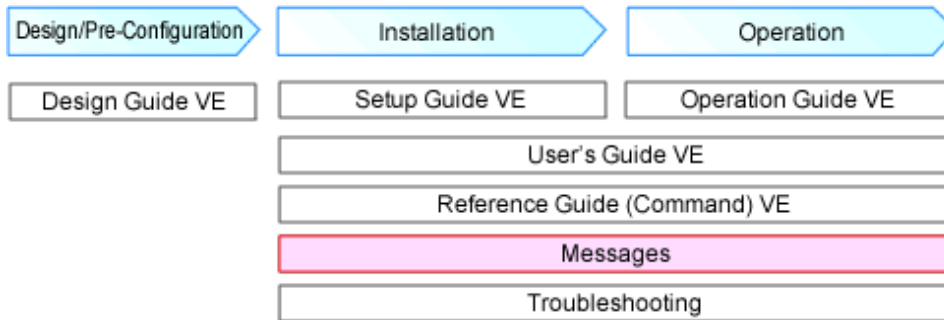
Messages

Windows/Linux

Preface

Resource Orchestrator Documentation Road Map

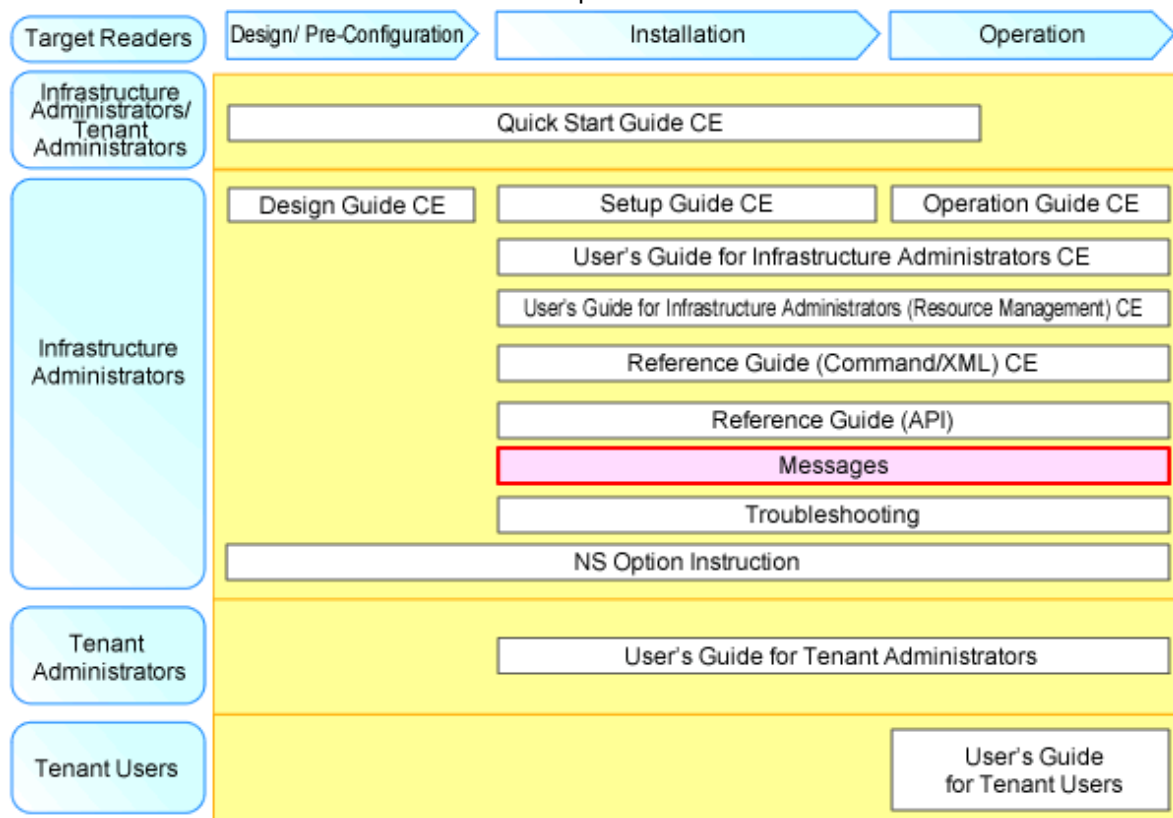The documentation road map for Resource Orchestrator is as shown below.

The documentation road map for the Virtual Edition is as shown below.

Resource Orchestrator Documentation Road Map

The documentation road map for the Cloud Edition is as shown below.

Resource Orchestrator Documentation Road Map

Point

Refer to the user role manuals displayed in the table below for roles that are not in the diagram.

Roles that are not in the diagram	Roles that are in the diagram
Infrastructure operator Infrastructure monitor	Infrastructure administrator

Roles that are not in the diagram	Roles that are in the diagram
Tenant operator	Tenant administrator
Tenant monitor	
(Dual-Role) Administrator	Infrastructure administrator and Tenant administrator
(Dual-Role) Operator	
(Dual-Role) Monitor	

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For information about the documents for Resource Orchestrator, refer to "Chapter 1 Documentation Road Map" in the "Design Guide VE" and "Quick Start Guide CE".

Purpose

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

Target Readers

This manual is written for people who will install and administer systems using Resource Orchestrator.
It is strongly recommended that you read the "Design Guide VE" or the "Design Guide CE" before using this manual.
When setting up systems, it is assumed that readers have the basic knowledge required to configure the servers, storage, and network devices to be installed.

Organization

This manual is composed as follows:

Chapter 1 Overview

Provides an overview of the various messages that are output by ServerView Resource Orchestrator.

Section 1 Messages Displayed in Virtual Edition and Cloud Edition

Explains the messages that are displayed in both the Virtual Edition and the Cloud Edition.

Chapter 2 2XXXX Series Messages

Explains the messages that provide information to users and the corrective actions.

Chapter 3 4XXXX Series Messages

Explains the messages that warn users when an error is detected and the corrective actions.

Chapter 4 6XXXX Series Messages

Explains the messages that inform users of the causes of detected errors and the relevant corrective actions.

Section 2 Messages Specific to Cloud Edition

Explains the messages that are specific to the Cloud Edition.

Chapter 5 Messages Starting with AAPI

Explains the messages that start with AAPI.

Chapter 6 Messages Starting with BKRS

Explains the messages that start with BKRS.

Chapter 7 Messages Starting with BRPG

Explains the messages that start with BPRG.

Notational Conventions

The notation in this manual conforms to the following conventions.

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

[Windows Manager]	Sections related to Windows manager
[Linux Manager]	Sections related to Linux manager
[Windows]	Sections related to Windows (When not using Hyper-V)
[Linux]	Sections related to Linux

[Red Hat Enterprise Linux]	Sections related to Red Hat Enterprise Linux
[Solaris]	Sections related to Solaris or Solaris Containers
[VMware]	Sections related to VMware
[Hyper-V]	Sections related to Hyper-V
[Xen]	Sections related to Xen
[KVM]	Sections related to RHEL-KVM
[Solaris Containers]	Sections related to Solaris containers
[Physical Servers]	Sections related to physical servers
[VM host]	Sections related to VMware, Windows Server 2008 with Hyper-V enabled, Xen, RHEL-KVM, and Solaris containers

[Windows Manager]	Sections related to Windows manager
[Linux Manager]	Sections related to Linux manager
[Windows]	Sections related to Windows (When not using Hyper-V)
[Linux]	Sections related to Linux
[Solaris]	Sections related to Solaris or Solaris Containers
[VMware]	Sections related to VMware
[Hyper-V]	Sections related to Hyper-V
[Xen]	Sections related to RHEL5-Xen
[KVM]	Sections related to RHEL-KVM
[Solaris Containers]	Sections related to Solaris containers
[Oracle VM]	Sections related to Oracle VM
[Physical Servers]	Sections related to physical servers
[VM host]	Sections related to Windows Server 2008 with VMware or Hyper-V enabled

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

- Oracle Solaris may also be indicated as Solaris, Solaris Operating System, or Solaris OS.

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

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

- Button names are shown enclosed by angle brackets (< >) or square brackets ([ ]).

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

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

- Variables are indicated using italic text and underscores.

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

- The ">" used in Windows is included in usage examples. When using Linux, read ">" as meaning "#".

- The URLs in this manual were correct when the manual was written.

Menus in the ROR console

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

Abbreviations

The following abbreviations are used in this manual:

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

Abbreviation	Products
	Red Hat(R) Enterprise Linux(R) ES (4.6 for EM64T)
	Red Hat(R) Enterprise Linux(R) AS (4.7 for x86)
	Red Hat(R) Enterprise Linux(R) ES (4.7 for x86)
	Red Hat(R) Enterprise Linux(R) AS (4.7 for EM64T)
	Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T)
	Red Hat(R) Enterprise Linux(R) AS (4.8 for x86)
	Red Hat(R) Enterprise Linux(R) ES (4.8 for x86)
	Red Hat(R) Enterprise Linux(R) AS (4.8 for EM64T)
	Red Hat(R) Enterprise Linux(R) ES (4.8 for EM64T)
	Red Hat(R) Enterprise Linux(R) 5 (for x86)
	Red Hat(R) Enterprise Linux(R) 5 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.1 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.2 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.3 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.4 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.5 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.6 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 5.7 (for x86)
	Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 6 (for x86)
	Red Hat(R) Enterprise Linux(R) 6 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 6.1 (for x86)
	Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64)
	Red Hat(R) Enterprise Linux(R) 6.2 (for x86)
	Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64)
	SUSE(R) Linux Enterprise Server 10 Service Pack2 for x86
	SUSE(R) Linux Enterprise Server 10 Service Pack2 for EM64T
	SUSE(R) Linux Enterprise Server 10 Service Pack3 for x86
	SUSE(R) Linux Enterprise Server 10 Service Pack3 for EM64T
	SUSE(R) Linux Enterprise Server 11 for x86
	SUSE(R) Linux Enterprise Server 11 for EM64T
	SUSE(R) Linux Enterprise Server 11 Service Pack1 for x86
	SUSE(R) Linux Enterprise Server 11 Service Pack1 for EM64T
	Oracle Enterprise Linux Release 5 Update 4 for x86 (32 Bit)
	Oracle Enterprise Linux Release 5 Update 4 for x86_64 (64 Bit)
	Oracle Enterprise Linux Release 5 Update 5 for x86 (32 Bit)
	Oracle Enterprise Linux Release 5 Update 5 for x86_64 (64 Bit)
Red Hat Enterprise Linux	Red Hat(R) Enterprise Linux(R) AS (v.4 for x86)
	Red Hat(R) Enterprise Linux(R) ES (v.4 for x86)
	Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)
	Red Hat(R) Enterprise Linux(R) ES (v.4 for EM64T)
	Red Hat(R) Enterprise Linux(R) AS (4.5 for x86)
	Red Hat(R) Enterprise Linux(R) ES (4.5 for x86)
	Red Hat(R) Enterprise Linux(R) AS (4.5 for EM64T)
	Red Hat(R) Enterprise Linux(R) ES (4.5 for EM64T)
	Red Hat(R) Enterprise Linux(R) AS (4.6 for x86)
	Red Hat(R) Enterprise Linux(R) ES (4.6 for x86)
	Red Hat(R) Enterprise Linux(R) AS (4.6 for EM64T)
	Red Hat(R) Enterprise Linux(R) ES (4.6 for EM64T)
	Red Hat(R) Enterprise Linux(R) AS (4.7 for x86)

Abbreviation	Products
	Red Hat(R) Enterprise Linux(R) ES (4.7 for x86) Red Hat(R) Enterprise Linux(R) AS (4.7 for EM64T) Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T) Red Hat(R) Enterprise Linux(R) AS (4.8 for x86) Red Hat(R) Enterprise Linux(R) ES (4.8 for x86) Red Hat(R) Enterprise Linux(R) AS (4.8 for EM64T) Red Hat(R) Enterprise Linux(R) ES (4.8 for EM64T) Red Hat(R) Enterprise Linux(R) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.1 (for x86) Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.2 (for x86) Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Red Hat(R) Enterprise Linux(R) 6 (for x86) Red Hat(R) Enterprise Linux(R) 6 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.1 (for x86) Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64)
Red Hat Enterprise Linux 5	Red Hat(R) Enterprise Linux(R) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.1 (for x86) Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.2 (for x86) Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64)
Red Hat Enterprise Linux 6	Red Hat(R) Enterprise Linux(R) 6 (for x86) Red Hat(R) Enterprise Linux(R) 6 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.1 (for x86) Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64)
RHEL-KVM	Red Hat(R) Enterprise Linux(R) 6.1 (for x86) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.1 (for Intel64) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Virtual Machine Function

Abbreviation	Products
Xen	Citrix XenServer(TM) 5.5 Citrix Essentials(TM) for XenServer 5.5, Enterprise Edition Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Linux Virtual Machine Function
DOS	Microsoft(R) MS-DOS(R) operating system, DR DOS(R)
SUSE Linux Enterprise Server	SUSE(R) Linux Enterprise Server 10 Service Pack2 for x86 SUSE(R) Linux Enterprise Server 10 Service Pack2 for EM64T SUSE(R) Linux Enterprise Server 10 Service Pack3 for x86 SUSE(R) Linux Enterprise Server 10 Service Pack3 for EM64T SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T SUSE(R) Linux Enterprise Server 11 Service Pack1 for x86 SUSE(R) Linux Enterprise Server 11 Service Pack1 for EM64T
Oracle Enterprise Linux	Oracle Enterprise Linux Release 5 Update 4 for x86 (32 Bit) Oracle Enterprise Linux Release 5 Update 4 for x86_64 (64 Bit) Oracle Enterprise Linux Release 5 Update 5 for x86 (32 Bit) Oracle Enterprise Linux Release 5 Update 5 for x86_64 (64 Bit)
Solaris	Solaris(TM) 10 Operating System
SCVMM	System Center Virtual Machine Manager 2008 R2 System Center 2012 Virtual Machine Manager
VMware	VMware(R) Infrastructure 3 VMware vSphere(R) 4 VMware vSphere(R) 4.1 VMware vSphere(R) 5
VMware ESX	VMware(R) ESX(R)
VMware ESX 4	VMware(R) ESX(R) 4
VMware ESXi	VMware(R) ESXi(TM)
VMware ESXi 5.0	VMware(R) ESXi(TM) 5.0
VMware Infrastructure 3	VMware(R) Infrastructure 3
VMware Infrastructure Client	VMware(R) Infrastructure Client
VMware vSphere 4.0	VMware vSphere(R) 4.0
VMware vSphere 4.1	VMware vSphere(R) 4.1
VMware vSphere 5	VMware vSphere(R) 5
VMware vSphere Client	VMware vSphere(R) Client
VMware vCenter Server	VMware(R) vCenter(TM) Server
VMware vClient	VMware(R) vClient(TM)
VIOM	ServerView Virtual-IO Manager

Abbreviation	Products
ServerView Agent	ServerView SNMP Agents for MS Windows (32bit-64bit) ServerView Agents Linux ServerView Agents VMware for VMware ESX Server
Excel	Microsoft(R) Office Excel(R) 2010 Microsoft(R) Office Excel(R) 2007 Microsoft(R) Office Excel(R) 2003
Excel 2010	Microsoft(R) Office Excel(R) 2010
Excel 2007	Microsoft(R) Office Excel(R) 2007
Excel 2003	Microsoft(R) Office Excel(R) 2003
RCVE	ServerView Resource Coordinator VE
ROR	ServerView Resource Orchestrator
ROR VE	ServerView Resource Orchestrator Virtual Edition
ROR CE	ServerView Resource Orchestrator Cloud Edition
Resource Coordinator	Systemwalker Resource Coordinator
Resource Coordinator VE	ServerView Resource Coordinator VE Systemwalker Resource Coordinator Virtual server Edition
Resource Orchestrator	ServerView Resource Orchestrator

Abbreviation	Products
Windows	Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Datacenter Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition Windows(R) 7 Professional Windows(R) 7 Ultimate Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate Microsoft(R) Windows(R) XP Professional operating system
Windows Server 2008	Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Datacenter
Windows 2008 x86 Edition	Microsoft(R) Windows Server(R) 2008 Standard (x86) Microsoft(R) Windows Server(R) 2008 Enterprise (x86)
Windows 2008 x64 Edition	Microsoft(R) Windows Server(R) 2008 Standard (x64) Microsoft(R) Windows Server(R) 2008 Enterprise (x64)
Windows Server 2003	Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition

Abbreviation	Products
Windows 2003 x64 Edition	Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
Windows 7	Windows(R) 7 Professional Windows(R) 7 Ultimate
Windows Vista	Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate
Windows XP	Microsoft(R) Windows(R) XP Professional operating system
Linux	Red Hat(R) Enterprise Linux(R) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.1 (for x86) Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.2 (for x86) Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T
Red Hat Enterprise Linux	Red Hat(R) Enterprise Linux(R) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.1 (for x86) Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.2 (for x86) Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64)
Red Hat Enterprise Linux 5	Red Hat(R) Enterprise Linux(R) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.1 (for x86) Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.2 (for x86) Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.3 (for x86) Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64)

Abbreviation	Products
	Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64)
Red Hat Enterprise Linux 6	Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64)
RHEL5-Xen	Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Linux Virtual Machine Function
RHEL-KVM	Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Virtual Machine Function
DOS	Microsoft(R) MS-DOS(R) operating system, DR DOS(R)
SUSE Linux Enterprise Server	SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T
Oracle VM	Oracle VM Server for x86
ESC	ETERNUS SF Storage Cruiser
GLS	PRIMECLUSTER GLS
Navisphere	EMC Navisphere Manager
Solutions Enabler	EMC Solutions Enabler
MSFC	Microsoft Failover Cluster
SCVMM	System Center Virtual Machine Manager 2008 R2 System Center 2012 Virtual Machine Manager
VMware	VMware vSphere(R) 4 VMware vSphere(R) 4.1 VMware vSphere(R) 5
VMware ESX	VMware(R) ESX(R)
VMware ESX 4	VMware(R) ESX(R) 4
VMware ESXi	VMware(R) ESXi(TM)
VMware ESXi 5.0	VMware(R) ESXi(TM) 5.0
VMware Tools	VMware(R) Tools
VMware vSphere 4.0	VMware vSphere(R) 4.0
VMware vSphere 4.1	VMware vSphere(R) 4.1
VMware vSphere 5	VMware vSphere(R) 5
VMware vSphere Client	VMware vSphere(R) Client
VMware vCenter Server	VMware(R) vCenter(TM) Server
VMware vClient	VMware(R) vClient(TM)
VMware FT	VMware(R) Fault Tolerance
VMware DRS	VMware(R) Distributed Resource Scheduler
VMware DPM	VMware(R) Distributed Power Management
VMware vDS	VMware(R) vNetwork Distributed Switch
VMware Storage VMotion	VMware(R) Storage VMotion

Abbreviation	Products
VIOM	ServerView Virtual-IO Manager
ServerView Agent	ServerView SNMP Agents for MS Windows (32bit-64bit) ServerView Agents Linux ServerView Agents VMware for VMware ESX Server
RCVE	ServerView Resource Coordinator VE
ROR	ServerView Resource Orchestrator
ROR VE	ServerView Resource Orchestrator Virtual Edition
ROR CE	ServerView Resource Orchestrator Cloud Edition
Resource Coordinator	Systemwalker Resource Coordinator Systemwalker Resource Coordinator Virtual server Edition

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Contents

Chapter 1 Overview

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

1.1 Outline of Messages Displayed by Virtual Edition and Cloud Edition

This section explains an outline of the messages displayed by Virtual Edition and Cloud Edition.

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

- Manager, Agent

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

- GUI

  Displayed on the ROR console.

- CLI

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

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

Output format

pkgname:severity:id:message

pkgname

  Displays the package name.

severity

  Indicates the severity of the problem.

  - INFO (Information)

    The message provides information to users.

  - WARNING (Warning)

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

  - ERROR (Error)

    The message shows the cause of a detected problem.

id

  Displays the ID of the message.

message

  Displays the text of the message.

📖 Note

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

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

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

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

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

For how to collect troubleshooting information, refer to "1.1 Collecting Troubleshooting Data (Virtual Edition)" or "1.2 Collecting Investigation Data(Cloud Edition)" in "Troubleshooting".

Information

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

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

- SPARC Enterprise

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

- LAN switches

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

1.2 Outline of Messages Specific to Cloud Edition

Messages specific to the Cloud Edition include the following:

Table 1.1 Message List

Prefix	Type
AAPI	Messages output by the accounting API
BKRS	Messages output by the commands for maintenance
BRPG	
ctac	Messages output by the commands used to customize access privileges
ctact	Messages output by the process that sends usage charge files
ctchg	Messages output by the commands used to output metering logs Messages output by the commands used to modify the schedule settings for regular logs Messages output by the commands used for maintenance of the product master Messages about operation results of the usage charge window
ctsec	Messages output by the tenant management window
DELP	Messages output by the commands for maintenance
DRC	Messages output when executing commands for Disaster Recovery
meter	Messages output by the operations used to create regular metering logs Messages output by the operations used to delete metering logs
MGRV	Messages output to myportal_trace.log
PAPI	Messages output by the L-Platform API
PCS	Messages for the application process

Prefix	Type
TPLC	Messages output by the L-Platform template management commands and maintenance commands

VSYS	Messages are output in the following logs:
	
	- vsys_trace_log
	  Trace log for the functions for the L-Platform template and for managing the L-Platform
	
	- vsys_batch_log
	  Batch processing trace log for the functions for the L-Platform template and for managing the L-Platform
	
	- Event log
	  Information about errors that occur when using the L-Platform management window

1.2.1 Output format

This section explains the output formats for messages.

Output format

Prefix	Output Format
AAPI	*message ID message body*
BKRS	*message ID message body*
BRPG	*message ID message body*

ctac	Messages are output in one of the following formats:
	
	  Date and time: *label*: *error type*: [*output destination*]: *message ID*: *message body*: *variable information*
	
	  error type: *message ID*: *message body*: *variable information*

ctact	*date and time*: *error type*: *thread name*: [*output destination*]: *message ID*: *message body*

ctchg	Messages are output in one of the following formats:
	
	  date and time: *label*: *error type*: [*output destination*]: *message ID*: *message body*: *variable information*
	
	  error type: *message ID*: *message body*: *variable information*

ctsec	*date and time*: *error type*: *thread name*: [*output destination*]: *message ID*: *message body*
DELP	*message ID message body*
DRC	*message ID message body*
meter	*date and time*: *label*: *error type*: [*output destination*]: *message ID*: *message body*
MGRV	*date and time*: error type: *message ID*: *message body*
PAPI	*message ID message body*

Prefix	Output Format
PCS	[*date and time*] Servlet: FJSVctmg: ERROR: *message ID*: *message details*
TPLC	*message ID Message body*
VSYS	*date and time*: *error type*: *message ID*: *message body*

Element Comprising Messages

This section explains each of the elements comprising messages.

date and time

The date and time (in local time) that problems occur is displayed in the following formats:

```
yyyy/mm/dd hh:mm:ss.SSS
```

When the messages begin with PCS, the messages are displayed in the following format:

```
dd/mm/yyyy/ hh:mm:ss:SSS Z
```

label

Information to identify the program that output the message.
The label is a capitalized character string representing the prefix.

error type

One of the following character strings is displayed:

- INFO
  Information level messages

- WARN
  Warning level messages

- ERROR
  Error level messages

thread name

A thread name representing the output source is displayed.

output source

A class and method name representing the output source are displayed.

message iD

The prefix and message number are considered to be the message ID.
The message number is a unique number used to identify each message.
For details on the prefix, refer to "Table 1.1 Message List".

message body

A message representing the problem is displayed.

variable information

When variable information is displayed, it explains information about the variables involved.

servlet

Servlet name "SelectionRequestServlet" or "ProcessControlServlet" is displayed.

message details

Detailed message information is displayed.

Part 1　Messages Displayed by Virtual Edition and Cloud Edition

Chapter 2 2XXXX Series Messages

This chapter explains the messages that provide information to users.

2.1 21XXX Series

This section explains the following message series:

Information
. . . .

The 211XX series messages are also displayed in the event log of the ROR console.
. . . .

2.1.1 211XX Series

This section explains the 211XX message series.

21105

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

[Description]

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

[Corrective Action]

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

For operation from the ROR console, refer to the following manuals:

- For Virtual Edition

    Refer to "Appendix A Screen Layout" in the "User's Guide VE".

- For Cloud Edition

    Refer to "Appendix A Screen Layout" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

21111

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

[Description]

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

[Corrective Action]

No action is required.

21115

FJSVrcx:INFO:21115:site manager started

[Description]

A manager has been started.

[Corrective Action]

No action is required.

21121

FJSVrcx:INFO:21121:site manager stopped

[Description]

A manager has been stopped.

[Corrective Action]

No action is required.

21128

FJSVrcx:INFO:21128:*service_name* started

[Description]

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

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

[Corrective Action]

No action is required.

21129

FJSVrcx:INFO:21129:*service_name* stopped

[Description]

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

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

[Corrective Action]

No action is required.

21130

FJSVrcx:INFO:21130:agent started

[Description]

An agent has been started.

[Corrective Action]

No action is required.

21131

FJSVrcx:INFO:21131:agent stopped

[Description]

An agent has been stopped.

[Corrective Action]

No action is required.

21140

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

[Virtual Edition]
[Description]

Checking of *detail* failed because of insufficient information.

- When *detail* is "model check"

  This occurs in the following cases:

  - The admin resources are not backed up as given in "Chapter 9 Admin Server Backup and Restore" of the "Operation Guide VE".

  - The restoration fails as a consequence of loss or corruption of the backup admin resources.

[Corrective Action]

No action is required.

[Cloud Edition]
[Description]

Checking of *detail* failed because of insufficient information.

- When *detail* is "model check"

  This occurs in the following cases:

  - The admin resources are not backed up as given in "Chapter 10 Admin Server Backup and Restore" of the "Operation Guide CE".

  - The restoration fails as a consequence of loss or corruption of the backup admin resources.

[Corrective Action]

No action is required.

21143

FJSVrcx:INFO:21143:*operation*:started

[Description]

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

[Corrective Action]

No action is required.

21144

FJSVrcx:INFO:21144:*operation*:completed

[Description]

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

[Corrective Action]

No action is required.

21145

FJSVrcx:INFO:21145:*operation*:cancelled

[Description]

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

[Corrective Action]

No action is required.

21146

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

For operation from the ROR console, refer to "Appendix A Screen Layout" in the "User's Guide VE".

[Cloud Edition]

[Description]

The status of the *type* resource *name* has been changed to *status*.

status can be the following statuses: "normal", "stop", and "unknown".

[Corrective Action]

Check the status of the *type* resource *name* that has changed to *status*. When the status is "normal", or "stop" (after operations to stop the resource have been performed), no action is required.

- When "Disk" is displayed for *type*, and "unknown" is displayed for status

  The disk resource may be being used for other than the managed server.

  Check that there are no problems.

- In other cases

  Locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A Screen Layout" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

21147

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

[Description]

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

[Corrective Action]

No action is required.

21148

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

[Description]

Registration of the agent has been completed successfully.

[Corrective Action]

No action is required.

21149

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

[Description]

Deletion of the agent has been completed successfully.

[Corrective Action]

No action is required.

21150

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

[Description]

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

[Corrective Action]

No action is required.

21151

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

[Description]

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

- switchover

  The name of the primary server is displayed for *server_name1*.
  The name of the spare server is displayed for *server_name2*.

- failback

  The name of the spare server is displayed for *server_name1*.
  The name of the primary server is displayed for *server_name2*.

21152

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

[Description]

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

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

[Corrective Action]

No action is required.

21153

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

[Description]

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

- When *detail* is "hardware maintenance mode"

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

- When *detail* is "Reserved SB"

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

[Corrective Action]

No action is required.

21155

FJSVrcx:INFO:21155:*operation*:cancel started

[Description]

The cancellation process of *operation* has been started.

The operation name is displayed for *operation*.

[Corrective Action]

No action is required.

21156

FJSVrcx:INFO:21156:*server_name*:registering server using *filename*

[Cloud Edition]

[Description]

When registering the managed server *server_name*, settings in the definition file *filename* were used.

[Corrective Action]

No action is required.

21161

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

[Description]

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

[Corrective Action]

No action is required.

[Cloud Edition]

[Description]

The resource displayed in *type* has been detected.

One of the following is displayed for *type*:

- "VMguest"
  The server name of the VM guest is displayed for *obj*.

- "cloning image"
  The name and version of the cloning image is displayed in *obj*.

- "snapshot image"
  The name and version of the snapshot is displayed in *obj*.

- When *type* is "vstorage"
  The name of the virtual storage resource is displayed in *obj*.

- "storage"
  The name of the physical storage unit resource is displayed in *obj*.

[Corrective Action]

No action is required.

21162

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

[Virtual Edition]

[Description]

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

[Corrective Action]

No action is required.

[Cloud Edition]

[Description]

The resource displayed in *type* is no longer being managed by Resource Orchestrator.

One of the following is displayed for *type*:

- "VMguest"
  The server name of the VM guest is displayed for *obj*.

- "cloning image"
  The name and version of the cloning image is displayed in *obj*.

- "snapshot image"

  The name and version of the snapshot is displayed in *obj*.

- When *type* is "vstorage"

  The name of the virtual storage resource is displayed in *obj*.

- "storage"

  The name of the physical storage unit resource is displayed in *obj*.

- "Disk"

  The disk resource name is displayed in *obj*.

[Corrective Action]

No action is required.

21163

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

[Description]

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

[Corrective Action]

No action is required.

[Cloud Edition]

[Description]

The resource displayed in *type* has been migrated.

"Disk" is displayed in *type*.
The name of the disk that has been migrated is displayed in *obj*.

[Corrective Action]

No action is required.

21164

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

[Description]

Execution of the script *script_name* has been started.

[Corrective Action]

No action is required.

21165

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

[Description]

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

[Corrective Action]

No action is required.

21167

FJSVrcx:INFO:21167:*obj*:*type* configuration information updated

[Cloud Edition]

[Description]

The configuration information (CPU, memory, disk, etc.) of the L-Server on *obj* has been updated.

"L-Server" is displayed in *type*.

[Corrective Action]

No action is required.

2.2 22XXX Series

This section explains the following message series:

2.2.1 225XX Series

This section explains the 225XX message series.

22502

FJSVrcx:INFO:22502:*obj*:*type* initialization started

[Cloud Edition]

[Description]

The initialization of the content of the resource displayed in *type* started.

- When *type* is "disk"

   The disk resource name is displayed in *obj*.

[Corrective Action]

No action is required.

22503

FJSVrcx:INFO:22503:*obj*:*type* initialization completed

[Cloud Edition]

[Description]

The initialization of the content of the resource displayed in *type* completed.

- When *type* is "disk"

The disk resource name is displayed in *obj*.

[Corrective Action]

No action is required.

FJSVrcx:INFO:22504:*L-Server name*:Automatic OS setting is not supported.

[Cloud Edition]

[Description]

Automatic OS setting of L-Server is not proceeded.

[Corrective Action]

Set for the OS of created L-Server .

2.2.2 227XX Series

This section explains the 227XX message series.

22700

FJSVrcx:INFO:22700:*name*:using already existing virtual switch on server *server*

[Cloud Edition]

[Description]

The virtual switch *name* on the server *server* is used.

[Corrective Action]

No action is required.

22701

FJSVrcx:INFO:22701:*name*:using already existing virtual network on server *server*

[Cloud Edition]

[Description]

The virtual network *name* on the server *server* is used.

- When the target server is a VMware server

   The virtual network indicates a port group on the virtual switch.

[Corrective Action]

No action is required.

22702

FJSVrcx:INFO:22702:*name*:was manually created by a user, so do not delete the *resource* on the server *server*

[Cloud Edition]

[Description]

When deleting a network resource, the resource *name* corresponding to the network resource that exists on the server *server* was not deleted.

The resource *name* was manually created by a user, not automatically by Resource Orchestrator. Therefore, it cannot be deleted.

One of the following is displayed in *resource*:

- "virtual switch"

   The resource indicates a virtual switch.

- "virtual network"

   If the target is a VMware server, the resource indicates a port group on the virtual switch.

In cases other than the above, the resource indicates a virtual network.

[Corrective Action]

No action is required.

22704

FJSVrcx:INFO:22704:change to link aggregation specified for network resources detected(switch=*switch*,name=*lagname*)

[Cloud Edition]

[Description]

The make up of the link aggregation *lagname* of the LAN switch blade *switch* specified in the network resource has been changed.

[Corrective Action]

No action is required.

22750

FJSVrcx:INFO:22750:automatic network device configuration successful. ruleset=*ruleset_name* scriptlist=*scriptlist_name*

[Cloud Edition]

[Description]

The script list *scriptlist_name* has been successfully executed.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.

[Corrective Action]

No action is required.

22780

FJSVrcx:INFO:22780:unm-mon:Node status of *nodeid* is changed to *status*

[Cloud Edition]

[Description]

The status of the network device *nodeid* has changed to *status*.

[Corrective Action]

No action is required.

2.3 23XXX Series

This section explains the following message series:

- 2.3.1 233XX Series

2.3.1 233XX Series

This section explains the 233XX message series.

23301

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

[Description]

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

[Corrective Action]

No action is required.

2.4 24XXX Series

This section explains the following message series:

- 2.4.1 241XX Series

Information

....

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

....

2.4.1 241XX Series

This section explains the 241XX message series.

24101

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

[Description]

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

[Corrective Action]

No action is required.

24102

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

[Description]

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

[Corrective Action]

No action is required.

24103

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

[Description]

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

[Corrective Action]

No action is required.

24104

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

[Description]

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

[Corrective Action]

No action is required.

24105

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

[Description]

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

[Corrective Action]

No action is required.

2.5 25XXX Series

This section explains the following message series:

2.5.1 259XX Series

This section explains the 259XX message series.

25901

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

[Description]

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

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

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

[Corrective Action]

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

[Cloud Edition]

[Description]

Import was not performed, as there are no resource definitions for registration/change described in the specified configuration definition file or network configuration information file.

This message will be output in the following status:

- When no resource information is described in the configuration definition file or network configuration information file

- When the cells of resources described in the configuration definition file are all hyphens ("-")

- When all the resource information defined in network configuration information file is already registered.

[Corrective Action]

No action is required.

When registering or changing resources, confirm the contents of configuration definition files or network configuration information files, correct the contents, and perform the operations again.

2.6 29XXX Series

This section explains the following message series:

- [2.6.1 291XX Series](#)

- [2.6.2 293XX Series](#)

2.6.1 291XX Series

This section explains the 291XX message series.

29112

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

[Description]

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

[Corrective Action]

No action is required.

29113

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

[Description]

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

[Corrective Action]

No action is required.

2.6.2 293XX Series

This section explains the 293XX message series.

29303

FJSVrcx:INFO:29303:SNMPTrap daemon started.

[Description]

The SNMP trap daemon has been started.

[Corrective Action]

No action is required.

29304

FJSVrcx:INFO:29304:SNMPTrap daemon terminated.

[Description]

The SNMP trap daemon has been stopped.

[Corrective Action]

No action is required.

Chapter 3 4XXXX Series Messages

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

3.1 41XXX Series

This section explains the following message series:

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

3.1.1 411XX Series

This section explains the 411XX message series.

41105

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

[Description]

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

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

b. The *server_name* is not powered on

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

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

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

f. When the *server_name* is "VMwareESXi" and information cannot be obtained from the required software

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

[Corrective Action]

For a.

Check the network environment.

For b.

Power on the server *server_name*.

For c.

When the *server_name* is a managed server, start the agent service.

For details, refer to the following:

- For Virtual Edition, refer to "5.2 rcxadm agtctl" in the "Reference Guide (Command) VE".

- For Cloud Edition, refer to "5.3 rcxadm agtctl" in the "Reference Guide (Command/XML) CE".

For d.

Recover the failed server or server management unit.

For e.

After the load on the CPU of the server has become lower, update and obtain new information.
To update the information, right-click the server on the ROR console server resource tree and select [Update] from the displayed menu. It takes several tens of seconds to be updated. Check in the resource details that information for the server has changed.

For f.

Manage the target server using required software and ServerView Operations Manager.

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

41106

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

[Description]

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

[Corrective Action]

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

41110

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

[Description]

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

[Corrective Action]

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

41111

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

[Description]

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

[Corrective Action]

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

41115

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

[Description]

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

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

[Corrective Action]

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

41116

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

[Description]

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

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

[Corrective Action]

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

41120

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

[Description]

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

- IP address

- MAC address

- Product

- LAN switch model

- blade type

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

[Corrective Action]

Take corrective action for the content displayed for *type*.

- When *type* is "IP address"

  The IP address of the NIC being used for the admin LAN may have been changed.

  Check the IP address settings of the managed server and change the IP address if necessary.

  For details, refer to the following:

  - For Virtual Edition, refer to "8.1 Changing Admin IP Addresses" in the "User's Guide VE ".

  - For Cloud Edition, refer to "6.1 Changing Admin IP Addresses " in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *type* is "MAC address" or "Product"

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

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

  If this message is displayed when switching over a server whose server switchover method is VIOM server profile, there is no need to take corrective action.

  For details, refer to the following:

- For Virtual Edition, refer to "6.2.2 Reconfiguration of Hardware Properties" and "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE ".

- For Cloud Edition, refer to "9.2.2 Reconfiguration of Hardware Properties" and "9.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide CE".

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

- When *type* is "LAN switch model"

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

- When *type* is "blade type"

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

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

To suppress this message when performing maintenance work, place the device into maintenance mode.
Note that this message cannot be suppressed for "LAN switch model" or "blade type".

41121

FJSVrcx:WARNING:41121:no *type* detected

[Description]

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

[Corrective Action]

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

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

41122

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

[Description]

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

[Corrective Action]

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

41123

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

[Description]

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

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

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

[Corrective Action]

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

41126

FJSVrcx:WARNING:41126:*obj*:spare server contains *setting*

[Description]

The *setting* for the spare server has been configured.
The name of the spare server is displayed for *obj*.
One of the following is displayed for *setting*:

- HBA address rename

- VIOM server profile

- agent

[Corrective Action]

If an unexpected server has been configured for the spare server, release the settings of the spare server.

3.1.2 413XX Series

This section explains the 413XX message series.

41303

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

[Virtual Edition]

[Description]

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

[Corrective Action]

Locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A Screen Layout" in the "User's Guide VE".

[Cloud Edition]

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

[Description]

The status of the managed server server_name has been changed to status.

"warning" is displayed for status.

For Cloud Edition, "warning", "error", or "unknown" may be displayed for the status of the L-Server or the resources that comprise the L-Server.

[Corrective Action]

Locate the fault using the ROR console.

For operation from the ROR console, refer to "Appendix A Screen Layout" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

When "warning", "error", or "unknown" are displayed for status of the L-Server or the resources that comprise the L-Server, perform the following corrective action:

- Identify the failure location from the ROR console.

    For operation from the ROR console, refer to "Appendix A Screen Layout" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When there is resource management software on the resource, identify the failed part using the resource management software.

41305

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

[Description]

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

[Corrective Action]

Locate the fault using the ROR console.

- When *type* is "LAN switch"

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

For operation from the ROR console, refer to the following manuals:

- For Virtual Edition, refer to " Appendix A User Interface" in the "User's Guide VE".

- For Cloud Edition, refer to " Appendix A User Interface" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

41306

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

[Description]

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

[Corrective Action]

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

3.1.3 415XX Series

This section explains the 415XX message series.

41502

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

[Description]

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

- When *function* is "VLAN settings"

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

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

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

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

[Corrective Action]

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

[Cloud Edition]

[Description]

During an operation on *obj*, processing of *function* could not be performed, so it was skipped.

The name of the resource is displayed for *obj*.
The name of the skipped process is displayed for *function*.
The reason the process could not be performed is displayed for *cause*.

[Corrective Action]

- When "StorageChassisFailover" is displayed for *function*:

    The process *obj* was skipped by the switchover between operating and standby storage.

    Take corrective action based on the content displayed for *cause*.

    - "not supported"

        There are no storage unit name or volume identifiers in the disk information.

        Check that the content of the replication definition file is correct.

    - "mirror_definition not found"

        The replication definition file corresponding to a disk registered in Resource Orchestrator does not exist.

        Check that the content of the replication definition file is correct.

    - "not pre_created"

        The disk registered with Resource Orchestrator is not the one created in advance.

        The target is the disk created in advance.

- When "DisasterRecovery(prepare)" is displayed for function:

    The process *obj* was skipped by the extraction of disk resource information from the configuration information of the manager of the operating storage.

    Take corrective action based on the content displayed for cause.

    - "mirror_definition not found"

        The replication definition file corresponding to a disk registered in Resource Orchestrator does not exist.

        Check that the content of the replication definition file is correct.

3.2 42XXX Series

This section explains the following message series:

3.2.1 425XX Series

This section explains the 425XX message series.

42501

FJSVrcx:WARNING:42501:invalid value in the configuration file (file=*file*, detail=*detail*)

[Cloud Edition]

[Description]

There is an invalid value in the definition file.

The file name is displayed for *file*.
The details of the error are displayed for *detail*. When multiple errors are detected, they are displayed separated by commas (",").

- When "l_server.rcxprop" is displayed for "*file*", and "allocate_after_create" or "auto_preserved" is displayed for *detail*

  The value in the [Create an L-Server] dialog or the [Modify an L-Server] dialog has not been correctly set. Therefore, an unintended value may be set.

- When "vnetwork_ibp.rcxprop" is displayed for *file*, and "support_ibp_mode" is displayed for *detail*

  The IBP setting values have not been set correctly.

[Corrective Action]

- When the file name is "vnetwork_ibp.rcxprop"

Check the value corresponding to the key value displayed for *detail*, and change the setting to the correct value, which is case-sensitive. After that, take corrective action based on the content of *detail*.

  - "allocate_after_create"

    - When there is no problem with the L-Server even if resources are allocated

      No action is necessary.

    - When only an L-Server definition has been created

      After deleting the L-Server, perform creation again.

  - "auto_preserved"

    - When resources have been allocated to the L-Server

      Change the "Resource release" in the [Modify an L-Server] dialog.

    - When an L-Server has only been defined

      Change the "Resource release" in the [Modify L-Server's definition] dialog.

      When changing the L-Server using the command, set the Repurpose element, and then change the L-Server.

- When the file name is "vnetwork_ibp.rcxprop"

Check the value corresponding to the key value displayed for *detail*, and change the setting to the correct value, which is case-sensitive.

For details, refer to "D.4 Network Preparations" in the "Design Guide CE".

42502

FJSVrcx:WARNING:42502: failed to read the configuration file (file=*file*)

[Cloud Edition]

[Description]

Failed to read the definition file.
The file name is displayed for *file*.

[Corrective Action]

Check the following, resolve the cause of the error and then re-execute.

- The file does not exist

- Access privileges of the file and directory

- The file is locked by another program

42503

FJSVrcx:WARNING:42503:control of *obj* failed. perform recovery referring to the message *msg*.

[Cloud Edition]

[Description]

When separating disk resources from the virtual storage, an error occurred in the storage management product, but the separation of the disk resources was successful.

However, action regarding the storage machine identification number must be taken.

In *obj*, the resource name of the storage management software is displayed.

The message output by the storage management product is output to *msg*.

[Corrective Action]

Check the message displayed in *msg*, then refer to the manual for the storage management product and take the required action.

42504

FJSVrcx:WARNING:42504:*obj*:*type* initialization failed

[Cloud Edition]

[Description]

The initialization of the content of the resource displayed in *type* failed.

- *When type* is "disk"

  The disk resource name is displayed in *obj*.

  The initialization of the content of the disk resource failed.

  However, the processing of the running is continuously executed.

[Corrective Action]

- *When type* is "disk"

  Please execute the following procedures when the VM host of RHEL-KVM that can be accessed *obj* has stopped.

  a. Release the registration of disk resource of *obj*

  b. Start of VM host of RHEL-KVM

  c. Log in to VM host of RHEL-KVM

  d. Execution of initialization command of content of raw device or disk partition corresponding to *obj* in VM host of RHEL-KVM

  e. Re-registration of disk resource of *obj*

  Please release the registration of the disk resource of *obj* when neither the raw device nor the disk partition corresponding to *obj* exist.

42540

FJSVrcx:WARNING:42540:failed to write records. detail=*detail*

[Cloud Edition]

[Description]

The recording process of the operation log failed.

[Corrective Action]

- When *detail* is "filesystem full"

Check the system log, resolve the cause of the error, and then perform the operation again.

  - Check if there are any error messages regarding the disk or file system.

  - Check if there is a quota limit or file system full message.

3.2.2 427XX Series

This section explains the 427XX message series.

42701

FJSVrcx:WARNING:42701:NIC*number* is not connected to any of the external connection ports of the network resource *name* on the server *server*

[Cloud Edition]

[Description]

- When *server* is a physical server

The external connection port of the switch specified for the network resource *name* and NIC*number* are not connected.

- When *server* is a VM host

The external connection port of the switch specified in the network resource *name* and NIC*number* used by the virtual network created by the user in advance, are not connected.

The virtual network is not created again, after changing the external connection port specified in the network resource *name*.

The virtual network is not created again, after changing the physical LAN segment specified in the network resource *name*.

[Corrective Action]

- When *server* is a physical server

Check the details related to the causes of the description above, and specify a NIC which can be connected with the network resource.

- When *server* is a VM host

Check the details related to the causes of the description above, and create the virtual network again.

42702

FJSVrcx:WARNING:42702:NIC*number* of the server *server* is different from the physical LAN segment of network resource *name*

[Cloud Edition]

[Description]

The NIC *number* used by the virtual network is different from the physical LAN segment specified in the network resource *name*.

[Corrective Action]

In the following cases, create the virtual network again if necessary.

- If you have changed the server NIC definition or the physical LAN segment specified in the network resource *name*

- When the physical LAN segment specified in the network resource *name* differs from the NIC *number* used in the virtual network that was created by the user beforehand

42704

FJSVrcx:WARNING:42704:deleted link aggregation that is specified for network resources has been detected(switch=*switch*,name=*lagname*)

[Cloud Edition]

[Description]

The ports making up the link aggregation *lagname* of the LAN switch blade *switch* specified in the network resource have been deleted. Therefore, the L-server using the network resource where the ports making up the link aggregation *lagname* have been specified may not be able to communicate with other servers.

[Corrective Action]

Take one of the following actions:

- If the released port that makes up the link aggregation is no longer required as an external port for the network resource, change the specifications of the network resource to delete the port from the external ports of the network resource.

- If the port was released by mistake, reset the port as part of the link aggregation *lagname* from the management console of the LAN switch blade *switch*, then refresh the LAN switch blade *switch* from the ROR console with the <Update> button to have it recognized by this product.

42750

FJSVrcx:INFO:42750:automatic network device configuration warning. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

An error occurred while executing the script list *scriptlist_name*, however, the subsequent processes were executed.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "status of device (*device_name*) is error. line=*n*"

    The status of the network device *device_name* is error. As the status of another network device for redundancy configuration is valid, the process was continued without executing for the network device *device_name*.

    In *device_name*, the network device name is displayed.
    In *n*, the line number of the script list *scriptlist_name* which was not executed is displayed.

- "device (*device_name*) is in maintenance mode. line=*n*"

    The network device *device_name* is undergoing maintenance. As the status of another network device for redundancy configuration is valid, the process was continued without executing for the network device *device_name*.

    In *device_name*, the network device name is displayed.
    In *n*, the line number of the script list *scriptlist_name* which was not executed is displayed.

- "deletion of file (*file_name*) failed"

    Deletion of the history information storage area *file_name* has failed.

    In *file_name*, the name of the file or directory is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "status of device (*device_name*) is error. line=*n*"

  After restoring the status of the network device *device_name*, log into the network device *device_name* directly and manually configure the definition, referring to the scriptlist *scriptlist_name* which was to be executed.

  For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

- "device (*device_name*) is in maintenance mode. line=*n*"

  Perform the following after maintenance of the network device *device_name* is complete.

  - Refer to the script list *scriptlist_name* that was to be executed, login directly to the network device *device_name*, and then make the definitions changes manually.
    For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

  - Use the rcxadm netdevice set command to cancel the maintenance mode for the *device_name* network device.
    For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "deletion of file (*file_name*) failed"

  If the history information storage area *file_name* exists, delete the history information storage area *file_name* manually.

  This action is not necessary if *file_name* history information storage area does not exist.

42751

FJSVrcx:WARNING:42751:execution of the script list was interrupted. ruleset=*ruleset_name* scriptlist=*scriptlist_name* script=*script_name* detail=*detail*

[Cloud Edition]

[Description]

An error occurred while executing the script list *scriptlist_name*. Execution of the script list *scriptlist_name* was aborted, however, the resource release process was continued.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *script_name*, the name of the script that caused the process to abort or the script name executed after the variable parameter conversion is displayed.

In *detail*, the following detailed information is displayed:

- "unavailable status for auto-config. device=*device_name* line=*n*"

  The network device *device_name* that executes the script *script_name* specified in the script list *scriptlist_name* cannot be selected as the target of automatic configuration.

  In *device_name*, the network device name is displayed.
  In *n*, the line number of the script list *scriptlist_name* which resulted in the aborting of script execution is displayed.

- "scripts execution error. device=*device_name* result=*code* line=*n*"

  An error occurred while executing the script *script_name*.

  In *device_name*, the network device name is displayed.
  In *code*, the return value of the script in which the error occurred is displayed.

  - When *code* is "04"

    An error such as disconnection and timeout has occurred, however, the script can be re-executed.

  - In cases other than the above

    An error other than those above has occurred. The script cannot be re-executed.

  In *n*, the line number of the script list *scriptlist_name* at which an error occurred while executing the script is displayed.

- "execution timeout. device=*device_name* line=*n*"

Timeout occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed.
In *n*, the line number of the script list *scriptlist_name* at which timeout occurred while executing the script is displayed.

- "internal error. device=*device_name* line=*n*"

An internal error occurred while executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed.
In *n*, the line number of the script list *scriptlist_name* at which an internal error occurred while executing the script is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "unavailable status for auto-config. device=*device_name* line=*n*"

    - If "false" (not the target of auto-configuration) has been set for auto-configuration information for the network device *device_name* (the AutoConfiguration element) when registering or modifying the network configuration information of the network device *device_name*

    Perform modification using the rcxadm netdevice set command so that the corresponding network device *device_name* can be selected as the target of auto-configuration.
    For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

    - In other cases

    Before this message was output, script execution on the same network device *device_name* had failed, as notified by the following messages:

        - "Message number 42751"

        - "Message number 62760"

        - "Message number 67999"

    Based on the message that was output, identify the cause of the script execution error on the network device *device_name* and take the relevant corrective action.
    After taking corrective action, perform modification using the rcxadm netdevice set command so that the corresponding network device *device_name* can be selected as the target of auto-configuration.

    For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "scripts execution error. device=*device_name* result=*code* line=*n*"

Identify the cause based on the return value of the script and information in the execution log and take the relevant corrective action.

When executing the script again after performing corrective action, execute the rcxadm netdevice show command to check if the corresponding network device *device_name* can be selected as a target of auto-configuration. If it cannot be selected as a target of auto-configuration, perform modification using the rcxadm netdevice set command so that the corresponding network device *device_name* can be selected as a target of auto-configuration.

For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "execution timeout. device=*device_name* line=*n*"

Identify the time-consuming process occurring during execution of the script and take corrective action accordingly.

- "internal error. device=*device_name* line=*n*"

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

If it is necessary to delete the definition of the network device *device_name* for which a definition has been configured by the execution of the script, log into the network device *device_name* directly and delete the definition manually.

For details on how to log into the network device *device_name* and delete definitions, refer to the manual for the network device.

42752

FJSVrcx:WARNING:42752:execution of the script is skipped. ruleset=*ruleset_name* scriptlist=*scriptlist_name* script=*script_name* device=*device_name* line=*n*

[Cloud Edition]

[Description]

As the execution of the script list *scriptlist_name* was stopped, subsequent scripts were not executed.

For the reason why the execution was stopped, refer to "Message number 42751".

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *script_name*, the name of the script that was not executed or the name of the script that was not executed after conversion of the variable parameter is displayed.
In *device_name*, the name of the network device for which the script was not executed is displayed.
In *n*, the line number of the script list which was not executed is displayed.

This message is output for each of the scripts which were not executed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.
The infrastructure administrator should take the corrective actions for "Message number 42751".

After taking the corrective actions for "Message number 42751", log into the network device directly and manually delete the definition configured for the network device *device_name*, referring to the script *script_name* which was to be executed.

For details on how to log into a network device and how to delete definitions, refer to the manual for the network device.

42780

FJCVrcx:WARNING:42780:unm-mon:Node status of *nodeid* is changed to *status*

[Cloud Edition]

[Description]

The status of the network device *nodeid* has changed to *status*.

[Corrective Action]

Check the state of the network device.

42781

FJSVrcx:WARNING:42781:*device*:Port *port_name* status change from *prev_status* to *cur_status* has been detected.

[Cloud Edition]

[Description]

The status of port *port_name* of network device *device* has been changed from *prev_status* to *cur_status*.

In *device*, the name of network device is displayed.

In *port_name*, the name of port is displayed.

As port status before the change, one of the following is displayed for *prev_status.*

- up

- down

- unknown

As port status after the change, one of the following is displayed for *cur_status.*

- up

- down

- unknown

[Corrective Action]

When it is not expected to have a change in the status of the displayed port, confirm that there is no error in the network device.

3.3 43XXX Series

This section explains the following message series:

3.3.1 431XX Series

This section explains the 431XX message series.

43101

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

[Description]

SNMP trap transmission failed. Transmission will be attempted again.

[Corrective Action]

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

3.3.2 433XX Series

This section explains the 433XX message series.

43301

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

[Description]

Updating of the admin LAN information held by the agent on the managed server *server* has failed.
The name of the managed server is displayed for *server*.

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

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

[Corrective Action]

No action is required.

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

3.4 44XXX Series

This section explains the following message series:

3.4.1 444XX Series

This section explains the 444XX message series.

44401

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

[Description]

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

[Corrective Action]

Check the following and perform the operation again.

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

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

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

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

3.5 47XXX Series

This section explains the following message series:

3.5.1 471XX Series

This section explains the 471XX message series.

47101

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

[Description]

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

[Corrective Action]

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

47102

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

[Description]

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

[Corrective Action]

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

47103

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

[Description]

The format of the file *filename* is invalid.

[Corrective Action]

Delete the file.

47104

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

[Description]

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

[Corrective Action]

Delete the file.

3.5.2 472XX Series

This section explains the 472XX message series.

47232

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

[Description]

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

[Corrective Action]

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

Check the following and take corrective action.

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

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

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

47233

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

[Description]

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

[Corrective Action]

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

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

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

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

   Search string: slui.exe 0x2a

   - When the character string is present

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

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

   ## 📑 Example
   ....

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

   ....

   - Refer to the following URL and resolve the problem:

URL: http://support.microsoft.com/?scid=kb%3Ben-us%3B938450&x=17&y=9

   - When the character string is not present

   Check the details of settings in the license information file.
   For details, refer to the following:

   - For Virtual Edition, refer to "17.2 Collecting a Cloning Image" in the "User's Guide VE".

   - For Cloud Edition, "12.2 Collecting a Cloning Image" in the " User's Guide for Infrastructure Administrators (Resource Management) CE".

   c. Perform activation.

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

3. Correct the content of the license information file on the managed server that the cloning image was collected from then collect a new cloning image.

   For details, refer to the following:

   - For Virtual Edition, refer to "17.2 Collecting a Cloning Image" in the "User's Guide VE".

   - For Cloud Edition, refer to "12.2 Collecting a Cloning Image" in the " User's Guide for Infrastructure Administrators (Resource Management) CE".

   After successfully collecting a cloning image, delete the cloning image for which deployment failed.

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

47234

FJSVrcx:WARNING:47234:an error was ignored by the "force" option(*detail*)

[Cloud Edition]

[Description]

An error was ignored by the option.

In *detail*, a detailed message is displayed.

[Corrective Action]

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

47242

FJSVrcx:WARNING:47242:*name*:failed to control switching HUB. (*detail*)

[Cloud Edition]

[Description]

VLAN configuration for the LAN switch displayed in *name* has failed.

In *detail*, an error message that explains the root cause of the problem is output.

[Corrective Action]

The VLAN information used by the source server for switchover may be set for the LAN switch displayed in *name*.

Delete the VLAN information by manually operating the LAN switch when necessary.

3.5.3 473XX Series

This section explains the 473XX message series.

47301

FJSVrcx:WARNING:47301:*obj*:entering VM host maintenance mode failed. detail=*detail*

[Description]

Setting the VM host *obj* into VM maintenance mode failed.

[Corrective Action]

- When this message is output between the start and completion of server switchover and failback

  The VM host of the spare server is not configured in VM maintenance mode, even though server switchover and failback have been completed successfully.

  When setting the VM host of a spare server into VM maintenance mode, set it into VM maintenance mode after resolving the cause of the failure, referring to "Message number 67368".

- When this message is output when performing an operation other than server switchover or failback

  No action is required.

3.6 49XXX Series

This section explains the following message series:

- 3.6.1 491XX Series

- 3.6.2 495XX Series

3.6.1 491XX Series

This section explains the 491XX message series.

49113

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

[Description]

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

[Corrective Action]

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

3.6.2 495XX Series

This section explains the 495XX message series.

49501

FJSVrcx:WARNING:49501:ServerView Agents has stopped

[Description]

The ServerView Agents of the managed server have not been started.

[Corrective Action]

Check if the ServerView Agents are running on the managed server. If they are not running, start them.

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

Chapter 4 6XXXX Series Messages

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

4.1 61XXX Series

This section explains the following message series:

- 4.1.1 611XX Series

- 4.1.2 613XX Series

- 4.1.3 615XX Series

- 4.1.4 617XX Series

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

4.1.1 611XX Series

This section explains the 611XX message series.

61104

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

[Description]

Startup of the manager failed.

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

[Corrective Action]

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

  The configuration of the manager restart is incorrect.
  For details, refer to "Appendix A Notes on Operating ServerView Resource Orchestrator" of the "Operation Guide VE" or "Operation Guide CE" and restart the manager service.

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

- When *mgr_name* is "Task Manager" and *code* is "multiplicity setting error"

  The multiplicity setting for the manager process is incorrect.

  For details, refer to "Appendix A Notes on Operating ServerView Resource Orchestrator" of the "Operation Guide VE" or "Operation Guide CE" and restart the manager service.

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

- For a code other than the above

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

For details how to start and stop manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE" and "Operation Guide CE".

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

61105

FJSVrcx:ERROR:61105:*name*:*address type* no more addresses available

[Cloud Edition]

[Description]

When creating the L-Server or changing the network configuration, there are not enough *address type* included in *name*.

- When the *address type* is IPv4

  The name of the network resource is displayed in *name*.

- When the *address type* is MAC or WWN

  The name of address set resource is displayed in *name*.

[Corrective Action]

- When the *address type* is IPv4

  Take one of the following actions:

  - Delete IP addresses that are not to be managed.

  - Create a new network resource.

  - Extend the subnet address.

  - Delete L-Servers that are not needed.

- When the *address type* is MAC or WWN

  - Create a new address set resource.

  - Delete L-Servers that are not needed.

61106

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

[Description]

Stopping of the manager failed.

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

[Corrective Action]

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

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

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

61107

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

[Description]

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

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

[Corrective Action]

- When *mgr_name* is "HBA address rename setup service"
  Check the status of the HBA address rename setup service, and if it is "Stopping" then start the HBA address rename setup service.
  For how to start the HBA address rename setup service, refer to the following:

  - For Virtual Edition, "Chapter 6 Settings for the HBA address rename Setup Service" of the "Setup guide VE".

  - For Cloud Edition, "Chapter 10 Settings for the HBA address rename Setup Service" of the "Setup guide VE".

- The detailed message may be output in the OS system log. Check the message number displayed in the system log and take corrective action.

- For cases other than the above

  Restart the manager. When the service comprising the manager has been started, stop the service of the manager and restart it.

  For how to stop and start managers, refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE".

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

61108

FJSVrcx:ERROR:61108:*L-Server*:must be connected to an admin LAN

[Cloud Edition]

[Description]

When creating a physical L-Server, the network resource of the management LAN is not connected.

The physical L-Server must be connected to a management LAN.

[Corrective Action]

Specify so a network resource of the management LAN is connected to the NIC of the physical L-Server, then retry.

61111

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

[Description]

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

a. timeout

   A timeout has occurred during starting of the manager.

b. environment error

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

c. internal error

   An internal error has occurred.

[Corrective Action]

For a. or c.

   Restart the manager.
   When restarting the manager, stop it and then restart it.
   For details, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE" and "Operation Guide CE".

For b.

   Check the port number used by the manager, and change it as necessary.

For details, "Appendix A Port List" in the "Design Guide VE" and "Design Guide CE".

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

61115

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

[Description]

No license file was found in *directory*.

[Corrective Action]

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

61121

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

[Description]

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

[Corrective Action]

Locate the fault using [Resource] tab of the ROR console.

The detailed information can be checked by starting the management software for each resource.

For operation from [Resource] tab of the ROR console, refer to "Appendix A User Interface" of the "User's Guide VE" or "User's Guide for Infrastructure Administrators (Resource Management) CE".

61125

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

[Description]

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

[Corrective Action]

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

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

- Deployment Service

- PXE Services

- TFTP Service

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

- scwdepsvd

- scwpxesvd

- scwtftpd

a. When the services have been started

  Check the following:

  - Whether the managed server *original_server* is powered on

    - When the managed server *original_server* is powered on

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

    - When the managed server *original_server* is powered OFF

      In that state, perform either manual switching or failback from the ROR console.

  - Whether communication with the server management unit is possible

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

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

    - Check the SNMP community name set from the ROR console.
      If it was omitted, [public] will be specified.

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

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

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

b. When the services have not been started

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

  - Stop the Deployment Service

  - Stop the PXE Services

  - Stop the TFTP Service

  - Start the TFTP Service

  - Start the PXE Services

  - Start the Deployment Service

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

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

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

  - Stop scwdepsvd

  - Stop scwpxesvd

  - Stop scwtftpd

- Start scwtftpd

- Start scwpxesvd

- Start scwdepsvd

Stopping services
Use the following command to stop services.

> # **service** *service_name* **stop** <RETURN>

Starting services
Use the following command to start services.

> # **service** *service_name* **start** <RETURN>

Note

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

See

. . . .
- For server switchover, refer to "4.2 Switchover" of the "Operation Guide VE".

- For failback, refer to "4.3 Post-Switchover Operations" of the "Operation Guide VE".
. . . .

When the exit code displayed for %1 is something other than "7"
Collect troubleshooting information and contact Fujitsu technical staff.

61130

FJSVrcx:ERROR:61130:stopping of site manager failed

[Description]

Stopping of the manager failed.

[Corrective Action]

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

61131

FJSVrcx:ERROR:61131:site manager terminated abnormally

[Description]

A manager terminated abnormally.

[Corrective Action]

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

61135

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

[Description]

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

One of the following is indicated for %1:

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

       There is not enough virtual memory available.

    b. PxeService: Unable to Start TFTP Server

       The TFTP Server could not be started.

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

[Corrective Action]

For a.

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

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

For b.

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

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

61136

FJSVrcx:ERROR:61136:*service_name* stopped abnormally

[Description]

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

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

61137

FJSVrcx:ERROR:61137:PXE server control failed

[Description]

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

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

61138

FJSVrcx:ERROR:61138:internal error

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

61139

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

[Description]

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

[Corrective Action]

Check the following and resolve the problem:

- Check the status of the admin server.

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

- Check the startup status of the manager.

  When the manager is stopped, start the manager.

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

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

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

  For details how to start Manager, refer to " 2.1 Starting and Stopping the Manager" in the "Operation Guide VE" and "Operation Guide CE".

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

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

  For details, refer to the following:

  - For Virtual Edition, "Chapter 6 Settings for the HBA address rename Setup Service" in the "Setup Guide VE".

  - For Cloud Edition, "Chapter 9 Settings for the HBA address rename Setup Service" in the "Setup Guide CE".

Information

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

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

61142

FJSVrcx:ERROR:61142:no *type* detected

[Description]

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

[Corrective Action]

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

- For PRIMERGY BX900 series servers

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

- For PRIMERGY BX620 S5 or later servers

  The NIC may not be recognized correctly if the power has not been turned on even once after mounting in the chassis.
  Turn the power on, and then check the admin window of the management blade to see if the server blade's NIC is being recognized correctly.

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

61143

FJSVrcx:ERROR:61143:*operation*:failed

[Description]

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

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

[Corrective Action]

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

61144

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

[Description]

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

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

[Corrective Action]

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

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

61145

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

[Description]

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

[Corrective Action]

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

61146

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

[Description]

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

[Corrective Action]

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

61147

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

[Description]

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

[Corrective Action]

No action is required.

61148

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

[Description]

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

[Corrective Action]

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

61149

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

[Description]

The status of the *type* resource *name* has been changed to *status*.

"LAN switch" is displayed for *type*.
"error" or "fatal" is displayed for *status*.

[Corrective Action]

Locate the fault using [Resource] tab of the ROR console.

The detailed information can be checked by starting the management software for each resource.

For operation from [Resource] tab of the ROR console, refer to "Appendix A User Interface" of the "User's Guide VE" or "User's Guide for Infrastructure Administrators (Resource Management) CE".

61151

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

[Description]

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

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

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

One of the following is displayed for *address_type*:

- IP address

- MAC address

- network address

One of the following is displayed for *obj*:

- admin server

  Indicates an admin server.

- Resource name

  Indicates an already registered resource.

- subnet name

  Indicates an already registered subnet.

[Corrective Action]

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

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

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

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

[Cloud Edition]

[Description]

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

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

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

One of the following is displayed for *address_type*:

- IP address

- MAC address

- network address

One of the following is displayed in *obj*:

- Admin server

  Indicates an admin server.

- Resource name

  Indicates an already registered resource.

- subnet name

  Indicates an already registered subnet.

[Corrective Action]

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

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

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

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

- When this message is displayed during creation of a network resource for which the Admin LAN type is set

  Select [Create Resource]-[Using existing admin subnet] to create a resource.

61152

FJSVrcx:ERROR:61152:*operation*:cancel failed

[Description]

The cancellation process of *operation* has failed.

The operation name is displayed for *operation*.

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

[Corrective Action]

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

61155

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

[Description]

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

[Corrective Action]

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

61156

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

[Description]

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

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

[Corrective Action]

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

61157

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

[Description]

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

[Corrective Action]

Check the content of *detail*, and take corrective action.
When *detail* includes the following error codes, wait for one or two minutes and then perform the operation again.

[35.30.4]

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

61162

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

[Description]

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

[Corrective Action]

When performing operations with the external software at the same time, stop the operations temporarily.
After that, perform the operation again.

61163

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

[Description]

As there is a problem with the state of the server, assignment of a server profile failed.
The name of the external software is displayed for *external_software*.
The name of the server is displayed for *server_name*.
A detailed message is displayed for *detail*.

[Corrective Action]

Check the state of the server, and perform hardware replacement if there is a problem with the server.
After confirming the state of the server is normal, perform the operation again.

61164

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

[Description]

A license error has occurred with the external software *external_software*.
The name of the external software is displayed for *external_software*.
A detailed message is displayed for *detail*.

[Corrective Action]

Check that the license settings of the external software have been configured correctly.
After confirming the license settings have been configured correctly, perform the operation again.

61165

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

[Description]

A function not supported by the server *server_name* has been included in the server profile *profile_name*.
The name of the server is displayed for *server_name*.
The name of the server profile is displayed for *profile_name*.
The name of the external software is displayed for *external_software*.
A detailed message is displayed for *detail*.

[Corrective Action]

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

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

61166

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

[Description]

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

[Corrective Action]

After stopping the power of the server, perform the operation again.

[Cloud Edition]

[Description]

The power of the L-Server *server_name* has not been stopped.

The name of the L-Server is displayed in *server_name*.

[Corrective Action]

Stop the power of the L-Server. Then perform the operation again.

61167

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

[Cloud Edition]

[Description]

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

When creating a physical L-Server, the server name selected when creating the L-Server will be displayed in *server_name*.

[Corrective Action]

Hardware requirements may not have been met.

For details, refer to "Table 2.64 Required Hardware" in "2.5 Hardware Environment" in the "Design Guide CE".

61168

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

[Description]

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

[Corrective Action]

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

61169

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

[Description]

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

[Corrective Action]

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

61170

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

[Description]

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

[Corrective Action]

Install the external software and then perform the operation again.

61171

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

[Description]

The server profile is invalid.

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

A detailed message is displayed for *detail*.

[Corrective Action]

Check the content of the server profile and then perform the operation again.

61172

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

[Description]

An authentication error occurred during communication with the external software *external_software*.

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

The user name for which authentication failed is displayed for *username*.

[Corrective Action]

Correct the account information of the external software and then perform the operation again.

61173

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

[Description]

The external software *external_software* does not support the server *server_name*.

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

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

A detailed message is displayed for *detail*.

[Corrective Action]

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

61174

FJSVrcx:ERROR:61174:*server_name*:addresses already used in *external_software*. detail=*detail*

[Cloud Edition]

[Description]

The address specified for the server *server_name* already exists.

An address that is the same as one already in use may have been specified.

In *server_name*, the name of the server is displayed.

When the specified address is that of external software, the name of the external software is displayed in *external_software*.

In *detail*, a detailed message is displayed.

[Corrective Action]

Specify an unused address resource, and perform the operation again.

When the error occurs even when an unused address resource is specified, part of the external software information may be incorrect.

Refer to the external software information, and check whether or not the same address is included in the information.

If incorrect information remains, delete the information, and then perform the operation again.

When using the server as a current server, perform the following operations to set a unique address, and then perform the operation again:

- Set the address resource as being outside the range

- Use the current server as an L-Server

61175

FJSVrcx:ERROR:61175:*server_name*:addresses out of range in *external_software*. detail=*detail*

[Cloud Edition]

[Description]

- When *external_software* is VIOM

The address specified for the server *server_name* is outside the range that is available for use.

In *server_name*, the name of the server is displayed.

A detailed message is displayed for *detail*.

[Corrective Action]

Please change the VIOM settings so that the address (MAC address or WWN) displayed in *detail* is included in the range that is available for use.

61176

FJSVrcx:ERROR:61176:*profile_name*:already assigned to another server.

[Cloud Edition]

[Description]

The server profile *profile_name* is assigned to another server.

In *profile_name*, the name of the server profile is displayed.

[Corrective Action]

Delete the server profile of *profile_name*, and perform the operation again.

61177

FJSVrcx:ERROR:61177:*server_name*:a server profile is already assigned.

[Cloud Edition]

[Description]

Another server profile has been assigned to the server *profile_name*.

In *server_name*, the name of the server is displayed.

[Corrective Action]

Delete the server profile configured for the server *server_name*, and perform the operation again.

61178

FJSVrcx:ERROR:61178:*server_name*:server profile deletion failed (*detail*).

[Cloud Edition]

[Description]

Failed to delete the server profile.

In *server_name*, the name of the server is displayed.

A detailed message is displayed for *detail*.

Delete the server profile configured for the server *server_name*, and perform the operation again.

61180

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

[Description]

There is an error in either the virtualization method configuration *config_type* for *servers*, or the configuration of the server profiles for *servers*.
The spare servers for which there is an error in the virtualization method configuration *config_type* are displayed for *servers*.
When there are multiple servers, they are displayed separated by commas (",").

[Corrective Action]

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

- When *servers* is a spare server

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

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

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

61181

FJSVrcx:ERROR:61181:*external_software* not registered

[Description]

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

[Corrective Action]

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

61182

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

[Description]

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

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

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

[Corrective Action]

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

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

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

61183

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

[Description]

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

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

  An already registered agent with the VIOM server profile configured was specified for *server_name* when setting it as the spare server, but the server profile cannot be found.

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

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

[Corrective Action]

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

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

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

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

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

61184

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

[Cloud Edition]

[Description]

The settings for iSCSI boot differ between *spare_servers* and *server_name*.

One of the following is displayed in *spare_servers* and *server_name*:

- L-Server XML

- iscsi_*user_group_name*.rcxprop

- iscsi.rcxprop

- iSCSI disk resource

When *spare_servers* or *server_name* is something other than the above, the boot configuration settings for *spare_servers* are inconsistent.

The name of the server for which spare server settings were performed is displayed for *server_name*.

The names of the physical servers which were specified as the spare servers for *server_name* are displayed for *spare_servers*, separated by commas.

[Corrective Action]

Review the settings of *spare_servers* and *server_name*, and perform the operation again.

Take corrective action based on the content of *spare_servers* and *server_name*.

- "L-Server XML"

  Review the content of the L-Server XML definition file.

  For details on L-Server XML definition files, refer to "Chapter 13 XML Files" in the "Reference Guide (Command/XML) CE".

- "iscsi_*user_group_name*.rcxprop" or "iscsi.rcxprop"

  Review the content of the iSCSI boot network definition file.

  For details on iSCSI boot network definition files, refer to "9.4.3 When using an iSCSI LAN for iSCSI Boot" in the "Design Guide CE".

- "iSCSI disk resource"

  Review the content of the definition file of the disk used for iSCSI boot.

  For details on definition files of disks used for iSCSI boot, refer to "Chapter 13 XML Files" in the "Reference Guide (Command/ XML) CE".

- In other cases

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

61185

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

[Description]

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

[Corrective Action]

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

61186

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

[Description]

Another control command is currently being executed.

[Corrective Action]

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

61187

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

[Description]

No license was found for the feature being used.

[Corrective Action]

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

61188

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

[Description]

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

One of the following is displayed for *type*:

- network address

- subnet mask

- gateway

- nic number

[Corrective Action]

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

61189

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

[Description]

service has not been installed.

The following is displayed for *service*:

- DHCP Server

[Corrective Action]

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

[Cloud Edition]

[Description]

service has not been installed.

"DHCP Server" is displayed for *service*:

[Corrective Action]

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

There is also the following case for Resource Orchestrator:

- When "DHCP Server" is displayed for *service* on a Windows manager

  After installing the standard DHCP service of the OS, perform the operation again.

61190

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

[Description]

service has not been started.

The following is displayed for *service*:

- DHCP Server

[Corrective Action]

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

61191

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

[Description]

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

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

- When *function* is "deploying cloning image"

Deployment of a cloning image failed.

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

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

- When *function* is "replacing server"

Re-configuration of hardware information failed.

- When *detail* is "blade types are different"

The blade types after replacement of servers differ from those before replacement.

[Corrective Action]

Resolve the problem taking corrective action based on the content of *function* and *detail*.

- When *function* is "deploying cloning image"

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

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

- When *function* is "replacing server"

- When *detail* is "blade types are different"

If the blade type after server replacement differs that of before replacement, delete the registered server, replace the hardware and then perform server registration again.

[Cloud Edition]

[Description]

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

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

- When "failover", "failback", or "recovery" is displayed for *function*

Due to the reason in *detail*, the process of failover, failback, or recovery using the rcxstorage command was aborted.

[Corrective Action]

- When "failover", "failback", or "recovery" is displayed for *function*

Collect this message and troubleshooting data, and contact Fujitsu technical staff.

61193

FJSVrcx:ERROR:61193:invalid license key

[Description]

The entered license key cannot be used.

[Corrective Action]

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

61194

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

[Description]

Startup of the script *script_name* has failed.

[Corrective Action]

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

61195

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

[Description]

The script named *script_name* has terminated abnormally.

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

[Corrective Action]

Take corrective action based on the error details.

61197

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

[Description]

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

[Corrective Action]

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

61198

FJSVrcx:ERROR:61198:cannot perform operation using license. detail=*detail*

[Description]

The specified license does not meet the requirements for use.

The following detailed information is given in *detail*.

- SPARC Enterprise

   SPARC Enterprise servers have been registered as managed servers.

- Cloud Edition

   No Cloud Edition license has been registered.

[Corrective Action]

Take corrective action based on the detailed information.

- SPARC Enterprise

   Delete any registered SPARC Enterprise servers.

- Cloud Edition

  Register a Cloud Edition license.

61199

FJSVrcx:ERROR:61199: operation is restricted by the license.

[Cloud Edition]

[Description]

The operation is restricted by the license.

[Corrective Action]

SPARC Enterprise servers cannot be registered in environments where Cloud Edition licenses are registered.

4.1.2 613XX Series

This section explains the 613XX message series.

61305

FJSVrcx:ERROR:61305:internal error

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

61306

FJSVrcx:ERROR:61306:monitoring of server boot failed

[Description]

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

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

61307

FJSVrcx:ERROR:61307:PXE server control failed

[Description]

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

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

61308

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

[Description]

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

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

   a. HBA adapter not found

   b. command error

   c. TFTP error

[Corrective Action]

For a.

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

For b.

- For Virtual Edition, refer to "6.2.7 BIOS Settings of Managed Servers" in "Design Guide VE" and update the FC-HBA BIOS firmware if it is old.

- For Cloud Edition, refer to "8.2.7 BIOS Settings of Managed Servers" in "Design Guide CE" and update the FC-HBA BIOS firmware if it is old.

For c.

A problem related to file transfer has occurred. Check the status of the admin LAN.
Check that the IP address of the admin LAN for the managed server and other IP addresses (such as the admin LAN of iRMC or SAN storage) do not overlap.

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

61309

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

[Description]

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

[Corrective Action]

Check the port number used by *service_name*, and change it if necessary.

For details, refer to "Appendix A Port List" in the "Design Guide VE" and "Design Guide CE".

4.1.3 615XX Series

This section explains the 615XX message series.

61501

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

[Virtual Edition]

[Description]

An error has occurred during the process set in "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE".

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

- PRE_TGTSVR_IMAGE_CREATE

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

- POST_TGTSVR_IMAGE_CREATE

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

- POST_TGTSVR_IMAGE_INSTALL

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

One of the following is displayed for *action*:

[Windows]
Installation_folder\Agent\bin\rcxadm

[Linux]
/opt/FJSVrcxat/bin/rcxadm

[Corrective Action]

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

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

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

For details, refer to "17.6.2 Maintenance" of the "User's Guide VE".

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

Operations

- When the error occurred before collection of cloning images

  Perform cloning image collection again.

- When the error occurred after collection of cloning images

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

- When the error occurred after deployment of cloning images

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

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

61502

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

[Virtual Edition]

[Description]

A timeout error has occurred during processing of the network parameter auto-configuration settings registered in "17.6 Network
Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE".

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

- PRE_TGTSVR_IMAGE_CREATE

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

- POST_TGTSVR_IMAGE_CREATE

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

- POST_TGTSVR_IMAGE_INSTALL

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

One of the following is displayed for *action*:

[Windows]
Installation_folder\Agent\bin\rcxadm

[Linux]
/opt/FJSVrcxat/bin/rcxadm

[Corrective Action]

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

61506

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

[Description]

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

One of the following is indicated for %1:

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

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

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

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

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

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

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

[Corrective Action]

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

For a.

   UDP port 69

For b.

   Port 67 of IP Address %u-%u-%u-%u

For c.

   Port 68 of IP Address 0.0.0.0

For d.

   Port 68 of IP Address 0.0.0.0

For e.

Port 4011 of IP Address %u-%u-%u-%u

For f.

Port 67 of IP Address %u-%u-%u-%u

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

61507

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

[Description]

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

The "LAN switch discovery" is displayed for *operation*.

[Corrective Action]

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

61508

FJSVrcx:ERROR:61508:The file version (*ExportVersion*) is incompatible with the system version (*ImportVersion*).

[Cloud Edition]

[Description]

The version used for the export of the configuration information and the one used for the import are different.

The version used for the export is output in *ExportVersion*. When the version information does not exist in the configuration information specified at import, "unknown" is output.

The version used for the import is output in *ImportVersion*.

[Corrective Action]

Use the same version for the export and import system.

61509

FJSVrcx:ERROR:61509:invalid format. detail=*detail*

[Cloud Edition]

[Description]

The format of the specified value, or the content of the XML specified when performing the following is not correct:

- Import of Configuration Information

  Detailed information is output in the format "*message*: *error part*" for *detail*.

    - When the message is "invalid MIME type":

      The format of the configuration information specified at import is not in XML format.

      The specified MIME type is output in the error part.

    - When the message is "invalid XML tag":

      The format of the XML tag information of the configuration information specified at import is not correct.

The XML tag name of the incorrect format is output in the error part.

- When the message is "invalid tag name":

An incorrect resource type exists in the configuration information specified at import.

The highest-level tag of the incorrect resource type is output in the error part. When multiple element names are output, they are displayed separated by commas (",").

- When the message is "lack of XML tag":

The configuration information specified at import does not contain all of the configuration information required for the resource type.

The highest-level tag of the resource type and the insufficient resource name are output in the error part. When multiple element names are output, they are displayed separated by commas (",").

- When the message is "lack of resource tag":

The resource type information of the configuration information specified at import does not contain all of the required resource information.

The highest-level tag of the resource type and the insufficient resource name are output in the error part, separated by commas (",").

- When the message is "duplicate XML tag":

There are multiple highest-level tags of the same resource type in the configuration information specified at import. When importing, multiple instances of the same resource type cannot be processed.

The top-level tag of the resource type is output to the error part. When multiple element names are output, they are displayed separated by commas (",").

- Import of Network Configuration Information

Detailed information is output in the format "*message*: *error part*" for *detail*.

- When the message is "invalid MIME type":

The format of the network configuration information specified at import is not in XML format.

The specified MIME type is output in the error part.

- When the message is "invalid XML tag":

The format of the XML tag information of the network configuration information specified at import is not correct.

The XML tag name of the incorrect format is output in the error part.

- When the message is "duplicate XML tag":

There are multiple highest-level tags of the same resource type in the network configuration information specified at import. When importing, multiple instances of the same resource type cannot be processed.

The top-level tag of the resource type is output to the error part. When multiple element names are output, they are displayed separated by commas (",").

[Corrective Action]

- When Importing Configuration Information

Contact Fujitsu technical staff.

- When Importing Network Configuration Information

Perform the operation again after checking the content displayed in *detail*, and resolving the cause of the error.

For the elements and values, refer to "13.6.1 Creating" in the "Reference Guide (Command/XML) CE".

4.1.4 617XX Series

This section explains the 617XX message series.

61701

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

[Description]

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

[Corrective Action]

Check that the device is supported by Resource Orchestrator.

61702

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

[Description]

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

- Registration of power monitoring devices

- Changing of power monitoring device settings

- Reconfiguration of the hardware properties of power monitoring devices

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

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

[Corrective Action]

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

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

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

61703

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

[Description]

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

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

[Corrective Action]

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

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

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

4.2 62XXX Series

This section explains the following message series:

4.2.1 625XX Series

This section explains the 625XX message series.

62501

FJSVrcx:ERROR:62501:*key*:is required

[Cloud Edition]

[Description]

key must be specified.

[Corrective Action]

- If this message is output during the following operations:

Check the content of the XML file specified when operating the server, and correct the elements and values specified in *key*.

- Creating an L-Server

For details on the elements and the values, refer to "13.3 L-Servers".

When creating another L-Server using detailed L-Server information, which is output using the rcxadm lserver show command, refer to "Creating another L-Server using detailed L-Server information" of "13.3.1 Definition Information for Physical L-Servers (XML)" or "13.3.2 Definition Information for Virtual L-Servers (XML)" of the "Reference Guide (Command/XML) CE".

- Importing an L-Server template

For the elements and values, refer to "13.2 L-Server Templates" in the "Reference Guide (Command/XML) CE".

- Registration of iSCSI boot information

For the elements and values, refer to "13.4.2 iSCSI Boot Information" in the "Reference Guide (Command/XML) CE".

- Registering or changing disk resources for a VM guest

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

- "Storage"

It is necessary to define the Storage element.

- "Pool"

It is necessary to define the Pool element.

- "Pool.name"

It is necessary to define the name attribute for the Pool element.

- "VmHosts"

It is necessary to define a VmHosts element.

- "VmHost"

It is necessary to define a VmHost element.

- "VmHost.ip"

It is necessary to define the ip attribute for the VmHost element.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks"

It is necessary to define a Disks element in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk"

    It is necessary to define a Disk element in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk.name"

    It is necessary to define the name attribute in the Disk element in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in the XML*).size"

    It is necessary to define the size attribute for the Disk tag to which *disk resource name defined in XML* is specified for name, in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in XML*).path"

    It is necessary to define the path attribute for the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- "Disk(name=*disk resource name specified in -name of rcxadm disk modify*)"

    It is necessary to define the Disk element to which the *disk resource name specified in -name of rcxadm disk modify* is specified for the name attribute in the XML.

For the elements and values, refer to "13.4.1 Disk Resources [KVM]" in the "Reference Guide (Command/XML) CE".

- When importing network configuration information, creation of network device or executing rcxnetworkservice command

    For the elements and values, refer to "13.6.1 Creating" in the "Reference Guide (Command/XML) CE".

- If this message is output when creating or modifying a virtual L-Server

Review the settings in the dialog, and perform the operation again.

- If this message is output when starting a virtual L-Server

Check the values in the L-Server definition settings, and perform the operation again.

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

- "OSSetting.AdminPassword"

    Specify the "Administrator password" on the [OS] tab.

- "OSSetting.DNSSearchPaths.DNSSearchPath"

    Specify the "DNS Search Path" on the [OS] tab.

    For the values, refer to "Chapter 16 Creating L-Servers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "port group"

    Check that there are no incomplete descriptions for the virtual bridge or VLAN ID in the virtual network definition file.

- If this message is output when importing DR

Check the content of the XML file specified when operating the server, and correct the elements and values specified in *key*.

- If this message appears when linking a configured virtual machine with an L-Server and *key* is "CPU.NumOfCPU"

Confirm that the VM host is managed by the VM management software and then perform the operation again.

62502

FJSVrcx:ERROR:62502:*template*:L-Server created from the template remains. detail=*obj*,..

[Cloud Edition]

[Description]

template is being used by the L-Server output in *obj*.

If there are three or more L-Server names output in *obj*, only two are displayed, followed by "...".

[Corrective Action]

If you do not want to use the template *template* used when creating the L-Server again, perform the following operations:

- Add the -force option to the command, and perform the operation again

- Delete the L-Server template from the ROR console

62503

FJSVrcx:ERROR:62503:*obj*:storage management software registration failed. detail=*detail*

[Description]

Registration of the storage management software *obj* failed, because an error occurred during storage management software control.

[Corrective Action]

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

- When *detail* is "version unmatch. [version_of_the_storage_management_software]"

  The version of the storage management software is incorrect. Use a supported version.

- When *detail* is "service is not run."

  The storage management software has not been started. Start the storage management software.

- When *detail* is "invalid storage management software name"

  The name specified for the -soft_name option is incorrect. Specify the correct name.

- When *detail* is "one or more option is short"

  A necessary option has not been specified. Specify necessary options.

- When *detail* is "one or more option is unnecessary"

  An unnecessary option has been specified. Do not specify unnecessary options.

- When *detail* is "storagemgr is already registered"

  The specified storage management software is already registered. Storage management software that has already been registered cannot be registered.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

An error occurred during the control of storage management software, so registration of the storage management software *obj* failed.

[Corrective Action]

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

- "version unmatch. [*version_of_the_storage_management_software*]"

  There is an error in the *version_of_the_storage_management_software*. Use a supported version.

- "service is not run."

  The storage management software is not operating. Start the storage management software.

- "invalid storage management software name"

There is an error in the name specified for the -soft_name option. Specify the correct name.

- When *detail* is "one or more option is short"

A required option has not been specified. Specify the required option.

- "one or more option is unnecessary"

An unnecessary option has been specified. Do not specify unnecessary options.

- "storagemgr is already registered"

The specified storage management software has already been registered. Storage management software that is already registered cannot be registered.

- "ip address:invalid format"

There is an error in the specified IP address. Specify the correct IP address.

- "port:invalid format"

There is an error in the specified port number. Specify the port number using a decimal number.

- "port: out of range"

There is an error in the specified port number. Specify the port number in the range of 0 to 65535.

- "command failed."

Storage management software may not be able to be used. Check whether storage management software is available.

In the following cases, storage management software is unavailable. Check that the preparations have been completed, referring to "10.1.1 Allocating Storage" in the "Design Guide CE".

  - When the IP address for access to the storage management software specified with the -ip option is incorrect

  - When descriptions in the storage connection definition file are incorrect

  - When a security file has not been created

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

62504

FJSVrcx:ERROR:62504:*obj*:changing storage management software information failed. detail=*detail*

[Cloud Edition]

[Description]

An error occurred during control of storage management software, so changes to the configuration of the storage management software *obj* failed.

[Corrective Action]

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

- "storagemgr is registered as VM management software"

This command cannot be used to make configuration changes, as storage management software has been registered as VM management software. For how to modify the settings for VM management software, refer to "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "one or more option is unnecessary"

An unnecessary option has been specified. Do not specify unnecessary options.

- "ip address:invalid format"

There is an error in the specified IP address. Specify the correct IP address.

- "port:invalid format"

    There is an error in the specified port number. Specify the port number using a decimal number.

- "port: out of range"

    There is an error in the specified port number. Specify the port number in the range of 0 to 65535.

- "storagemgr is registered as iSCSI controller"

    This command cannot change resources, as the disk used for iSCSI boot has been registered.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

62505

FJSVrcx:ERROR:62505:*obj*:storage management software unregistration failed. detail=*detail*

[Description]

Deletion of the storage management software *obj* failed, because an error occurred during storage management software control.

[Corrective Action]

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

- "storagemgr is registered as VM management software"

    This command cannot be used to delete storage management software, because it is registered as VM management software.
    For details on how to delete VM management software, refer to "11.5 Deleting VM Management Software" of the "User's Guide VE".

- When *detail* is "one or more SPARC Enterprise servers are defined as spare servers."

    When configuring a SPARC Enterprise server as a spare server, the ESC manager deletion command (rcxadm storagemgr unregister) cannot be used.
    Release the spare server settings of all SPARC Enterprise servers, and then delete the ESC manager.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

An error occurred in the control of the storage management software, so deletion of the storage management software *obj* failed.

[Corrective Action]

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

- "storagemgr is registered as VM management software"

    This command cannot be used for deletion as the storage management software has been registered as VM management software.
    For how to delete VM management software, refer to "9.6 Deleting VM Management Software" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "storagemgr is registered as iSCSI controller"

    This command cannot delete resources, as the disk used for iSCSI boot has been registered.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

62506

FJSVrcx:ERROR:62506:*server_name*:*vm_host* on the L-Server is registered in *pool*.

[Cloud Edition]

[Description]

The L-Server cannot be deleted because the VM host *vm_host* on the L-Server *server_name* is registered with the VM pool *pool*.

[Corrective Action]

When deleting the L-Server, delete the registration of the VM host *vm_host* from the VM pool *pool*, and then perform the operation again.

62507

FJSVrcx:ERROR:62507:*resource*:the disk and its contents will be deleted (unless shared with another L-Server), to do so, specify the -allow deldisk option.

[Cloud Edition]

[Description]

It is necessary to specify the "-allow deldisk" option when executing the command, because this operation may delete the disk contents.

The name of the L-Server or the disk is displayed for *resource*.

[Corrective Action]

Specify the "-allow deldisk" option for the command, and perform the operation again.

When backing up the disk contents of L-Server, perform this corrective action and then perform the operation again.

62508

FJSVrcx:ERROR:62508:*resource_name* is not selectable. detail=*detail*

[Cloud Edition]

[Description]

The resource *resource_name* cannot be selected.

In *resource_name*, the resource name is displayed.

In *detail*, the following detailed information is displayed:

- "physical_server is user not privileged"

  Cannot be selected because the physical server does not have access privileges.

- "physical_server is not selectable status"

  Cannot be selected because the status of the physical server is error.

- "physical_server is specified spare server"

  Cannot be selected because the specified physical server has been configured as a spare server in the server resource tree.

- "physical_server is not preserved by lserver *lserver*"

  Cannot be selected because the physical server is being used as another L-Server.

- "physical_server is already set up"

  Cannot be selected because a server profile has been allocated to the physical server.

- "invalid model name"

  Cannot be selected because there is an error in the model name of the physical server.

- "physical_server is incompatible model *model* and *model*"

  Cannot be selected because the model of the physical server is incompatible.

- "physical_server can not get spec *cpu or memory*"

  Cannot be selected because the information about the CPU or memory of the physical server cannot be obtained.

- "physical_server spec is low"

  Cannot be selected because the information about the CPU, memory, NIC, and FC of the physical server does not meet the defined conditions.

- "physical_server is not blade. fc-connection pattern is valid only blade."

  "FC connection pattern" is valid with blades only.

- "admin LAN pair is not the same between *index* and *index*"

  Cannot be selected because the combination of the admin LAN pair of the physical server is different from the definitions for physical L-Server creation.

- "physical_server is search locked"

  Failed because multiple operations of physical L-Server creation were performed at the same time.

- "physical_server is search locked"

  Cannot be selected because the physical server is used for multiple processes.

- "physical_server is preserved. but lserver is repurpose false"

  Cannot be selected because the physical server has been released while resource release was not specified when creating the L-Server.

- "server type is not the same between"

  Cannot be selected because the server type (blade server or rack mount server) of the physical server is different from the definition.

- "Virtual I/O type is not the same between"

  Cannot be selected because the virtualization method of the physical server is different.

- "admin LAN position is not the same between *index* and *index*"

  Cannot be selected because the position of the admin LAN of the physical server is different from the definitions for the physical L-Server.

[Corrective Action]

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

- "physical_server is user not privileged"

  Grant the physical server access privileges and perform the operation again.

- "physical_server is not selectable status. state status"

  Check the status of the physical server, and then perform the operation again.

- "physical_server is specified spare server"

  Cancel the spare server settings, and then perform the operation again.

- "physical_server is not preserved by lserver *lserver*"

  Change the physical server status to unused, and then perform the operation again.

- "physical_server is already set up"

  Check the status of the physical server, and then perform the operation again.

- "invalid model name"

  Review the model name that was specified during creation of the physical L-Server, then perform the operation again.

- "physical_server is incompatible model *model* and *model*"

  Check the model compatibility of the physical server, and then perform the operation again.

  For details, refer to "Table 17.1 List of Items Specified in Definition Files for Checking Spare Server Models and Configurations" in "17.1.1 L-Server High Availability" of the "Operation Guide CE".

- "physical_server can not get spec *cpu or memory*"

  Confirm that the CPU and memory information of the physical server has been configured, and then perform the operation again.

- "physical_server spec is low"

  Review the CPU, memory, NIC, and FC (*1) information that was specified during creation of the physical L-Server, and then perform the operation again.

  *1 A physical server cannot be found that has the number of FCs specified in the FC connection pattern.

  Refer to "10.1.2 Storage Configuration" in the "Design Guide CE" for information on how to obtain the FC information for the physical server.

- "physical_server is not blade. fc-connection pattern is valid only blade."

  "FC connection pattern" is valid with blades only.

- "admin LAN pair is not the same between"

  Confirm that the admin LAN information of the physical L-Server and physical server has been configured, and then perform the operation again.

- "physical_server is search locked"

  Multiple operations of physical L-Server creation were performed at the same time. Perform the operation again.

- "physical_server is search locked"

  Check if the physical server is being used for multiple processes, and then perform the operation again.

- "physical_server is preserved. but lserver is repurpose false"

  Specify resource release when creating the physical L-Server, then perform the operation again.

- "server type is not the same between"

  Confirm the server type (blade server or rack mount server) used when creating the physical L-Server and then perform the operation again.

- "Virtual I/O type is not the same between"

  Check the virtualization method setting for the physical server, and then perform the operation again.

- "admin LAN position is not the same between *index* and *index*"

  Check the physical L-Server definition and admin LAN position between physical servers, and then perform the operation again.

62509

FJSVrcx:ERROR:62509:*address*:out of range (*start* to *end*) in *resource name*

[Cloud Edition]

[Description]

An address outside of the specifiable address scope was specified when performing the following operations:

- Creating an L-Server

- Changing Network Configuration

- Registering Managed Servers

- Changing Managed Servers

In *address*, the specified address is displayed.

In *start*, the start value of the subnet address or start value of the address set resource is displayed.

In *end*, the end value of the subnet address or end value of the address set resource is displayed.

In *resource name*, the name of either the network resource or address set resource is displayed.

Start value and end value are included in the specifiable scope.

[Corrective Action]

Specify an address within the specifiable scope, and perform the operation again.

62510

FJSVrcx:ERROR:62510: failed to control *obj*(*ipaddress*). IF=*%1*, code=*%2*, message=*%3*

[Cloud Edition]

[Description]

An error occurred during control of storage management software.

In *obj*, the resource name of the storage management software is displayed.
For *ipaddress*, the IP address of the target resource is displayed.
In *%1*, the internal function name is displayed.
In *%2*, the internal code information is displayed.
In *%3*, the internal detail information is displayed.

[Corrective Action]

- When using NetApp as storage management software

  Take corrective action based on the content of *%2*.

    - If *%2* is "13062"

      Since the specified disk size is larger than the available space, creation of a volume on the storage unit failed.

      Perform the operation again after modifying the disk size.

    - If *%2* is "13115"

      Since the specified disk size is less than 20MB, creation of a volume on the storage unit failed.

      Perform the operation again after modifying the disk size.

- When using PRIMECLUSTER GDS as storage management software

    - When *%1* is /usr/sbin/sdxvolume, and *%3* contains "no enough space"

      Since the specified disk size is larger than the available space, creation of a volume on the storage unit failed.

    - When "Permission denied" or "not privileged" is included in *%3*

      The user specified when registering the storage management software does not have sufficient privileges to execute the command.

      Change the user name for the storage management software.

      For details, "5.16 rcxadm storagemgr" of the "Reference Guide (Command/XML) CE".

    - When *%1* is /usr/sbin/sdxvolume, and *%3* contains "class closed down", or when *%1* is /bin/dd, and *%3* contains "No such device or address"

      A failure may occur on the disk used as virtual storage.

      Refer to the PRIMECLUSTER GDS manual.

    - When *%1* is /usr/sbin/sdxvolume, and *%3* contains "related to proxy volume"

      In the settings of PRIMECLUSTER GDS, a proxy volume is related to a disk.

      After deleting the relationship using PRIMECLUSTER GDS, perform the operation again.

    - When a character string beginning with "/usr/sbin/sdx" is displayed in *%1*

      An error occurred while executing a PRIMECLUSTER GDS command.

      Refer to the PRIMECLUSTER GDS manual.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in internal code information, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62511

FJSVrcx:ERROR:62511: failed to control *obj*. IF=*%1*, message=*%2*

[Cloud Edition]

[Description]

An error occurred during control of storage management software.

In *obj*, the resource name of the storage management software is displayed.
In *%1*, the internal function name is displayed.
In *%2*, the message of the storage management software is displayed.

[Corrective Action]

- When the target storage is ETERNUS

    - When *%2* is "ERROR:ssmgr3419:The specified alias name has already been registered."

    Creation or startup of the L-Server failed because the alias name of the affinity group has already been defined when ETERNUS storage was created.

    For corrective actions, refer to "When an L-Server is Created or Started, Message number 62511 is Displayed, then Creation or Startup of the L-Server Fails." in "3.1 Operations for Creating or Starting L-Servers" in "Troubleshooting".

    - When *%2* is "ERROR:ssmgr3422:As for specified volume *Volume_number*, the LUN mapping is done."

    Connecting a disk resource to an L-Server has failed because the Volume corresponding to the disk resource had already been mapped.

    For corrective actions, refer to "When a Disk Resource is Connected to an L-Server, Message number 62511 is Displayed and Connection Fails." in "3.2 General Operations for L-Servers" in "Troubleshooting".

    - When any other message is displayed

    Performing corrective actions referring to the ETERNUS SF Storage Cruiser manual, and then perform the operation again

- When the target storage is EMC CLARiiON, EMC Symmetrix DMX or EMC Symmetrix VMAX

    - When *%2* is "lunmask doesn't set it."

    A disk resource connected to an L-Server has been released from storage management software.

    Detach the disk resource from the L-Server, and then perform the operation again.

    - When any other message is displayed

    Perform the operation again after performing corrective actions referring to "Chapter 18 Messages Beginning with swsag or ssmgr".

- When using any other storage

    Perform operations again after performing corrective actions, referring to the storage management software manual.

62512

FJSVrcx:ERROR:62512:filename:invalid file format, detail=*%1*

[Cloud Edition]

[Description]

The file format specified for *filename* is incorrect.

The details of the error are displayed for *%1*.

[Corrective Action]

- When executing the rcxstorage command:

Take corrective action based on the content of *%1*.

- "specified target volume not found in ROR (line:*n*)"

The disk resource corresponding to the target volume for replication specified on line *n* of the replication definition file specified for *filename* has not been detected and displayed in the resource tree. Check that the target volume for replication is correctly specified, and then execute the command again.

- "number of column must be 4 (line:*n*)"

There is an error with the number of columns in line *n* of the replication definition file that is specified for *filename*. Check that the number of columns is 4, and then execute the command again.

- "empty file"

There is no content in the replication definition file specified for *filename*. Check that the content of the replication definition file is correct, and then execute the command again.

- "field missing a value (line:*n*)"

A column with no value set exists in line *n* of the replication definition file specified for *filename*. Set the value for the column, and then execute the command again.

- "definition conflict with line m (line:*n*)"

The definition in line *n* of the replication definition file specified for *filename* is found again in line *m*. Correct the volume, and execute the command again.

- "specified target volume not found in ROR (line:*n*)"

The disk resource corresponding to the target RAID group or TPP for replication specified on line *n* of the mirroring definition file specified for *filename* has not been detected and displayed in the resource tree. Check that the target RAID group or TPP for replication is correctly specified, and then execute the command again.

- When rcxnetworkservice command is executed:

Take corrective action based on the content of *%1*.

- "Netdevice.MgmtInfos.LoginInfos.LoginInfo.PrivilegedPassword is not same"

Make the NS Appliance admin password the same for all the login accounts.

- "no NSAppliance found"

NS Appliance information is not found in the specified network configuration information file. Specify a network configuration information file with NS Appliance information.

62513

FJSVrcx:ERROR:62513:*resource_name*:*resource_type* registration failed. detail=*detail*

[Cloud Edition]

[Description]

Registration of the resource *resource_name* has failed.

In *resource_name*, the name of the virtual storage resource or the disk resource is displayed. When multiple resources are operated using one operation, only the first resource name an inconsistency was detected for is displayed.

In *resource_type*, "vstorage" or "disk" is displayed.

- When *detail* is "attribute of thick/thin provisioning conflicts with *target*"

Failed due to inconsistencies in the attribute combination of thin provisioning or thick provisioning with the destination storage pool for registration or movement.

In *target*, the name of the storage pool is displayed.

[Corrective Action]

Check the content displayed in *detail*, and then perform the operation again.

- When *detail* is "attribute of thick/thin provisioning conflicts with *target*"

Make sure that there are no inconsistencies in thin or thick provisioning attributes between *resource_name* and *target*, and then perform the operation again.

If this message is output when detaching a disk from a virtual L-Server, either move the virtual storage in which that disk exists to an appropriate thin/thick pool, or create an appropriate thin/thick disk and copy the data to that disk, and then perform the operation again.

62514

FJSVrcx:ERROR:62514:Selectable VM host not found. (*detail*)

[Cloud Edition]

[Description]

No available VM host was found.

The error may be the result of one of the following:

- There is no object that meets the conditions

- Creation of an L-Server from the ROR console, specifying values in the definition file. The values are larger than the actual number of CPUs and CPU clock speed of a server for which server management software is not used

- In environments where Hyper-V VM hosts without Windows Server 2008 R2 Service Pack 1 (SP1) or SCVMM that has not been upgraded to System Center Virtual Machine Manager 2008 R2 Service Pack 1 (SP1) or later are being used, one of the following operations was performed:

    - Creation of an L-Server for which dynamic memory is enabled

    - Enabling of dynamic memory using L-Server specification changes

- In environments where an SCVMM that has not been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later is being used, the following operation was performed:

    - Creation of an L-Server specifying a disk that was allocated from a virtual storage and saved

[Corrective Action]

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

- "one of power status, monitoring status, or maintenance mode is invalid"

Perform the operation again after checking whether a VM host in the following state exists:

    - Power is ON

    - Monitoring status is normal

    - Maintenance mode is not set

    - Maintenance mode has not been set for the server virtualization software

- "no other available VM host found"

When performing migration, if this message is output, take the following corrective action according to the values specified during migration:

    - When specifying [Automatic Selection] for the destination VM host, or when executing the rcxadm lserver migrate command without specifying the -to option)

    The resources used by the L-Server do not contain a VM host that satisfies the conditions described in "one of power status, monitoring status, or maintenance mode is invalid", except the one to migrate.

    Specify the destination VM host, and then perform the operation again.

For how to confirm the resources to use, refer to "17.7 Migration of VM Hosts between Servers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When specifying [VM host] for the destination VM host, or when executing the rcxadm lserver migrate command specifying the -to option)

The specified VM host does not satisfy the conditions described in "one of power status, monitoring status, or maintenance mode is invalid". Specify another VM host, and then perform the operation again.

- "not enough CPU or memory available"

There is a chance that there are not enough available resources for the CPU or memory of a VM pool. Check the available resources for the CPU and memory of the VM pool.

Perform the operation again after performing the following corrective actions:

- If there is insufficient CPU performance or memory resources of the VM pool

Add a VM host to the VM pool.

- If there is no VM host in the VM pool that meets CPU performance or the number of CPUs specified for an L-Server or an L-Server template

Change the CPU performance or the number of CPUs specified for an L-Server or an L-Server template, or add a VM host meeting the necessary performance to the VM pool.

- "there is a VM host with sufficient reservation capacity, but not enough CPU or memory"

There is a possibility that there is a VM host with sufficient reservation capacity for failover in the VM pool, and there are not enough available CPU or memory resources in the VM pool. Check the cluster configuration of the server virtualization software, correct the reservation capacity, and then perform the operation again.

If the problem is still not resolved after performing the corrective actions above, perform the following corrective actions:

- If there is insufficient CPU performance or memory resources of the VM pool

Add a VM host to the VM pool.

- If there is no VM host in the VM pool that meets CPU performance or the number of CPUs specified for an L-Server or an L-Server template

Change the CPU performance or the number of CPUs specified for an L-Server or an L-Server template, or add a VM host meeting the necessary performance to the VM pool.

- "no sharable datastore found"

Perform the operation again after checking whether a VM host sharing a datastore exists.

If this message is displayed when performing migration, check whether the datastore is shared between the VM host where the L-Server is deployed and the "VM host" set for the L-Server using VM management software. If the datastore is not shared, specify a VM host that shares the datastore with the destination VM host, and then perform the operation again.

When migrating between VM hosts that do not share a datastore, perform the operation using VM management software.

For how to confirm the VM host to use, refer to "17.7 Migration of VM Hosts between Servers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If this message is output when creating or starting a virtual L-Server that has disk resources that were created (and saved) from virtual storage, check all such disk resources connected to the L-Server and ensure that a VM host that can access the datastore which generated such disk resources exists, and then perform the operation again.

- "no valid HA configuration of the server virtualization software found"

Check and correct the following from the management window of the server virtualization software, and perform the operation again.

- That there are two or more VM hosts in the same cluster on the server virtualization software

- That the HA function is enabled in the cluster configuration of the VM hosts

- "no accessible VM host or VM pool found"

  Check the following and perform the operation again.

    - That there is an accessible VM pool

    - That there is a VM host in the VM pool

    - When an L-Server has been created without configuring overcommit, depending on the VM host selection status, confirm the following:

      - When [Automatic Selection] is selected

      If a VM pool for which overcommit is not configured exists in the accessible area, and if a VM host exists under the VM pool

      - When [VM Pool] is selected

      If overcommit is not configured in the specified VM pool, and if a VM host exists under the VM pool

    For details on overcommit, refer to the "Overcommit" section of the server virtualization software to use in "Appendix C Configuration when Creating Virtual L-Servers" in the "Setup Guide CE".

  [Hyper-V]
  Check if Windows Server 2008 R2 Service Pack 1(SP1) has been applied to the VM hosts and if SCVMM has been upgraded to System Center Virtual Machine Manager 2008 R2 Service Pack 1 (SP1) or later. If not, apply the appropriate Service Pack and then perform the operation again. When not applying Service Pack, disable dynamic memory and the priority of memory allocation, and perform the operation again.

- "no accessible VM pool for over commit found"

  Check the following and perform the operation again.

    - That there is a VM pool for overcommit and that there is a VM host under that VM pool

    - That both VM pools (the one that is set for overcommit and the one that is not) are inside the access scope

  For details on overcommit, refer to the "Overcommit" section of the server virtualization software to use in "Appendix C Configuration when Creating Virtual L-Servers" in the "Setup Guide CE".

  [Hyper-V]
  Check if Windows Server 2008 R2 Service Pack 1(SP1) has been applied to the VM hosts and if SCVMM has been upgraded to System Center Virtual Machine Manager 2008 R2 Service Pack 1 (SP1) or later. If not, apply the appropriate Service Pack and then perform the operation again. When not applying Service Pack, disable dynamic memory and the priority of memory allocation, and perform the operation again.

- "combination of image and VM host combination is incorrect"

  A template corresponding to the cloning image to deploy and the VM host to which the cloning image is deployed must belong to the Oracle VM server pool.

  On Oracle VM Manager, perform configuration so the VM host exists in the same Oracle VM server pool as the template corresponding to the cloning image to deploy.

  Also, register the VM host in a VM pool included in the access scope, and then perform the operation again.

  If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

  For how to check the VM host status and free space, refer to "20.6 Viewing a Resource Pool" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "product version of VM management software"

  Check if the SCVMM being used has been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later. If not, upgrade the SCVMM and then perform the operation again.

62517

FJSVrcx:ERROR:62517:Specified VM host is not available. (*detail*)

[Cloud Edition]

[Description]

The specified VM host cannot be used.

The error may be the result of one of the following:

- The specified VM host does not satisfy the conditions for the given operation

- Creation of an L-Server from the ROR console, specifying values in the definition file. The values are larger than the actual number of CPUs and CPU clock speed of a server for which server management software is not used

- In environments where Hyper-V VM hosts without Windows Server 2008 R2 Service Pack 1 (SP1) or SCVMM that has not been upgraded to System Center Virtual Machine Manager 2008 R2 Service Pack 1 (SP1) or later are being used, one of the following operations was performed:

  - Creation of an L-Server for which dynamic memory is enabled

  - Enabling of dynamic memory using L-Server specification changes

[Corrective Action]

Check the content displayed in *detail*, and take corrective actions described in "Message number 62514".

62520

FJSVrcx:ERROR:62520:port-set is not defined for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

[Description]

The port combination for the storage unit at *storage_unit_ipaddr* is not defined in the port combination definition file for SAN storage "storage_portset.rcxprop".

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

  The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage

  The IP address of the SP of EMC CLARiiON storage storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

  The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

In *pattern*, the following is displayed:

- SAN storage port combination definition file

  "storage_portset. rcxprop" is displayed.

- FC connection pattern file

  "FC connection pattern file name.rcxprop" is displayed.

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should define the port combination for the storage unit at *storage_unit_ipaddr*, referring to "B.1.1 Creating Definition Files Combining Ports of SAN Storage" or "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

62521

FJSVrcx:ERROR:62521:unavailable port (*port*) is defined for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

[Description]

In the port combination definition file for SAN storage, "storage_portset.rcxprop", an unavailable port is defined for the port combination for the storage unit at *storage_unit_ipaddr*.

In *port*, the unavailable port that is defined in the port combination definition file for SAN storage, "storage_portset.rcxprop", is displayed.

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

    The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage

    The IP address of the SP of EMC CLARiiON storage storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

    The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

In *pattern*, the following is displayed:

- SAN storage port combination definition file

    "storage_portset. rcxprop" is displayed.

- FC connection pattern file

    "FC connection pattern file name.rcxprop" is displayed.

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the port combination for the storage unit at *storage_unit_ipaddr*, referring to "B.1.1 Creating Definition Files Combining Ports of SAN Storage" or "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

62522

FJSVrcx:ERROR:62522:duplicated port (*port*) definition found for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

[Description]

Duplicate port combinations are defined for the storage unit at *storage_unit_ipaddr* in the port combination definition file for SAN storage "storage_portset.rcxprop".

In *port*, the duplicate port that is defined in the port combination definition file for SAN storage, "storage_portset.rcxprop", is displayed.
In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

    The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage

    The IP address of the SP of EMC CLARiiON storage storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

    The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

In *pattern*, the following is displayed:

- SAN storage port combination definition file

  "storage_portset. rcxprop" is displayed.

- FC connection pattern file

  "FC connection pattern file name.rcxprop" is displayed.

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the port combination for the storage unit at *storage_unit_ipaddr*, referring to "B.1.1 Creating Definition Files Combining Ports of SAN Storage" or "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

62523

FJSVrcx:ERROR:62523:port-set defined for the storage unit (*storage_unit_ipaddr*) in storage_portset.rcxprop must include a pair of ports

[Cloud Edition]

[Description]

The port combination for the storage unit at *storage_unit_ipaddr* defined in the port combination definition file for SAN storage, "storage_portset.rcxprop", is not defined using a port pair.

In *storage_unit_ipaddr*, one of the following is displayed:

- For ETERNUS Storage

  The IP address of the admin LAN port of ETERNUS storage is displayed.

- For EMC CLARiiON Storage

  The IP address of the SP of EMC CLARiiON storage storage is displayed.

- For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

  The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the port combination for the storage unit at *storage_unit_ipaddr*, referring to "B.1.1 Creating Definition Files Combining Ports of SAN Storage" in the "Setup Guide CE".

62525

FJSVrcx:ERROR:62525:*key*:is specified in duplicate

[Cloud Edition]

[Description]

More than one *key* is specified.

[Corrective Action]

If this message is output during the following operation, after reviewing the content of the XML file specified during the operation, ensure that there is only one entry for the element specified in *key*, and perform the operation again.

Registering or changing disk resources for a VM guest

- When *key* is "Pool"

  Ensure that only one Pool element is defined.

- When *key* is "VmHosts"

  Ensure that only one VmHosts element is defined.

- When *key* is "VmHost(ip=*IP address of VM host defined in XML*)"

  Ensure that only one VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip is defined.

- When *key* is "VmHost(ip=*IP address of VM host defined in XML*).Disks"

  Ensure that only one Disks tag is defined in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- When *key* is "VmHost(ip=*IP address of the VM host defined in the XML*).Disks.Disk(name=*Disk resource name defined in XML*)"

  Ensure that only one Disk element to which the *disk resource name defined in the XML* is specified for name is defined in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

- When *key* is "VmHost (ip=*IP address of the VM host defined in XML*).Disks.Disk(path=*Device path to the disk resource defined in XML*)"

  Ensure that only one Disk element to which the *device path to the disk resource defined in the XML* is specified for path is defined in the VmHost element to which *an IP address of the VM host defined in the XML* is specified for ip.

62526

FJSVrcx: ERROR: 62526: The port-set for Servers and Storages must be the same number defined for (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

[Description]

The port combination of the storage unit of the *storage_unit_ipaddr* file defined by the SAN storage port combination is not defined in the 2 port combination.

- *storage_unit_ipaddr*

  - For ETERNUS Storage

    The IP address of the admin LAN port of ETERNUS storage is displayed.

  - For EMC CLARiiON Storage

    The IP address of the SP of EMC CLARiiON storage storage is displayed.

  - For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

    The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

- *pattern*

  - FC connection pattern file

    "FC connection pattern file name.rcxprop" is displayed.

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

Refer to "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE", and review the port combinations for *storage_unit_ipaddr* storage unit (as infrastructure administrator).

62527

FJSVrcx: ERROR: 62527:the number of ports is invalid for the storage unit (*storage_unit_ipaddr*) in *pattern*

[Cloud Edition]

[Description]

The port combination of the storage unit of the storage_unit_ipaddr file defined by the SAN storage port combination is defined using an invalid number of ports.

- *storage_unit_ipaddr*
  - For ETERNUS Storage

    The IP address of the admin LAN port of ETERNUS storage is displayed.

  - For EMC CLARiiON Storage

    The IP address of the SP of EMC CLARiiON storage storage is displayed.

  - For EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage

    The Symmetrix ID of EMC Symmetrix DMX Storage or EMC Symmetrix VMAX Storage is displayed.

- *pattern*
  - FC connection pattern file

    "FC connection pattern file name.rcxprop" is displayed.

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

Refer to "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE", and review the port combinations for *storage_unit_ipaddr* storage unit (as infrastructure administrator).

62528

FJSVrcx:ERROR:62528:number of columns must be *num* at line *line* in *filename*

[Cloud Edition]

[Description]

The number of columns is not *num* in the *line* item of the file displayed in *filename*.

[Corrective Action]

Check the *line* item in the file displayed in *filename* and confirm that the number of columns is *num*.

62529

FJSVrcx:ERROR:62529:field value missing in line *line* of *filename*

[Cloud Edition]

[Description]

Field value has not been specified in the *line* item of the file displayed in *filename*.

[Corrective Action]

Check the *line* item in the file displayed in *filename* and confirm that a field value has been specified.

62530

FJSVrcx:ERROR:62530:incorrect field value in line *line* of *filename*

[Cloud Edition]

[Description]

Invalid field value in the *line* item of the file displayed in *filename*.

[Corrective Action]

Check the *line* item in the file displayed in *filename* and confirm that field value is correct.

- "storage_mirroring.rcxprop" is displayed in *filename*

  Check the following:

  - The RAID group number or TPP number is a hexidecimal of 4 digits starting with 0x.

    The virtual storage type is "RAID" or "TPP".

62531

FJSVrcx:ERROR:62531:duplicated *item*(*value*) definition found for the storage unit (*ip-address*) in *filename*

[Cloud Edition]

[Description]

In the file displayed in *filename*, the *item* definitions for the storage unit of *ip-address* are duplicated.

- *item*

  BOX-ID Storage unit BOX-ID of ETERNUS

  RAID Storage unit RAID group number of ETERNUS

  TPP Storage unit TPP number of ETERNUS

- *value*

  Value of the *item* where definitions are duplicated

[Corrective Action]

In the file displayed in *filename*, check that the definitions for the storage unit of *ip-address* are not duplicated.

- "storage_mirroring.rcxprop" is displayed in *filename*

  Take corrective action based on the content of item.

  - BOX-ID

    There are multiple remote site storage unit specified as remote site storage unit. Review the definition.

  - RAID

    The RAID Group number on the local is duplicated. Review the definition.

  - TPP

    The TPP number on the local is duplicated. Review the definition.

62532

FJSVrcx:ERROR:62532:*resource* not found in *target*. *detail*

[Cloud Edition]

[Description]

resource does not exist in *target* or it was deleted from *target* while processing it.
detail is displayed when there is detailed information.

[Corrective Action]

Confirm whether *resource* exists in *target*, perform operations again after review the specified settings.

62533

FJSVrcx:ERROR:62533:*resource* matching conditions not found in *target*. *detail*

[Cloud Edition]

[Description]

resource matching conditions does not exist in *target*.
The conditions judged to be that is displayed in *detail*.

- When creating or starting L-Server, the resource name is displayed in *target* that this product retrieved in processing.

  When you set the resource (VM host, physical server, and disk, etc.) used Auto Select, the list of the resource retrieved is displayed as follows.

  "/Tenant name (*pool name*[,*pool name*]...)"

[Corrective Action]

Confirm whether *resource* matching condition exists in *target*, perform operations again after review the specified settings.

- This message is displayed when creating or starting L-Server, perform operations again after review the specified settings for L-Server.

62540

FJSVrcx:ERROR:62540:invalid date. (*option*)

[Cloud Edition]

[Description]

- When executing the rcxadm logctl command

  An incorrect value or time range was specified in *option*.

  One of the following is output in *option*:

    - -from

    - -to

    - -duration

    - -from >= -to

- In other cases

  The *option* is not correctly specified.

[Corrective Action]

- When executing the rcxadm logctl command

  Refer to the command reference and specify a correct value or time range in *option*, then perform the operation again.

  For details, refer to "5.13 rcxadm logctl" in the "Reference Guide (Command/XML) CE"

- In other cases

  Check explanation of the function you executed and specify the correct value.

62541

FJSVrcx:ERROR:62541:failed to *process* records. *detail*

[Cloud Edition]

[Description]

The process *process* for the log operation failed.

In *process*, "read", "delete", or "copy" is output.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- Check if there is a quota limit or file system full message.

62547

FJSVrcx:ERROR:62547:*obj* access rights not possessed. *detail*

[Cloud Edition]

[Description]

Not having access rights for *obj*.

When you operate L-Server, no access rights for resources composed the L-Server.

detail is displayed when there is detailed information.

[Corrective Action]

Confirm whether *obj* is accessible.

When *obj* in not accessible, you contact infrastructure administrator and perform operations again after do as following.

- The resource registered in resource pool is moved to an accessible resource pool.

- The access resource scope is changed for operating user.

62548

FJSVrcx:ERROR:62548:*obj1* access rights not possessed for *obj2*. *detail*

[Cloud Edition]

[Description]

Not having access rights for *obj1* in *obj2*.

When you operate L-Server, no access rights for resources composed the L-Server.

detail is displayed when there is detailed information.

[Corrective Action]

Confirm whether *obj1* is accessible.

When *obj1* in not accessible, you contact infrastructure administrator and perform operations again after do as following.

- The resource registered in resource pool is moved to an accessible resource pool.

- The access resource scope is changed for operating user.

62549

FJSVrcx:ERROR:62549:*obj1* not specified for *obj2*. *detail*

[Cloud Edition]

[Description]

obj2 for *obj1* is not specified.

detail is displayed when there is detailed information.

- When *obj1* is "SystemDisk(DiskIndex=0)", SystemDisk is not specified for the operating L-Server which displayed in *obj2*.

[Corrective Action]

Perform operations again after review the specified settings for *obj1*.

- When *obj1* is "SystemDisk(DiskIndex=0)", perform operations again after adding DiskIndex=0 tag under the Disk tag.

62550

FJSVrcx:ERROR: 62550:*configuration* has already been migrated.

[Cloud Edition]

[Description]

The *configuration* managed by Resource Orchestrator has already been migrated.

- when *configuration* is "overcommit configuration"

The pool information for overcommit has already been migrated.

[Corrective Action]

No need to take any action because the configuration information has been migrated.

If *configuration* is "overcommit configuration" and pool.rcxprop is modified, remove the modified section from the file (pool.rcxprop) and perform the corrsponding modification for the pool configurations within ROR console.

62552

FJSVrcx:ERROR:62552:*value* is outside range of *targets*

[Cloud Edition]

[Description]

The specified value is outside the allowed range.

The specified value is displayed for *value*.

The searched target resource name is displayed for *targets*.

When using automatic selection, the list of the specified resources is displayed as follows:

"all resources in searching /Tenant name (*pool name*[,*pool name*]...)"

[Corrective Action]

Check and correct *value* or *resource*, and then perform the operation again.

62553

FJSVrcx:ERROR:62553:no *AddressType* found in *targets*

[Cloud Edition]

[Description]

The specified resource is not found.

The resource name is displayed for *value*.

The searched target resource name is displayed for *targets*.

When using automatic selection, the list of the specified resources is displayed as follows:

"all resources in searching /Tenant name (*pool name*[,*pool name*]...)"

[Corrective Action]

Check and correct *resource*, and then perform the operation again.

62554

FJSVxxxx:ERROR:62554:*AddressType* : no more addresses available in *targets*

[Cloud Edition]

[Description]

The adddress resource is run out.

The resource type is displayed for *AddressType*.

The searched target resource name is displayed for *targets*.

When using automatic selection, the list of the specified resources is displayed as follows:

"all resources in searching /Tenant name (*pool name*[,*pool name*]...)"

[Corrective Action]

Add the available addresses into the adddress resource.

62557

FJSVrcx:ERROR:62557:*obj* is not empty

[Cloud Edition]

[Description]

The specified *obj* is not empty.

[Corrective Action]

Perform the operation again after emptying the specified *obj*.

62558

FJSVrcx:ERROR:62558:*resource* in *obj1* is already used by *obj2*

[Cloud Edition]

[Description]

The *resource* in *obj1* is already used by *obj2*. When multiple resources are operated using one operation, only the first resource name an inconsistency was detected for is displayed.

[Corrective Action]

- When releasing registered resources from resource pools or deleting resource pools forcibly

  Perform the operation again, after changing the *resource* so it is not used.

- When VM management software is deleted

  Perform the operation again, after changing the *resource* so it is not used.

  If an L-Server is being managed by the VM management software, the VM management software cannot be deleted.
  If this message is displayed when deleting the VM management software, delete all L-Servers operating on VM hosts managed by the VM management software (*obj1*) for deletion.

  The VM host under the management of the VM management software that is to be deleted is displayed in *resource*. When there are multiple VM hosts, an arbitrary VM host will be displayed.

  The L-Server created in *resource* is displayed in *obj2*. When there are multiple L-Servers, an arbitrary L-Server will be displayed.

- When storage management software is deleted

  If an L-Server using virtual storage resource is being managed by the storage management software, the storage management software cannot be deleted.
  If this message is displayed when deleting the storage management software, delete all L-Servers using virtual storage resource managed by the storage management software (*obj1*) for deletion.

  The virtual storage resource under the management of the storage management software that is to be deleted is displayed in *resource*. When there are multiple virtual storage resources, an arbitrary virtual storage resource will be displayed.

  The L-Server using *resource* is displayed in *obj2*. When there are multiple L-Servers, an arbitrary L-Server will be displayed.

  If there is a storage pool managed by the storage management software that has virtual storage resources registered, the storage management software cannot be deleted.

  If this message is displayed when deleting storage management software, release virtual storage resources managed by the storage management software (*obj1*) that will be deleted.

  The virtual storage resource under the management of the storage management software that is to be deleted is displayed in *resource*.

  When there are multiple virtual storage resources, an arbitrary virtual storage resource will be displayed.

  The storage pool in which *resource* is registered is displayed in *obj2*. When there are multiple storage pools, an arbitrary storage pool will be displayed.

  When a disk resource corresponding to the LUN created in advance has been registered in a storage pool, storage management software corresponding to the disk resource cannot be deleted. Before deleting the storage management software, unregister the disk resource corresponding to the LUN created in advance from the storage pool.

- When creating a physical L-Server:

  In this case, the following messages will be output in the event log:

  - When "(create)" follows after *resource*

    The specified physical server resource is already assigned as an L-Server, or registered as a spare server.

  - When "(Spare)" follows after *resource*

    The physical server resource specified as a spare server is already assigned as an L-Server, or registered as a spare server.

  - When "(Primary)" follows after *resource*

    The physical server resource specified in the physical server usage change is already assigned as an L-Server, or registered as a spare server.

  Specify a physical server resource or resource pool that is already registered, and perform the operation again.

- When IP address is displayed in *resource*

  The network resource of the specified IP address has already been allocated to another L-Server. Specify an unused IP address for the network resource, and perform the operation again.

- When an address set resource is deleted

  Perform the operation again, after changing the *resource* so it is not used.

  If an L-Server using a WWN and a MAC address selected from an address set resource exists, the address set resource cannot be deleted.

  If this message is displayed when deleting an address set resource, execute the rcxadm addrset show command to check the WWN or the MAC address in use, then delete all L-Servers for which the WWN and the MAC address are set.

  The WWN and the MAC address used by the L-Server are displayed in *resource*. If multiple WWNs and MAC addresses exist, one WWN or one MAC address is displayed at random.

  - The address set resource name for deletion is displayed in *obj1*.

  - "L-Server" is displayed in *obj2*.

- When a managed server is modified or deleted

  Perform the operation again, after changing the *resource* so it is not used.

  If there is a physical L-Server for which the same admin IP address as that of the specified managed server has been set, the managed server cannot be modified or deleted.

  - If this message is output when modifying a managed server

    Change the admin IP address of the physical L-Server displayed in *obj2*, and then perform the operation again.

  - If this message is output when deleting a managed server

    Delete the physical L-Server displayed in *obj2*, or release the managed server from the physical L-Server, and then perform the operation again.

  The admin IP address used by a physical L-Server is displayed in *resource*.

  - The name of the network resource in use is displayed in *obj1*.

  - The name of the physical L-Server for which the same IP address as that of the specified managed server has been set, is displayed in *obj2*.

- When a network device is modified or deleted

  If necessary, change the *resource* so it is not used, and then perform the operation again.

62559

FJSVrcx:ERROR:62559:external script *script_name* execution error *detail*

[Cloud Edition]

[Description]

An error occurred while executing a script registered for external integration.

[Corrective Action]

If other software is integrated into Resource Orchestrator, refer to the manuals for that software and check whether *script_name* is registered.
If *script_name* is registered, refer to the manual of that software.

If the integrated software cannot be found, collect this message and troubleshooting data, and contact Fujitsu technical staff.

62560

FJSVrcx:ERROR:62560:Disk (*diskname*) not found on the VM host (*vmhost*).

[Cloud Edition]

[Description]

The disk corresponding to the specified *diskname* is not recognized by *vmhost*.

In *diskname*, the name of the disk resource registered with the admin server is displayed.

In *vmhost*, the name of the VM host registered with the admin server is displayed.

[Corrective Action]

Check and modify the storage settings so that the disk can be recognized by *vmhost*.

62561

FJSVrcx: ERROR: 62561: The value of *item*, in *filename*, is invalid. Detail=*detail*

[Cloud Edition]

[Description]

The value of *item* of *filename* is invalid.

- *item* is NUM_OF_FC
  the following is displayed in *detail*.

  please specify the value as 1, 2, or 4

- *item* is BOOT_FC_PORT
  the following is displayed in *detail*.

  please specify the value within the range of NUM_OF_FC

- When *item* is STORAGE_0, one of the following is displayed for *detail*:

  please specify the correct format

[Corrective Action]

Notify the infrastructure administrator of the information in this message.

Refer to "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE", and review the item value (as infrastructure administrator).

62565

FJSVrcx:ERROR:62565:specified resource *value* not found in the source *pool*.

[Cloud Edition]

[Description]

The specified resource *value* does not exist in the source *pool*. One of the following is displayed in *value*.

- Resource name

  The resource may have been deregistered from the pool or it may have been moved to a different pool.

- "" (empty string)

  The resource may have been deleted.

[Corrective Action]

Check the content displayed in *value*, eliminate the cause of the error and then re-execute.

- Resource Name

  Deselect the *value* in the resource list, then retry. Alternatively, close the dialog box and try again.

- In the case of "" (empty string)

  Close the dialog box and try again.

62566

FJSVrcx:ERROR:62566:the destination *pool* not found.

[Cloud Edition]

[Description]

A *pool* that does not exist has been specified as the destination. The destination may have been deleted.

[Corrective Action]

Close the dialog box and check that the destination exists.

62567

FJSVrcx:ERROR:62567:*dest*:destination is *type*, not a resource pool.

[Cloud Edition]

[Description]

A *type* other than a resource pool has been specified in *dest*, so the transfer is not possible. The resource pool specified at the destination must be the same as the resource type at the source.

[Corrective Action]

Change the destination and then try again.

62568

FJSVrcx:ERROR:62568:*dest*:pool type is *dest_type*, not *source_type*

[Cloud Edition]

[Description]

A pool type *dest_type* has been specified as the destination *dest* that differs from the pool type *source_type* for the source, so the transfer is not possible. The resource pool specified at the destination must be the same as the resource type at the source.

[Corrective Action]

Change the destination and then try again.

62569

FJSVrcx:ERROR:62569:*name*:*type* import was interrupted.message=*message*

[Cloud Edition]

[Description]

An error occurred while performing the import process. The following information is stored in an error message:

- type=*type*

  Resource type where the error occurred (template, folder, pool, network, addrset, image, lserver, user, usergroup, firewall) is displayed.

- message=*message*

  Details of the error that occurred are displayed.

  If the resource type is pool, addrset, lserver, network, or firewall, the following is also displayed.

- name=*name*

  The name specifying the resource where the error occurred is displayed. If the name cannot be determined, id = resource ID is displayed.

 Example
. . . .

(L-Server) : /tenant1/l-platform1/l_server1

The *name* part is not display for any other type.
. . . .

[Corrective Action]

Take the following action for each of the error messages:

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

- *type* is template, folder, pool, network, addrset, user, usergroup

   Refer to the *message* error message, take the appropriate action, then re-import.

- *type* is lserver and the *message* is ":67154:VM Guest not found"

   Use rcxadm config show to view the VM name, host name, and external identifier, then reregister the VM on the import destination.

   If the VM is not included in the disk where storage replication was performed, remove the L-Server from the import configuration definition information, then perform import again.

- *type* is lserver and the *message* is "67154:value:not found"

   Use rcxadm config show to determine the resources relevant to the ServerType and value of the L-Server.

   - ServerType is Virtual, and "VirtualStorage name="value"" is in the relevant value

      The virtual storage is not registered in a storage pool that can be viewed from the location where the L-Server is deployed. Check that the following resources (relevant to value in the VM management software registered with Resource Orchestrator) have been correctly registered, then perform import again.

      - vCenter: Data store name

      - SCVMM: Cluster Shared Volume name

   - If the resources are not registered with the VM management software, for example if virtual storage is not included in the disk where storage replication was performed

      After removing the relevant L-Server from the configuration definition information for import, perform import again.

- *type* is firewall and the *message* is "67154:ProvisioningNode(name=*fw_device_name*):not found"

   Check if the network device for *fw_device_name* is registered in the network pool of the tenant for *name*.

   If it has not been registered, check if *fw_device_name* has been registered using another name in the server tree. Ensure that it is correctly registered, and then perform import again.

   If the network device cannot be registered because it does not exist in the destination environment, delete the *name* L-Platform, following the procedure described in "18.3 Switchover Operations when Damaged" in the "Operation Guide CE". During the deletion procedure, make a note of the L-Platform name, and delete the L-Platform after the import process is complete.

- *type* is image, and the *message* is "67154:*obj* not found"

   Check that there is VM management software with an image registered, or a VM host's server registered, if there is not one registered, register one and then perform import again.

- In cases other than the above

   Refer to the *message* error message, take the appropriate action, then re-import.

62570

   FJSVrcx:ERROR:62570:conflicting resource identifier found.

[Cloud Edition]

[Description]

   A resource identifier for import conflicts with another resource identifier.

   The rcxadm config reserve command is not executed in the DR procedure.

[Corrective Action]

   Install the manager again. After installation, following the DR procedure, execute the rcxadm config reserve command and the rcxadm config import command.

62580

   FJSVrcx:ERROR:62580: *soft*:storage(*detail*) not found.

[Cloud Edition]

[Description]

The IP address of the storage unit has not been registered in the storage management product **soft**.

[Corrective Action]

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

- The specified storage unit has been registered in the storage management product *soft*.

- The IP address of the storage unit has been registered in the storage management product soft.

62581

FJSVrcx:ERROR: 62581: *soft*:no replication definitions found.

[Cloud Edition]

[Description]

Cannot find replication definition.

[Corrective Action]

After checking that the replication definitions have been correctly registered with the storage management product *soft*, retry.

62582

FJSVrcx:ERROR:62582: *soft*:can not get ip address for storage.(*detail*)

[Cloud Edition]

[Description]

The IP address of the storage apparatus has not been registered in the storage management product soft.

[Corrective Action]

Perform one of the following corrective actions:

- After setting the IP address of the storage apparatus in the storage management product soft, execute the command again.

- Once the -local option is specified, specify the IP address and Box ID with the -remote option, then retry.

62583

FJSVrcx:ERROR:62583:mistake in content of *N*th *tag_name* tag. name=*name* (*detail_message*)

[Cloud Edition]

[Description]

The settings of the *n*th *tag_name* tag (*name*) in the definition file are incorrect. In *detail_message*, a message indicating the cause is displayed. All operations described in the definition file have not been completed.

[Corrective Action]

Refer to the corrective action of the message displayed in *detail_message*. Remove the cause of error, and execute the operation again.

62584

FJSVrcx:ERROR:62584:operation failed at *N*th User tag. name=*user* (*detail_message*)

[Cloud Edition]

Operations of the *n*th User tag (*user*) in the definition file failed. In *detail_message*, a message indicating the cause is displayed. The user operations described before the *user_id* that caused an error in the definition file have been completed.

[Corrective Action]

Refer to the corrective action of the message displayed in *detail_message*. Remove the cause of error, create the definition files for after the *user* that failed, and execute the operation again.

62585

FJSVrcx:ERROR:62585:operation failed at *N*th Tenant tag. name=*tenant* (*detail_message*)

[Cloud Edition]

[Description]

Operations of the *n*th Tenant tag (*tenant*) in the definition file failed. The message that is the cause is displayed in *detail_message*. All operations described in the definition file have not been completed.

[Corrective Action]

Refer to the corrective action of the message displayed in *detail_message*. Remove the cause of error, and execute the operation again.

62586

FJSVrcx:ERROR:62586:*user_group*:tenant user group names cannot be specified for users with infrastructure roles

[Cloud Edition]

[Description]

It is not possible to specify a user group that is used to manage tenants for the user group *user_group* of users with an infrastructure administrative role or multiple role.

[Corrective Action]

Specify a user group other than a user group used to manage tenants.

62587

FJSVrcx:ERROR:62587:*option* can only be specified once for users with tenant roles

[Cloud Edition]

[Description]

The option *option*, which can only be specified once for a user with a tenant administrator role or tenant user role, has been specified multiple times.

[Corrective Action]

Specify only one *option*.

62588

FJSVrcx:ERROR:62588:*role*:invalid role name

[Cloud Edition]

[Description]

One of following, which cannot be configured, was specified for the role *role*.

- lplatform_user was specified for the role when creating a user.

- Only lplatform_user was specified for the role when modifying a user.

[Corrective Action]

Configure the correct role.

- When creating a user, specify a role other than lplatform_user.

- When specifying lplatform_user, if modifying a user, also specify the tenant user role.

62589

FJSVrcx:ERROR:62589:users with *old_role* cannot be changed to *new_role*

[Cloud Edition]

[Description]

One of following roles, which cannot be changed, was specified.

- An attempt was made to change from a tenant management role or tenant user role to an infrastructure administrative role or a multiple role.

- An attempt was made to change from an infrastructure administrative role or a multiple role to a tenant management role or tenant user role.

[Corrective Action]

When changing a role, specify a role in the following scopes:

- When changing a tenant management role or a tenant user role, specify one of these two roles.

- When changing an infrastructure administrative role or a multiple role, specify one of these two roles.

62590

FJSVrcx:ERROR:62590:*tenant*:not root folder

[Cloud Edition]

[Description]

An attempt was made to create a tenant *tenant* other than a root folder

[Corrective Action]

Create a tenant in the root folder.

62591

FJSVrcx:ERROR:62591:*tenant*:same user group name already exists

[Cloud Edition]

[Description]

The tenant *tenant* with the same name as that of the user group cannot be created.

[Corrective Action]

For a tenant, specify a name other than the name of the current user group.

62592

FJSVrcx:ERROR:62592:*tenant* is not empty

[Cloud Edition]

[Description]

An L-Platform exists under the tenant *tenant*.

[Corrective Action]

Check if the specified tenant name is correct. When the tenant name is correct, delete the L-Platform under the tenant.

62593

FJSVrcx:ERROR:62593:*user_group* of tenant is not empty

[Cloud Edition]

[Description]

A user exists in the user group *user_group* used for managing tenants.

[Corrective Action]

Check if the specified tenant name is correct. When the tenant name is correct, delete the users belonging to the user group used for managing tenants.

62594

FJSVrcx:ERROR:62594:*operation* of *user_group* is not possible

[Cloud Edition]

[Description]

The user group *user_group* used for managing tenants cannot be changed or deleted.

[Corrective Action]

Check if the specified user group is correct. The user group managing a tenant is deleted, at the same time as the tenant is deleted.

62595

FJSVrcx:ERROR:62595:*param_names*:mandatory parameter not defined in *file*

[Cloud Edition]

[Description]

Necessary settings have not been configured in the tuning parameter file "*file*".
In *param_names*, all parameters that have not been configured are displayed.

- If *file* is the definition file for alive monitoring

  "alive_monitoring/*definition file name*.rcxprop" is displayed.

- When *file* is the definition file for MAC address pools of System Center 2012 Virtual Machine Manager

  "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_*tenant_name*.rcxprop" is displayed.

[Corrective Action]

- If *file* is the definition file for alive monitoring

  Notify the infrastructure administrator of the information in this message.

  The infrastructure administrator should review the settings, referring to "B.1.8 Definition File for Alive Monitoring" in the "Setup Guide CE".

- When *file* is the definition file for MAC address pools of System Center 2012 Virtual Machine Manager

  Notify the infrastructure administrator of the information in this message.

The infrastructure administrator should review the settings, referring to "Definition File Format for MAC Address Pools" in "C. 3.5 Manual Network Configuration" in the "Setup Guide CE".

FJSVrcx:ERROR:62596:*number* more *license_name* license(s) are needed for this operation.

[Cloud Edition]

[Description]

number license_name licenses are insufficient for the operation.

In *license_name*, the name of license is displayed.

In *number*, the license number is displayed.

[Corrective Action]

Confirm that there is no mistake in the number of licenses required for the resource specified in the parameter. If there is no mistake, add *number* more *license_name* licenses to the ROR manager.

4.2.2 627XX Series

This section explains the 627XX message series.

FJSVrcx:ERROR:62700:*name*:virtual switch creation failed on server *server* (*code*)

[Cloud Edition]

[Description]

Failed to create the virtual switch *name* on server *server*.

- If the target server is a Hyper-V server

   Virtual switch indicates the virtual network of Hyper-V.

[Corrective Action]

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

- When *code* is "15" or "1511"

   For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

   When using Intel PROSet in Hyper-V, refer to "C.3.11 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "16", "1524", or "1525"

   The VM host could not be found.

   Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM host has been deleted.

- If *code* is "100", "115", "1512", "1526", "1527", "1528", "1529", or "1531"

   The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

   Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

   For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

   When using Intel PROSet in Hyper-V, refer to "C.3.11 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "101", "110", "111", "112", "114", "116", or "1509"

  Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113" or "1510"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

  Change the entered values (user name and password) for the login account information to the correct values.

  For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "500", "511", "1530", "1532", "1533", "1534", or "1600"

  Failed to create the virtual switch as the configuration of the physical network adapter and virtual switch of the VM host/VM management software is not capable of creating the virtual switch. Check the configuration of the physical network adapter and virtual switch of the VM host/VM management software, referring to "14.3 Network Resources" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  When using Intel PROSet in Hyper-V, refer to "C.3.11 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "513" or "1601"

  Failed to create the virtual switch as the physical network adapter to connect to another virtual switch is in use. Check the network settings of the VM host/VM management software.

  Creation of the virtual switch failed as the type (active or standby) of the physical network adapter for connection to another virtual switch is different from that of other virtual switches. Check the physical LAN segment specified in the network configurations and network resources of VM hosts and VM management software.

- When *code* is "514" or "515"

  Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "1599"

  Failed to create the virtual switch as the response from the VM host or VM management software to the admin server is not correct. Check the operation status and network settings of the VM host or VM management software.

  When using Intel PROSet in Hyper-V, refer to "C.3.11 Advisory Notes for Hyper-V Usage" in the "Setup Guide CE".

- When *code* is "1602"

  Creation of the virtual switch failed because the virtual switch name already exists. Change the virtual switch name of the VM host/VM management software.

When creating network resources using unsupported network configurations for the automatic network configuration, create the network resources manually.

Note that if network resources are to be created using this configuration, specify auto="false" in the Network tag of the XML file that defines the network resource and then retry.

For details on creation of the XML file defining network resources and Network elements, refer to "13.5.1 Creating" in the "Reference Guide (Command/XML) CE".

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62701

FJSVrcx:ERROR:62701:*name*:virtual switch deletion failed on server *server* (*code*)

[Cloud Edition]

[Description]

Failed to delete the virtual switch *name* on server *server*.

- If the target server is a Hyper-V server

  Virtual switch indicates the virtual network of Hyper-V.

[Corrective Action]

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

As the virtual switch *name* remains on the server *server*, check its usage status and if it is no longer necessary, delete the virtual switch from the VM management software.

- When *code* is "15" or "1511"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "16", "1524", or "1525"

  The VM host could not be found.

  Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM host has been deleted.

- When *code* is "100", "115", or "1512"

  The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

  Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

  For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "101", "110", "111", "112", "114", "116", or "1509"

  Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113" or "1510"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

  Change the entered values (user name and password) for the login account information to the correct values.

  For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "520"

  Failed to delete the virtual switch. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host/VM management software.

- When *code* is "522"

  Failed to delete the virtual switch as the switch is in use. If the virtual switch is not necessary, delete the virtual switch from the VM management software.

- When *code* is "523" or "524"

  Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62702

FJSVrcx:ERROR:62702:*name*:virtual network creation failed on server *server* (*code*)

[Cloud Edition]

[Description]

Failed to create the virtual network *name* on server *server*.

- When the target server is a VMware server

The virtual network indicates a port group on the virtual switch.

[Corrective Action]

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

- When *code* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "16"

The VM host could not be found.

Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM host has been deleted.

- When *code* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *code* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "610"

Failed to create the virtual network because the virtual network name already exists. Change the virtual network name for the VM host/VM management software.

- When *code* is "611"

Failed to create the virtual network. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *code* is "613"

Failed to create the virtual network, as the virtual switch to connect to the virtual network cannot be found. Check the virtual switch of the VM host/VM management software.

- When *code* is "614" or "615"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62703

FJSVrcx:ERROR:62703:*name*:virtual network deletion failed on server *server* (*code*)

[Cloud Edition]

[Description]

Failed to delete the virtual network *name* on server *server*.

- When the target server is a VMware server

The virtual network indicates a port group on the virtual switch.

[Corrective Action]

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

As the virtual network *name* remains on the server *server*, check its usage status and if it is no longer necessary, delete the virtual network from the VM management software.

- When *code* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "16"

The VM host could not be found.

Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM host has been deleted.

- When *code* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *code* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

- When *code* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details on changing login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *code* is "620"

Failed to delete the virtual network. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host/VM management software.

- When *code* is "622"

Failed to delete the virtual network as the virtual network being used by the VM guest. If the virtual network is not necessary, delete the virtual network from the VM management software.

- When *code* is "623" or "624"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the VM host or VM management software.

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in *code*, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

62704

FJSVrcx:ERROR:62704:*name*:virtual switch not found on server *server*

[Cloud Edition]

[Description]

The virtual switch *name* was not found on the server *server*.

[Corrective Action]

Perform the operation again after restoring the target virtual switch using the VM management software.

Due to the specification of an external port for the network resource corresponding to the virtual switch, it is necessary to connect to an appropriate physical network adapter. For details, refer to "14.3 Network Resources" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

62705

FJSVrcx:ERROR:62705:*name*:virtual network not found on server *server*

[Cloud Edition]

[Description]

The virtual network *name* was not found on the server *server*.

[Corrective Action]

Perform the operation again after restoring the target virtual network using the VM management software.

- When the virtual network *name* has the same name as a network resource

Check the VLAN ID of the network resource using the GUI, and set the same VLAN ID for the virtual network.

- When the virtual network *name* does not have the same name as a network resource

Create a virtual network with the same name as the virtual network created in advance on the server *server*.

- When the target server is a VMware server

The virtual network indicates a port group on the virtual switch.

62706

FJSVrcx:ERROR:62706:virtual network *name*(vlan*id1*) already set vlan*id2* and exist

[Cloud Edition]

[Description]

An attempt was made to create a virtual network *name* assigned with vlan*id1*; however, a virtual network *name* assigned with vlan*id2* already exists.

[Corrective Action]

Perform the operation again after deleting the previously created virtual network *name* assigned with vlan*id2*, or changing the name of the virtual network on registered VM host server.

- When the target server is a VMware server

  The virtual network indicates a port group on the virtual switch.

62707

FJSVrcx:ERROR:62707: some virtual network that sets vlan*id* exists

[Cloud Edition]

[Description]

There are multiple virtual networks assigned with the same vlan*id*.

[Corrective Action]

Change the virtual network and vlan*id* combinations so that they are unique between the registered VM hosts.

Use a unique, case-sensitive virtual network name.

- When the target server is a VMware server

  The virtual network indicates a port group on the virtual switch.

  If the VLAN set in the service console or VMkernel network port group and the VLAN set in the port group used for the virtual machine are the same, then the "VMware Exclusion Port Group Definition File" needs to be configured.

  Refer to "When Using the Definition for Port Groups Excluded from the Selections for Automatic Network Configuration" in "E. 1.4 Network Preparations" in the "Setup Guide CE" for details.

  Also, if multiple pieces of server virtualization software are being used by one manager, then it may be influenced by the settings for the virtual switches, virtual networks, and virtual bridges on another piece of server virtualization software.

  - When Hyper-V is being used by another server

    In the settings for the virtual network to access the VM host through the VLAN, make sure the same VLAN is not set.

    If the same VLAN is set, change the VLAN or change the settings so the VLAN is not used.

62709

FJSVrcx:ERROR:62709:NIC(*number*) on server *server* not redundancy detail=(*mac*)

[Cloud Edition]

[Description]

NIC redundancy has not been configured for the combination of NIC (*number*) on the server *server*.

In *number*, the server NIC index numbers to connect with the virtual switches are displayed, separated by commas.
In *mac*, the MAC address information of the server NIC to connect with the virtual switches is displayed, separated by commas.

- If the target server is a Hyper-V server

  Virtual switch indicates the virtual network of Hyper-V.
  When creating a virtual switch, it is connected to NIC (*number*) on the server *server*.
  Redundancy may not have been configured for the NIC(*number*) in advance.

[Corrective Action]

- If the target server is a Hyper-V server

  Configure NIC redundancy using the combination of NIC (*number*) on the server *server*.

  If NIC redundancy has been already configured, the communication between admin server and server *server* have failed and NIC redundancy information may have not been obtained.
  Refer to the explanation in "Message number 67192".

When creating network resources using unsupported network configurations for the automatic network configuration, create the network resources manually.

Note that if network resources are to be created using this configuration, specify auto="false" in the Network tag of the XML file that defines the network resource and then retry.

For details on creation of the XML file defining network resources and Network elements, refer to "13.5.1 Creating" in the "Reference Guide (Command/XML) CE".

62710

FJSVrcx:ERROR:62710:*name1*:inconsistent virtual switch name *name2* on NIC(*number*) in server *server*

[Cloud Edition]

[Description]

The virtual switch *name1* cannot be created, as there is a virtual switch, *name2*, for NIC(*number*) on the server *server*.

In *number*, the server NIC index numbers to connect with the virtual switches are displayed, separated by commas.

- If the target server is a Hyper-V server

  Virtual switch indicates the virtual network of Hyper-V.

[Corrective Action]

Delete the virtual switch *name2* or change the name *name2* to the virtual switch *name1*.

62711

FJSVrcx:ERROR:62711:virtual switch *name* already exists on NIC expect NIC(*number*)

[Cloud Edition]

[Description]

The virtual switch *name* already exists on a NIC other than NIC(*number*).

In *number*, the server NIC index numbers to connect with the virtual switches are displayed, separated by commas.

- If the target server is a Hyper-V server

  Virtual switch indicates the virtual network of Hyper-V.

[Corrective Action]

Either delete the virtual switch *name* created on the interface, excluding NIC(*number*), or change the name of the virtual switch.

62712

FJSVrcx:ERROR:62712:NIC*number* is not connected to any of the external connection ports of the network resource *name* on the server *server*

[Cloud Edition]

[Description]

- When *server* is a physical server

The external connection port of the switch specified for the network resource *name* and NIC*number* are not connected.

- When *server* is a VM host

The external connection port of the switch specified in the network resource *name* is not connected to the NIC*number* used for the virtual network manually created by the user in advance.

[Corrective Action]

- When *server* is a physical server

Check the details related to the causes of the description above, and specify a NIC which can be connected with the network resource.

- When *server* is a VM host

Check the details related to the causes of the description above, and create the virtual network again. Create a network resource again after correcting the external connection port.

62717

FJSVrcx:ERROR:62717:Automatic Network Configuration does not support this configuration. detail=*detail*

[Cloud Edition]

[Description]

The specified configuration is unavailable for automatic network configuration.

In *detail*, the following detailed information is displayed:

- "different types of LAN switch blades *model*"

In the specified LAN switch blades on the external connection ports for the network resource, different models of LAN switch blades are selected in the combination *model* for the same chassis.

The model names of the LAN switch blades are output in *model*, separated by commas(",").

- "Physical NIC team of virtual switch *name* on the server *server* is not supported"

The physical NIC teaming configuration of the already created virtual switch *name* is not supported.

Physical NICs have not been connected with the virtual switch *name*. Otherwise teaming of three or more physical NICs has been performed for the virtual switch *name*.

- "Outside external port range:*exdetail*"

The external connection ports specified for the network resources are outside the range for automatic network configuration.

In *exdetail*, the following information is output:
The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

Output Format

(port=(*External_connection_port*,*LAN_switch_blade_name*)[/(...,...)],vmhost=*Destination_ VM_host_name*,chassis=*chassis_name*)

- port

A pair of the external connection port number and the LAN switch blade name specified for the network resource is output. When multiple port information is output, each piece of information is output separated by a slash("/").

- vmhost

The name of the destination VM host is output.

- chassis

  The name of the chassis is output.

- "Combination of external ports:*exdetail*"

  The combination of the external connection ports specified for the network resource is out of the configuration for automatic network configuration.

  In *exdetail*, the following information is output:
  The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

  Output Format

  > (port=(*External_connection_port*,*LAN_switch_blade_name*)[/(...,...)],vmhost=*Destination_ VM_host_name*,chassis=*chassis_name*)

  - port

    A pair of the external connection port number and the LAN switch blade name specified for the network resource is output.
    When multiple port information is output, each piece of information is output separated by a slash("/").

  - vmhost

    The name of the destination VM host is output.

  - chassis

    The name of the chassis is output.

- "Specified external port is not suitable for an existing composition:*exdetail1*,*exdetail2*"

  The external connection port specified for the network resource does not match the configuration of the external connection port specified for the existing network resource.

  In *exdetail1*, the following information is output as the network resource that was specified for creation:
  The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

  Output Format

  > (port=(*External_connection_port*,*LAN_switch_blade_name*)[/(...,...)],chassis=*chassis_name*)

  - port

    A pair of the external connection port number and the LAN switch blade name specified for the network resource is output.
    When multiple port information is output, each piece of information is output separated by a slash("/").

  - chassis

    The name of the chassis is output.

  In *exdetail2*, the following information is output as the existing network resource which was the cause of the relevant problem:
  The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

  Output Format

  > (port=(*External_connection_port*,*LAN_switch_blade_name*)[/(...,...)],vlanid=*vlanid*,chassis=*chassis_name*)

  - port

    A pair of the external connection port number and the LAN switch blade name specified for the network resource is output.
    When multiple port information is output, each piece of information is output separated by a slash("/").

  - vlanid

    The vlanid specified for the network resource is output.

  - chassis

    The name of the chassis is output.

- "Not supported chassis:*exdetail*"

  The chassis to be used is not supported.

In *exdetail*, the following information is output:

Output Format

> (model=*Model_name_of_chassis*)

- model

  The model name of the chassis is output.

- "External port cannot connect to server:*exdetail*"

  An external connection port connectible to the deployment destination VM host has not been specified for the network resource.

  In *exdetail*, the following information is output:
  The information for some items may not be obtained. In that case, "-" is displayed for the corresponding item.

  Output Format

  > (vmhost=*Destination_VM_host_name*)

  - vmhost

    The name of the destination VM host is output.

- "NIC is not recognized on the host:*exdetail*"

  The NIC on the server for which the external connection port specified in the network resource name is not recognized.

  In *exdetail*, the following information is output:

  Output Format

  > (server=(*Server_name,index_number_of_physical_link_information*))

  - server

    The NIC number on the deployment destination server which is not recognized as the destination server name is output.

[Corrective Action]

Check the configurations supported for automatic network configuration, and resolve the error.

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

- "different types of LAN switch blades *model*"

  For each chassis, check that the same model of the LAN switch blade is specified on the external connection ports for the network resource.

  For LAN switch blades, the same model must be used in the same chassis, according to the following model combinations:

  - When the chassis is a BX900

    - CB1 and CB2

    - CB3 and CB4

    - CB5 and CB6

    - CB7 and CB8

  - When the chassis is a BX600

    - NET1 and NET2

    - NET3 and NET4

  - When the chassis is a BX400

    - CB1 and CB2

    - CB3 and CB4

- "Physical NIC team of virtual switch *name* on the server *server* is not supported"

  Create the virtual network on the server *server* again.

- "Outside external port range:*exdetail*"

  Confirm that each of the external connection ports specified for the network resource is selected according to the following model combination in the same chassis:
  If no external connection port is displayed, check all network resources connected to the L-Server.

  - When the chassis is a BX900

    - CB1 and CB2

    - CB3 and CB4

    - CB5 and CB6

    - CB7 and CB8

  - When the chassis is a BX600

    - NET1 and NET2

    - NET3 and NET4

  - When the chassis is a BX400

    - CB1 and CB2

    - CB3 and CB4

  For details, refer to "5.6 Registering Network Resources" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "Combination of external ports:*exdetail*"

  Confirm that each of the external connection ports specified for the network resource is selected according to the following model combination in the same chassis:
  If no external connection port is displayed, check all network resources connected to the L-Server.

  - When the chassis is a BX900

    - CB1 and CB2

    - CB3 and CB4

    - CB5 and CB6

    - CB7 and CB8

  - When the chassis is a BX600

    - NET1 and NET2

    - NET3 and NET4

  - When the chassis is a BX400

    - CB1 and CB2

    - CB3 and CB4

  For details, refer to "5.6 Registering Network Resources" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- "Specified external port is not suitable for an existing composition:*exdetail1*,*exdetail2*"

  Check if the configuration of the specified external connection port specified for the network resource matches that of the external connection port specified for the network resource that has been already created.
  If no external connection port is displayed, check both network resources to be connected to the L-Server and existing network resources.

- "Not supported chassis:*exdetail*"

  Check if the chassis to be used is supported.

- "External port cannot connect to server:*exdetail*"

  Check if the external connection port connectible to the deployment destination VM host has been specified for the network resource.

  If multiple network resources are connected to the deployment target L-Server, check the external connection ports of all network resources.
  If no destination VM host name is displayed, check the external connection ports of all network resources to be connected to the L-Server.

- "NIC is not recognized on the host:*exdetail*"

  Confirm that the port information of individual servers and LAN switch blades is correctly recognized from the server tree in the ROR console.

When creating network resources using unsupported network configurations for the automatic network configuration, create the network resources manually.

Note that if network resources are to be created using this configuration, specify auto="false" in the Network tag of the XML file that defines the network resource and then retry.

For details on creation of the XML file defining network resources and Network elements, refer to "13.5.1 Creating" in the "Reference Guide (Command/XML) CE".

62718

FJSVrcx:ERROR:62718:The value of *item*, *value*, is invalid. file=*filename*

[Cloud Edition]

[Description]

Processing was stopped, as errors were detected in the values specified in the definition file displayed in *filename*.

- If *filename* is an XML definition for server NIC definition file

  One of the following is displayed in *item*:

  - "NIC index"

    There is an error in the value specified for the NIC index.

  - "NIC redundant"

    There is an error in the value specified in the active or standby NIC type.

- "PhysicalLANSegment name"

  There is an error in the value specified for physical LAN segment name.

- If *filename* contains "alive_monitoring"

  There is an error in the value specified in the definition file for alive monitoring.

[Corrective Action]

- If *filename* is an XML definition for server NIC definition file

  Perform the operation again after reviewing the specified values of the XML definition of the server NIC definition files, and correcting the definition.

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

  - "NIC index"

    Review the value specified for the NIC index.

- "NIC redundant"

  Review the values specified in the active or standby NIC values.

- "PhysicalLANSegment name"

  Review the value specified for the physical LAN segment name.

- If *filename* contains "alive_monitoring"

  Notify the infrastructure administrator of the information in this message.

  The infrastructure administrator should review the settings, referring to "C.1.7 Definition File for Alive Monitoring" in the "Setup Guide CE".

62719

FJSVrcx:ERROR:62719:*item* is inconsistent with the XML attributes.(element=*element*). file=*file_path*

[Cloud Edition]

[Description]

There is an inconsistency in the attribute values between *item* and *element* in the XML definition indicated in *file_path*.

[Corrective Action]

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

- "file name"

  Review the relationship between the XML definition file name indicated in *file_path* and the attribute value of the *element* element. For details, refer to "13.11 Server NIC Definitions" in the "Reference Guide (Command/XML) CE".

62720

FJSVrcx:ERROR:62720:link aggregation member port cannot be specified for network switch port (port=*port*, switch=*switch*)

[Cloud Edition]

[Description]

The process was aborted for the following reasons:

- If automatic VLAN setting is enabled for the external port, specify the member port *port* that makes up the link aggregation of the LAN switch blade *switch* in the external port of the physical port.

[Corrective Action]

- When specifying the ports that make up the link aggregation in the external port

  Specify the link aggregation group name in the lag attribute of the NetworkSwitchPort tag in the network resource XML definitions

- If a member port that makes up a link aggregation has been incorrectly specified as the physical port in the external port

  Review the physical port number specified in the number attribute of the NetworkSwitchPort tag in the network resource XML definitions.

62750

FJSVrcx:ERROR:62750:invalid ruleset name. ruleset=*ruleset_name* detail=*detail*

[Cloud Edition]

[Description]

There is an error in the ruleset *ruleset_name*.

In *ruleset_name*, the name of the ruleset is displayed.
In *detail*, the following detailed information is displayed:

- "duplicate"

  A duplicate ruleset name has been used.

- "not found"

  The corresponding ruleset does not exist.

- "name too long"

  The ruleset name exceeds the maximum length.

- "name error"

  The ruleset name contains invalid characters.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "duplicate"

  Change the folder name corresponding to the duplicate ruleset name to a name that is unique on the system.

  For details on the folders for rulesets, refer to "Creating a Folder for Registering Rulesets" in "9.4.9 When Automatically Configuring Network Devices" in the "Design Guide CE".

- "not found"

  - When this error is output while operating an L-Platform

    Change the ruleset name specified in the parameter file (default_param.prm) to a valid ruleset name.

  - When this error is output while creating a network resource

    Change the ruleset name specified in the relevant XML file to a valid ruleset name.

- "name too long"

  Change the ruleset name to one with 32 characters or less.

- "name error"

  Specify a ruleset name that begins with an alphanumeric character and consists of alphanumeric characters, hyphens ("-"), or underscores("_").

62751

FJSVrcx:ERROR:62751:parameter file error. ruleset=*ruleset_name* detail=*detail*

[Cloud Edition]

[Description]

One of the following files contains an error:

- Parameter file

- File storing the information from when an L-Platform including a firewall was created

- Interface configuration file for the network device

In *ruleset_name*, the name of the ruleset is displayed.
In *detail*, the following detailed information is displayed:

- "creation of file (*filename*) failed"

  Creation of the file *filename* has failed.

The name of the file storing the information from when an L-Platform including a firewall was created is displayed in *filename*.

- "deletion of file (*filename*) failed"

Deletion of the file *filename* has failed.

The name of the file storing the information from when an L-Platform including a firewall was created is displayed in *filename*.

- "copying of file (*filename*) failed"

Copying of the file *filename* has failed.

One of the names of the files is displayed in *filename*.

  - Parameter file

  - File storing the information from when an L-Platform including a firewall was created

- "error in format of file (*filename*)"

Parsing of the file *filename* has failed.

One of the names of the files is displayed in *filename*.

  - Parameter file

  - File storing the information from when an L-Platform including a firewall was created

  - Interface configuration file for the network device

- "accessing file (*filename*) failed"

Access to the file *filename* has failed.

One of the names of the files is displayed in *filename*.

  - Parameter file

  - Interface configuration file for the network device

[Corrective Action]

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "accessing file (*filename*) failed"

Execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check the following and resolve the cause of the error.

  - Access privileges for the files in the directory (including its child directories) where the ruleset *ruleset_name* is registered

  - That there is sufficient disk space available

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

If *detail* is something other than the above, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "error in format of file (*filename*)"

Correct the parameter file or the network device interface configuration file.

- *detail* in all other cases

Check the following and resolve the cause.

  - Access privileges for the files in the directory (including its child directories) where the ruleset *ruleset_name* is registered

- That there is sufficient disk space available

After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

When the same errors are displayed, notify the infrastructure administrator of the information in this message.

62752

FJSVrcx:ERROR:62752:script list file error. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

There is an error in the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "not found"

  The script list *scriptlist_name* was not found.

- "file mode error"

  A directory has been specified for the script list *scriptlist_name*.

- "access error"

  Accessing of the script list *scriptlist_name* has failed.

[Corrective Action]

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "access error"

  Execute the same operation again.

  When the same errors are displayed, notify the infrastructure administrator of the information in this message.

  The infrastructure administrator should check the following and resolve the cause of the error.

    - Access privileges for the files in the directory (including its child directories) where the ruleset *ruleset_name* is registered

    - That there is sufficient disk space available

  After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

  When the same errors are displayed, notify the infrastructure administrator of the information in this message.

If *detail* is something other than the above, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "not found"

  In the directory where the ruleset *ruleset_name* is registered, create the script list *scriptlist_name*, and the script specified in the script list *scriptlist_name*.

- "file mode error"

  Make sure to create the script list *scriptlist_name* in text format.

62753

FJSVrcx:ERROR:62753:script list format error. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

There is an error in the descriptions in the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "line over"

    The number of script lines specified in the script list *scriptlist_name* exceeds the limit of 100.

- "operand (*operand_name*) incorrect. line=*n*"

    The operand *operand_name* in the relevant line *n* of the script list *scriptlist_name* is not correctly specified.

    In *operand_name*, the name of the operand which is not correctly specified is displayed.

    - When operand_name is "group"

        - More than one "group" is specified.

        - There is an error in the value specified for the operand "group".

        - The operand group has been specified in the rule sets used for network resources.

        - If there are more than one script groups that have been grouped with the same number in the script list *scriptlist_name*, the number of scripts in each group does not match.

    - When *operand_name* is "-"

        - The operand has not been specified using the "operand name = value" format.

    - When the *operand_name* is not the above

        - The *operand_name* operand has been specified more than once.

        - The value specified in *operand_name* is invalid.

        - The *operand_name* is not a valid operand name.

    In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "script path error. line=*n*"

    The script path specified in the script list *scriptlist_name* is incorrect.

    In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "no valid lines found"

    There is no script specified in the script list *scriptlist_name*.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "line over"

    Correct the number of script lines specified in the script list file *scriptlist_name* so it is within 100 lines.

- "operand (*operand_name*) incorrect. line=*n*"

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

    - When *operand_name* is "group"

        - If multiple operand groups have been specified, make adjustments so that only one operand group is left.

- If the value specified in group is invalid, specify a valid value.

- If operand groups have been specified in the rule sets for network resources, delete the operand group.

- If there are more than one script groups that have been grouped with the same number in the script list *scriptlist_name*, and the numbers of scripts in each of the script groups are different, adjust so the number of scripts is the same.

  - When *operand_name* is "-"

    - Specify the operand using the format "operand name = value" in the line *n* of the script list *scriptlist_name*.

  - When the *operand_name* is not the above

    - If multiple operand *operand_name* have been specified, make adjustments so that only one operand *operand_name* is left.

    - If the value specified in *operand_name* is invalid, specify a valid value.

    - If the operand name of the *operand_name* operand is incorrect, specify a correct operand name or delete the *operand_name* operand.

- "script path error. line=*n*"

  Correct the script path specified in the script list *scriptlist_name*.

- "no valid lines found"

  Specify scripts to be executed in the script list *scriptlist_name*.

62754

FJSVrcx:ERROR:62754:inconsistent definition with create scriptlist. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

There is an inconsistency between the content described in the script list *scriptlist_name* and the descriptions in the create script list.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "group device. line=*n*"

  The following do not match:

  - The number of the grouped scripts with the same group number in the create script list

  - The number of the grouped scripts with the same group number in the script list *scriptlist_name*

  In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "group number. line=*n*"

  The group numbers of the following scripts do not match:

  - The group number of the grouped scripts specified in the create script list

  - The group number of the grouped scripts specified in the script list *scriptlist_name*

  In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.
  When *n* is "0", the group number of the grouped script specified in the create script list is not specified in the script list *scriptlist_name*.

- "script path. line=*n*"

  The paths of the following scripts do not match:

  - The path of the script specified in the create script list

  - The path of the script specified in the script list *scriptlist_name*

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

When *n* is "0", the path of the script specified in the create script list is not specified in the script list *scriptlist_name*.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "group device. line=*n*"

  Correct the number of the grouped scripts with the same group number specified in the script list *scriptlist_name* so that it is the same as the one specified in the create script list.

- "group number. line=*n*"

  Correct the group number of the grouped scripts specified in the script list *scriptlist_name* so that it is the same as the one specified in the create script list.

- "script path. line=*n*"

  Correct the script path specified in the script list *scriptlist_name* so that it matches the script path specified in the create script.

62755

FJSVrcx:ERROR:62755:file error in script list. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

There is an error in the file used by execution of the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "file (*file_name*) not found. line=*n*"

  The file *file_name* specified in the script list *scriptlist_name* was not found.

  In *file_name*, one of the following names is displayed.

    - Script

    - Command file

    - Parameter file

  In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "file (*file_name*) access error. line=*n*"

  Access to the file *file_name* specified in the script list *scriptlist_name* has failed.

  In *file_name*, one of the following names is displayed.

    - Script

    - Command file

    - Parameter file

  In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "file type of file (*file_name*) incorrect. line=*n*"

  A directory is specified in the file *file_name* that is specified in the script list *scriptlist_name*.

  In *file_name*, one of the following names is displayed.

    - Script

- Command file

- Parameter file

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

[Corrective Action]

The tenant administrator or tenant user should take corrective action according to the information displayed in *detail*.

- "file (*file_name*) access error. line=*n*"

  - When the deletion of network resources has been performed

    Notify the infrastructure administrator of the information in this message.

    The infrastructure administrator should log directly into the network device specified in the line *n* in the script list *scriptlist_name* and delete the definition manually.

    For details on how to log into a network device and how to delete definitions, refer to the manual for the network device.

  - When operations other than the above operation have been performed

    Execute the same operation again.

    When the same errors are displayed, notify the infrastructure administrator of the information in this message.

    The infrastructure administrator should check the following and resolve the cause of the error.

    - Access privileges for the files in the directory (including its child directories) where the ruleset *ruleset_name* is registered

    - That there is sufficient disk area available

    After completing the corrective actions above, request the tenant administrator or the tenant user to execute the same operation again.

    When the same errors are displayed, notify the infrastructure administrator of the information in this message.

If *detail* is something other than the above, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "file (*file_name*) not found. line=*n*"

  Create the file *filename* specified in the script list *scriptlist_name*.

- "file type of file (*file_name*) incorrect. line=*n*"

  Create the file *filename* specified in the script list *scriptlist_name* in text format.

62756

FJSVrcx:ERROR:62756:*device_name*:failed to access device. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

The network device *device_name* for executing the script list *scriptlist_name* cannot be used.

In *device_name*, the name of the network device is displayed (sometimes it may not be displayed).
In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "not found. line=*n*"

  The network device *device_name* specified in the script list *scriptlist_name* has not been registered.

  In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "cannot be selected. line=*n*"

There are no network devices for executing the scripts specified in the script list *scriptlist_name*.

The following causes are possible:

  - The network device corresponding to the model name or apparatus name in the rule set *ruleset_name* and the vendor name is not registered in the network pool.

  - A network device that matches the network device configuration (redundant/non-redundant) that is specified in the script list *scriptlist_name* is not registered in the network pool.

  - A network device that can be selected for automatic setting does not exist in the network pool.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "not registered in network pool. line=*n*"

The network device *device_name* that executes the scripts specified in the script list *scriptlist_name* has not been registered in the network pool.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "not found. line=*n*"

Register the network device *device_name* specified in the script list *scriptlist_name*.

- "cannot be selected. line=*n*"

Follow the instructions below:

  - Check that the model name (or the device name) and the vendor name specified in the ruleset *ruleset_name* match the model name (or the device name) and the vendor name of the network devices that have been registered in the network pool.

  - Register a network device in the network pool that matches the network device configuration (redundant/non-redundant) that is specified in the script list *scriptlist_name*. If one is already registered, check the redundancy configuration (group ID of network configuration information) of the network device that is registered in the network pool.

    Refer to "13.6 Network Configuration Information" in the "Reference Guide (Command/XML) CE" for information about network configuration information.

  - Use the rcxadm netdevice show command to check the status of the network device registered in the network pool, then make it so that it can be selected for automatic setting.

    - If the operational status (Status) of the network device is other than "normal"

      Remove the cause of the error in the network device, make sure that the operational status (Status) of the network device is "normal", and retry.

    - If the maintenance mode (maintenance) of the network device is "ON"

      Retry after the maintenance tasks on the network device are complete.

    - If the automatic setting selectabilty status (AutoConfiguration) of the network device is "false"

      If "false" (not the target of auto-configuration) has been set for auto-configuration information for network device (the AutoConfiguration element) when registering or modifying the network configuration information of network devices

      Perform modification using the rcxadm netdevice set command so that the corresponding network device can be selected as the target of auto-configuration.

      For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

      In other cases

Before this message was output, script execution on the same network device had failed, as notified by the following messages:

- "Message number 42751"

- "Message number 62760"

- "Message number 67999"

Based on the message that was output, identify the cause of the script execution error on the network device and take the relevant corrective action.

After taking corrective action, perform modification using the rcxadm netdevice set command so that the corresponding network device can be selected as the target of auto-configuration.

For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "not registered in network pool. line=*n*"

Register the network device *device_name*, which can execute the script specified in the script list *scriptlist_name*, in the network pool.

62757

FJSVrcx:ERROR:62757:*device_name*:invalid device status (*status*). ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

[Description]

There is an error in the status of the network device *device_name* for executing the script list *scriptlist_name*.

In *device_name*, the network device name is displayed.
In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *n*, the line number of the script list at which an error occurred is displayed.
One of the following network device statuses is displayed in *status*:

- "error"

The network device *device_name* that executes the scripts specified in the script list *scriptlist_name* is not in the normal state.

- "maintenance mode"

The network device *device_name* for executing the scripts specified in the script list *scriptlist_name* is undergoing maintenance.

- "unavailable for auto-config"

The network device *device_name* is unavailable for automatic configuration because execution of the scripts on the device used for executing the scripts specified in the script list *scriptlist_name* has failed and corrective action is being taken.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.
The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "maintenance mode"

After performing the maintenance tasks on the *device_name* network device, use the rcxadm netdevice set command to cancel the maintenance mode for the *device_name* network device.

For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

- "error"

Check the status of the network device *device_name* that executes the scripts specified in the script list *scriptlist_name*, and then resolve the cause of the error.

- "unavailable for auto-config"

  - If "false" (not the target of auto-configuration) has been set for auto-configuration information for network device (the AutoConfiguration element) when registering or modifying the network configuration information of network devices

    Perform modification using the rcxadm netdevice set command so that the corresponding network device can be selected as the target of auto-configuration.

    For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

  - In other cases

    Before this message was output, script execution on the same network device *device_name* had failed, as notified by the following messages:

    - "Message number 42751"

    - "Message number 62760"

    - "Message number 67999"

    Based on the message that was output, identify the cause of the script execution error on the network device *device_name* and take the relevant corrective action.

    After taking corrective action, perform modification using the rcxadm netdevice set command so that the corresponding network device *device_name* can be selected as the target of auto-configuration.

    For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

62758

FJSVrcx:ERROR:62758:*device_name*:device type mismatched. ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

[Description]

The resource type of the network device *device_name* that executes the scripts specified in the script list *scriptlist_name* is incorrect.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *device_name*, the network device name is displayed.
In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should confirm that the network device *device_name* has been registered with the correct resource type specified.

62759

FJSVrcx:ERROR:62759:*server_name*:no switch found connected with NIC(*physical_nic_number*). ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

[Description]

The switch connected using the NIC number *physical_nic_number* of the target server *server_name* could not be found.

In *server_name*, the name of the server is displayed.
In *num*, the NIC number is displayed.
In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.
In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check if the switch connected using the NIC number *physical_nic_number* of the target server *server_name* has been registered.

If it has been registered, export the network configuration information using the rcxadm netconfig export command, and then check the link information of the switch and the NIC number *physical_nic_number* of the target server *server_name*.

For details on the rcxadm netconfig command, refer to "3.7 rcxadm netconfig" in the "Reference Guide (Command/XML) CE".

Refer to "13.6 Network Configuration Information" in the "Reference Guide (Command/XML) CE" for information about network configuration information.

62760

FJSVrcx:ERROR:62760:automatic network device configuration failed. ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

The process was aborted because an error occurred while executing the script list *scriptlist_name*.

In *ruleset_name*, the name of the ruleset is displayed.
In *scriptlist_name*, the script list name is displayed.
In *detail*, the following detailed information is displayed:

- "scripts execution error. device=*device_name* result=*code* line=*n*"

   An error occurred while executing the script list *scriptlist_name*.

   In *device_name*, the network device name is displayed.
   In *code*, the return value of the script is displayed.

   - 04

      An error that allows re-execution of the script (such as disconnection and timeout) has occurred.

   - In Other Cases

      An error that does not allow re-execution of the script (any other cases) has occurred.

   In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

- "execution timeout. device=*device_name* line=*n*"

   Timeout occurred while executing the script list *scriptlist_name*.

   In *device_name*, the network device name is displayed.
   In *n*, the line number of the script list *scriptlist_name* at which timeout occurred while executing the script is displayed.

This message may be displayed when there are errors in the network configuration information, specifically when "L2-Switch" has been specified for the "Type" element, and the "Tenant" element has been specified.

[Corrective Action]

When the following two conditions are met, the tenant administrator or tenant user should execute the operation again:

- When *scriptlist_name* is "create.lst", "connect.lst", or "modify.lst"

- When *detail* is in the form of "scripts execution error. device=*device_name* result=*code* line=*n*" and code is not equal to 08.

In other cases, or when the problem persists even after re-execution, notify the infrastructure administrator of the operation performed when the error occurred, and the information in this message.

The infrastructure administrator should check for the following mistakes.

- In the network configuration information for the network device in question, check for the following mistakes:

    - "L2-Switch" has been specified for the Type element

    - The Tenant element has been specified

    If either of the above mistakes is found, delete the Tenant element in the network configuration information of the network device in question, and change the network device settings using the rcxadm netdevice modify command.

    The network device in question can be identified from the network device name which is indicated in *detail* or described in the script list *scriptlist_name*.

    For details on the rcxadm netdevice modify command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

    Refer to "13.6 Network Configuration Information" in the "Reference Guide (Command/XML) CE" for information about network configuration information.

- If this message is output when operating an L-Platform, check if there is an error in the following files:

    [Windows]
    Installation_folder\SVROR\Manager\etc\scripts\network_resource\Unm_network_setting.xml

    [Linux]
    /etc/opt/FJSVrcvmr/scripts/network_resource/Unm_network_setting.xml

    For details on the interface configuration file of network devices, refer to "13.15 Network Device Interface Configuration File" in the "Reference Guide (Command/XML) CE".

In other cases, the infrastructure administrator should take corrective action according to the information displayed in *detail*.

- "scripts execution error. device=*device_name* result=*code* line=*n*"

    Check the network device and the communication path to the network device, and then remove the cause of the error.

    If deleting of the definition of a network device for which a definition has been configured by execution of the script is necessary, log into the network device directly and delete the definition manually.

    For details on how to log into a network device and how to delete definitions, refer to the manual for the network device.

- "execution timeout. device=*device_name* line=*n*"

    Identify the time-consuming process occurring during execution of the script and take corrective action accordingly.

When redoing the operation after taking corrective action, first make sure that changes have been made using the rcxadm netdevice show command so that the network device can be selected automatically.

If it cannot be selected as a target of auto-configuration, perform modification using the rcxadm netdevice set command so that the corresponding network device can be selected as a target of auto-configuration.

For details on the rcxadm netdevice command, refer to "3.8 rcxadm netdevice" in the "Reference Guide (Command/XML) CE".

62761

FJCVrcx:ERROR:62761:*filename*:invalid file format.ruleset=*ruleset_name* scriptlist=*scriptlist_name* detail=*detail*

[Cloud Edition]

[Description]

Parsing of the file *filename* has failed.

Parameter filename, interface configuration file or unm_provisioning.rcxprop is displayed for *filename.*

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed. When there is no information, hyphen(-) is displayed.

In *detail*, the following detailed information is displayed:

- "impossible analyze as XML format"

    File name is not specified in correct XML format.

- "not found item (*item_name*)"

  item_name is not defined in file *filename*.

  When there are two or more items, they are displayed with double quotation("") and delimited by comma (,).

- "invalid value item=*item_name* value=*value*"

  The value specified for the *item_name* in file *filename* is invalid.

  When there are two or more items, they are displayed with double quotation("") and delimited by comma (,).

- "duplicate item (*item_name*)"

  Duplicate *item_name* items are specified in file *filename*.

  When there are two or more items, they are displayed with double quotation("") and delimited by comma (,).

- "not found value item=*item_name*"

  The value is not set for *item_name* in file *filename*.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message. The infrastructure administrator should take the corrective action according to the information displayed in *detail*.

- "impossible analyze as XML format"

  Correct the file name such that it can be read as an XML file.

- "not found item (*item_name*)"

  Correctly set the *item_name* in file *filename*.

- "invalid value item=*item_name* value=*value*"

  Correct the value *value* of *item_name* in file *filename*.

- "duplicate item (*item_name*)"

  Delete duplicate definitions of *item_name* in file *filename*.

- "not found value item=*item_name*"

  Set the value of *item_name* in file *filename*.

62762

FJCVrcx:ERROR:62762:*obj*:failed to create file or directory.ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

[Description]

Creation of file or directory *obj* failed during the execution of script defined in script list *scriptlist_name*.

In *obj*, the name of file or directory is displayed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

Then, infrastructure administrator check the following and performs corrective action.

- Whether the length of the file path specified in nth line of script list *scriptlist_name* is not near the OS limit

  When it is near the OS limit, shorten the file name.

- Whether access authority is given to file or directory *obj*

  When it is not given, give the access authority.

- Whether hard disk is not full

  When it is full clean up the disk.

62763

FJCVrcx:ERROR:62763:*obj*:failed to access file.ruleset=*ruleset_name* scriptlist=*scriptlist_name* line=*n*

[Cloud Edition]

[Description]

Access to file *obj* failed during the execution of script defined in scriptlist *scriptlist_name*.

In *obj*, the name of file is displayed.

In *ruleset_name*, the name of the ruleset is displayed.

In *scriptlist_name*, the script list name is displayed.

In *n*, the line number of the script list *scriptlist_name* at which an error occurred is displayed.

[Corrective Action]

The tenant administrator or the tenant user should notify the infrastructure administrator of operation details at the time of error occurrence, and the information in this message.

Then, infrastructure administrator check the following and performs corrective action.

- Whether access authority is available for the file *obj* and the directory where file *obj* exists.

  When it is not available, set the access authority.

- Whether hard disk is not full

  When it is full clean up the disk.

62780

FJCVrcx:ERROR:62780:unm-mon:Node status of *nodeid* is changed to *status* (*cause*)

[Cloud Edition]

[Description]

The status of the network device *nodeid* has changed to *status*.

One of the following is displayed in *cause*:

- "Ping unreachable"

  The network device is not responding to the PING for monitoring active/inactive status.

- "SNMP unreachable"

  The network device does not respond to SNMP monitoring of status.

[Corrective Action]

Check the state of the network device *nodeid*.

Take corrective action based on the content displayed for *cause*.

- "Ping unreachable"

  Identify the cause that prevents the network device from responding to PING and take corrective action accordingly.

  If there is no problem in the network device, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

- "SNMP unreachable"

Identify the cause that prevents the network device from responding to SNMP and take corrective action accordingly.

If there is no problem in the network device, it is likely that an error is occurring in the communication path to the network device. Check the network devices on the communication path.

62781

FJSVrcx:ERROR:62781:*device*:vendor or product name of redundant device is unmatched. detail=*device*

[Cloud Edition]

[Description]

Setting of the redundancy configuration of the network device has failed.

The same group ID cannot be set for network devices whose vendor name and device name are different.

In *device*, the network device names registered using the same group ID are displayed. When multiple network devices have been registered, they are displayed separated by commas (",").

[Corrective Action]

Check the vendor names and device names of the network devices, specify a correct group ID for each of them, and perform the operation again.
For details on the vendor names and device names of network devices, refer to "9.4.8 When Registering Network Devices as Resources" in the "Design Guide CE".

62782

FJSVrcx:ERROR:62782:*device*:duplicate login authority and tenant name found in login information. detail=*authority*,*tenant_name*

[Cloud Edition]

[Description]

Setting of login information for the network device *device* has failed.

Multiple sets of login information with the same privileges and tenant name cannot be defined for a network device.

In *authority*, privileges of the login information are displayed.
In *authority*, the tenant name of the login information is displayed.

[Corrective Action]

Specify the correct privileges and tenant name, then perform the operation again.

4.3 63XXX Series

This section explains the following message series:

- 4.3.1 631XX Series

4.3.1 631XX Series

This section explains the 631XX message series.

63102

FJSVrcx:ERROR:63102:already running.

[Description]

Agent startup failed because an agent has already been started.

[Corrective Action]

- When restarting the agent

  Stop the agent and then perform the operation again.

- When not restarting the agent

  Continue operation.

For how to stop and start agents, refer to the following:

- For Virtual Edition, "5.2 rcxadm agtctl" in the "Reference Guide (Command) VE".

- For Cloud Edition, "5.3 rcxadm agtctl" in the "Reference Guide (Command/XML) CE".

63104

FJSVrcx:ERROR:63104:failed to start

[Description]

Startup of the agent failed.

[Corrective Action]

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

63105

FJSVrcx:ERROR:63105:failed to stop

[Description]

Stopping of the agent failed.

[Corrective Action]

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

4.4 64XXX Series

This section explains the following message series:

- 4.4.1 646XX Series

- 4.4.2 647XX Series

4.4.1 646XX Series

This section explains the 646XX message series.

64681

FJSVnrmp:ERROR:64681:GLS not installed

[Description]

PRIMECLUSTER GLS has not been set up.

[Corrective Action]

Perform setup of PRIMECLUSTER GLS.

64682

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

- "ipaddr.conf"

  Create a file referring to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE".

- "ifcfg-eth*X*"

  Create the following file corresponding to eth*X*.

  - Red Hat Enterprise Linux

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

  - SUSE Linux Enterprise Server

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

64685

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

[Description]

Editing the hosts file failed.

[Corrective Action]

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

64691

FJSVnrmp:ERROR:64691:internal error.

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

64692

FJSVnrmp:ERROR:64692:user not privileged

[Description]

Users without sufficient authority cannot execute the command.

[Corrective Action]

Execute the command with OS administrator authority.

64693

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

[Virtual Edition]

[Description]

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

[Corrective Action]

An IP address has not been defined in the ipaddr.conf file, or the definition strings are incorrect.
For details, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE".
After defining them correctly, execute the command again.

64694

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

[Description]

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

[Corrective Action]

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

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

- Each interface name and IP address has been set correctly

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

64695

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

[Description]

The settings of LAN interface have already been performed.

[Corrective Action]

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

64696

FJSVrcx:ERROR:64696:already enabled.

[Description]

The network parameter auto-configuration function is already enabled.

[Corrective Action]

No action is required.

64697

FJSVrcx:ERROR:64697:already disabled.

[Description]

The network parameter auto-configuration function is already disabled.

[Corrective Action]

No action is required.

64698

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

[Description]

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

[Corrective Action]

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

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

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

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

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

- When "command=mv" is displayed

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

- When "command=vconfig" is displayed

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

4.4.2 647XX Series

This section explains the 647XX message series.

64780

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

[Virtual Edition]

[Description]

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

[Corrective Action]

When the *file* is "ipaddr.conf", check the following:

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

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

- NODE_NAME has been described

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

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

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

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

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

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

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

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

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

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE". After defining them correctly, execute the command again.

64781

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

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

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

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

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

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

- Two different IP addresses are set for monitoring targets

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

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE". After defining them correctly, execute the command again.

64782

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

- Names of any servers are not duplicated

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

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

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

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE". After defining them correctly, execute the command again.

64783

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

[Virtual Edition]

[Description]

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

[Corrective Action]

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

- When *keyword* is IF_IPAD or VIF_IPAD

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

- When *keyword* is POL_ADDR

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

For details on the ipaddr.conf file, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE". After defining them correctly, execute the command again.

4.5 65XXX Series

This section explains the following message series:

4.5.1 653XX Series

This section explains the 653XX message series.

65300

65300: *obj* creation failed

[Cloud Edition]

[Description]

An error occurred while creating *obj*. *obj* has not been created.

[Corrective Action]

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

65301

65301: *obj* deletion failed

[Cloud Edition]

[Description]

An error occurred while deleting *obj*. *obj* has not been deleted.

[Corrective Action]

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

65302

65302: Changing of *obj* information failed

[Cloud Edition]

[Description]

An error occurred while modifying the information of *obj*. The information of *obj* has not been modified.

[Corrective Action]

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

65303

65303: Moving of *obj* failed

[Cloud Edition]

[Description]

An error occurred while moving *obj*. *obj* has not been moved.

[Corrective Action]

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

65304

65304: *obj* registration failed

[Cloud Edition]

[Description]

An error occurred while registering *obj*. *obj* has not been registered.

[Corrective Action]

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

65305

65305: Changing of *obj* settings failed

[Cloud Edition]

[Description]

An error occurred while modifying the configuration of *obj*. The configuration of *obj* has not been modified.

[Corrective Action]

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

65306

65306: *obj* migration failed

[Cloud Edition]

[Description]

An error occurred while moving *obj* between servers. *obj* has not been moved.

[Corrective Action]

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

65307

65307: Creation of snapshot image failed

[Cloud Edition]

[Description]

An error occurred while collecting the snapshot image. The snapshot image has not been collected.

[Corrective Action]

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

65308

65308: Restoration of snapshot image failed

[Cloud Edition]

[Description]

An error occurred while restoring the snapshot image. The snapshot image has not been restored.

[Corrective Action]

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

65309

65309: *obj* importation failed

[Cloud Edition]

[Description]

An error occurred while importing *obj*. *obj* has not been imported.

[Corrective Action]

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

65310

65310: *obj* release failed

[Cloud Edition]

[Description]

An error occurred while unregistering *obj*. *obj* has not been unregistered.

[Corrective Action]

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

65311

65311:Opening of the L-Server console failed
FJSVrcx:ERROR:65311:Opening of the L-Server console failed

[Cloud Edition]

[Description]

An error occurred while starting the L-Server console.

[Corrective Action]

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

65312

65312:Powering on of L-Server in *obj* failed.

[Cloud Edition]

[Description]

An error occurred while powering on the L-Server. The power is not ON.

[Corrective Action]

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

65313

65313:Powering off of L-Server in *obj* failed.

[Cloud Edition]

[Description]

An error occurred while powering off the L-Server. The power is not OFF.

[Corrective Action]

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

65314

65314:Reboot of L-Server in *obj* failed.

[Cloud Edition]

[Description]

An error occurred while rebooting the L-Server. Rebooting has not been performed.

[Corrective Action]

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

4.5.2 655XX Series

This section explains the 655XX message series.

65509

65509: An unrecoverable error occurred.

[Description]

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

[Corrective Action]

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

65510

65510: Failed in registration due to internal contradiction.

[Description]

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

[Corrective Action]

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

65516

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

[Description]

The web browser for displaying HELP has not been started.

[Corrective Action]

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

65529

65529:establishing connection with admin server failed

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

[Description]

This message is displayed in the following situations:

a. When connection to the admin server fails

There are the following possibilities:

- The admin server has stopped

- The manager on the admin server has stopped

- Another user has deleted the logged in user

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

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

[Corrective Action]

For a.

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

- When the manager is stopped, start the manager.

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

[Windows Manager]
Open "Services" from "Administrative Tools" on the Control Panel, and check that the status of the "Manager Services" explained in "2.1 Starting and Stopping the Manager" in the "Operation Guide VE" is "Started" on the [Services] window.

[Linux Manager]
Use the service command, and check the startup status of the services listed under "Manager Services" in "2.1 Starting and Stopping the Manager" in the "Operation Guide VE".

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

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

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

For b.

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

65530

65530:Failed to start services.

[Description]

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

[Corrective Action]

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

- When "Message number 61506" is displayed

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

- When "Message number 61506" is not displayed

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

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

- When "Message number 61506" is displayed

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

- When "Message number 61506" is not displayed

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

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

65531

FJSVrcx:ERROR:65531:*obj*: Two or more partition servers were detected on the partition chassis.

[Description]

There are two or more partition servers on the chassis.

[Corrective Action]

After reducing the number of servers on the chassis, take the corrective action again.

65532

FJSVrcx:ERROR:65532:*spare_server_name*: The spare server should have the same WWPN for the target CA as the primary server, but a different AffinityGroup.

[Description]

The WWPN value of the target CA configured in spare server should be the same value as that of the primary server, and the value of AffinityGroup should be different from that of the primary server.

[Corrective Action]

After modifying the value of the target CA configured on the spare server and the AffinityGroup, take the corrective action again.

4.5.3 656XX Series

This section explains the 656XX message series.

65605

65605:Managed server registration failed.

[Description]

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

[Corrective Action]

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

65606

65606:Managed server deletion failed.

[Description]

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

[Corrective Action]

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

65609

65609: Failed to set maintenance mode.

[Description]

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

[Corrective Action]

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

65610

65610: Failed to release maintenance mode.

[Description]

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

[Corrective Action]

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

65611

65611:Failed to apply VM Home Position settings.

[Description]

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

[Corrective Action]

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

65612

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

[Description]

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

[Corrective Action]

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

65613

65613:Failed to clear VM Home Position settings.

[Description]

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

[Corrective Action]

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

65615

FJSVrcx:ERROR:65615:Failed to add user group.

[Cloud Edition]

[Description]

An error occurred while registering a user group. The user group has not been registered.

[Corrective Action]

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

65616

FJSVrcx:ERROR:65616:Failed to change user group.

[Cloud Edition]

[Description]

An error occurred while changing a user group. The user group has not been changed.

[Corrective Action]

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

65617

FJSVrcx:ERROR:65617:Failed to delete user group.

[Cloud Edition]

[Description]

An error occurred while deleting a user group. The user group has not been deleted.

[Corrective Action]

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

65618

65618:Failed to register the license key.

[Description]

Registration of the license key has not been completed successfully. The license key has not been registered.

[Corrective Action]

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

65620

FJSVrcx:ERROR:65620:*managed server*:WWN Settings not found.

[Description]

There is no WWN information configured on *managed server*.

[Corrective Action]

Configure WWN information on *managed server*.

65621

FJSVrcx:ERROR:65621:*managed server1 managed server2*:WWN settings are inconsistent.

[Description]

The WWN information configuration on *managed server1* and *managed server2* is not consistent.

[Corrective Action]

Check if the port number of the WWN information configured for *managed server1* corresponds with that of *managed server2*.

65622

FJSVrcx:ERROR:65622:*managed server*:cannot delete and add zone information at the same time. Please delete zone information first.

[Description]

Addition and deletion of zoning cannot be performed at the same time.

[Corrective Action]

Check that the content of the entered WWN information is correct.

- When the information is correct

  Perform addition after deleting the zoning information for *managed server*.

- When the information is incorrect

  Correct the WWN information, and then perform the operation again.

65623

FJSVrcx:ERROR:65623:Changing or deleting of zone information failed.detail=*managed server*:power status is not *power status*.

[Description]

Configuration or deletion of zoning information failed, as the power status of *managed server* is not *power status*.

[Corrective Action]

- When the *power status* value is OFF

  Perform the operation again after stopping the *managed server*.

- When the *power status* value is ON

  Perform the operation again after starting the *managed server*.

65624

FJSVrcx:ERROR:65624:*managed server*:zone information is already set.

[Description]

The zoning information of *managed server* has already been configured.

[Corrective Action]

Check if primary servers, fibre channel switches, and storage units on ESC are registered in the correct status.

When *managed server* is a spare server, delete the zoning information.

65625

FJSVrcx:ERROR:65625:*managed server*:zone information is not set yet.

[Description]

The zoning information of *managed server* has not been configured.

[Corrective Action]

Check if primary servers, fibre channel switches, and storage units on ESC are registered in the correct status.

When *managed server* is a primary server, configure the zoning information, fibre channel switch zoning, and storage unit host affinity.

65634

65634:Backup of system image failed.

[Description]

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

[Corrective Action]

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

65635

65635:Restoration of system image failed.

[Description]

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

[Corrective Action]

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

65638

65638:Changing of spare server settings failed.

[Description]

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

[Corrective Action]

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

65640

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

[Description]

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

[Corrective Action]

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

65641

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

[Description]

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

[Corrective Action]

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

65642

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

[Description]

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

[Corrective Action]

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

65643

65643:Unable to perform the cancellation process.

[Description]

The cancellation process of the selected operation was not executed.

[Corrective Action]

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

65644

FJSVrcx:ERROR:65644:*obj*:*operation* is not running

[Description]

operation for *obj* is not being processed.

[Corrective Action]

No action is required.

65645

FJSVrcx:ERROR:65645:*obj*:cancellation of the *operation* is in progress

[Description]

The cancellation process of *operation* for *obj* is already being executed.

[Corrective Action]

No action is required.

65649

65649:Chassis registration failed.

[Description]

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

[Corrective Action]

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

65650

65650:Chassis deletion failed.

[Description]

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

[Corrective Action]

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

65651

65651:Registration of LAN switch failed.

[Description]

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

[Corrective Action]

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

65652

65652:Registration of agent failed.

[Description]

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

[Corrective Action]

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

65653

65653:Deletion of LAN switch failed.

[Description]

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

[Corrective Action]

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

65654

65654:Changing of managed server settings failed.

[Description]

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

[Corrective Action]

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

65655

65655:Changing of LAN switch settings failed.

[Description]

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

[Corrective Action]

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

65656

65656:Changing of HBA address rename settings failed.

[Description]

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

[Corrective Action]

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

65657

65657:Changing of network settings failed.

[Description]

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

[Corrective Action]

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

65658

65658:Powering on of managed server failed.

[Description]

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

[Corrective Action]

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

65659

65659:Powering off of managed server failed.

[Description]

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

[Corrective Action]

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

65660

65660:Forced powering off of managed server failed.

[Description]

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

[Corrective Action]

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

65661

65661:Reboot of managed server failed.

[Description]

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

[Corrective Action]

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

65662

65662:Forced reboot of managed server failed.

[Description]

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

[Corrective Action]

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

65663

65663:Turning on of maintenance LED failed.

[Description]

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

[Corrective Action]

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

65664

65664:Turning off of maintenance LED failed.

[Description]

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

[Corrective Action]

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

65666

65666:Restoration of LAN switch failed.

[Description]

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

[Corrective Action]

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

65667

65667:Creation of cloning image failed.

[Description]

Collection of a cloning image has not been completed successfully. The cloning image has not been obtained.

[Corrective Action]

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

65668

65668:Deployment of cloning image failed.

[Description]

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

[Corrective Action]

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

65669

65669:Deletion of system image failed.

[Description]

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

[Corrective Action]

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

65670

65670:Deletion of cloning image failed.

[Description]

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

[Corrective Action]

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

65671

65671:Failed to create user account.

[Description]

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

[Corrective Action]

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

65672

65672:Failed to change user account.

[Description]

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

[Corrective Action]

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

65673

65673:Failed to delete user account.

[Description]

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

[Corrective Action]

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

65674

65674:Failed to modify chassis settings.

[Description]

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

[Corrective Action]

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

65675

65675:Failed to re-configure hardware properties.

[Description]

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

[Corrective Action]

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

65676

65676:Failed to register power monitoring device.

[Description]

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

[Corrective Action]

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

65677

65677:Failed to delete power monitoring device.

[Description]

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

65678

[Corrective Action]

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

65678

65678:Failed to modify power monitoring device settings.

[Description]

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

[Corrective Action]

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

65679

65679:Failed to export environmental data.

[Description]

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

[Corrective Action]

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

65680

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

[Description]

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

[Corrective Action]

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

65681

65681:Failed to register VM Host login account information.

[Description]

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

[Corrective Action]

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

65682

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

[Description]

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

[Corrective Action]

No action is required.

65683

65683:The applet is not supported in this browser.

[Description]

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

[Corrective Action]

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

65684

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

[Description]

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

[Corrective Action]

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

65685

65685:Failed to download the java policy configuration file.

[Description]

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

[Corrective Action]

Check the operating status and settings of the VM host.

65686

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

[Description]

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

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

[Corrective Action]

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

65687

65687:Changing of VM management software settings failed.

[Description]

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

[Corrective Action]

Check the settings of the VM management software.

65688

65688:Failed to discover LAN switches.

[Description]

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

[Corrective Action]

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

65689

65689:Failed to get physical link information.

[Description]

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

[Corrective Action]

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

65690

65690:Failed to migrate the selected VM guest.

[Description]

Migration of the VM guest failed.
The VM guest has not been migrated.

[Corrective Action]

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

65694

65694:Registration of subnet failed.

[Description]

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

[Corrective Action]

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

65695

65695:Changing of subnet settings failed.

[Description]

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

[Corrective Action]

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

65696

65696:Deletion of subnet failed.

[Description]

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

[Corrective Action]

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

65698

65698:Changing of monitoring settings failed.

[Description]

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

[Corrective Action]

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

65699

65699:Changing of WWN settings failed.

[Description]

Configuration of WWN information failed.

[Corrective Action]

Check if primary servers, fibre channel switches, and storage units on ESC are registered in the correct status, and if different operations are being performed on the primary server.

4.5.4 657XX Series

This section explains the 657XX message series.

65701

65701: The template is already being used. Specify a different template name.

[Cloud Edition]

[Description]

When creating or copying an L-Server template, an L-Server template with the same name already exists.

[Corrective Action]

Check if an L-Server template with the same name exists.
If the same L-Server template name already exists, specify another name.

65702

65702: The template cannot be updated. After refreshing the display, update the template again.

[Cloud Edition]

[Description]

When modifying an L-Server template, no appropriate L-Server template exists.

[Corrective Action]

Check if the appropriate L-Server template exists.

65703

65703:<Template name>:Copying failed.

[Cloud Edition]

[Description]

When copying an L-Server template, no appropriate L-Server template exists.

[Corrective Action]

Check if the appropriate L-Server template exists.

65704

65704:<Template name>:Deletion failed.

[Cloud Edition]

[Description]

An error occurred when deleting the L-Server template.

[Corrective Action]

Click the <Update> button in the [L-Server Template Editor] window.

65706

65706:<Template name>:Export failed.

[Cloud Edition]

[Description]

When exporting an L-Server template, no appropriate L-Server template exists.

[Corrective Action]

Check if the appropriate L-Server template exists.

65707

65707:<L-Server name>:not found.

[Cloud Edition]

[Description]

When exporting an L-Server template from the L-Server, no appropriate L-Server exists.

[Corrective Action]

Check if the appropriate L-Server exists.

65709

65709:<Import file name>:Import failed.

[Cloud Edition]

[Description]

When importing an L-Server template, the XML definitions are not appropriate.

[Corrective Action]

Check the XML definitions of the L-Server template.

65710

65710:Unknown exception occurred, please refresh the window and try again.

[Cloud Edition]

[Description]

An unexpected error has occurred.

[Corrective Action]

Refresh the window and perform the operation again. If the problem is still not resolved, contact Fujitsu technical staff.

4.5.5 658XX Series

This section explains the 658XX message series.

65809

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

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

[Description]

- When using internal authentication

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

- When using Single Sign-On

  - *user_account_name* is not registered in the directory service.

  - When using OpenDS for the directory service, there are multiple occurrences of the user ID *user_account_name* between registered users.

The user account name specified is displayed for *user_account_name*.

[Corrective Action]

Take corrective action based on the authentication method being used.

- When using internal authentication

  Check with the administrator if the specified *user_account_name* has been registered.

- When using coordination with Single Sign-On

  Check with the administrator if the *user_account_name* has been registered in the directory service.

  When using OpenDS for the directory service, check with the administrator whether there are multiple occurrences of the user ID (uid attribute value).

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

65810

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

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

[Description]

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

[Corrective Action]

Check with the administrator if the specified user account name *user_account_name* has been registered.
Check that the user account name *user_account_name* is correct. If the name is wrong, specify the name again and then perform the operation.
If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

65812

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

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

[Description]

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

[Corrective Action]

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

65817

65817An unexpected error has been detected: *error*

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

[Description]

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

[Corrective Action]

- When an error message is displayed in the details of the error dialog

    Check the number of the error message and take corrective action.

- When no error message is displayed in the details of the error dialog

    Collect troubleshooting information and contact Fujitsu technical staff.

65825

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

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

[Description]

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

[Corrective Action]

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

65826

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

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

[Description]

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

[Corrective Action]

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

See

For details of valid characters, refer to the following:

- For Virtual Edition

  User account

  The user ID given in "Chapter 5 Managing User Accounts" in the "User's Guide VE"

  Password

  The password (and the password confirmation) given in "Chapter 5 Managing User Accounts" in the "User's Guide VE"

  Authority level

  The authority level set in "Chapter 5 Managing User Accounts" in the "User's Guide VE"

  Server

  The physical server name given in "7.3.2 Registering Blade Servers" or "7.4.1 Registering Rack Mount or Tower Servers" of the "User's Guide VE"

- For Cloud Edition

  User account

  The user ID given in "3.1 Registering User Accounts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE"

  Password

  The password (and the password confirmation) given in "3.1 Registering User Accounts" in the "User's Guide for Infrastructure Administrators (Resource Management) CE"

  Server

  The physical server name given in "5.4.2 Registering Blade Servers" or "5.5.1 Registering Rack Mount or Tower Servers" of the " User's Guide for Infrastructure Administrators (Resource Management) CE ".

65836

65836:User ("userid") has already been registered.

[Description]

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

[Corrective Action]

Enter a user ID that has not been registered.

[Cloud Edition]

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

[Description]

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

[Corrective Action]

Enter a user ID that has not been registered.

65837

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

[Description]

Changing the user failed because the password entered is incorrect.

[Corrective Action]

Enter the current password of the user to be changed.

65838

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

[Description]

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

[Corrective Action]

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

65839

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

[Description]

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

[Corrective Action]

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

65840

[Virtual Edition]

65840:Failed to connect to the directory server

[Description]

Communication with the directory server used for ServerView Operations Manager to perform Single Sign-On failed.

[Corrective Action]

Check the following and take corrective action:

- Confirm whether the configuration for communication with the directory server used for ServerView Operations Manager is correct, or the directory server has been started.

  After checking the amount of free disk space and the network connection, perform the operation again.

  For the configuration, refer to "10.4.1.3 Checking Directory Service Connection Information" in the "Design Guide VE".

- When ServerView Operations Manager or the directory server used for ServerView Operations Manager has been re-installed, or certificates have been updated, re-registration of certificates with Resource Orchestrator is necessary.

  For details on the method for registering certificates, refer to "Chapter 10 Installing and Defining Single Sign-On" in the "Design Guide VE".

- When the following operations have been performed, re-registration of certificates with Resource Orchestrator is necessary.

  - Re-installation of ServerView Operations Manager

  - Re-installation of the directory server used for ServerView Operations Manager

  - Updating of the certificate of ServerView Operations Manager

  - Updating of the certificate of the directory server used by ServerView Operations Manager

  For details on the method for registering certificates, refer to "Chapter 10 Installing and Defining Single Sign-On" in the "Design Guide VE".

- The registering certificates when installing this product may have gone wrong.

  Check whether the certificates are registered correctly.
  For details on how to check the certificates, refer to "Chapter 10 Installing and Desiding Single Sign-On" in the "Setup Guide VE".

[Cloud Edition]

FJSVrcx:ERROR:65840: failed to connect to directory server

[Description]

The directory server could not be communicated with.

[Corrective Action]

Check the following and take corrective action:

- Check whether the settings for communication with the directory server are correct.

  Settings for communication with the directory server can be checked using the rcxadm authctl command.

  For details, refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE".

- When the following operations have been performed, re-registration of certificates with Resource Orchestrator is necessary.

  - Re-installation of ServerView Operations Manager

  - Re-installation of the directory server used for ServerView Operations Manager

  - Updating of the certificate of ServerView Operations Manager

  - Updating of the certificate of the directory server used by ServerView Operations Manager

  For details on the method for registering certificates, refer to "Chapter 12 Installing and Defining Single Sign-On" in the "Design Guide CE".

- Confirm that the directory server has been started.
  Then perform the operation again.

- The registering certificates when installing this product may have gone wrong.

  Check whether the certificates are registered correctly.
  For details on how to check the certificates, refer to "Chapter 12 Installing and Desiding Single Sign-On" in the "Setup Guide CE".

65841

[Virtual Edition]

65841:The entered user has no valid privileges

[Description]

The process failed because the specified user has no authority level for Resource Orchestrator.

[Corrective Action]

Check the following items:

- The specified user needs to have a sufficient authority level for login on the Resource Orchestrator in order to use Single Sign-On.
  Check the authority level of Resource Orchestrator, and then execute the command again.
  For the configuration, refer to "Chapter 10 Installing and Defining Single Sign-On" in the "Design Guide VE".

- The search base value specified during directory service registration may be incorrect.
  Check the search base value, and then execute the command again.
  For the configuration, refer to "Chapter 10 Installing and Defining Single Sign-On" in the "Design Guide VE".

[Cloud Edition]

FJSVrcx:ERROR:65841: the current user has no valid privileges for this product

[Description]

The process failed because the specified user has no authority level for Resource Orchestrator.

[Corrective Action]

Check the following items:

- The specified user needs to have a sufficient authority level for login on the Resource Orchestrator in order to use Single Sign-On.
  Check the authority level of Resource Orchestrator, and then execute the command again.
  For the configuration, refer to "Chapter 12 Installing and Defining Single Sign-On" in the "Design Guide CE".

- The search base value specified during directory service registration may be incorrect.
  Check the search base value, and then execute the command again.
  For the configuration, refer to "Chapter 12 Installing and Defining Single Sign-On" in the "Design Guide CE".

65842

FJSVrcx:ERROR:65842: The password does not fit the policy of the directory service.

[Cloud Edition]

[Description]

The user information registered in the directory service could not be changed.
The following causes are possible:

- The specified password is not compliant with the user password policy of the directory service

[Corrective Action]

Check the user password policy for the directory service and ensure that the specified password is compliant with the policy.

65843

FJSVrcx:ERROR:65843:*user* is already registered in the directory service

[Cloud Edition]

[Description]

The user cannot be created as a user with the same name as the user *user* exists in the directory service.

[Corrective Action]

Check if the specified user ID is correct.
When using a user registered in directory service in Resource Orchestrator, create a user with the settings configured not to register a user in directory service using the directory service operation definition file.
For details on the directory service operation definition file, refer to "8.6.1 Settings for Tenant Management and Account Management" in the "Operation Guide CE".

65844

FJSVrcx:ERROR:65844:*user* not found in the directory service

[Cloud Edition]

[Description]

The user cannot be changed as the specified user *user* does not exist in the directory service.
A user in the directory service may have been deleted.

[Corrective Action]

Perform one of the following corrective actions:

- Delete the current user, then create a new one.

- After creating a user in the directory service, add it to the members of "cn=IflowUsers,ou=group,*base_DN*" group.

65845

FJSVrcx:ERROR:65845:*group_name* not found in the directory service

[Cloud Edition]

[Description]

A user cannot be registered as the group *group_name* does not exist in the directory service. There is an error in directory service environment.

[Corrective Action]

Create the group "cn=*group_name*,ou=group,*base_DN*" in directory service.

65846

FJSVrcx:ERROR:65846:*obj_name* of the directory service failed (*detail_message*)

[Cloud Edition]

[Description]

Operations of *obj_name* in the directory service failed.

[Corrective Action]

Check the information in *detail_message* or the logs in the directory service, and perform corrective action for the error.

4.5.6 659XX Series

This section explains the 659XX message series.

65901

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

[Description]

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

[Corrective Action]

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

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

    [Windows Manager]
    Installation_folder\SVROR\Manager\var\config_backup

    [Linux Manager]
    /var/opt/FJSVrcvmr/config_backup

- Writing to the above disk is performed correctly

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

- All other operations have been completed

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

65903

FJSVrcx:ERROR:65903:Export to *file_name* failed.

[Cloud Edition]

[Description]

Export to the file specified for *file_name* failed.

[Corrective Action]

After confirming the path to the specified file name, perform the operation again.

65904

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

[Description]

The export process has failed.

[Corrective Action]

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

65908

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

[Description]

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

[Corrective Action]

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

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

- The specified file exists

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

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

- The file specified can be opened using other software

For the system configuration file, refer to "Appendix B Format of CSV System Configuration Files" of the "User's Guide VE" or "User's Guide for Infrastructure Administrators (Resource Management) CE".

65910

FJSVrcx:ERROR:65910:The value of *item*, *value*, is invalid.

[Virtual Edition]

[Description]

The process has been stopped because there is a mistake in the format of *value* for *item* in the system configuration file or the file contains an invalid character.
One of the following is displayed for *item:*

- Type

- operation

- Key value for resource definition information

[Corrective Action]

Resolve the problem referring to the details displayed for *item*, and then perform the operation again.

- Type

  - When an RCXCSV V2.0 format system configuration file has been imported

    An invalid value has been set for the section name.
    Correct the definition in the system configuration file.

  - When an RCXCSV V1.0 format system configuration file has been imported

    Something other than Chassis, EtherSwitch or ServerBlade has been specified for the type of resource.
    Correct the definition in the system configuration file.

- operation

  Either a value other than "new", "change" or a hyphen ("-") is specified in the operation column, or the description of the "operation" of the section header is incorrect.
  Correct the definition in the system configuration file.

- Key value for resource definition information

  Either an invalid value has been specified for the value corresponding to the displayed key value, or the description of the displayed key value of the section header is incorrect.
  Correct the definition in the system configuration file.

For the values that can be specified for *item*, refer to "B.3 Resource Definitions" in the "User's Guide VE".

[Cloud Edition]

[Description]

The process was canceled due to one of the following reasons:

- There is an error in the format of *value* for *item* in a configuration definition file, L-Server XML file, L-Server template XML file, resource pool XML file, image XML file, user XML file, network configuration information XML file, or the [Create an L-Server] dialog

- An invalid character has been used

- There is no value set

- There is an error in the format of *value* for *item* specified in the XML file of disk resource configuration information for VM guests

- There is an error in the format of *value* for *item* specified in the iSCSI boot information XML file.

- The network resource name and the subnet name of the public LAN subnet are different

- The network resource name and the admin LAN subnet name are different

- When performing switchover of operating or standby storage, the content of the replication definition file is incorrect

- The *value* for *item* that has been specified in the XML file to create tenant folders, or in the XML file of the L-Server has a formatting error

- A tagged VLAN has been configured for a network resource for which PXE boot is specified

- When PXE boot is specified, and an image is also specified

- When retrieving the L-Server, the L-Server name has been specified incorrectly

- The format of *value* for *item* specified in a VM specific information definition file contains an error

- An L-Server cannot be linked with a virtual machine on the specified VM host

- An L-Server cannot be created for specified VM host

- Modification is not possible for an existing L-Server

One of the following is displayed in *item*:

- Disk (Disk name)

- Type

- operation

- Key value for resource definition information

- An element or attribute name of the L-Server XML file

- An element or attribute name of the L-Server template XML file

- An element or attribute name of the image XML file

- A key value in the [Create an L-Server]

- An element or attribute name of the resource pool XML file

- Pool.name

  There is an error in the value specified for the name attribute of the Pool element.

- VmHost.ip

  There is an error in the value specified for the ip attribute of the VmHost element.

- VmHost (ip=*IP address of the VM host defined in XML*).Disks.Disk.name

  There is an error in the value specified for the name attribute in the Disk element in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

- VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in XML*).size

  There is an error in the value of the size attribute in the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

- VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in XML*).path

  There is an error in the value of the path attribute in the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

- An element or attribute name of the iSCSI boot information XML file

- Network name, AddressSet name

  The network resource name and the public LAN subnet name are different.

- Network name, ManagementLanSubnet name

  The network resource name and the admin LAN subnet name are different.

- An element or attribute name of the XML file to create tenant folders

- PXENetworkLink or net

- ServerImageLink.id

- ServerImageLink.name

- NICs.NIC.NICIndex

- The L-Server name when retrieved

- processors shares

- memory shares

- processors weight

- memory startup size

- memory buffer rate

- memory weight

- Network auto

  There is an error in the value specified for automatic configuration.

- VmHost(api_type)

- Parameter key name (customize file name)

- ExternalPorts vlanautosetting

  There is an error in the value specified for VLAN automatic configuration of an external connection port.

- NetworkSwitchPort number

  There is an error in the value specified for external connection port of LAN switch blades.

- PhysicalLANSegment

  There is an error in the value specified for physical LAN segment name.

- An element or attribute name of the XML file of network configuration information

- Password

- VirtualStorage (virtual storage name)

- max definable memory size

[Corrective Action]

Resolve the problem referring to the details displayed for *item*, and then perform the operation again.

- Disk (Disk name)

  The value of "*value*" in the disk information is incorrect.
  When performing the switchover operation of operating or standby storage, check the content of the replication definition file.

- Type

  - When an RCXCSV V2.0 format system configuration file has been imported

    An invalid value has been set for the section name.
    Correct the definition in the system configuration file.

  - When an RCXCSV V1.0 format system configuration file has been imported

    Something other than Chassis, EtherSwitch, or ServerBlade is specified for the resource type.
    Correct the definitions in the configuration definition file.

- operation

  A value other than "new", "change", or a hyphen ("-") is specified in the operation field, or there is a mistake in the operation area of the section header.
  Only "new" or a hyphen ("-") can be specified in the sections after the line of "#Backup configuration".
  Correct the definitions in the configuration definition file.

- Key value of the resource definition information

  An invalid value is specified for the displayed key, or there is a mistake in the displayed key value in the section header.
  Correct the definitions in the configuration definition file.
  For details on the values that can be specified for *item*, refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- An element or attribute name of the L-Server XML file

  Perform the operation again after correcting the value corresponding to the displayed key value in the L-Server XML file and correcting the definition.

- An element or attribute name of the L-Server template XML file

  Perform the operation again after correcting the value corresponding to the displayed key value in the XML file of the L-Server template and correcting the definition.

- An element or attribute name of the image XML file

  Perform the operation again after correcting the value corresponding to the displayed key value in the image XML file and correcting the definition.

- A key value in the [Create an L-Server]

  Perform the operation again after correcting the value corresponding to the displayed key value.

  - When IP address is displayed in *value*

    An IP address outside the range that can be allocated to the network resource has been specified.
    Specify an unused IP address for the network resource, and perform the operation again.

- Pool.name

  Review the value of the name attribute in the Pool element, correct the definition, and then perform the operation again.

- VmHost.ip

  Review the value of the ip attribute in the VmHost element, correct the definition, and then perform the operation again.

- VmHost (ip=*IP address of the VM host defined in XML*).Disks.Disk.name

  Review the value of the name attribute in the Disk element in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip.

- VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in XML*).size

  Review the value of the size attribute in the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip, correct the definition, and then perform the operation again.

- VmHost(ip=*IP address of the VM host defined in XML*).Disks.Disk(name=*Disk resource name defined in XML*).path

  Review the value of the path attribute in the Disk element to which *disk resource name defined in XML* is specified for name, in the VmHost element for which *an IP address of the VM host defined in XML* is specified for ip, correct the definition, and perform the operation again.

- An element or attribute name of the iSCSI boot information XML file

  Perform the operation again after reviewing the value in the iSCSI boot information XML file and correcting the definition.

- An element or attribute name of the resource pool XML file

  Perform the operation again after correcting the value corresponding to the displayed key value in the resource pool XML file and correcting the definition.

- Network name, AddressSet name

  Specify the same value for both the network resource name and the public LAN subnet name.

- Network name, ManagementLanSubnet name

  Specify the same value for both the network resource name and the admin LAN subnet name.

- An element or attribute name of the XML file for tenant folders

  Perform the operation again after correcting the value corresponding to the displayed key value in the XML file of the tenant folder and correcting the definition.

- PXENetworkLink or net

  For the network resource for which PXE boot is specified, select a network resource that does not have a tagged VLAN configured.

- ServerImageLink.id

  When specifying PXE boot, images cannot be specified.
  After specifying only PXE boot, perform the operation again.

- ServerImageLink.name

  The specified image is incorrect.
  Review the specified image, and perform the operation again.

- NICs.NIC.NICIndex

  Check that sequential numbers starting from 0 are used for the NICIndex element value of each NIC element.

- The L-Server name when retrieved

  If an L-Server name was not specified when retrieved, specify the name and perform the operation again.
  If an L-Server name was specified, check and correct the name.

- processors shares

  Review the CPUShare value defined in the L-Server template, import the L-Server template, and then perform the operation again. When using a VM specific information definition file, review the value of processor_share, modify the definition, and perform the operation again.

  - When an error occurs while creating an L-Server using commands:

    If the CPUShare element has been entered in the XML file, review the value specified for the CPUShare element, and then perform the operation again.

  - When an error occurs when starting an L-Server:

    Review the CPUShare value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

- memory shares

  Review the MemoryShare value defined for the L-Server template, import the L-Server template again, and then perform the operation again.
  When using a VM specific information definition file, review the value of memory_share, modify the definition, and perform the operation again.

  - When an error occurs while creating an L-Server using commands:

    If the MemoryShare element has been entered in the XML file, review the value specified for the MemoryShare element, and then perform the operation again.

  - When an error occurs when starting an L-Server:

    Review the MemoryShare value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

- processors weight

  Review the CPUWeight value defined for the L-Server template, import the L-Server template again, and then perform the operation again.
  When using a VM specific information definition file, review the value of processor_weight, modify the definition, and perform the operation again.

  - When an error occurs while creating an L-Server using commands:

    If the CPUWeight element has been entered in the XML file, review the value specified for the CPUWeight element, and then perform the operation again.

  - When an error occurs when starting an L-Server:

    Review the CPUWeight value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

- memory weight

  Review the MemoryWeight value defined for the L-Server template, import the L-Server template again, and then perform the operation again.
  When using a VM specific information definition file, review the value of memory_weight, modify the definition, and perform the operation again.

  - When an error occurs while creating an L-Server using commands:

    If the MemoryWeight element has been entered in the XML file, review the value specified for the MemoryWeight element, and then perform the operation again.

  - When an error occurs when starting an L-Server:

    Review the MemoryWeight value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

- memory buffer rate

  Review the MemoryBuffer value defined for the L-Server template, import the L-Server template again, and then perform the operation again.
  When using a VM specific information definition file, review the value of memory_buffer_rate, modify the definition, and perform the operation again.

  - When an error occurs while creating an L-Server using commands:

    If the MemoryBuffer element has been entered in the XML file, review the value specified for the MemoryBuffer element, and then perform the operation again.

  - When an error occurs when starting an L-Server:

    Review the MemoryBuffer value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

- memory startup size

  Review the StartupRAM value defined for the L-Server template, import the L-Server template again, and then perform the operation again.
  When using a VM specific information definition file, review the value of memory_startup_size, modify the definition, and perform the operation again.

    - When an error occurs while creating an L-Server using commands:

      If the StartupRAM element has been entered in the XML file, review the value specified for the StartupRAM element, and then perform the operation again.

    - When an error occurs when starting an L-Server:

      Review the StartupRAM value defined for the L-Server, modify the L-Server using commands, and then perform the operation again.

- Network auto

  Perform the operation again after reviewing the value specified for automatic configuration and correcting the definition.

- Parameter key name (customize file name)

  Perform the operation again after correcting the value corresponding to the displayed parameter key value in the displayed customization file and correcting the definition.

- VmHost(api_type)

  Perform the corrective action according to the executed operations.

    - When linking a configured virtual machine to an L-Server:

      Check the OS types of the virtual machine and VM host that are linked to each other, and perform the operation again.

    - When creating an L-Server:

      Check if the OS type of the VM host for L-Server creation and the VM management software for managing the VM host are appropriate, and perform the operation again.

    - When changing L-Server configurations:

      Check if the OS type of the VM host for L-Server creation and the VM management software for managing the VM host are appropriate, and the communication status with VM management software, and perform the operation again.

- ExternalPorts vlanautosetting

  Perform the operation again after checking the value specified for VLAN automatic configuration for the external connection port and correcting the definition.

- NetworkSwitchPort number

  Perform the operation again after checking the value specified for number for the LAN switch blade external connection port and correcting the definition.

- PhysicalLANSegment

  Perform the operation again after checking the value specified for the physical LAN segment and correcting the definition.

- An element or attribute name of the XML file of network configuration information

  Perform the operation again after checking the value corresponding to the displayed key name in the network configuration information XML file and correcting the definition.

- Password

  There may be an error in the value specified for the Password element in the user XML file or the value may have been specified for the Password element when not possible. Review the value of the Password element in the user XML file, correct the definition, and perform the operation again.

- VirtualStorage (virtual storage name)

  The value of "value" in the virtual storage information is incorrect. When performing the switchover operation of operating or standby storage, check the content of the replication definition file. When performing switchover operations using Disaster Recovery after damage, ensure that virtual storage exists on the backup site and is not registered in the pool.

- max definable memory size

  When using a VM specific information definition file, review the value of max_definable_memory_size, modify the definition, and perform the operation again.

  For details, refer to "C.1.2 VM Specific Information Definition File" in the "Setup Guide CE".

65911

FJSVrcx:ERROR:65911:Specified resource *value* not found.

[Description]

The process has been stopped as the specified resource name *value* has not been registered.

[Corrective Action]

Change using an un-registered resource name is not possible.
Specify a resource name that has already been registered and perform the operation again.
When an already registered resource name has been registered, the description of the key value of the section header resource name is incorrect.
Correct the system configuration file, and then perform the operation again.

When registering new resource information using the specified resource name, change the operation to "new".

[Cloud Edition]

[Description]

The process was canceled because the specified resource *value* is not registered.
The resource *value* may not be included in the access scope of the user or user group that performed the operation.

- When *value* is "image key = xxx"

  The process was canceled because the registered cloning image was deleted due to deletion of a host from VMware vCenter Server.

- When "(create)" follows after *value*:

  The process was canceled because one of the following applies to the specified physical server:

  - The specified physical server does not exist

  - The specified physical server is not registered in the resource pool

  - The specified physical server is already assigned as an L-Server

  - The specified physical server is already assigned as a spare server

  - The physical server resource does not exist in the resource pool

- When "(Spare)" follows after *value*:

  The process was canceled as the resource specified as a spare server does not exist.

- When "(Primary)" follows after *value*:

  The process was canceled as the resource specified in the physical server usage change does not exist.

  - The specified physical server does not exist

  - The specified physical resource pool does not exist

  - The physical server resource does not exist in the specified resource pool

- When *value* is "PhysicalServer"

When the resource type is "PhysicalServer", the physical server which satisfies the conditions may not exist or may be in an incorrect status.

- When "(Storage pool)" follows after *value*:

The process was canceled because one of the following applies to the specified disk resource:

- The specified disk resource is not registered in the resource pool

- The virtual storage resource in which the specified disk resource was created is not registered in the resource pool

- When "*value*" is "IOVirtualOptionPool"

The process was canceled because one of the following applies to the specified address set resource:

- There is no address pool to store the address set resources to allocate to L-Servers

- There are no unused address set resources in the address pool

- When *value* is "NetworkDevice", and "(ip=*IP_address*)" follows after the value:

The network device with the admin IP address *IP_address* is not registered.

- When *value* is "Server", and "(ip=*IP_address*)" follows after the value:

The server with the admin IP address *IP_address* is not registered.

- When *value* is "NetworkDevice", followed by "(ip=*IP_address*, port=*port_name*)":

There are no ports with the *port_name* for the network device registered using the admin IP address, *IP_address*. Check the "port name" displayed in the resource details of the network device tree.

- When *value* is "VmHost(ip=*IP address of VM host defined in XML*)"

The process was canceled as the VM host which has the IP address defined in the XML does not exist.

- When *value* is Pool(name=*storage pool name defined in XML*)

The process was canceled as the storage pool defined in XML does not exist.

[Corrective Action]

Change using an un-registered resource name is not possible.

Perform the operation again after specifying a resource name that is already registered.

- When a resource name already registered is specified:

There is an error in the key value for the resource name in the section header. Perform the operation again after correcting the configuration definition file.

- When registering new resource information with the specified resource name:

Change the operation to "new".
There may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.
For details on definition files, refer to "B.1.6 Configuration when Creating a Physical L-Server without Specifying a Model Name in the L-Server Template" in the "Setup Guide CE".

- When *value* is "image key = *xxxx*"

Perform the operation again after restoring the deleted cloning image and using a command to modify the L-Server configuration. When modifying the L-Server configuration, set an appropriate value in the ServerImageLink element.
Perform the operation again after setting the access scope of resources.

- When *value* is "PhysicalServer"

A physical server that matches the specified conditions may not exist, or the status may be invalid. Check that the L-Server definition and the physical server in the specified server pool meet or exceed all of the following conditions.

- Number of CPUs

- CPU Clock Speed

- Memory Size

- Number of NICs

- Number of FCs in the FC connection pattern

For the correction method, refer to the corrective action of "Message number 62508".

Check that the network configuration of the admin LAN matches completely, including NIC redundancy.

A physical server cannot be found that has the number of FCs specified in the FC connection pattern. Refer to "10.1.2 Storage Configuration" in the "Design Guide CE" for information on how to obtain the FC information for the physical server.

- When "*value*" is "IOVirtualOptionPool"

Check the following:

- There is an address pool to store the address set resources

- There is an unused address set resource in the address pool

There may be differences between the values in the definition files and the actual configuration information of that server.

Check that the correct values have been entered.

For details on the definition file, refer to "Chapter 8 Creating Definition Files" in the "Setup Guide CE".

- When *value* is "NetworkDevice", and "(ip=*IP_address*)" follows after the value:

Register the network device (for which *IP address* is used as the management IP address) as a resource, and retry.

- When *value* is "Server", and "(ip=*IP_address*)" follows after the value:

Register the rack mounted server (for which *IP address* is used as the management IP address) as a resource, and retry.

- When *value* is "NetworkDevice", and "(ip=*IP_address* and port=*port_name*)" follows after the value:

Check the port name (the one displayed in the resource details of the network device that is registered in an *IP address* that is a management IP address), change it to a correct port name and retry.

- When *value* is "VmHost(ip=*IP address of VM host defined in XML*)"

Define the IP address of an existing VM host in the XML and perform the operation again.

- When *value* is Pool(name=*storage pool name defined in XML*)

Define an existing storage pool in the XML and perform the operation again.

65914

FJSVrcx:ERROR:65914:Registering *type* (*value*) was failed.

[Description]

The process has been stopped as registration of the resource name *value* could not be performed for the resource type *type*.

[Corrective Action]

Resource names that have already been registered cannot be used for registration.
Specify a resource name that has not already been registered and perform the operation again.

When changing the resource information of the specified resource name, change the operation to "change".

65921

FJSVrcx:ERROR:65921:The version of *file_name* is not supported.

[Description]

The process was stopped as the description of the version of file format in the system configuration file is incorrect.

[Corrective Action]

Correct the description of the version of the file format in the system configuration file, and then perform the operation again.
For the system configuration file, refer to "Appendix B Format of CSV System Configuration Files" of the "User's Guide VE" or "User's Guide for Infrastructure Administrators (Resource Management) CE".

65926

FJSVrcx:ERROR:65926:The file extension of *file_name* is not supported.

[Description]

The import process was stopped as a file with an extension other than ".csv" was specified for import.

[Corrective Action]

Specify a system configuration file with the extension ".csv", and then perform the operation again.

[Cloud Edition]
[Description]

The process was aborted as a file with an extension that is not the target of operation was specified.

[Corrective Action]

Specify a file with an extension that is the target of operation, and perform the operation again.

65927

FJSVrcx:ERROR:65927:*file_name* already exists.

[Cloud Edition]
[Description]

The specified file already exists.

[Corrective Action]

Change the file name and perform the operation again.

65928

FJSVrcx:ERROR:65928:Invalid data found.

[Description]

The process was stopped as there is a line that cannot be loaded in the correct format from the system configuration file.

[Corrective Action]

The entire line may not be able to be loaded correctly due to a mistake in the use of double quotes ("). Check the content of the system configuration file, resolve the problem, and then perform the operation again.
For the characters that can be used, refer to "A.2 File Format" of the "User's Guide VE" or " User's Guide for Infrastructure Administrators (Resource Management)".

65929

FJSVrcx:ERROR:65929:*obj*:*operation_type* operation not supported for *property_type* property.

[Description]

The system configuration file does not support *operation_type* for *property_type*.

[Corrective Action]

When *operation_type* is "change", take the following corrective action based on the applicable *property_type*.

- "mac_address" or "hbaar_mac_address"

    - When changing the admin LAN MAC address used for the admin LAN or the HBA address rename setup service

    Reconfigure the hardware properties again.

    - When changing other values

    Change the MAC address value specified in the system configuration file to one that has already been registered.

65993

65993:Unable to connect to the manager. Please check whether the manager is operating correctly. The manager address is *IP_address*.

[Description]

The HBA address rename setup service failed to connect to the manager.

[Corrective Action]

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

- When a problem has occurred in the network environment

    Check if there is a problem with the network connection between the HBA address rename setup service and the manager. Check if a LAN cable is unplugged, or a problem has occurred in the LAN cable or network devices.

- When there is a mistake in the entered IP address or port number

    Check that there are no mistakes in the IP address and port number for the manager that were specified for connecting to the manager from the HBA address rename setup service.

- When the manager has stopped

    Restart the manager.
    For how to check the status of and start the service on the manager, refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide VE".

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

4.6 67XXX Series

This section explains the following message series:

4.6.1 671XX Series

This section explains the 671XX message series.

67101

FJSVrcx:ERROR:67101:not privileged

[Description]

The command was executed without OS administrator authority.

[Corrective Action]

Execute the command with OS administrator authority.

When using Windows Server 2008, it is not possible for user accounts not named 'Administrator' that have administrator authority to execute commands with administrator authority even by starting the command prompt from the menu.
Right-click Command Prompt on the menu, and start a command prompt by selecting [Run as administrator] from the displayed menu.
Then perform the operation.

67102

FJSVrcx:ERROR:67102:*option*:illegal option

[Description]

The option is invalid. "usage" is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

67106

FJSVrcx:ERROR:67106:*obj*:name contains invalid character

[Description]

The name *obj* contains invalid characters.

[Corrective Action]

Specify the name using alphanumeric characters, and underscores ("_"). Check the name, and then perform the operation again.

67112

FJSVrcx:ERROR:67112:no resources found matching *obj*.

[Description]

Resources that match *obj* were not found.

[Corrective Action]

Check the conditions specified.

[Cloud Edition]

FJSVrcx:ERROR:67112:no resources found matching *obj*.

[Description]

Resources that match *obj* were not found.

- When creating a physical L-Server:

    Failed to configure the IP address of the public LAN.

    There are the following cases:

    - When more NICs than the physical server contains have been specified

        The network (NIC) specified when creating the L-Server exceeds the number of NICs of the physical server.

- When the drivers of cloning images are not the latest

  When a number exceeding the number of NICs has not been specified, and the cloning image specified when creating the L-Server was Windows, the drivers of the cloning image may not be the latest.

  The number displayed as the index is the same number as the detailed display of the L-Server.

- When executing the rcxstorage command:

  - When "mirror definition" is displayed for *obj*

    The disk matching the description of the replication definition file has not been defined in Resource Orchestrator.

    (There are no disks to be recovered in failover or Disaster Recovery.)

  - When "disk" is displayed for *obj*

    There are no disk resources to be processed.

    When performing switchover of operating or standby storage, the disk to be processed was created in advance, and the storage unit supports switchover of operating and standby storage.

- When linking a configured physical server to a physical L-Server:

  - When "disk" is displayed for *obj*

    There are no disk resources to be processed.

- When creating a virtual L-Server:

  - When *obj* starts with "VLANID"

    The virtual network resource specified in the virtual network definition file was not found on the VM host.

[Corrective Action]

Check the conditions specified.

- When creating a physical L-Server:

  - When more NICs than the physical server contains have been specified

    Check that the network (NIC) specified when creating the L-Server is smaller than the number of NICs of the physical server. Change the network settings and perform the operation again.

  - When the drivers of cloning images are not the latest

    Delete the created L-Server.
    Update the drivers of the cloning image specified when creating the L-Server, and create the cloning image again. Create the L-Server again after specifying the re-created cloning image.

- When executing the rcxstorage command:

  - When "mirror definition" is displayed for *obj*

    Check that the content of the replication definition file is correct, and then execute the command again.

  - When "disk" is displayed for *obj*

    Check the disk resource to be processed, and perform the command again.

- When linking a configured physical server to a physical L-Server:

  - When "disk" is displayed for *obj*

    Check the disk resource to be processed, and perform the command again.

- When creating a virtual L-Server:

  - When *obj* starts with "VLANID"

    Perform the operation again after checking the target virtual network definition file and resolving the cause of the error.

67114

FJSVrcx:ERROR:67114:can not copy file [*filename1->filename2*]

[Description]

The file *filename1* cannot be copied to the file *filename2*.

[Corrective Action]

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

  - The access authority for the file or directory

  - That there is sufficient disk area available

67117

FJSVrcx:ERROR:67117:*obj*:failed to create file or directory

[Description]

The file or directory *obj* cannot be created.

[Corrective Action]

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

  - The access authority for the directory

  - That there is sufficient disk area available

[Cloud Edition]

FJSVrcx:ERROR:67117:obj:failed to create file or directory

[Description]

The file or directory *obj* cannot be created.

[Corrective Action]

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

  - Check the access authority for the directory.

  - Check that there is sufficient disk area available.

67119

FJSVrcx:ERROR:67119:*obj*:command execution error

[Description]

An error occurred during execution of the command *obj*.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

67120

FJSVrcx:ERROR:67120:*keys*:attributes cannot be specified in combination (*details*)

[Cloud Edition]

[Description]

The *keys* attribute has been specified simultaneously in the XML definition of the network resource.

details displays detailed information.

keys include the following:

- When "number and lag"

    The number attribute and lag attribute have both been specified in the NetworkSwitchPort tag.

    The following is displayed in *detail*.

    - number=*the specified port number*,lag= *link aggregation group name*

[Corrective Action]

Review the attributes for *keys*, specify the correct one, then retry.

67124

FJSVrcx:ERROR:67124:not enough memory

[Description]

There is not enough memory available.

[Corrective Action]

Exit any unnecessary programs, and then perform the operation again.
If performing the operation again does not resolve the problem, refer to "2.4.2.6 Memory Size" of the "Design Guide VE" or "Design Guide CE" and check that the memory is sufficient.

67126

FJSVrcx:ERROR:67126:*obj*:No such directory

[Description]

The specified directory was not found.

[Corrective Action]

Specify the correct directory.

67128

FJSVrcx:ERROR:67128:invalid date

[Description]

The specified time and date are invalid.

[Corrective Action]

Specify the date and time using the format "*YYYY/MM/DD hh:mm:ss*".

67129

FJSVrcx:ERROR:67129:syntax error

[Description]

The command syntax is incorrect. "usage" is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

[Cloud Edition]

FJSVrcx:ERROR:67129:syntax error.

[Description]

The command syntax is incorrect. "*Usage*" is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

67130

FJSVrcx:ERROR:67130:*option*:option requires an argument

[Description]

An argument was not specified for the option. "usage" is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

[Cloud Edition]

FJSVrcx:ERROR:67130:option:option requires an argument

[Description]

"*usage*" is displayed.

An argument has not been specified for an option.

A parameter has not been specified.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

After specifying the parameter, perform the operation again.

When the message is output by rcxnetworkservice command, perform corrective action based on the content of "*usage*"

- "-ip"

  Specify the address of physical L-Server.

- "-user"

  Specify a user name which has admin authority of physical L-Server.

- "passwd"

  Specify a password which has admin authority of physical L-Server.

- "-file"

  Specify network configuration information file or configuration file for physical L-Server creation.

- "-image"

  Specify image of NS Appliance.

- "-name"

  Specify device name of NS Appliance specified in network configuration information.

67131

FJSVrcx:ERROR:67131:*option*:argument too long

[Description]

The option argument specified is too long.

option may not be displayed.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.

[Cloud Edition]

FJSVrcx:ERROR:67131:option:argument too long

[Description]

The option argument specified is too long.

option may not be displayed.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.

67132

FJSVrcx:ERROR:67132:*option*:contains invalid character

[Description]

The option argument specified contains invalid characters.

[Corrective Action]

Check the option argument specified.
For operations where use of line feed characters is prohibited, check that line feed characters have not been inadvertently inserted through copy and pasting.
After checking, perform the operation again.

[Cloud Edition]

FJSVrcx:ERROR:67132:option:contains invalid character

[Description]

The option argument specified contains invalid characters.

When this message is displayed at rcxadm config import command execution time, an illegal character is included in the definition of XML of the snap shot displayed with option.

[Corrective Action]

Check the option argument specified.

For operations where use of line feed characters is prohibited, check that line feed characters have not been inadvertently inserted through copy and pasting.

After checking, perform the operation again.

When this message is displayed at rcxadm config import command execution time, after removing the following characters of the comment tag from the definition of XML of the snapshot displayed with option, perform the operation again.

- Percent("%")

- Backslash("\")

- Double quotation(")

- Changing line

FJSVrcx:ERROR:67133:*value*:out of range

[Description]

The specified value is outside the allowed range.

[Corrective Action]

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

[Cloud Edition]

[Description]

The specified value is out of range.

One of the following is displayed in *value*:

- *Specified value*

- "*XML tag*(*specified value*, *range*)"

- "*XML key*(*specified value*, *range*) server/free/remain amount of ip address/remain amount of MAC address/remain amount of WWN address"

- *Parameter key name*(*VM specific information definition file name*) (*specified value*),*range*

- *Parameter key name*(*VM specific information definition file name*) (*specified value,range*)

- vlanid=*specified value*

- L-Server NIC index= *specified value*

[Corrective Action]

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

When *value* is one of the following, perform corrective action according to the content:

- "*XML key* (*specified value*, *range*) server"

  Perform the operation again after checking the hardware configuration (CPU, memory) of the VM host on which the L-Server is located using the GUI.

- "*XML key* (*specified value*, *range*) free"

  Perform the operation again after checking the available resources (CPU, memory) of the VM host on which the L-Server is located, and securing sufficient resources.

- "*XML key*(*specified value*, *range*) remain amount of ip address/remain amount of MAC address/remain amount of WWN address"

  The error may be the result of one of the following:

  - When using a physical L-Server, the specified NIC number exceeds the upper limit of the supported number

  - The specified IP addresses, MAC addresses, and WWNs do not exist in the resource pool

  - There are no vacant addresses in the resource pools of IP addresses, MAC addresses, and WWNs

  Perform the operation again after reviewing the values corresponding to the displayed IP addresses, MAC addresses, and WWNs in the L-Server XML file and correcting their definitions. Add the IP addresses, MAC addresses, and WWNs that are necessary for the resource pool.

- "*Parameter key name*(*VM specific information definition file name*) (*specified value*),*range*" or "*Parameter key name*(*VM specific information definition file name*) (*specified value,range*)"

  Review the following values, correct the definition, and then perform the operation again.

  - *VM specific information definition file name*

  - *Specified value*

- *Range*

- "vlanid=*specified value*"

    Check the specified vlanid value, resolve the cause of the error, and then perform the operation again.

67134

FJSVrcx:ERROR:67134:*value*:invalid format

[Description]

The format of the value specified is invalid.

[Corrective Action]

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

[Cloud Edition]

[Description]

The format of the specified value, or the content of the XML specified when performing the following is not correct:

- Creating an L-Platform

- Creating an L-Server

- Modifying an L-Server

- Importing an L-Server template

- Registration of iSCSI boot information

- Registering disk resources for a VM guest

- Changing disk resources for a VM guest

- Create tenant folders

- Importing configuration information

- Creating network devices

- Changing network devices

- "*Parameter key name*(*VM specific information definition file name, specified value, range*)"

- Operation of NS Appliance

One of the following is displayed in *value*:

- *XML_tag_name*

- Folder XML

- L-Server XML

- L-Server Template XML

- Network XML

- User XML

- UserGroup XML

- Pool XML

- iSCSI XML

- vm-disk XML

- Tenant XML

- NetworkDevice XML

- Link XML

- *Specified_value* (IP address, etc.)

- -duration

[Corrective Action]

- When "-duration" is displayed:

Specify a correct value or format for the option, then perform the operation again.

For details, refer to "5.13 rcxadm logctl" of the "Reference Guide (Command/XML) CE".

- When "*Parameter key name*(*VM specific information definition file name*, *specified value*, *range*)" is displayed:

Perform the operation again after reviewing the value of the file name, specified value and range VM specific information definition file and correcting the definition.

In cases other than the above, correct the specified value or the content of the XML file, and then perform the operation again.

For XML files, refer to "Chapter 13 XML Files" of the "Reference Guide (Command/XML) CE".

67135

FJSVrcx:ERROR:67135:*option*:invalid argument

[Description]

The option argument specified is invalid. "usage" is displayed.

[Corrective Action]

Specify the correct argument, and then perform the operation again.

[Cloud Edition]
[Description]

The option argument specified is invalid. "usage" is displayed.
"Network ManagementLanSubnet" or "Network AddressSet" may be displayed for *option*

In these cases, both the admin LAN subnet and the public LAN subnet are specified.

[Corrective Action]

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

- When *option* is "Network ManagementLanSubnet" or "Network AddressSet"

Both the admin LAN subnet and the public LAN subnet are specified.

Based on the type of network resource to be created, specify either the admin LAN subnet or the public LAN subnet.

- In cases other than the above

After specifying the correct argument, perform the operation again.

67136

FJSVrcx:ERROR:67136:*filename*:invalid file format

[Description]

The file format specified for *filename* is incorrect.

[Corrective Action]

Check the file format.

When "activation.dat" is displayed for *filename*, refer to "17.2 Collecting a Cloning Image" of the "User's Guide VE" and check the file format of the license information file.

[Cloud Edition]

[Description]

The file format specified for *filename* is incorrect.

If "server_control.rcxprop" is displayed for *filename*, there is no description starting with "ServerControl," on the first line of the file.

[Corrective Action]

Check the file format.

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

- When "activation.dat" is displayed:

  Check the format of the license information definition file referring to "B.5.3 Manual OS Installation" in the "Setup Guide CE".

- When "image_admin_hyperv.rcxprop" or "image_admin_hyperv_*user_group_name*.rcxprop" is displayed:

  Check the specified file format referring to "16.3.5 [OS] Tab" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When "server_spec.rcxprop" is displayed:

  Check the format of the corresponding definition file, referring to "C.1 Definition Files Commonly Shared when Creating Virtual L-Servers" in the "Setup Guide CE".

- When "server_control.rcxprop" is displayed:

  Check the file format, referring to "C.1.5 Configuration when Creating a Virtual L-Server Using VMware ESXi on Other Vendor's Servers" in "Setup Guide CE".

- When the following files are displayed:

  Check the format of the specified server NIC definition file referring to "13.11 Server NIC Definitions" in the "Reference Guide (Command/XML) CE".

  [Windows Manager]
  Installation_folder\SVROR\Manager\etc\customize_data\nicdefctl\model*Chassis_model_name_product_name*.xml
  Installation_folder\SVROR\Manager\etc\customize_data\nicdefctl\host\ *VM_host_name*.xml

  [Linux Manager]
  /etc/opt/FJSVrcvmr/customize_data/nicdefctl/model/*Chassis_model_name_product_name*.xml
  /etc/opt/FJSVrcvmr/customize_data/nicdefctl/host/ *VM_host_name*.xml

  Check the following cases:

    - That the XML format is correct

    - That XML tags do not overlap, and the specified values are not exceeded

    - That the necessary XML tags are specified

    - That the NIC configuration is correct among the different physical LAN segments

    - That the physical LAN segment name does not overlap

- When "network_device_model.xml" is displayed:

  Check the file format, referring to "13.13 Network Device Model Definitions" in the "Reference Guide (Command/XML) CE".

67137

FJSVrcx:ERROR:67137:command is already running

[Description]

The command is already running.

[Corrective Action]

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

[Cloud Edition]

FJSVrcx:ERROR:67137:command is already running.

[Description]

The command for backup and restore for manager properties of admin server is already being executed. The command is not executed.

[Corrective Action]

After the current command is completed, execute the command again when necessary.

67138

FJSVrcx:ERROR:67138:*option*:argument too short

[Description]

The option argument specified is too short.
option may not be displayed.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.

67139

FJSVrcx:ERROR:67139:*filename*:file not found

[Description]

The file specified for *filename* was not found.

[Corrective Action]

Check the file name specified.

67140

FJSVrcx:ERROR:67140:*filename*:permission denied

[Description]

Access authority is not possessed for the file specified for *filename*.

[Corrective Action]

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

[Cloud Edition]

[Description]

Access authority is not possessed for the file specified for *filename*.

[Corrective Action]

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

67141

FJSVrcx:ERROR:67141:*filename*:write failed

[Description]

Writing of the file specified for *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

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67142

FJSVrcx:ERROR:67142:*filename*:read failed

[Virtual Edition]

[Description]

Reading of the file specified for *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

[Cloud Edition]

[Description]

Reading of the file specified for filename failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- When "server_spec.rcxprop", "storage_portset.rcxprop" or "storage_mirroring.rcxprop" is displayed for *filename*:

  Check that reading of the file is allowed.

- When "storage_portset.rcxprop" is displayed for filename

  Check that reading of the file is allowed.

- When "fc_connection_pattern_filename.rcxprop" is displayed for filename

  Check that reading of the file is allowed.

67143

FJSVrcx:ERROR:67143:*filename*:open failed

[Description]

Opening of the file specified for *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

67144

FJSVrcx:ERROR:67144:*filename*:remove failed

[Description]

Deletion of the file specified for *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

67145

FJSVrcx:ERROR:67145:*filename*:rename failed

[Description]

Renaming of the file specified for *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

67146

FJSVrcx:ERROR:67146:*filename*:file not found

[Description]

The Resource Orchestrator file *filename* was not found.

[Corrective Action]

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

- When "activation.dat" is displayed for *filename*

  Create the license information file "activation.dat" for the managed server.
  For details of the license information file, refer to "17.2 Collecting a Cloning Image" of the "User's Guide VE".

- When "/opt/FJSVnrmp/lan/public/rcxlanctl" is displayed for *filename*

  When using SUSE Linux Enterprise Sever, the network parameter auto-configuration function is not supported. Perform manual public LAN settings as necessary.

- When something other than the above file is displayed for filename

  If the error is due to one of the following, restore the entire system, or install Resource Orchestrator again.

  - When the relevant files have been deleted

  - When the relevant files have been deleted because of system failure, or disk or file system failure

- When operating managers in clusters

  There is a chance that the link target of the file displayed for *filename* is a file on a shared disk for managers.
  Mount the shared disk for managers on the node the operation was performed on.

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

[Cloud Edition]

FJSVrcx:ERROR:67146:*file_name*:file not found

[Description]

The process was canceled as the target file was not found.

[Corrective Action]

- When executing the rcxchkmismatch command and *file_name* is "fullbackup_info.xml"

    Perform the following corrective actions and then continue restoring the admin server:

    - There is an error in the directory name of the L-Server restoration log storage directory specified for the argument of the -logdir option.

        Specify a correct directory name for the argument of the -logdir option, and then execute the rcxchkmismatch command again.

    - The rcxreserveid command has not been executed.

        Perform the operation for restoring the admin server again, from execution of the rcxreserveid command.

- When executing reflection of server NIC definition (rcxadm nicdefctl commit)

    There are no folders or files of Resource Orchestrator.
    Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

- When *file_name* is "storage_portset.rcxprop"

    Notify the infrastructure administrator of the information in this message.
    The infrastructure administrator should create the definition file, referring to "B.1.1 Creating Definition Files Combining Ports of SAN Storage" in the "Setup Guide CE".

- When file_name is "fc_connection_pattern_filename.rcxprop"

    Notify the infrastructure administrator of the information in this message.
    The infrastructure administrator should create the definition file, refer to "B.1.7 Setting the Number of FCs Fitted and their Position for Each Physical Server" in the "Setup Guide CE".

- When message is output by rcxnetworkservice

    Specify a file as the target of operation, and perform the operation again.

- In other cases

    Specify a file as the target of operation, and perform the operation again.

67147

FJSVrcx:ERROR:67147:*filename*:permission denied

[Description]

Access to the Resource Orchestrator file *filename* has been denied.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

FJSVrcx:ERROR:67147:*file_name*:permission denied

[Description]

One of the following is displayed in *file_name*:

- Resource Name

    No permission has been granted for the specified resource.

- File Name

    No access is available for the Resource Orchestrator file *name*.

[Corrective Action]

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

- Resource Name

  Perform the operation as a user with permission for the specified resource.

- File Name

  Collect this message and troubleshooting data, and contact Fujitsu technical staff.

67148

FJSVrcx:ERROR:67148:*filename*:write failed

[Description]

Writing to the Resource Orchestrator file *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

- Check that there are no programs referring to the following files and folders on the admin server:

  - The image file storage folder

    The image file storage folder is the folder specified in "1.1.2 Installation [Windows Manager]" in the "Setup Guide VE".

  [Windows Manager]

  - *Installation_folder*\SVROR\Manager\var\control

  [Linux Manager]

  - /var/opt/FJSVrcvmr/control

When "activation.dat" is displayed for *filename*, check the following:

- Check the writing authority for the license information file "activation.dat" on the managed server.
  If writing authority for the license information file has not been granted, add writing authority.
  For details of the license information file, refer to the following:

  - For Virtual Edition, "7.2 Collecting a Cloning Image" of the "User's Guide VE".

  - For Cloud Edition, "17.5.1 Collecting and Registering Cloning Images" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67149

FJSVrcx:ERROR:67149:*filename*:read failed

[Description]

Reading of the Resource Orchestrator file *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

[Cloud Edition]

[Description]

Reading of the Resource Orchestrator file *filename* failed.

[Corrective Action]

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

- Check if an error message regarding the disk or file system has been output to the system log.

67150

FJSVrcx:ERROR:67150:*filename*:open failed

[Description]

Opening of the Resource Orchestrator file *filename* failed.

[Corrective Action]

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

- When this error occurred during execution of the backup command for manager resources (image file information) of the admin server, check if the system image or cloning image has been modified or deleted.

  If the system image or cloning image has been modified or deleted, perform the operation again making sure not to modify or delete the image.

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67151

FJSVrcx:ERROR:67151:*filename*:remove failed

[Description]

Deletion of the Resource Orchestrator file *filename* failed.

[Corrective Action]

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

- Check if an error message regarding the disk or file system has been output to the system log.

- Check that there are no programs referring to the following files and folders on the admin server:

  - The image file storage folder

  [Windows Manager]

  - *Installation_folder*\SVROR\Manager\var\control

  [Linux Manager]

  - /var/opt/FJSVrcvmr/control

67152

FJSVrcx:ERROR:67152:*filename*:rename failed

[Description]

Renaming of the Resource Orchestrator file *filename* failed.

[Corrective Action]

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

- Check if an error message regarding the disk or file system has been output to the system log.

- Check if a message indicating file system quota limit or insufficient space has been output to the system log.

- Check that there are no programs referring to the following files and folders on the admin server:

    - The image file storage folder

  [Windows Manager]

  - *Installation_folder*\SVROR\Manager\var\control

  [Linux Manager]

  - /var/opt/FJSVrcvmr/control

67153

FJSVrcx:ERROR:67153:*obj*:already exists

[Virtual Edition]

[Description]

The specified object *obj* already exists.
When *obj* is "AuthManager", the directory service may already exist.
When this message is displayed during spare server configuration, a server including an agent may have been specified as the spare server for a primary server whose server switchover method is backup and restore.
If this message is displayed when registering the license key, *obj* has already been registered.

[Corrective Action]

Change the name of the object to be created, or after deleting the existing *obj* perform the operation again.
When *obj* is "AuthManager", delete the already registered directory service.
For details, refer to "5.3 rcxadm authctl" of the "Reference Guide (Command) VE".
If this message is displayed when a spare server is configured, exclude the server with an agent registered from the configuration target of the spare server.
If this message is displayed when registering the license key, no corrective action is required as the specified license key has already been registered.

[Cloud Edition]

[Description]

The specified object *obj* already exists.

One of the following is displayed in *obj*:

- When *obj* is "AuthManager"

  Directory services may already exist.

  When this message is displayed when configuring a spare server, a server with an agent registered may have been specified as a spare server of a primary server for which the server switchover method is backup and restore.

- When *obj* is "vnet"

  A network resource with the same VLANID has already been created.

- When *obj* is "network_resource_name"

  A network resource with the same name already exists.

- When *obj* is "vm-disk-storagemgr"

  A storage management software with the same name already exists.

- When *obj* is "vm-disk-vstorage"

  A virtual storage resource with the same name already exists.

- When *obj* is "*disk resource name defined in XML*"

  A disk resource with the same name already exists.

- When *obj* is "VmHost (ip=*IP address of the VM host defined in XML*).Disks.Disk(path=*Device path to the disk resource defined in XML*)*"

  A disk resource for VM guests which has the same device path already exists on the specified VM host.

If this message is displayed when executing the rcxadm config import command, change the name of the object to import, or either delete or rename *obj*, and then perform the operation again.

[Corrective Action]

Either change the name of the object to import, or delete the existing obj, and then perform the operation again.

In any other cases, take corrective action based on the content of *obj*.

- When *obj* is "AuthManager"

  Delete registered directory services.

  For details, refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE".

  If this message is displayed when a spare server is configured, exclude the server with an agent registered from the configuration target of the spare server.

- When *obj* is "vnet"

  Either specify a different VLAN ID, or delete the existing network resource, and then perform the operation again.

- When *obj* is "network_resource_name"

  Change the network resource name, and perform the operation again.

- When *obj* is "vm-disk-storagemgr"

  The name of storage management software, "vm-disk-storagemgr" is reserved as the name to register disk resources for VM guests. Delete or rename already registered storage management software, and then perform the operation again.

- When *obj* is "vm-disk-vstorage"

  The name of virtual storage resource, "vm-disk-vstorage" is reserved as the name to register disk resources for VM guests. Delete a virtual storage resource, or change the name of the resource that is already registered, and perform the operation again.

- When *obj* is "*disk resource name defined in XML*"

  Either change the name of the disk resource for the VM guest to register, or delete or rename *obj*, and then perform the operation again.

- When *obj* is "VmHost (ip=*IP address of the VM host defined in XML*).Disks.Disk(path=*Device path to the disk resource defined in XML*)*"

  Either change the device path to register, or delete or rename *obj*, and then perform the operation again.

67154

FJSVrcx:ERROR:67154:*obj*:not found

[Description]

The specified object name *obj* was not found or was deleted during processing.

- If this message is displayed when a command was executed

  There is a chance that the resource type of the specified object name differs from the resource type that can be specified for the command argument.

  The specified object name or the resource type of the specified object name is displayed for *obj*.
  If the file was deleted during processing, the resource type is displayed.
  When a command was executed, the object name resource type is displayed as follows:

    - For a physical OS or VM host

      server OS

      For system images or cloning images, one of the following is displayed:

        - image

        - obj(image)

    - For a directory service

      AuthManager

- If displayed when server switchover is performed, no agent may be registered in the specified physical server.

[Corrective Action]

  Check the existence of the displayed object, and then perform the operation again.

    - If this message is displayed when a command was executed

      Check the resource type of the specified object and then perform the operation again.

    - If displayed when server switchover is performed

      Register an agent on the specified physical server and then perform the operation again.

[Cloud Edition]

[Description]

  The error may be the result of one of the following:

  - The specified object name *obj* does not exist

  - There is no object that meets the conditions

  - The object that met the conditions was deleted deletion processing

  - The specified object exists, but is not included in the access scope of the user group or user that performed the operation

  - The target resource folder was not specified when a user with multiple access scopes performed an operation

    When a user with multiple access scopes performs the following operations, "Folder:not found" or "*Specified_resource_name*:not found" is displayed.

      - Creation of an L-Server, with no target resource folder name set

      - Creation of a tenant folder, resource folder, or resource pool, without specifying the name using the hierarchy

      - Moving of a tenant folder, resource folder, or resource pool, without specifying the -to option for the destination

  - Creation of an L-Server from the ROR console, specifying values in the definition file. The values are larger than the actual number of CPUs and CPU clock speed of a server for which server management software is not used

  - Registration of a network device for which the registration status is "already registered" in the network pool was attempted

  - When *obj* starts with the following value, the operation has failed because a system disk has not been specified during physical L-Server creation.

      - System Disk

If this message is displayed when the command is executed, the resource type of the specified object name may differ from the type of resource that can be specified in the arguments for the command.

The specified object name or the resource type of the specified object name is displayed in *obj*.

If the object has been deleted during the process, the resource type is displayed.

When executing a command, one of the following is displayed for the resource type of the object name:

- For a physical OS or VM host

    - server OS

    - vm_host

    - *VM host name*

- For VM guests

    - VM Guest

    - *VM guest name*

- For VM management software

    - *VM management software name*

- For system images and cloning images

    - image

    - *obj*(image)

- For shared libraries

    - library share

- For directory service

    - AuthManager

When the resource type is "virtual_storage", there is a chance that there is not enough available space on the virtual storage resource.

- When *obj* is "Selectable virtual_storage(*condition*)"

    There is a possibility where the amount of disk of the selected virtual storage resource is insufficient.

- When *obj* is "Selectable mac_address_set(*condition*)"

    There is no empty address in the address set resource (Media Access Control address) or the address set resource (Media Access Control address) does not exist.

- When *obj* is "resource" or "Pool"

    The resource to be registered with or canceled from the resource pool, or the resource pool, was not found.

- When *obj* is "DNSServer.nic=X"

    The definition of NIC that sets the DNS server L-Server is not found.

- When *obj* is "nic(position=[*nic*] server=*server*)"

    Operations fail, since the specified NIC is not on a server in the physical LAN segment.

- When *obj* starts with the following:

    The operation has failed because there is no internal resource table.

    - VnetRoute

    - CnmVirtualLanSwitch

    - CnmVirtualNetwork

- When *obj* starts with the following:

    The operation has failed because there is no virtual network or virtual switch on the target server of L-Server creation.

- VirtualNetwork

When the target server is VMware, the virtual network indicates a port group on the virtual switch.

- VirtualLanSwitch

When the target server is Hyper-V, virtual switch indicates the virtual network of Hyper-V.

For details on conditions for automatic creation of virtual networks or virtual switches, refer to "2.2.7 Simplifying Networks" in the "Design Guide CE".

- When *obj* starts with "rcx-portset"

The procedure described in "NetApp FAS Storage Configuration" in "D.3.4 When using NetApp FAS Storage" in the "Design Guide CE" may not have been performed.

- When *obj* is "AuthManager"

The operation has failed because a directory service is not registered.

- When *obj* starts with "LServer"

There is no target L-Server for the power operation.

Check the status of the L-Server and whether the L-Server exists in the resource folder.

- When *obj* starts with "L-Server Template"

There is no target L-Server template for the operation.

Check that the specified L-Server template exists.

- When *obj* starts with "L-Platform"

There is no target L-Platform for the operation.

Check that the specified L-Platform exists.

- When *obj* starts with "MacAddressSet"

There is no resource including a MAC address described in the XML file used to import Disaster Recovery.

There are no address set resources that include a MAC address.

- When *obj* starts with the following:

A virtual disk that has a *device_name* path, a network with one more index than the *NIC*, or a network with a *MAC address* cannot be found in the VM guest allocated to the L-Server.

- VmGuestStorage(*device_name*)

- VirtualNic(LNic index=*NIC_index*)

- VirtualNic(LNic mac_address=*MAC_address*)

- When *obj* starts with the following:

The folder where the L-Server was created is different to the location of the VM host where the virtual machine has been built or to the resource pool to which the physical server belongs.

- TargetServer id=*Virtual_machine_ID*

- PhysicalServer id=*Physical_server_ID*

- When *obj* starts with "PhysicalLANSegment"

Operations fail, since a physical LAN segment specified using network resource physical LAN segment is not registered in the server NIC definition.

- When *obj* starts with "link aggregation(switch=*switch*,lag=*labname*)"

The operation failed because the ports that make up the *lagname* link aggregation of the *switch* LAN switch blade are in the following state.

- A link aggregation configuration port does not exist.

- The port of the link aggregation configuration has not been recognized by this product.

- A member port does not exist in the link aggregation configuration.

- The LLDP of the link aggregation configuration port is not valid.

- An internal port has not been specified for the member port of the link aggregation configuration.

- When *obj* is "CTMG backup directory(base)"

A request to collect a difference backup was made in the state where a base backup has not been collected.

- When *obj* is ProvisioningNode(*name=fw_device_name*)

The network device for fw_device_name is not registered in the network pool of the tenant for *name*.

[Corrective Action]

After checking the following for the displayed object, perform the operation again.

- That the object exists

- That the object meets the conditions

- The access scope of the object has been set

- Specification of a target resource folder, when the user has multiple access scopes

  - When creating an L-Server, specify the name of the resource folder where the L-Server will be created in the XML file for the L-Server.

    For details on resource folder names, refer to the following information:

    - "Example Creating an L-Server in a resource folder or a tenant folder" in "13.3.1 Definition Information for Physical L-Servers (XML)" in the "Reference Guide (Command/XML) CE".

    - "Example Creating an L-Server in a resource folder or a tenant folder" in "13.3.2 Definition Information for Virtual L-Servers (XML)" in the "Reference Guide (Command/XML) CE".

  - When creating tenant folders, resource folders, or resource pools, specify the name using the folder hierarchy, including the destination resource folder name.

    For details on resource folder names, refer to the following information:

    - "3.10 rcxadm pool" in the "Reference Guide (Command/XML) CE"

    - "3.5 rcxadm folder" in the "Reference Guide (Command/XML) CE"

    - "13.7 Resource Folders" in the "Reference Guide (Command/XML) CE"

    - "13.10 Tenants" in the "Reference Guide (Command/XML) CE"

  - When moving a tenant folder, a resource folder, or a resource pool, specify the destination resource folder.

    For details on destination resource folders, refer to the following information:

    - "3.10 rcxadm pool" in the "Reference Guide (Command/XML) CE"

    - "3.5 rcxadm folder" in the "Reference Guide (Command/XML) CE"

    - "3.13 rcxadm tenant in the "Reference Guide (Command/XML) CE"

- Check that the values specified in the definition file are less than the actual number of CPUs and CPU clock speed of a server for which server management software is not used.

- Change the registration status of network devices to "already registered", and register the network devices in the resource pool again.

- When *obj* starts with the following value, the operation has failed because a system disk has not been specified during physical L-Server creation.

  - System Disk

    Confirm that a system disk (DiskIndex 0) is defined and perform the operation again.

If this message is displayed when the command is executed, perform the operation again after checking the resource type of the specified object.

When the following values are displayed for *obj*, take the following corrective action based on the content.

- "library share" [Hyper-V]

  There is an error in the storage destination specified for the cloning image.

  Check if the specified shared library is available.

- "Selectable virtual_storage(*condition*)"

  - There is a chance that there is not enough available disk space on the selected virtual storage.

    Check the value of available space indicated by size=*%1* (GB), and perform the operation again.

    In *condition*, one of the following is displayed:

    - size=*%1*, vm_host=*%2*

    - size=*%1*, vm_host=*%2*, pool=*%3*

    - size=*%1*, vm_host=*%2*, virtual_storage=*%3*

  - When using RHEL5-Xen as server virtualization software, the contents of the storage connection definition file may be incorrect.

    Review the settings in the storage connection definition file.

    For details, refer to "C.4 RHEL5-Xen" in the "Setup Guide CE".

- "Selectable disk(condition)"

  There is no disk resource matching the specified size registered in the storage pool.

  Check whether or not an unused disk resource larger than size=*%1*(GB) has been registered in the storage pool, then perform the operation again.

  In *condition*, *%1* is displayed.

  - size=*%1*

- "Selectable mac_address_set(*condition*)"

  Perform the appropriate corrective action for each *condition*. In *condition*, one of the following is displayed:

  1. free address

     Perform the operation again, after checking if there are vacant addresses in the address set resources (MAC addresses).

  2. resource

     There are no address set resources (MAC addresses). Perform the operation again, after registering the address set resources (MAC addresses) in accessible address pools.

- "resource" or "Pool"

  The resource to be registered with or canceled from the resource pool, or the resource pool, was not found. Check that the resource or the resource pool exists, and then perform the operation again.

- "DNSServer.nic=*X*"

  The NIC definition to set for the DNS server was not found. Check whether the NIC for *X* exists, review the NIC definition on DNS server, and then perform the operation again.

- When *obj* is "AuthManager"

  Perform the operation again after registering a directory service.

- "nic(position=[*nic*] server=*server*)"

  There is no specified NIC on servers. Check the server NIC definition.

- When *obj* starts with one of the following values:

  Wait for a short while and then repeat the operation.

    - VnetRoute

    - CnmVirtualLanSwitch

    - CnmVirtualNetwork

- When *obj* starts with one of the following values:

  Perform the operation again after creating a virtual network or a virtual switch on the target server of L-Server creation.

    - VirtualNetwork

      When the target server is VMware, the virtual network indicates a port group on the virtual switch.

    - VirtualLanSwitch

      When the target server is Hyper-V, virtual switch indicates the virtual network of Hyper-V.

- When *obj* starts with "rcx-portset"

  Check the storage unit configuration referring to "NetApp FAS Storage Configuration" in "D.3.4 When using NetApp FAS Storage" in the "Design Guide CE".

- When *obj* starts with "LServer"

  There is no target L-Server for the power operation. Check the status of the L-Server, and perform the appropriate operation or specify another resource folder, and then perform the operation again.

- When *obj* starts with "L-Server Template"

  There is no target L-Server template for the operation. Specify another L-Server template, and then perform the operation again.

- When *obj* starts with "L-Platform"

  There is no target L-Platform for the operation. After checking the existence of L-Platforms, perform the operation again.

- When *obj* starts with "MacAddressSet"

  Check whether there is an address set that includes a MAC address, and then retry.

- When *obj* starts with one of the following values:

  Check whether one of the items listed exist on the VM guest allocated to the L-Server: virtual disks that contain the path for *device_name*, networks that have one more network resource than *NIC_index*, or networks that have *MAC_address*.

    - VmGuestStorage(*device_name*)

    - VirtualNic(LNic index=*NIC_index*)

    - VirtualNic(LNic mac_address=*MAC_address*)

- When *obj* starts with one of the following values:

  Check that the VM host, or the resource pool and the destination folder for L-Server creation belong to the same tenant. This assumes that there is a configured virtual machine on the VM host, and a physical server belongs to the resource pool.

    - TargetServer id=*Virtual_machine_ID*

    - PhysicalServer id=*Physical_server_ID*

  When the destination folder for L-Server creation does not belong to the same tenant as that of the resource pool, change the value of "Destination folder" (use the -to option for the command operation) to make them belong to the same tenant, and then perform the operation again.

  When a resource pool does not belong to a tenant, specify a folder not contained in a tenant as the destination for L-Server creation.

- When *obj* starts with "PhysicalLANSegment"

  The physical LAN segment specified using network resource physical LAN segment is not registered in the server NIC definition. Confirm the server NIC definition and the physical LAN segment of the network resources, and perform the operation again.

- When *obj* starts with "link aggregation(switch=*switch*,lag=*labname*)"

  Review the *lagname* link aggregation configuration of *switch* LAN switch blade, then make the correct settings. After this, click the *switch* LAN switch blade <Update> button in the ROR console to have it recognized by this product.
  Refer to "9.4.4 When using Link Aggregation" in the "Design Guide CE" for information on the settings.

- When *obj* is "CTMG backup directory(base)"

  Collect a base backup, and then repeat the operation.

- When *obj* is ProvisioningNode(*name=fw_device_name*)

  Check if the network device for *fw_device_name* is registered in the network pool of the tenant for *name*.

  When the network device is not registered, check if *fw_device_name* is registered in the server tree using a different name, and perform the import operation again.

  When the network device to use cannot be registered, delete the name L-Platform following the procedure in "18.3 Switchover Operations when Damaged" in the "Operation Guide CE".

If the problem is still not resolved after performing the above actions or if a value not indicated above is displayed in obj, refer to "Troubleshooting". When the problem is still not resolved, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67155

FJSVrcx:ERROR:67155:*type obj*:already exists

[Virtual Edition]

[Description]

The object *obj* of the type *type* exists.

One of the following is displayed for *type*:

- When *type* is "MAC address"

  An already registered server may have been inserted into another slot.

- When *type* is "WWPN"

  Specify the same WWPN value as the value which the HBA of the already registered server contains.

- When *type* is "chassis"

  The same name as an already registered server may have been specified for the chassis name.

- When *type* is "server"

  There are the following possibilities:

  - When the basic or registered information of the server has been changed

    The same name as an already registered chassis has been specified for the server name.

  - When the subnet information has been registered or changed

    A managed server belonging to the specified subnet already exists.

  - When the admin IP address of the admin server has been changed

    A managed server belonging to the subnet including the specified admin IP address already exists.

[Corrective Action]

Take corrective action for the content displayed for *type*.

- When *type* is "MAC address"

  Either delete the registered server or return it to its original slot.

- When *type* is "WWPN"

  Change the name to a new one and perform the operation again.

- When *type* is "chassis" or "server"

  Change the name to a new one and perform the operation again.

- When *type* is "server"

  Either delete the displayed *obj* or change the admin IP address of *obj*.

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

[Cloud Edition]
[Description]

The object *obj* of the type *type* exists.

One of the following is displayed for *type*:

- When *type* is "MAC address"

  An already registered server may have been inserted into another slot.

- When *type* is "WWPN"

  Specify the same WWPN value as the value which the HBA of the already registered server contains.

- When *type* is "chassis"

  The same name as an already registered server may have been specified for the chassis name.

- When *type* is "server"

  There are the following possibilities:

  - When the basic or registered information of the server has been changed

    The same name as an already registered chassis has been specified for the server name.

  - When the subnet information has been registered or changed

    A managed server belonging to the specified subnet already exists.

  - When the admin IP address of the admin server has been changed

    A managed server belonging to the subnet including the specified admin IP address already exists.

- "VMHost" or "PhysicalServer"

  obj has already been registered in a resource pool.

- "VM", "Server", "Storage", "Network", "Address", or "Image", and if this message is output during creation of resource pools

  obj has already been registered in a resource pool.

  When physical L-Servers were created, or network resource settings were changed, the IP addresses of the admin LANs, which are used by the physical L-Servers and the managed servers that are registered in the server tree, will overlap.

- "server", and if this message is output during creation of physical L-Servers

  The IP address of *obj* is overlapping with the IP address of the admin LAN used by the L-Servers and the managed servers.

- "IP address"

  The IP address *obj* of the public LAN specified during creation of the physical L-Server is already in use.

- "iSCSI.iqn"

  The IQN name in *obj* is already in use.

- "iSCSI.ip"

  The IP address in *obj* is already in use.

[Corrective Action]

Take corrective action for the content displayed for *type*.

- When *type* is "MAC address"

Either delete the registered server or return it to its original slot.

- When *type* is "WWPN"

Change the name to a new one and perform the operation again.

- When *type* is "chassis" or "server"

Change the name to a new one and perform the operation again.

- When *type* is "server"

Either delete the displayed *obj* or change the admin IP address of *obj*.

- "VMHost" or "PhysicalServer"

Perform the operation again after releasing registration of *obj* from the resource pool.

- "VM", "Server", "Storage", "Network", "Address", or "Image", and if this message is output during creation of resource pools

Check the resource pool of *obj*, and create it again if necessary.

When physical L-Servers were created, or network resource settings were changed, change the IP address of the admin LAN used by the managed servers that are registered on physical L-Servers or the server tree, then perform the operation again.

- "server", and if this message is output during creation of physical L-Servers

For the admin LAN IP address, specify an IP address not used by another resource, or change the IP address of the resource that is currently overlapping, and then perform the operation again.

- "IP address"

For the created physical L-Server, manually set the public LAN IP address, or review the network configuration after deleting the physical L-Server, and then perform the operation again.

- "iSCSI.iqn"

Perform the operation again after correcting the specified IQN name.

- "iSCSI.ip"

Perform the operation again after correcting the specified IP address.

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

67156

FJSVrcx:ERROR:67156:*type*:not found

[Description]

The *type* object was not found.

[Corrective Action]

- If this message is displayed during server switchover or failback with "physical server" as the *type*

Perform the operation again after server switchover or failback is completed.

- For cases other than the above

Check the existence of the *type* resource and then perform the operation again.

67157

FJSVrcx:ERROR:67157:*obj*: user not privileged.

[Description]

Sufficient access authority is not possessed for the object *obj*. Processing cannot be continued.

[Corrective Action]

Check the execution authority. Some operations of Resource Orchestrator require the following levels of authority:

- Privileged-user authority for Resource Orchestrator

- OS administrator authority

Log in again using a user account with the appropriate authority and perform the operation again.

[Cloud Edition]

FJSVrcx:ERROR:67157:*obj*: user not privileged.

[Description]

A user who does not have sufficient privileges executed the command. The command is not executed.

[Corrective Action]

Execute the command again, with sufficient privileges.

67159

FJSVrcx:ERROR:67159:authentication failure

[Description]

User authentication failed. There are the following possibilities:

a. Login failed as either the user ID or the password was incorrect

b. Another user has deleted the logged in user or the user's authority has been changed

c. As settings for Single Sign-On have been performed, login failed when executing the rcxlogin command for Resource Orchestrator

d. Login failed due to high-load processes

e. When using Single Sign-On, the user has not been registered in Resource Orchestrator

[Corrective Action]

For a.

Enter the correct user ID and password, and then log in again.

For b.

Operation is not possible. Request an administrator of Resource Orchestrator to take corrective action.
When the authority of the logged in user has been changed, logging out and then logging in again deactivates menu operations that cannot be performed.

For c.

Release the settings for Single Sign-On, and perform login again.
For details, refer the following:

- For Virtual Edition, refer to "Chapter 10 Installing and Defining Single Sign-On" of the "Design Guide VE".

- For Cloud Edition, refer to "Chapter 12 Installing and Defining Single Sign-On" of the "Design Guide CE".

For d.

Enter the user ID and password again, and then log in.

For e.

Check if the user is registered in Resource Orchestrator

When using Single Sign-On, register the user account not only with the directory service but also with Resource Orchestrator.

67160

FJSVrcx:ERROR:67160:*obj*:not found

[Description]

The specified object *obj* was not found.

[Corrective Action]

Check the existence of the displayed object *obj* and parameters, and then perform the operation again.

67161

FJSVrcx:ERROR:67161:*option*:can not specify

[Virtual Edition]

[Description]

The option *option* cannot be specified.

[Corrective Action]

Check the parameter, and then perform the operation again.

[Cloud Edition]

[Description]

- When *option* is "Pool"

  The Pool element cannot be specified in the XML file.

- When *option* is something other than "Pool"

  The option *option* cannot be specified.

[Corrective Action]

- When *option* is "Pool"

  Confirm that there is no Pool element in the XML file and perform the operation again.

- When *option* is "SNMP Community" or "MAC address" and the operation being performed is registration of a server

  Perform one of the following corrective actions:

  - Do not specify the SNMP community or MAC address information for the admin LAN.

  - Change the settings in the definition file described in the "C.1.5 Configuration when Creating a Virtual L-Server Using VMware ESXi on Other Vendor's Servers" in "Setup Guide CE", and then specify the server as the server which can use agents.

- When *option* is something other than the above

  Check the parameter, and then perform the operation again.

67162

FJSVrcx:ERROR:67162:*option*:is required

[Description]

The option *option* must be specified.

[Corrective Action]

Check the parameter, and then perform the operation again.

[Cloud Edition]

[Description]

option must be specified. "usage" is displayed.

[Corrective Action]

Check the parameter, and then perform the operation again.

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

- "name"

  Specify the L-Server name for the -name option, and perform the operation again.

- "NICGroups.NICGroup.NICLinks"

  Check that the NICLink tag appears twice in the XML file specified in creation or modification of the L-Server.

- "-allow deldisk or -deny deldisk"

  When the disk cut out from virtual storage is reduced from L-Server, the specification of either option of allow deldisk or -deny deldisk is indispensable.
  Specify -allow deldisk or either of -deny deldisk option, and perform the operation again.

- "-ip"

  When error occurred by rcxnetworkservice command, specify IP address of physical L-Server.

- "-user"

  When error occurred by rcxnetworkservice command, specify a username which has admin authority of physical L-Server.

- "passwd"

  When error occurred by rcxnetworkservice command, specify a password which has admin authority of physical L-Server.

- "-file"

  When error occurred by rcxnetworkservice command, specify network configuration information file or configuration file for physical L-Server creation.

- "-image"

  When error occurred by rcxnetworkservice command, specify NS appliance image.

67164

FJSVrcx:ERROR:67164:*value*:overlaps

[Description]

The same value was specified.

[Corrective Action]

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

67167

FJSVrcx:ERROR:67167:*obj*:contains *type*

[Description]

The command cannot be executed because the object *obj* holds the *type* object.

The name of the object is displayed for *obj*.

One of the following is displayed for *type*:

- For physical servers

  physical server

- For LAN switches

  LAN switch

- For VM hosts

  VMHost

[Corrective Action]

Delete the *type* object from the object *obj*, and then perform the operation again.

[Cloud Edition]

[Description]

The command cannot be executed because the object *obj* holds the *type* object.

The name of the object is displayed for *obj*.

One of the following is displayed for *type*:

- For physical servers

  "physical server" is displayed.

- For LAN Switches

  "LAN switch" is displayed.

- For VM Hosts

  "VMHost" is displayed.

- For Virtual Disks

  "disk" is displayed.

- For Virtual Storage

  "vstorage" is displayed.

[Corrective Action]

Delete the *type* object from the object *obj*, and then perform the operation again.

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

- When *type* is "disk"

  Delete the L-Server using the disk resource created from the virtual storage resource displayed in *obj*.

- When *type* is "vstorage"

  Delete the L-Server using the virtual storage resource created under the physical storage unit resource displayed in *obj*.

67168

FJSVrcx:ERROR:67168:*obj*:no disk found

[Cloud Edition]

[Description]

There is no disk in the VM guest specified for cloning image collection.

If you omit specifying the storage location when collecting a cloning image for a VM guest, it will be stored in the same location as the disk of the VM guest, but in this case, the storage location could not be determined because the VM guest does not have a disk.

[Corrective Action]

Perform the operation again after specifying the location to store the cloning image.

67169

FJSVrcx:ERROR:67169:number of licenses is insufficient.

[Description]

The number of licenses is insufficient.

[Corrective Action]

The number of licenses necessary for operation has not been registered on the manager.
Register licenses.

67170

FJSVrcx:ERROR:67170:*filename*:specified element not found in *targetfile*. (element =*xpath*)

[Cloud Edition]

[Description]

The xml element specified in the *filename* file or the xml element of the *filename* resource specified using the command was not found in *targetfile*.

- *filename*

  Specified mapping file or resource name.

- *targetfile*

  File to be converted.

- *xpath*

  xpath path of the element in the *filename* file.

[Corrective Action]

Correct the element definitions in the *filename* file, and execute the command again.
Or, check the resource name specified in the command and re-execute the command.

67171

FJSVrcx:ERROR: 67171:*filename*:specified element's attribute not found in *targetfile*. (element =*xpath*, attribute =*name*:*value*)

[Cloud Edition]

[Description]

The attribute *name* of the element specified in the *filename* file or the attribute *name* of the *filename* resource specified in the command cannot be found in the *targetfile* file. The *value* could not be changed to the one specified in value because of this.

- *filename*

  Specified mapping file or resource name.

- *targetfile*

  File to be converted.

- *xpath*

  xpath path of the element in the *filename* file.

- *name*

  Attribute name of the element in the *filename* file.

- *value*

  Attribute value of the element in the *filename* file.

[Corrective Action]

Re-execute the command in the *filename* file after correcting the element definition.

Or, check the resource name specified in the command and re-execute the command.

67174

FJSVrcx:ERROR:67174:*obj*:not found

[Description]

The object was not found.

[Corrective Action]

Check the status of the specified *obj*.

67175

FJSVrcx:ERROR:67175:*obj*(*type*):not found

[Description]

The specified object *obj* (*type*) was not found.
The name of the object that was not found is displayed for *obj*.
The type of the object *obj* is displayed for *type*.

[Corrective Action]

Check the parameter, and then perform the operation again.

67177

FJSVrcx:ERROR:67177:*obj*:configuration for *function* not found

[Description]

The command cannot be executed because the function *function* is not configured for the specified object *obj*.
"spare server" is displayed for *function*.

[Corrective Action]

This message will be displayed when server switching is performed in the status where the function is not set for the object *obj*.
Specify the managed server for which the server switchover function is set or set the function for the server, and then perform the operation again.

For settings for server switchover, refer to "Chapter 18 Server Switchover Settings" of the "User's Guide VE".

67178

FJSVrcx:ERROR:67178:*obj*:is *status* status

[Virtual Edition]

[Description]

The command cannot be executed because the status of the object *obj* is *status*.
One of the following is displayed for *status:*

- normal

- warning

- unknown

- stop

- error

- fatal

[Corrective Action]

Check the conditions necessary for operation of *obj* and change it to the appropriate status.
After changing the status, perform the operation again.
For details of each status, refer to "11.2 Resource Status" of the "Operation Guide VE".

[Cloud Edition]

[Description]

The command cannot be executed because the status of the object *obj* is *status*.

One of the following is displayed in *obj*:

- Virtual storage resource name

- Disk Resource Name

- VM name

- VM guest name

- Library server name

- L-Server Name

- Physical server name

- Network device name

One of the following is displayed in *status*:

- normal

- warning

- unknown

- stop

- error

- fatal

- power-on

  Indicates that the power of the server is on.

- power-off

  Indicates the state in which a server is powered off, a VM guest that was operated on an L-Server has been deleted from server virtualization software, or an unregistered VM host has been moved to a VM pool.

- not belonging to any storage pool

  Indicates that the specified virtual storage resource is not registered in a storage pool.

- not accessible

  Indicates that no access is available from the specified VM host or server.

- not enough space for disk(name=*disk*)

  Indicates that there is insufficient free space on the virtual storage resource. The resource name of the disk is displayed in *disk*.

- not enough free space

  Indicates that there is insufficient free space on the virtual storage resource.

- defined

  Indicates that resources (VM guests, servers, and disks) have not been allocated.

- preserved

  Indicates that servers have not been allocated.

- allocated

- shared

- reserved

- free

- excluded

- When *obj* is an IP address and *status* is "reserved"

  Indicates that the IP address is already reserved.

- When *obj* is an IP address and *status* is "free"

  Indicates that the IP address has already been released.

- When *obj* is an IP address and *status* is "excluded"

  Indicates that the IP address has already been excluded.

[Corrective Action]

Check the conditions necessary for operation of *obj* and change it to the appropriate status. After changing the status, perform the operation again.

- When *obj* is a network device name

  Perform the operation again after waiting a while. When the same errors are displayed, notify the infrastructure administrator of the information in this message.
  An infrastructure administrator should collect this message and troubleshooting data, and contact Fujitsu technical staff.

- When "defined" is displayed for *status* during a batch power ON operation

  Perform the usual startup operations for the relevant L-Servers.

- When *status* is one of the following:

  Change the IP address of the L-Server or managed server, then perform the operation again:

    - reserved

    - free

    - excluded

- In other cases

  Check the conditions necessary for operation of obj and change it to the appropriate status.

  After changing the status, perform the operation again.

For details of each status, refer to "11.2 Resource Status" in the "Operation Guide CE".

67179

FJSVrcx:ERROR:67179:*obj*:is *mode* mode

[Description]

The command cannot be executed because the mode of the object *obj* is *mode*.
One of the following is displayed for *mode:*

- active

- maintenance

[Corrective Action]

Check the status of the object *obj*, and then perform the operation again.

67181

FJSVrcx:ERROR:67181:*obj*:is not *mode* mode

[Virtual Edition]

[Description]

The command cannot be executed because the specified server *obj* is not in *mode* mode.
One of the following is displayed for *mode:*

- active

- maintenance

[Corrective Action]

Check the mode of the object *obj*, and then perform the operation again.

This message is displayed when the following operations are performed and the specified server *obj* is in a mode other than maintenance mode.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

These operations can only be performed on servers that are in maintenance mode. After placing the target into maintenance mode, perform the operation again.

See
. . . .

- For details of operations using system images, refer to "Chapter 16 Backup and Restore" in the "User's Guide VE".

- For details of operations using cloning images, refer to "Chapter 17 Cloning [Physical Servers]" in the "User's Guide VE".
. . . .

[Cloud Edition]

[Description]

Execution of the request failed, as the specified *obj* is not *mode* mode.

- When *obj* is a disk resource

  One of the following is displayed in *mode*:

- Fibre Channel connection (Fibre Channel connection)

- iSCSI connection (iSCSI connection)

- When *obj* is something other than the above

- active

- maintenance

[Corrective Action]

- When *obj* is a disk resource

Check the connection status of the specified *obj*.

- When "FC" is specified for Disk connection type (Disk type) in the L-Server XML

A disk with a Fibre Channel connection is allocated to the L-Server.

- When "iSCSI" is specified for Disk connection type (Disk type) in the L-Server XML

A disk with an iSCSI connection is allocated to the L-Server.

- When obj is something other than the above

Check the mode of the object *obj*, and then perform the operation again.

This message is displayed when the following operations are performed and the specified server *obj* is in a mode other than maintenance mode.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

These operations can only be performed on servers that are in maintenance mode. After placing the target into maintenance mode, perform the operation again.

 See
. . . .
- For details of operations using system images, refer to "17.6.2 Backup and Restore" in the " User's Guide for Infrastructure Administrators (Resource Management) CE".

- For details of operations using cloning images, refer to "17.5 Cloning [Physical Servers]" in the " User's Guide for Infrastructure Administrators (Resource Management) CE".
. . . .

67182

FJSVrcx:ERROR:67182:*type*:is not the same between *obj1* and *obj2*

[Virtual Edition]

[Description]

The type *type* of *obj1* and *obj2* is different.
One of the following is displayed for *type*:

- boot device

- server type

[Corrective Action]

Take corrective action for the content displayed for *type*.

- "boot device"

    Check the boot devices of *obj1* and *obj2*, specify the same managed server for the boot device and perform the operation again.

- "server type"

    It is not possible to specify combinations of PRIMERGY BX series managed servers and managed servers of other models for *obj1* and *obj2*. Specify the same type of servers for *obj1* and *obj2,* and then perform the operation again.

[Cloud Edition]
[Description]

The type *type* of *obj1* and *obj2* is different.
One of the following is displayed for *type*:

- boot device

- server type

- resource type

- VMType

- OSType

- Disk(name=*disk resource name defined in XML*).size

- folder type

[Corrective Action]

Take corrective action for the content displayed for *type*.

- "boot device"

    Check the boot devices of *obj1* and *obj2*, specify the same managed server for the boot device and perform the operation again.

- "server type"

    It is not possible to specify combinations of PRIMERGY BX series managed servers and managed servers of other models for *obj1* and *obj2*. Specify the same type of servers for *obj1* and *obj2,* and then perform the operation again.

- "resource type"

    Check the resource pool type of *obj1* and the resource type of *obj2*, and perform the operation again after specifying a suitable combination of resource pool and resource.

    For details on resource pool types and the resources that can be stored, refer to "2.2.2 Resource pool" in the "Design Guide CE".

    If this message is output when registering the disk resource with a storage pool, check whether the disk is the one created in advance using the disk resource.

    From the command-line, execute rcxadm disk show.
    For details on the rcxadm disk show command, refer to "3.3 rcxadm disk" in the "Reference Guide (Command/XML) CE".

- "VMType"

    Check the VM type of the resource *obj1* and the VM type of the resource *obj2*, specify resources with the same VM type and then perform the operation again.

    The combination of an *obj1* resource and an *obj2* resource is incorrect. Specify an unused address resource for the combination to be supported, and perform the operation again.

- "OSType"

    Check the OS type of the L-Server and the images specified in XML, specify resources with the same OS type and then perform the operation again.

- "Disk(name=*disk resource name defined in XML*).size"

    Confirm that the value of the size attribute of *the disk resource name defined in the XML file* is the same for both the *obj1* VM host and the *obj2* VM host, and then perform the operation again.
    In *obj1* and *obj2*, "VmHost(ip=*IP address of the VM host defined in XML*)" is displayed.

- "folder type"

    After checking the type of the existing resource folder, L-Platform, and resource folder specified in the XML file, specify the same type in the XML, and then perform the operation again.

67185

FJSVrcx:ERROR:67185:server not found in the chassis (chassis=*chassis_name*,slot=*slot_number*)

[Description]

No managed server was found in *slot_number* of *chassis_name*.

[Corrective Action]

Check the following:

- Whether there is a server in the relevant slot of the displayed chassis

- Whether the information of the server in the resource details changes after the following operation is performed

    The information of the server blade in the chassis may not be the newest. Update the ROR console, and execute the command again. To update the information, right-click the chassis on the ROR console server resource tree and select [Update] from the displayed menu. Updating of the information may take around 30 seconds.

67188

FJSVrcx:ERROR:67188:*type*:is not specified

[Description]

The *type* object is not specified.

[Corrective Action]

Specify the *type* object, and then perform the operation again.

67192

FJSVrcx:ERROR:67192:communication error.target=*target*

[Description]

An error occurred during communication with the target *target*.

[Corrective Action]

Check the following items in order, resolve the cause of the problem, and perform the operation again.
If this message was displayed when executing a command and *target* is "Resource Orchestrator Manager", the manager may have stopped. Check "Check the communication destination" and "Port number checks" below, resolve the problem, and perform the operation again.
If this message is displayed when registering servers, resolve the problem, and register the agent again.

- Network cable checks

    How to Check
    Check if the network cable is correctly connected between the admin server and the *target* server.

    Corrective Action

- If the network cable is damaged

    Replace the cable.

- If the network cable is connected incorrectly

    Reconnect the cable.

- Check the power status of a chassis

    How to Check
    Check if the chassis is powered on.

    Corrective Action
    Power on the chassis.
    For how to check the power status and power on a chassis, refer to the manual of the server being used.

- Check the settings of network devices (e.g. LAN switch) being used

    How to Check
    Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

    - Between the NIC of the admin server and the switch port

    - Between the NIC of the managed server and the switch port

    Corrective Action
    If the settings used for duplex mode configuration are incorrect, correct them.
    For checks and setup of the admin LAN between the admin server and the managed server, refer to the manuals of the OS and network switches being used.

- Check the Network Environment

    How to Check
    Execute the ping command on the server where a manager is installed to check the network status.
    Check if communication with the agent is possible.

    [Windows Manager]

    ```
    >ping the_IP_addresses_of_managed_servers <RETURN>
    ```

    <Example: Normal communication>

    ```
    Pinging ipaddr with 32 bytes of data:

    Reply from ipaddr: bytes=32 time<1ms TTL=128
    Reply from ipaddr: bytes=32 time<1ms TTL=128
    Reply from ipaddr: bytes=32 time<1ms TTL=128
    Reply from ipaddr: bytes=32 time<1ms TTL=128

    Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
    ```

    <Example: Abnormal communication>

    ```
    Pinging ipaddr with 32 bytes of data:

    Request timed out.
    Request timed out.
    Request timed out.
    Request timed out.

    Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
    ```

[Linux Manager]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action
Check the following items:

For <Example: Normal communication>

- "Check the communication destination"

- "Firewall checks"

- "Port number checks"

- "Certification checks"

For <Example: Abnormal communication>

- "Firewall checks"

- "Network cable checks"

- Check the communication destination

How to Check
Check if the programs on the destination of communication are running.
For how to check, refer to "Chapter 2 Starting and Stopping Managers and Agents" of the "Operation Guide VE".

Corrective Action
Restart the manager or the agent.
For how to start managers and agents, "Chapter 2 Starting and Stopping Managers and Agents" of the "Operation Guide VE".

- Firewall checks

How to Check
Check the settings of firewall software set for the admin server and the managed server.

Corrective Action
Change the settings of the firewall to the appropriate values.
For details of the ports to set connection permission for, refer to "Appendix A Port List" in the "Design Guide VE".
For details of checks and setup of firewalls, refer to the manual of the firewall software being used.

- Port number checks

How to Check
Refer to "Appendix A Port List" in the "Design Guide VE", and check the port numbers of the admin server or managed servers based on the following.

- If port numbers are set

- If the same port number or service name is being used

Corrective Action

Change the port number to the proper number.

For how to change port numbers, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".

Note
. . . .

If the error message "Message number 67198" is output during restoration of system images or deployment of cloning images and the settings of the port numbers of the managed server are incorrect, check if the restoration of backed up system images or deployment of collected cloning images was performed before the changing of port numbers performed.

If deployment or restoration was performed, perform recovery as follows:

- When system images were restored

  Change the port number and then restore the backed up system image.
  System images which have been restored cannot be used. Delete any such images.

- When cloning images were deployed

  Change the port number and then deploy the collected cloning image.
  Cloning images which have been deployed cannot be used. Delete any such images.

. . . .

- IP address checks

  How to Check
  Check if the IP address displayed in the error message is correct.

  Corrective Action
  If the IP address is incorrect, specify the correct IP address and execute the operation again.

- Certification checks

  For check methods and corrective actions, refer to "An Error may Occur during Cloning after the Manager is Reinstalled." of "4.1 Operations for Images or Cloning Images" of the "Troubleshooting".

- Check the load on the network of the admin LAN

  How to Check
  Check the network load of the admin LAN.
  The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server for registration.

  Corrective Action
  After the process that is causing the high network load finishes, perform the operation again.

- Check the password saved using the rcxlogin -save command

  How to Check
  Use the rcxlogin -save command to save the password, then uninstall the Resource Orchestrator manager, and check that the manager was not an original installation.
  When the password has been saved, the following old folder or directory will remain. The update date will be older than the date when the manager on the admin server was installed.

  [Windows Manager]
  Folder_configured_in_the_APPDATA_environment_variable_of_each_user\Systemwalker Resource Coordinator\

  [Linux Manager]
  /*Directory_configured_in_the_HOME_environment_variable_of_each_user*/.rcx/

  Corrective Action

  After deleting the password information for the old manager, save the password using the rcxlogin command again, referring to "11.1.2 Uninstallation [Windows Manager]" or "11.1.3 Uninstallation [Linux Manager]" in the "Setup Guide VE".

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

[Cloud Edition]

[Description]

An error occurred during communication with the target *target*.

This message is output when a communication error occurs between the L-Server and the manager.

[Corrective Action]

- Check that an agent is installed on the L-Server.

- Check that there is no problem in the network path between the L-Server and the manager.

- Execute the command specifying the file for the argument. When *target* is "Resource Orchestrator Manager", check whether or not the character code for the XML file is UTF-8.

When the cause is not one of the above, below, resolve the problem, and perform the operation again.
If this message was displayed when executing a command and *target* is "Resource Orchestrator Manager", the manager may have stopped. Check "Check the communication destination" and "Port number checks" below, resolve the problem, and perform the operation again.
If this message is displayed when registering servers, resolve the problem, and register the agent again.

- Network cable checks

How to Check
Check if the network cable is correctly connected between the admin server and the *target* server.

Corrective Action

- If the network cable is damaged

Replace the cable.

- If the network cable is connected incorrectly

Reconnect the cable.

- Check the power status of a chassis

How to Check
Check if the chassis is powered on.

Corrective Action
Power on the chassis.
For how to check the power status and power on a chassis, refer to the manual of the server being used.

- Check the settings of network devices (e.g. LAN switch) being used

How to Check
Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

- Between the NIC of the admin server and the switch port

- Between the NIC of the managed server and the switch port

Corrective Action
If the settings used for duplex mode configuration are incorrect, correct them.
For checks and setup of the admin LAN between the admin server and the managed server, refer to the manuals of the OS and network switches being used.

- Check the Network Environment

How to Check
Execute the ping command on the server where a manager is installed to check the network status.
Check if communication with the agent is possible.

[Windows Manager]

```
>ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:

Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "Check the communication destination"

- "Firewall checks"

- "Port number checks"

- "Certification checks"

For <Example: Abnormal communication>

- "Firewall checks"

- "Network cable checks"

- Check the communication destination

   How to Check

   Check if the programs on the destination of communication are running.

   For how to check, refer to "Chapter 2 Starting and Stopping Managers and Agents" of the "Operation Guide VE".

   Corrective Action

   Restart the manager or the agent.

   For how to start managers and agents, "Chapter 2 Starting and Stopping Managers and Agents" of the "Operation Guide VE".

- Firewall checks

   How to Check

   Check the settings of firewall software set for the admin server and the managed server.

   Corrective Action

   Change the settings of the firewall to the appropriate values.

   For details of the ports to set connection permission for, refer to "Appendix A Port List" in the "Design Guide CE".

   For details of checks and setup of firewalls, refer to the manual of the firewall software being used.

- Port number checks

   How to Check

   Refer to "Appendix A Port List" in the "Design Guide CE", and check the port numbers of the admin server or managed servers based on the following.

   - If port numbers are set

   - If the same port number or service name is being used

   Corrective Action

   Change the port number to the proper number.

   For how to change port numbers, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" in the " User's Guide for Infrastructure Administrators (Resource Management) CE".

⚙ Note

. . . .

If the error message "Message number 67198" is output during restoration of system images or deployment of cloning images and the settings of the port numbers of the managed server are incorrect, check if the restoration of backed up system images or deployment of collected cloning images was performed before the changing of port numbers performed.

If deployment or restoration was performed, perform recovery as follows:

- When system images were restored

   Change the port number and then restore the backed up system image.
   System images which have been restored cannot be used. Delete any such images.

- When cloning images were deployed

   Change the port number and then deploy the collected cloning image.
   Cloning images which have been deployed cannot be used. Delete any such images.

. . . .

- IP address checks

   How to Check

   Check if the IP address displayed in the error message is correct.

   Corrective Action

   If the IP address is incorrect, specify the correct IP address and execute the operation again.

- Certification checks

   For check methods and corrective actions, refer to "An Error may Occur during Cloning after the Manager is Reinstalled." of "4.1 Operations for Images or Cloning Images" of the "Troubleshooting".

- Check the load on the network of the admin LAN

  How to Check

  Check the network load of the admin LAN.

  The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server for registration.

  Corrective Action

  After the process that is causing the high network load finishes, perform the operation again.

- Check the password saved using the rcxlogin -save command

  How to Check

  Use the rcxlogin -save command to save the password, then uninstall the Resource Orchestrator manager, and check that the manager was not an original installation.

  When the password has been saved, the following old folder or directory will remain. The update date will be older than the date when the manager on the admin server was installed.

  [Windows Manager]

  Folder_configured_in_the_APPDATA_environment_variable_of_each_user\Systemwalker Resource Coordinator\

  [Linux Manager]

  /*Directory_configured_in_the_HOME_environment_variable_of_each_user*/.rcx/

  Corrective Action

  After deleting the password information for the old manager, save the password using the rcxlogin command again, referring to "20.1.3 Uninstallation [Windows Manager]" or "20.1.4 Uninstallation [Linux Manager]" in the "Setup Guide CE".

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

67193

FJSVrcx:ERROR:67193:failed to get admin server info

[Description]

Obtaining the information of the admin server failed.

[Corrective Action]

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

- The IP address specified might be incorrect.

  Check if the IP address specified is the admin server IP address.

- There is a chance that the shared disk for managers is not mounted.

  When operating managers in clusters, there is a chance that the link target of the file displayed for *filename* is a file on a shared disk for managers.
  Mount the shared disk for managers on the node the operation was performed on.

67194

FJSVrcx:ERROR:67194:failed to get dhcp info

[Description]

Obtaining DHCP information failed.

[Corrective Action]

Refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE", and check whether the "Manager Services" and "Related Services" have been started on the admin server.

If any of these services has been stopped, stop the remaining services and start all of the services again. Then perform the operation in which the error occurred again.

If this does not resolve the problem, the settings of the admin server may have been changed after it was set up. Collect troubleshooting information and contact Fujitsu technical staff.

67195

FJSVrcx:ERROR:67195:communication error.code=*code*

[Description]

An internal error has occurred during communication.

[Corrective Action]

Refer to the corrective action of "Message number 67192".

Information

When this message is displayed when executing the rcxadm mgrctl snap -all command
The troubleshooting information of the server in which this message is displayed will not be obtained. Log in to the target admin server or managed server then collect information by executing the rcxadm mgrctl snap or rcxadm agtctl snap command. After collecting troubleshooting information contact Fujitsu technical staff.

For details, refer to the following:

- For Virtual Edition, refer to "5.2 rcxadm agtctl" or "5.11 rcxadm mgrctl" of the "Reference Guide (Command) VE".

- Cloud Edition, refer to "5.3 rcxadm agtctl" or "5.14 rcxadm mgrctl" of the "Reference Guide (Command/XML) CE".

67196

FJSVrcx:ERROR:67196:communication error.*detail*

[Description]

A communication error occurred during execution of a manager command.

[Corrective Action]

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

- When *detail* is "(rcxfunc=*rcxfunc*,command=*rcxcommand*,rcxerrorno=*rcxerrno*)"

  Refer to the corrective action of "Message number 67192".
  When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- When *detail* is "target=127.0.0.1"

  The manager may be stopped.
  Collect troubleshooting information and contact Fujitsu technical staff.

67197

FJSVrcx:ERROR:67197:DB access error

[Description]

A DB access error occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

A DB access error occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

67198

FJSVrcx:ERROR:67198:command execution error.*detail*

[Description]

An error has occurred during execution of a manager command.
The details of the message are displayed for *detail*.

Take corrective action for the content displayed for *detail*.
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- When "rcxfunc=SoftRM"

    - When "rcxerrorno=4*X*"

    > (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=40) FJSVrcx:ERROR:
    > 68040:*rcxcommand*:*rcxsubcommand*:the cloning process terminated abnormally

    or

    > (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=41) FJSVrcx:ERROR:
    > 68041:*rcxcommand*:*rcxsubcommand*:error occurred during the cloning process

    or

    > (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=42) FJSVrcx:ERROR:
    > 68042:*rcxcommand*:*rcxsubcommand*:the cloning process timed out

    or

    > (rcxfunc=SoftRM,command=*rcxcommand*,rcxerrorno=43) FJSVrcx:ERROR:
    > 68043:*rcxcommand*:*rcxsubcommand*:some cloning processes terminated abnormally

  - When "rcxerrorno=40"

    When the following message is displayed just after the event log message, perform "Corrective action 5".
    If it is not displayed, refer to "Corrective action 10".

    > FJSVrcx:ERROR:68040:*rcxcommand*:*rcxsubcommand*:the cloning process terminated abnormally

  - When "rcxerrorno=41"

    Check if power control operations that affect power control status and operations that affect communication with the manager are being executed simultaneously on the failed managed server.
    When such operations are being executed simultaneously, wait for completion of those operations, and then perform this operation again.

  - When other than rcxerrorno=41

    Take corrective action for the following messages which are displayed just after the event log message.
    If it is not displayed, refer to "Corrective action 10".

    - "Message number 61501"

    - "Message number 61502"

- When a message other than the above is output

  For the corrective action, refer to "Corrective action 10".

rcxcommand

The command name is displayed.
Depending on the command name output for *rcxcommand,* the process where the error occurred can be identified.

- rcxsoftimage

  An error has occurred during backup of system images or collection of cloning images

- rcxsoftdeploy

  An error has occurred during restoration of system images or deployment of cloning images

- rcxsoftrm

  An error has occurred during collection or deployment of cloning images

rcxsubcommand

The subcommand name is displayed.

ipaddr

The IP address of the admin server is displayed.

- When "rcxfunc=HBA rename"

  - When "rcxerrorno=2,3,104,105"

    For the corrective action, refer to "Corrective action 3".

  - When "rcxerrorno=102"

    For the corrective action, refer to "Corrective action 2".

  - When a message other than the above is output

    Collect troubleshooting information and contact Fujitsu technical staff.

- When "rcxfunc=rcxinitsnmpv3"

  - "agent command error"

    There is a chance that a cloning image that was collected from a server other than a PRIMEQUEST server has been deployed on a PRIMEQUEST server.
    Check the deployed cloning images.

  - When a message other than the above is output

    Collect troubleshooting information and contact Fujitsu technical staff.

- For "registry access error"

  For the corrective action, refer to "Corrective action 4".

- For "syscall="

  For the corrective action, refer to "Corrective action 10".

- For "code=, cmd="

  - When "code=1", and cmd includes "netsh.exe dhcp server add scope"

    There is possibility that a network address that is not available on the Windows standard DHCP server has been specified.

    For the corrective action, refer to "Corrective action 11".

  - When "code=1", and cmd includes "netsh.exe dhcp server scope network_address add reservedip" or "netsh.exe dhcp server scope network_address delete reservedip"

    As DHCP server database access may have failed, perform the failed operation again using the following procedure.

If WWN information and server switchover and failback settings have been performed using ETERNUS SF Storage Cruiser coordination, settings of fibre channel switches or storage units may be canceled.

- For "FJSVrcx:ERROR:69111:communication error. target=ETERNUS SF Storage Cruiser detail=ERROR:ssmgr8013:Unable to connect to the manager."

  For the corrective action, refer to "Corrective action 6".

- When "target=ESC"

  For the corrective action, refer to "Corrective action 7".

- When "Failed to access database for backup."

  The database that stores the configuration definition information could not be accessed. The command will not be executed.

  For the corrective action, refer to "Corrective action 12".

- When "Failed to copy files for backup."

  An error occurred as copying of files failed.

  For the corrective action, refer to "Corrective action 13".

- When "Failed to archive files for backup."

  An error occurred as archiving of files failed.

  For the corrective action, refer to "Corrective action 14".

[Corrective Action]

Corrective action 1

Check the following and take corrective action.

1. Check the Network Environment

   Refer to the corrective action of "Message number 67192".

2. Check the Starting of the Manager

   Check whether the manager is active. If it has stopped, start it again.
   For how to start managers, refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or " Operation Guide CE".

3. Check the stop of the image operation

   Image collection, updating, deployment, or recovery might be being executed. Check the screen of the managed server and confirm that the image operation has been completed. Completion of image operation can be confirmed if the OS login window is displayed.

4. Recovery

   If the problem is resolved by steps 1 to 3, perform step 4. of "Message number 68295".

   If this does not resolve the problem, refer to "Corrective action 10".

Corrective action 2

Check the following and take corrective action.

1. Check the Network Environment

   Refer to the corrective action of "Message number 67192".

2. Check the Starting of the Manager

   Check whether the manager is active. If it has stopped, start it again.
   For how to start managers, refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or " Operation Guide CE".

3. Check the disk space

   The admin server might not have sufficient disk space available.
   Check the disk space, and then execute the command again.

Corrective action 3

The admin server might not have sufficient disk space available.
Check the disk space, and then execute the command again.

Corrective action 4

Check the status of the admin server, resolve the problem and perform the operation again. Setup of the server might not be complete.

For setup, refer to "2.1 Manager Installation" of the "Setup Guide VE" or "Setup Guide CE".

If this does not resolve the problem, refer to "Corrective action 10".

Corrective action 5

For Virtual Edition, there are cases where definition of the network parameter auto-configuration function that can be defined in the cloning image definition has not been performed correctly.

Refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE", check and correct the definition and then perform the operation again.

When not using this function, refer to "Corrective action 10".

Corrective action 6

Check the registration status of the ESC manager.

- When WWN information has been configured

  Refer to "Corrective action 9".

- When server switchover or failback has been performed

  Refer to "Corrective action 8".

Corrective action 7

- When "detail=ERROR:swsagXXXX..."

  Check the cause of the error, referring to the "ETERNUS SF Storage Cruiser Message Guide".

  When the cause of the error is a status error of an HBA, check if the HBA WWPN value registered on ESC corresponds with the actual WWPN value.

  - When WWN information has been configured

    Refer to "Corrective action 9".

  - When server switchover or failback has been performed

    Confirm if an agent is registered on the spare server.

    - When an agent has been registered, confirm if an agent is registered for the spare server on ESC.

      When an agent has been registered, delete it from ESC and refer to "Corrective action 8".
      When no agent has been registered, refer to "Corrective action 8".

    - When no agent has been registered, refer to "Corrective action 8".

- For cases other than the above

  Collect troubleshooting information and contact Fujitsu technical staff.

Corrective action 8

After resolving the problem, perform the following procedures for restoration.

Perform the operation again, after restoring fibre channel switch zoning and host affinity settings on ESC using the following procedure.

1. Check the zoning and host affinity settings using the storageadm zone info commands.

2. Check if the primary server zoning and host affinity settings are in the same status as before the operation. If the status is not the same as before the operation, perform 3. to 4. If the status is the same as before the operation, perform 4.
In the status before the operation, from the ROR console check the zoning and host affinity information displayed in the "WWN Settings" on the [Resource Details] tab of the server.

3. Using the storageadm zone add/delete commands, restore the primary server zoning and host affinity settings to their original status.

4. Check if the spare server zoning and host affinity settings are in the same status as before the operation. If the status is not the same as before the operation, perform 5.
In the status before the operation, from the ROR console check the zoning and host affinity information displayed in the [WWN Settings] on the [Resource Details] tab of the server.

5. Using the storageadm zone add/delete commands, restore the spare server zoning and host affinity settings to their original status.

For details on how to use the storageadm zone command, refer to the "ETERNUS SF Storage Cruiser User's Guide".

Corrective action 9

After removing the cause of the error, execute the failed operation again.

Corrective action 10

Collect troubleshooting information and contact Fujitsu technical staff.

Corrective action 11

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

Corrective action 12

Check the status of the database, resolve the cause of the access error, and then execute the command again.

If a double-byte character is specified for the -dir option of the rcxbackup command, the database access will fail.

Corrective action 13

Check the status of the destination for backup, resolve the cause of the copying error, and then execute the command again.

Corrective action 14

Check the status of the destination for backup, resolve the cause of the archiving error, and then execute the command again.

[Cloud Edition]
[Description]

An error has occurred during execution of a manager command.

In *detail*, the following information is displayed:

- When "Failed to access database for backup." is displayed

  Accessing of the database where configuration definition information is stored failed. The command is not executed.

[Corrective Action]

Perform corrective action based on the content output for *detail*.

Where there is nothing relevant to *detail*, refer to "Message number 67198".

- "timeout"

  - When using PRIMECLUSTER GDS as storage management software

    - During the process, the connection between the admin server and the storage management software may have been lost.

      Check the power status and communication status of the storage management software.

    - There may be an error in the PRIMECLUSTER GDS settings.

      Review the PRIMECLUSTER GDS settings.

    - The storage management software may be overloaded.

      Perform the operation again after completing the high-load processing.

- "Failed to access database for backup."

  Check the status of the database, resolve the cause of the access failure, and then execute the command again.

  If a string including double-byte characters is specified for the -dir option of the rcxbackup command, accessing of the database will fail.

when message is output by rcxnetworkservice, perform corrective action based on the content of *detail*.

- "ip=<*ip*>, SSH(scp)"

  Error occurred by SCP transmission of image.

  Confirm the network configuration is such that communication is possible between NS Appliance or physical L-Server corresponding to the manager and *ip*.

- "ip=<*ip*>, NSAppliance not found (name=<*ip*>)"

  - Subcommand: update

    ip NS Appliance is not created.

    When information in network configuration information file is wrong, correct the file.

  - Subcommand: setup/stop/restart

    ip of NS Appliance is not started.

    When it is not started, execute start command.

    When information in network configuration information file is wrong, correct the file.

  - Subcommand: start

    ip of NS Appliance is not created.

    When information in network configuration information file is wrong, correct the file.

- "ip=<*ip*>, NSAppliance already exists (name=<*ip*>)"

  ip of NS Appliance is already created

- "ip=<*ip*>, NSAppliance already running (name=<*ip*>)"

  ip of NS Appliance is already started.

- "ip=<*ip*>, Timeout Power On"

  Checking power on of targeted NS Appliance is timeout.

Check the targeted NS Appliance status to use list command.

If NS Appliance is power on, confirm management server can communicate with NS Appliance on your network structure using ping command and so on.

If it can't communicate with NS Appliance, confirm network configuration file specified by command and command argument values. After this, recreate NS Appliance.

If this does not resolve the problem, contact Fujitsu technical staff.

- "ip=<*ip*>, Timeout Power Off"

Checking power off of targeted NS Appliance is timeout.

Check the condition of targeted NS Appliance to use list command.

If NS Appliance is power on, perform the operation again.

If NS Appliance is power off, no further action is needed.

- "Timeout(ssh, ip=<*ip*>)"

Operation of NS Appliance ip timed out.

Wait for a short while and then repeat the operation.

- "failed to create_nsopt" or "failed to maintenance_nsopt"

  - Confirm the structure of physical L-Server for NS appliance.
    About the structure of physical L-Server for NS Appliance, refer to "3.2.3 Creating Physical L-Servers for NS Appliance" in "NS Option Instruction".

  - Confirm memory size of physical L-Server meets the requirement.
    About required memory size, refer to "1.4.2 Specifications Required for Servers with Physical L-Servers" in "NS Option Instruction".

  - Confirm the number of NS Appliance in physical L-Server for NS Appliance.
    The number of NS Appliance per physical L-Server is limited to 10.

Except for above cases contact Fujitsu technical staff.

4.6.2 672XX Series

This section explains the 672XX message series.

67200

FJSVrcx:ERROR:67200:*obj*:the process was terminated because an error occurred on another server

[Description]

Command execution was canceled. For details, refer to the event output at the same time.

[Corrective Action]

Refer to the event output at the same time.

67207

FJSVrcx:ERROR:67207:failed to delete cloning image *obj*

[Description]

Deletion of the cloning image *obj* failed.

[Corrective Action]

Refer to the other messages output at the same time.

67209

FJSVrcx:ERROR:67209:*obj*:already in use

[Description]

The IP address or MAC address specified for *obj* cannot be used because it is already in use.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.
When this message is output, the IP address or MAC address may already be being used for one of the following registered devices.

- Chassis

- LAN switches

- Admin servers

- Managed servers

- Power monitoring devices

[Cloud Edition]

[Description]

The IP address or MAC address specified for *obj* cannot be used because it is already in use.

There may also be the following cases:

- *obj* is already in use.

  - This also applies when an already excluded IP address (an admin server, a managed server, a network address, or a broadcast address) is specified for an exclusion IP address, when configuring a network resource.

  - The specified disk resource is used for an L-Server. The size and path cannot be changed for the disk resources used by an L-Server.

  - The specified disk resource is used by an L-Server. The disk resource has been registered in a resource pool. Therefore, disk registration cannot be released.

- In *obj*, the MAC address written in "mac_address=" has already been used.

[Corrective Action]

Check and correct the option argument specified, and then perform the operation again.

When this message is output, the IP address or MAC address may already be being used for one of the following registered devices.

- Chassis

- LAN switches

- Network device

- Admin server

- Managed server

- Power monitoring device

For other cases, perform the following corrective actions.

- When *obj* is already in use

  Perform one of following corrective actions:

  - Review the specified option argument, and perform the operation again.

  - Exclude *obj* from an L-Server.

  - Release registration of *obj* from the storage pool.

- In *obj*, when the MAC address written in "mac_address=" has already been used

    Perform the operation again after correcting the specified MAC address.

67210

FJSVrcx:ERROR:67210:*obj*:is busy

[Description]

The command cannot be executed because another command is being executed by *obj*.

In the following cases, a resource name other than the one specified is displayed for *obj*.

- When power operation of a chassis is performed while another process is being executed for a resource mounted in the chassis

- When takeover of operations has been performed for a server which has been switched to a spare server and there is another physical OS or VM host that has the server configured as a spare server, and that physical OS or VM host is executing another process

[Corrective Action]

- When *obj* is "Manager task"

    Check the operating status of the admin server. After the operation being executed is complete, perform the operation again.

    If this message is displayed while the admin server is stopped, operations being executed on the admin server may remain in the database. Start the admin server to complete the operations being executed on the admin server, or perform the operation again after restoring the collected configuration definition information.

- When *obj* is something other than "Manager task"

    Check the object *obj* and perform the operation again after the other command is complete.
    However, when performing registration or deletion of managed servers or LAN switches in the same chassis, commands can only be performed for one resource at a time. This message will be displayed when commands are performed for multiple resources at the same time.

[Cloud Edition]
[Description]

The requested process cannot be performed as another process is already being performed.

[Corrective Action]

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

- When *obj* is a network resource

    Wait for a short while and then repeat the operation. After deleting the L-Server connected to the network resource, perform the operation again.

- When *obj* is "Manager task"

    Check the operating status of the admin server. After the operation being executed is complete, perform the operation again.

    If this message is displayed while the admin server is stopped, operations being executed on the admin server may remain in the database. Start the admin server to complete the operations being executed on the admin server, or perform the operation again after restoring the collected configuration definition information.

- When *obj* is a LAN switch blade name

    The network resource using the LAN switch blade which is displayed in *obj* exists. Delete the network resource and perform the operation again.

- When *obj* is something other than the above

    Wait for a short while and then repeat the operation.

67211

FJSVrcx:ERROR:67211:*image*:already defined

[Description]

image has already been defined.

[Corrective Action]

Check and correct the object, then perform the operation again.

67212

FJSVrcx:ERROR:67212:*image*:not defined

[Description]

The cloning image has not been specified.

[Corrective Action]

When this message is output during cloning image operation, collect the cloning image and then execute the command again.

67214

FJSVrcx:ERROR:67214:*obj*:system image does not exist

[Virtual Edition]

[Description]

The system image of the managed server or the system image of the version specified does not exist.

[Corrective Action]

Check the system image of the relevant managed server.
If the specified version is incorrect, specify the correct version and execute the command again.
In some cases, the image file may not have been synchronized. Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE", and restart the manager service.

[Cloud Edition]

[Description]

The system image of the managed server or the system image of the version specified does not exist. Or there is no snapshot of the managed server, or the specified version of the snapshot was not found.

[Corrective Action]

Check whether there is a system image or snapshot of the relevant managed server.
If an incorrect version was specified, specify the correct version, and perform the operation again.
There is also a chance that image files have not been synchronized. Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE", and restart the manager service.

67216

FJSVrcx:ERROR:67216:*server_name*:already distributed

[Description]

The cloning image has already been deployed to the managed server *server_name*.

[Corrective Action]

Check and correct the relevant managed server, then perform the operation again.

67217

FJSVrcx:ERROR:67217:the specified servers are using different boot methods

[Description]

The specified servers include servers with different settings.

[Corrective Action]

Check the following settings for the target server.

- Whether there are settings for HBA address rename

- Whether there is server management software being used

Target servers with the same settings and perform the operation again.

For servers with different settings, process them individually.

67220

FJSVrcx:ERROR:67220:spare server not found

[Virtual Edition]

[Description]

There is no spare server that matches the following conditions. Or the spare server specified does not meet the following conditions.

- Power control is possible

- The status is "normal", "warning", or "stop"
  When the spare server is a VM host, it must meet all of the following conditions:

    - HBA address rename settings are configured, and an agent is registered

    - The status is "normal" or "warning"

    - A VM guest does not exist on a VM host (when the settings are not configured to switch to a spare server containing a VM guest)

  [Xen]

    - It is not configured as the pool master (when the VM host is Citrix XenServer)

- The server is not set as the switchover target for another switchover event

- The server belongs to the same subnet as the operation server

[Corrective Action]

Choose one of the following corrective actions:

- After checking there is a spare server that matches the above conditions, perform the operation again.

- Specify a spare server that meets the above conditions, and then perform the operation again.

- Specify a managed server that meets the above conditions as the spare server for use in server switchover, and then perform the operation again.

When setting a VM host as a spare server using the pre-configuration function, do so after importing HBA address rename settings and agent registration.
For details, refer to "12.2 Importing the System Configuration File" of the "User's Guide VE".

[Cloud Edition]

[Description]

- When a physical L-Server has been switched over

  There are no physical server resources available as spare servers in the specified spare server resource pool.

- In other cases

There are no spare servers that fulfill the conditions. The specified spare server does not fulfill the following conditions.

- Power control is possible

- The status is "normal", "warning", or "stop"
  When the spare server is a VM host, it must meet all of the following conditions:

    - HBA address rename settings are configured, and an agent is registered

    - The status is "normal" or "warning"

    - A VM guest does not exist on a VM host (when the settings are not configured to switch to a spare server containing a VM guest)

- The server is not set as the switchover target for another switchover event

- The server belongs to the same subnet as the operation server

[Corrective Action]

- When a physical L-Server has been switched over

Register an additional physical server resource in the spare server resource pool specified for the target L-Server.

- In other cases

Choose one of the following corrective actions:

- Check that the physical server in the server pool which was specified as a spare server meets or exceeds all of the following conditions:

    - Number of CPUs

    - CPU Clock Speed

    - Memory Size

    - Number of NICs

    - Number of FCs in the FC connection pattern

- There may be differences between the values in the definition files and the actual configuration information of that server.

  Check that the correct values have been entered.
  For details on the definition file, refer to "Chapter 8 Creating Definition Files" in the "Setup Guide CE".

- A physical server cannot be found that has the number of FCs specified in the FC connection pattern.

  Refer to "10.1.2 Storage Configuration" in the "Design Guide CE" for information on how to obtain the FC information for the physical server.

- After checking there is a spare server that matches the above conditions, perform the operation again.

- Specify a spare server that meets the above conditions, and then perform the operation again.

- Specify a managed server that meets the above conditions as the spare server for use in server switchover, and then perform the operation again.

When setting a VM host as a spare server using the pre-configuration function, do so after importing HBA address rename settings and agent registration.
For details, refer to "10.2 Importing the System Configuration File" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67222

FJSVrcx:ERROR:67222:*obj*:not recovered

[Description]

obj has not been recovered.

Takeover of operations was executed on managed servers that have not performed Auto-recovery or manual switching.

[Corrective Action]

There is no need to take corrective action, as neither Auto-recovery nor manual switching to the managed server specified has been performed.

67224

FJSVrcx:ERROR:67224:*obj*:IP address not assigned

[Description]

The command cannot be executed because a public IP address has not been assigned.

[Corrective Action]

Check if installation of the software has been completed successfully.

For how to install software, refer to the following:

- For Virtual Edition, refer to "Chapter 10 Configuring the Operating Environment of Managed Servers" of the "User's Guide VE".

- For Virtual Edition, refer to "Chapter 10 Configuring the Operating Environment of Managed Servers" of the " User's Guide for Infrastructure Administrators (Resource Management) CE".

67225

FJSVrcx:ERROR:67225:IP address is invalid

[Virtual Edition]

[Description]

The IP address specified is invalid.

[Corrective Action]

- When this error occurs during the registration of a managed server

  Check that the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN, and then perform the operation again.

- When this error occurs when changing the admin IP address of a managed server

  Check the following and perform the operation again.

  - That the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN

  - That IP addresses before and after changing are in the same subnets, when changing the admin IP addresses for a primary server or a spare server

- When this error occurs when changing the admin LAN IP address of an admin server

  Check that the IP address specified is the admin LAN IP address of the admin server, and then perform the operation again.

[Cloud Edition]

[Description]

One of the following is possible:

- The IP address specified is invalid.

- This message may be output when the rcxvmdiskagt command is executed.

[Corrective Action]

- When this error occurs during the registration of a managed server

  Check that the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN, and then perform the operation again.

- When this error occurs when changing the admin IP address of a managed server

  Check the following and perform the operation again.

    - That the admin LAN IP address of the specified managed server is included in the subnet of the admin LAN

    - That IP addresses before and after changing are in the same subnets, when changing the admin IP addresses for a primary server or a spare server

- When this error occurs when changing the admin LAN IP address of an admin server

  Check that the IP address specified is the admin LAN IP address of the admin server, and then perform the operation again.

- When this message is displayed when the rcxvmdiskagt command was executed

  Ensure that the specified IP address is the IP address of admin LAN for the VM host, then perform the operation again.

67228

FJSVrcx:ERROR:67228:IP range in admin server is already used

[Description]

The range of IP addresses defined on the admin server is already in use.

[Corrective Action]

Check the range of the IP addresses (DHCP range) defined on the admin server.

67230

FJSVrcx:ERROR:67230:error occurred on the admin server

[Description]

An error has occurred on the admin server.

[Corrective Action]

Check the following:

- If setup of the admin server was completed successfully.

  For setup, refer to "2.1 Manager Installation" of the "Setup Guide VE" or "Setup Guide CE".

- Whether communication with the server management unit is possible

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

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

    - Check the SNMP community name set from the ROR console.
      If it was omitted, [public] will be specified.

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

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

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

- Refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE", and check whether the "Related services" have been started on the admin server. If they have stopped, restart them.

- For how to check and start services, refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE".
  After starting any stopped services, perform the operation that resulted in the error again.

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

67231

FJSVrcx:ERROR:67231:failed to get the information from the managed server

[Description]

Acquisition of managed server information failed because the server cannot communicate with the managed server or server management unit.

[Corrective Action]

Check the status of the managed server and the server management unit, the value specified for the operand, and the values set for the following:

- That the IP address of the server management unit of the managed server is set correctly and the server is operating normally

- The SNMP community settings of server management unit for the managed server

  That the SNMP community name specified from the ROR console has Read (reference authority) or Write (reference and updating) authority.

- The SNMP community settings of the managed server

  That the SNMP community name of the managed server has Read (reference authority).
  Specify the same SNMP community name for the managed server and the server management unit.

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

- That the IP address of the managed server specified is correct

- Setup of the agent for the specified managed servers was completed successfully

- Network settings (such as DNS) of the admin server are correct and the execution of OS network-related commands is completed within seconds

When this message is displayed, take the following corrective actions, depending on the case:

- When this message is displayed after reconfiguration of hardware properties following replacement, and there are no problems with the managed server or server management unit

  There is a possibility that the reconfigured hardware properties were temporarily unobtainable.

  Reconfigure the hardware properties again.

- When this message is displayed during deployment of a cloning image

  Registration of agents after deployment has failed. Either redeploy the cloning image or refer to step 2. in the corrective action of "Message number 67328" and recover the managed server the image was deployed to.

  When a single cloning image was being deployed to multiple managed servers, take corrective action for all of the managed servers.

- When a managed server is VMwareESXi

  Necessary information cannot be obtained from the required software.

Refer to ServerView Operations Manager in "2.4.2.2 Required Software" in the "Design Guide VE", and enable management of the target server using ServerView Operations Manager.

- When a managed server is VMwareESXi and another vendor's server

    The definition file may not exist or the target managed server may not have been defined in the definition file.

    Confirm that there is no error in the filename or content of the definition file, referring to "C.1.5 Configuration when Creating a Virtual L-Server Using VMware ESXi on Other Vendor's Servers " in the "Setup Guide CE".

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

67232

FJSVrcx:ERROR:67232:power management error(rcxerrno=*rcxerrno*)

[Description]

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

[Corrective Action]

Check the following and take corrective action.

- The SNMP community name set from the ROR console
  If it was omitted, [public] will be specified.

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

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

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

67235

FJSVrcx:ERROR:67235:chassis is not registered

[Description]

The chassis has not been registered.
The admin LAN of the chassis including the server to be registered may not have been set correctly.

[Corrective Action]

After registering a chassis, perform the operation again.
When the chassis has been registered, check the admin LAN settings of the server to be registered.

67238

FJSVrcx:ERROR:67238:*obj*:cannot execute server recovery operation. detail=*detail*

[Description]

The managed server specified does not meet the requirements for Auto-recovery or manual switching.

The name of the managed server specified is displayed for *obj*.
The following detailed causes are displayed for *detail*.

- no image

    Backup of the system image of the server specified was not performed.

[Corrective Action]

Take corrective action based on the detailed cause.

- no image

    After system images are backed up on the server specified, perform manual switching again.

67239

FJSVrcx:ERROR:67239:*obj*:agent not installed

[Description]

A Resource Orchestrator agent has not been installed on a managed server.
The name of the managed server is displayed for *obj*.

[Corrective Action]

After installing a Resource Orchestrator agent on the managed server, execute the command again.

67242

FJSVrcx:ERROR:67242:failed to control switching HUB.(rcxfunc=*command*,rcxerrno=*rcxerrno*,mip=*mip*)

[Description]

An error has occurred in LAN switch control.

The network management command is displayed for *command*.
A character string indicating the process that resulted in an error during network management is displayed for *rcxerrno*.
One of the following is displayed for *mip*:

- The admin IP addresses of the managed LAN switch

- Admin IP addresses or server names of managed servers

An error may occur during the following conditions:

- When specifying a different IP address with LAN switch

- When specifying a SNMP community name not set in the LAN switch

- When the LAN switch is not operating correctly

- When the LAN switch is replaced with a different type of LAN switch from the original, and restoration performed

[Corrective Action]

After checking the following, execute the command again.

- That the LAN switch is a supported model

- That the LAN switch is the same model as the original

- Whether the content of the following settings of LAN switch matches that of Resource Orchestrator
  If they are different, correct the settings of both LAN switch and Resource Orchestrator so they match.

    - The admin IP addresses of LAN switch

    - The subnet mask for the admin IP addresses of the LAN switch

    - VLAN ID to which the admin IP addresses of the LAN switch belong

    - The connection port for the admin IP addresses of the LAN switch

    - SNMP community name

    - The user name for remote login

    - The password for remote login

    - The privileged password for remote login

- Whether there is an abnormality in the communication route between the admin LAN and the LAN switch
  Check whether a LAN cable is unplugged or the LAN switch is powered off.

- Whether the LAN switch is operating correctly
  Check the following, and if necessary, remove the problem using the maintenance procedure of the LAN switch.

  - The LAN switch is powered on

  - The SNMP agent is operating normally

  - The server can connect to the LAN switch using telnet

Information

....

When telnet connection is disabled, enable it.
For details on settings, refer to the manual for the server.
The number of simultaneous connections using telnet may be limited depending on the model. In this case, log out of other telnet connections.

....

67244

FJSVrcx:ERROR:67244:another command is running

[Description]

An internal command for obtaining server information may be being executed in another process.

[Corrective Action]

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

67245

FJSVrcx:ERROR:67245:failed to execute the command on managed server.(mip=*mip*)

[Description]

Command execution failed on the managed server.
The admin IP address of the managed server or the server name is displayed for *mip*.

[Corrective Action]

Check the following on the managed server indicated for *mip*.

- Check that the managed server is not down

  If the system is down, start the system from the appropriate OS.

- Check that the managed server was started using the appropriate OS

  If it was not, change the BIOS settings referring to the manual for the server.

[Linux]

- Check if the LAN card is correctly configured and activated on the system by executing the /sbin/ifconfig -a command

  If it has not been configured and activated correctly, configure the LAN card referring to the Linux installation guide.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67246

FJSVrcx:ERROR:67246:VLAN configuration failed

[Description]

An error has occurred in VLAN settings for LAN switch.

[Corrective Action]

For the LAN switch of the managed server that was the target of the operation (such as server registration or server deletion) that resulted in the error, confirm the following.

- The LAN switch is powered on

- The SNMP agent is operating normally

- The server can connect to the LAN switch using telnet

Information

When telnet connection is disabled, enable it.
For details on settings, refer to the manual for the server.
The number of simultaneous connections using telnet may be limited depending on the model. In this case, log out of other telnet connections.

- If the end host mode is being used, the VLAN ID of the active external port that is also the Selected Port cannot be deleted. Deactivate that port or change the VLAN IDs of all the internal ports that have the same VLAN IDs as the external port and the retry. External ports that are Selected Ports can be checked by logging into the LAN switch and running the show pin-interface all command.

After checking the above, if necessary, remove the problem using the maintenance procedure of the LAN switch.

- For Virtual Edition, refer to "Replacing LAN switch blades" in "6.3.4 Replacing Non-server Hardware" of the "Operation Guide VE" and reflect the VLAN information on the server, then perform the operation again.

- For Cloud Edition, refer to "Replacing LAN switch blades" in "9.3.4 Replacing Non-server Hardware" of the "Operation Guide CE" and reflect the VLAN information on the server, then perform the operation again.

67247

FJSVrcx:ERROR:67247:GLS not installed on server

[Description]

PRIMECLUSTER GLS has not been installed on the managed server.

[Corrective Action]

Install PRIMECLUSTER GLS on the managed server.

Refer to the product manual for the installation method of PRIMECLUSTER GLS.

67251

FJSVrcx:ERROR:67251:command terminated abnormally

[Description]

The command terminated abnormally.

[Corrective Action]

Perform the operation again.

67252

FJSVrcx:ERROR:67252:password decryption error

[Description]

Password decryption failed.

[Corrective Action]

If this message is displayed when importing a system configuration file, check that the password for the resource definition specified as "encrypted" (an encrypted password) has been configured as an encrypted character string.

For the system configuration file, refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide VE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]
[Description]

Password decryption failed.

[Corrective Action]

- When the message above is output during reading of a configuration definition file

  Confirm if the password is configured using an encrypted character string in the resource definition line for specifying "encrypted" (encrypted password).

  For details on configuration definition files, refer to "Appendix B Format of CSV System Configuration Files" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When message is output while network configuration information file is being read and "true" is set for PasswordEncryption tag or when rcxnetworkservice command is executed.

  Check if an encrypted character string is configured for the Password element or the PrivilegedPassword element.

  Refer to "13.6.1 Creating" in the "Reference Guide (Command/XML) CE" for information about network configuration information.

  If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67253

FJSVrcx:ERROR:67253:specified range of IP address is invalid. code=*code*

[Description]

The range of IP addresses specified is incorrect.
One of the following is displayed for *code*:

- 9:

  An invalid IP address is included in the specified range of IP addresses

- 10:

  The range of the start IP address and that of the end IP address are incorrect

- 13:

  The start IP address and end IP address are not in the same subnet

- 14:

  The start IP address is the same as the subnet number

- 15:

  The end IP address is the same as the broadcast address

- 102:

  The host of the start IP address specified for the redundancy method is not the same

- 103:

  The same subnet of the start IP address specified for the redundancy method has been used

- 201:

  IP addresses of registered managed servers exist outside the range of specified admin IP addresses, or a different subnet was specified when registered managed servers already exist

[Corrective Action]

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

- For "201"

  Choose one of the following corrective actions:

  - Specify a range of addresses including the registered managed server addresses in the same subnet as the range of admin IP addresses prior to change, and then perform the operation again.

  - Release the IP addresses of the registered managed servers, and then perform the operation again.

- For a code other than the above

  Check the parameter, and then perform the operation again.

67255

FJSVrcx:ERROR:67255:*option*:not supported

[Virtual Edition]

[Description]

The *option* specified for option is not supported.

[Corrective Action]

Check and correct the option specified, and then perform the operation again.

[Cloud Edition]

[Description]

- When a physical L-Server was created, "NICs.NIC.NetworkLinkfor NICIndex(*num*)" is displayed in *option*

  Network resources cannot be specified for the displayed NIC.
  The number displayed for NICIndex(*num*) is a value one lower than the number specified when creating the L-Server.

- When "-system" or "-force" is displayed in *option*

  The storage unit to which the disk resource, for which an operation was attempted using the rcxadm lserver attach command or the rcxadm lserver detach command, belongs does not support the -system option or the -force option of the rcxadm lserver command used for the switchover of operating and standby storage. Therefore, the -system option and the -force option cannot be specified.

- When "resource" is displayed in "*option*"

  The error may be the result of one of the following:

  - The specified resource is not the target of the movement

  - The resource has not been registered in the orchestration tree

- When "-deny deldisk" is displayed in *option*

  -deny deldisk (do not delete) cannot be specified when reducing disks that have been separated from the virtual storage from the specified L-Server.

- In other cases

  The option specified for option is not supported.

[Corrective Action]

- When a physical L-Server was created, "NICs.NIC.NetworkLinkfor NICIndex(*num*)" is displayed in *option*

  Change the network resource settings and perform the operation again.

- When "-system" or "-force" is displayed in *option*

  Check that switchover of operating or standby storage is being performed for the correct storage unit, or check the content of the replication definition file.

- When "resource" is displayed in "*option*"

  Specify a movable resource. Also, register resources that have not been registered in the resource orchestration tree into resource pools.

- When "-deny deldisk" is displayed in *option*

  This disk is deleted when reducing disks that have been separated from the virtual storage from the specified L-Server. To reduce, specify the -allow deldisk option and retry.

  The -deny deldisk option can only be specified when detaching disks from physical L-Servers or virtual L-Servers with the VM type Hyper-V.

- In other cases

  Check and correct the option specified, and then perform the operation again.

67257

FJSVrcx:ERROR:67257:oldest cloning image is in use

[Description]

Deletion of the oldest cloning image failed because it is in use.

[Corrective Action]

Delete one or more versions of cloning images that are not in use, then perform the operation again.

67258

FJSVrcx:ERROR:67258:version *version* of cloning image is already in use

[Description]

Deleting the version *version* of the cloning image failed because it is in use.

[Corrective Action]

Enable use of the specified version *version* of the cloning image, and then perform the operation again.

67262

FJSVrcx:ERROR:67262:failed to execute the cloning process. type=*type*

[Virtual Edition]

[Description]

An error has occurred during the process set in "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE".
A number corresponding to one of the following processes is displayed for *type:*

- 10: PRE_TGTSVR_IMAGE_CREATE

    The process before collection of cloning images

- 11: POST_TGTSVR_IMAGE_CREATE

    The process after collection of cloning images

- 13: POST_TGTSVR_IMAGE_INSTALL

    The process after deployment of cloning images

[Corrective Action]

Take the corrective action for "Message number 61501" or "Message number 61502" displayed in the event log.
When neither "Message number 61501" nor "Message number 61502" are displayed, collect troubleshooting information and contact Fujitsu technical staff.

67263

FJSVrcx:ERROR:67263:*user_name*:login incorrect

[Description]

Login failed.

[Corrective Action]

Enter the correct user ID and password, and then log in again.
When there is no error in the user ID and password, and the management account is a new addition, there is an error in the password configured during account creation.

- For Virtual Edition, Set the password given in "Chapter 5 Managing User Accounts" of the "Operation Guide VE" again.

- For Cloud Edition, Set the password given in "Chapter 3 Managing User Accounts for Infrastructure Administrators" of the "Operation Guide CE" again.

67264

FJSVrcx:ERROR:67264:*filename*:invalid file type

[Description]

Writing to the file or directory specified for *filename* failed because the file type is invalid.

[Corrective Action]

After performing one of the following corrective actions perform the operation again.

- Change the name of the file or directory displayed for *filename*

- Move or delete the file or directory displayed for *filename*

67265

FJSVrcx:ERROR:67265:*variable*:*value*:invalid environment value

[Description]

The environment variable *variable* is invalid.

[Corrective Action]

Check the value of the variable *variable* and then perform the operation again.

67266

FJSVrcx:ERROR:67266:no shell

[Description]

The shell to be started was not found.

[Corrective Action]

Correct the environment variable SHELL.

67267

FJSVrcx:ERROR:67267:*obj*:failed to execute

[Description]

Execution of the command described in *obj* failed.

[Corrective Action]

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

- The command execution environment is correct

  Execute the /opt/FJSVrcvhb/bin/rcxhbactl command from a desktop environment.

- Users have sufficient command execution authority

- There is enough free memory

67268

FJSVrcx:ERROR:67268:*filename*:no such file or directory

[Description]

The file or directory specified for *filename* was not found.

[Corrective Action]

Specify an existing file or directory.

[Cloud Edition]

[Description]

The file or directory specified for *filename* was not found.

[Corrective Action]

Specify an existing file or directory.

67269

FJSVrcx:ERROR:67269:*filename*:failed to create file or directory

[Description]

The file or directory specified for *filename* cannot be created.

[Corrective Action]

Check the access authority for the directory.

67270

FJSVrcx:ERROR:67270:home directory not found. *detail*

[Description]

There is no home directory for the executing user.

[Corrective Action]

For the OS user account on which the command has been executed, check if the following has been set and the directory set is on the admin server. Correct them and perform the operation again.

- There is an entry of the user account on which the command has been executed on "Local Users and Groups" of the admin server

- In the environment valuable of the above account, APPDATA or USERPROFILE exists and the correct directory is set

67271

FJSVrcx:ERROR:67271:*chassis_name*:chassis not exists

[Description]

The chassis *chassis_name* was not found.

[Corrective Action]

Check the name of chassis specified.

67275

FJSVrcx:ERROR:67275:the specified alias (*alias*) was not found

[Description]

The specified alias(*alias*) was not found.

[Corrective Action]

Execute the following command and check the alias, and then perform the operation again.

[Windows Manager]

```
>rcxadm certctl list <RETURN>
```

[Linux Manager]

```
# rcxadm certctl list <RETURN>
```

📔 Example

・・・

In the following, client2, client1, server5, server4, server3, server2, and server1 are aliases.

```
Truststore:
--------------

The type of the keystore: jks
The provider of the keystore: SUN

Seven entries are included in the keystore.

client2, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): A6:12:82:68:CD:E7:E6:F6:15:06:AC:43:3B:D8:A6:C4
client1, 2007/04/22, trustedCertEntry,
```

Finger print of certification (MD5): 9D:99:ED:88:C0:8F:32:26:60:FA:4C:96:A2:34:5A:45
server5, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 95:07:C8:B3:84:E6:BD:63:46:D6:6C:BA:36:5D:E8:9A
server4, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 24:6A:E8:04:0F:03:33:68:A0:CC:45:7E:E4:83:BA:7B
server3, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 05:28:95:53:9C:1E:33:32:F6:40:9D:99:EB:EC:3D:7B
server2, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 1B:0E:33:72:7E:1C:86:E0:16:9B:A9:7F:6B:62:6E:37
server1, 2007/04/22, trustedCertEntry,
Finger print of certification (MD5): 2C:59:04:37:CA:99:65:5D:34:BD:7F:20:BA:04:CE:90

...

67276

FJSVrcx:ERROR:67276:keystore file not found

[Description]

The keystore file was not found.

[Corrective Action]

Check that the keystore file exists in the following directory.
When operating managers in clusters, check that the shared disk for managers is mounted, and then perform the operation again.
If it does not exist, collect troubleshooting information and contact Fujitsu technical staff.

- When it is a manager

  [Windows Manager]
  Installation_folder\SVROR\Manager\etc\opt\FJSVssmgr\current\certificate\common_truststore

  [Linux Manager]
  /etc/opt/FJSVrcvmr/opt/FJSVssmgr/current/certificate/common_truststore

- When it is an agent

  [Windows] [Hyper-V]
  Installation_folder\Agent\StorageRM\Agent\etc\certificate\agent_truststore

  [Linux] [VMware] [Xen] [KVM]
  /etc/opt/FJSVssagt/certificate/agent_truststore

  [Solaris]
  /etc/opt/FJSVrcvat/certificate/agent_truststore

67277

FJSVrcx:ERROR:67277:not a keystore file

[Description]

The keystore file may be damaged or the file is incorrect.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

67278

FJSVrcx:ERROR:67278:internal error

[Description]

An internal error occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

67279

FJSVrcx:ERROR:67279:syntax error

[Description]

The command syntax is incorrect. "usage" is displayed.

[Corrective Action]

Check and correct the command format, and then perform the operation again.

67280

FJSVrcx:ERROR:67280:*obj*:*function* not supported. *detail*

[Virtual Edition]

[Description]

The object *obj* does not support *function*.
The name of the unsupported function is displayed for *function*.
When *function* cannot be used for *obj*, *detail* will not be displayed.
When *function* cannot be used because of usage conditions, the following detailed information will be displayed enclosed in parentheses for *detail*.

- "Out of DHCP range"

  The IP address displayed in *obj* is out of the range of IP addresses for which the backup and restore functions for system images can be used.

- "invalid switchover method"

  Server switchover using backup and restore cannot be used for the server displayed for *obj*.
  This is displayed when a VM host is operating on the server displayed for *obj*.

- "invalid model"

  The target of operation displayed for *obj* is a model that does not support *function*.

- "invalid destination"

  The VM guest displayed for *obj* does not support movement to the VM host specified as the destination.

- "VM type"

  The target of operation displayed for *obj* is server virtualization software that does not support *function*.

  [Xen]
  Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.

- "OS type"

  The target of operation displayed for *obj* is a server OS that does not support *function*.

- "incompatible network devices"

  The NIC configuration of the target of operation displayed for *obj* does not match the conditions for spare servers of *function*.

- "incompatible IBP group configuration between *switch-1* and *switch-2*"

  The IBP group settings of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match the operation conditions of *function*.

- "incompatible mode between switches *switch-1* (*mode-1*) and *switch-2* (*mode-2*)"

The modes of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match.
The modes of each switch, "IBP mode", "switch mode", or "end-host mode" is displayed for *mode-1* and *mode-2*.

- "VIOM"

As the server displayed for *obj* already has VIOM coordination configured as its virtualization method, HBA address rename cannot be set.

- "invalid deployment configuration"

The function displayed for *function* is one not supported in the current environment. For details of backup and restore, and cloning, use ServerView Deployment Manager. For Virtual I/O (HBA address rename), please use ServerView Virtual-IO Manager.
When this message is displayed for other operations, it is not necessary to perform those operations.

- For "difference of NIC setting for Admin LAN"

When the settings of the NIC for the admin LAN are a server different to that displayed for *obj*, configuration of a spare server is not possible.

- "Manager is Linux"

This cannot be used with a Linux manager.

[Corrective Action]

This message is displayed because use of an unsupported function was attempted for *obj*. No action is required.

[Cloud Edition]

[Description]

The object *obj* does not support *function*.
The name of the unsupported function is displayed for *function*.
When *function* cannot be used for *obj*, *detail* will not be displayed.
When *function* cannot be used because of usage conditions, the following detailed information will be displayed enclosed in parentheses for *detail*.

In *detail*, the following detailed information is displayed:

- "power-off"

The function displayed in *function* cannot be used with the current power state (power-off).

- "The last *pool_type* pool cannot be deleted."

The target resource displayed in *obj* cannot be deleted because it is the last resource pool of resource pool type *pool_type*.

- "pool type mismatched"

The target resource displayed in *obj* cannot be registered in the resource pool because it is a resource pool type that cannot be registered.

- "already exists in *pool name*"

The target resource displayed in *obj* cannot be registered in the resource pool because it is already registered in *pool name*.

- "boot disk"

The boot disk cannot be deleted.

- "invalid Redundancy"

The function displayed in *function* cannot be used as L-Server has been located on a VM host with a disabled HA function.
function cannot be executed, as VMware FT has been set for the target resource.
Or *function* cannot be executed as VMware FT cannot be configured for the target resource.

- "Network pool,Address pool,and Image pool"

The target resource cannot be included when calculating the number of L-Servers creatable for each L-Server template.

- "VirtualStorage[*virtual storage*...]", "Pool[*storage pool*...]", "VirtualStorage[*virtual storage*],Pool[*storage pool*]"

  The name of the virtual storage resource is displayed in *virtual storage*.
  The name of the storage pool name is displayed in *storage pool*.
  For the function displayed for *function*, it is not possible to specify system disks and data disks with differing virtual storage or storage pools.

- "*vmhost*[*vmtype*]"

  In *vmhost*, the VM host name is displayed.
  The VM type for the *vmhost* is displayed in *vmtype*.
  Migration cannot be performed when the VM types of the L-Server and the VM host specified as the migrate destination are different.

- "spare server"

  Since the operation target resource is a spare server, registration in the server pool cannot be performed.

- "some settings exist"

  Registration in the server pool cannot be performed because the target operation resource already has an OS installed, or some settings such as I/O virtualization have been configured.

- "VMType", "Model", "CPU", "Memory", "Policy.Positioning", "NICs", "Disks.Disk.type", "Policy.SpareSelection", "CPU.NumOfCPU", "CPU.CPUPerf", "Memory.MemorySize", or "FCConnectionPattern"

  The above tabs specified in the L-Server template cannot be imported, as they are not supported.
  When importing an L-Server template for a physical L-Server, if the following elements are displayed, there is an inconsistency in combinations with other elements described in the XML file.

  - CPU

  - Memory

  - CPU.NumOfCPU

  - CPU.CPUPerf

  - Memory.MemorySize

  - Disks.Disk.type

- "Not connected PhysicalServer"

  Operation cannot be performed, as the physical server is not connected due to changes to physical server usage.

- "VIOM"

  HBA address rename settings cannot be configured for the server displayed in *obj* as a virtualization method has been already configured using VIOM.

- "Not Physical Server"

  This command can only be performed for the physical L-Server.
  Execute this command for the physical L-Server.

- "setting VIOM server profile"

  In the chassis mounting the server displayed in *obj*, setting of VIOM is not possible because a server with a virtualization method configured using HBA address rename already exists.

- "Network Parameter Auto-Configuration is enabled"

  Failed to configure the IP address of the public LAN. The specified cloning images cannot be used, as ROR VE network parameter settings are valid.

- "Invalid target network admin LAN"

  Failed to configure the IP address of the public LAN. IP addresses cannot be configured for the admin LAN.

- "Target network overlaps with admin LAN"

  Failed to configure the IP address of the public LAN. The same network as the admin LAN cannot be configured for the public LAN.

- When *obj* is something other than "Target network overlaps with admin LAN"

  You are trying to use a function that is not supported by *obj*, or a function that cannot be used because the status is invalid.

- "Invalid agent version"

  Failed to configure the IP address of the public LAN. As an agent of a version earlier than ServerView Resource Orchestrator V2.2.1 has been installed, it is not possible to configure a public LAN IP address on the specified cloning image.
  When creating a physical L-Server, the IP address cannot be automatically configured if a Red Hat Enterprise Linux image is specified.
  When using the created L-Server, manually configure the public LAN IP address.

- "disk link"

  The DiskLink element cannot be specified in XML for disks with the disk number 0.

- "disk copy"

  The DiskCopy element cannot be specified in XML for disks with the disk number 0.

- "disk link, copy"

  The DiskLink element and the DiskCopy element cannot be specified in XML for a single disk at the same time.

- "disk *type*"

  The value specified for "*type*" cannot be set for disks other than disk number 0.

- "DiskLink" or "DiskCopy"

  An L-Server cannot be created, as the above elements are not supported when creating an L-Server.

- "MacAddress"

  The operation cannot be performed because the L-Server function displayed in *function* does not support the above elements.

- "release MacAddress" or "reserve MacAddress"

  [KVM]
  Addition and deletion of NICs and changing of VM type are not possible because the following operations are not supported.

  - Allocating of a MAC address from the address pool of Resource Orchestrator when modifying virtual L-Server configuration definition information

  - Releasing of the MAC address allocated from the address pool of Resource Orchestrator

- "illegal disk type"

  Configurations cannot be changed, since the specified disk resource is not the disk resource of a VM guest.

- "disk unregistration"

  Try to release disk resource registration using a configuration modification operation.

- "Not Virtual Machine" or "Physical Server"

  Usage is not possible for physical L-Servers.

- "already in use"

  A disk that is already being used exclusively by an L-Server cannot be attached to another L-Server.

- "last" or "logical server not found"

  The *function* cannot be executed, since operations not supported by the target resources were specified.

- "hierarchizing of Tenant folder"

  As the hierarchizing of tenant folders is not supported, tenant folders cannot be created in, or moved into, a tenant folder.

- "invalid Repurpose"

  function cannot be executed, as the resource to be operated does not support the XML tag in *detail*.

- "already in use"

  A virtual machine, a physical server, or a disk that is already being used exclusively by an L-Server cannot be connected to another L-Server.

- "VM Type", "VMType", or "VM type"

  The target resource displayed in *obj* is server virtualization software that does not support *function*.

  [VMware]
  For VMware ESXi, the following operation is not supported.

    - Backup

  [Xen]
  The following operation is not supported.

    - Overcommit

  [Oracle VM]
  The following operation is not supported.

    - Creation of an L-Server without specifying a cloning image

    - Overcommit

  [Solaris Containers]
  The following operation is not supported.

    - Creating and deleting an L-Server

    - Modifying L-Server specifications

    - Modifying the basic information of L-Servers

    - Attaching and detaching disks of L-Servers

    - Console Screen Acquisition of L-Servers

    - Operations of cloning image

    - Operations of snapshot

    - Migration of a VM guest to a different VM host

    - Allocating and releasing resources of L-Servers

- "illegal disk type"

  The disk type is not supported.

- "not creatable storage"

  Disk resources cannot be automatically generated on the target storage device.

- "can not delete the static disk"

  The LUN created in advance cannot be deleted.

- "VIOM is required"

  When allocating disk resources to physical L-Servers from multiple storage chassis, VIOM is necessary.

- "subnet"

  The subnet address of the admin LAN resource that is directly connected from the manager cannot be changed.

- "mask"

  The subnet mask of the admin LAN resource that is directly connected from the manager cannot be changed.

- "DefaultGateway"

  The default gateway of the admin LAN resource that is directly connected from the manager cannot be changed.

- When *obj* is "network_resource_name" and *detail* is "AddressSet"

  The subnet address of a resource of the admin LAN directly connected to a manager cannot be specified.

- When *obj* is "network_resource_name" and *detail* is "ManagementLanSubnet"

  Subnet addresses of the admin LAN cannot be used for public LAN resources.
  The <ManagementLanSubnet> tag cannot be specified when the <Type> tag to specify the network resource type is not set.

- When *obj* is "network_resource_name" and *detail* is "Pool"

  The specified Pool element cannot be specified when changing network resource settings.

- *obj* is "network_resource_name" and *detail* is "Vlanautosetting"

  Automatic VLAN configuration flags for external connection ports cannot be changed.

- When *obj* is "UserGroup", and *detail* is "supervisor group"

  The "supervisor" group cannot be edited and deleted.

- "Pool"

  The resource pool cannot be specified.

- "Type"

  The network resource type cannot be specified.

- "Vlanid"

  The VLAN ID cannot be specified.

- "other tenant folder"

  A resource that is being used by a powered on L-Server cannot be moved to another tenant.
  Stop the L-Server before moving the resource.

  The following resources cannot be moved:

    - Powered on L-Servers

    - Folders that contain powered on L-Servers

    - Resource pools used by powered on L-Servers

    - Folders or resource pools that contain resource pools used by powered on L-Servers

- "The resources used are permission denied."

  Access authority is necessary for some resources displayed in *obj*, which are used by the L-Server.
  Check the status of the resources used by the L-Server.

- "storage is not configured properly"

  The function displayed in *function* cannot be used as the storage has not been configured properly.

- "unknown disk"

  function cannot be executed, as there is an unknown disk on the resource to be operated.

- "converted vm" or "converted server"

  function cannot be executed, as the resource to be operated is an L-Server linked to either a configured physical server or a virtual machine.

- "secondary vm of VMware FT"

  function cannot be executed, as the resource to be operated is a VMware FT secondary virtual machine.

- "exist spare server settings"

  function cannot be executed, as the resource to be operated is a physical server for which a spare server has been configured.

- "agent is not registered"

  function cannot be executed, as there is no registered agent.

- "Server pool,Storage pool,Network pool,Address pool,and Image pool"

  The operation is valid for VM pools.
  The elements in the resources registered in the resource pool cannot be displayed for the resource to be operated.
  Reserve information for configuring HA cannot be displayed, as the resource to be operated is not a VM pool.
  Overcommit attribute is only valid for VM pools.

- "VM pool,Server pool,Network pool,Address pool,and Image pool"

  The operation is valid for Storage pools.
  Thin provisioning attribute is only valid for Storage pools.

- "over_commit is defined in pool.rcxprop"

  When using admin server that is upgraded from ROR V2.3 or V3.0 and the upgrade procedures for overcommit are not executed, configuration of the overcommit attribute is not supported. edit the definition file. Refer to "G.1.1 Over Commit Definition File" of the "Setup Guide CE" for more details.

- "thin_provisioning is defined in pool.rcxprop"

  When using admin server that is upgraded from ROR V2.3 or V3.0 and the upgrade procedures for overcommit is not executed, configuration of the thin provisioning attribute is not supported. Alterntatively, edit the definition file. Refer to "G.1.1 Over Commit Definition File" of the "Setup Guide CE" for more details.

- "Server pool,Network pool,Address pool,and Image pool"

  The operation is valid for VM and Storage pools.

  The setting for displaying the attributes is only valid for VM and Storage pools.

- "Server pool,Storage pool,Network pool,Address pool,and Image pool"

  The operation is valid for VM pools and server pools.
  The resource to be operated cannot be displayed linked to L-Servers.

- "VM pool,Server pool,Storage pool,Network pool,and Address pool"

  The operation is valid for image pools.
  The target resource cannot display image information.

- When registering resources to a resource pool, and "force" is displayed

  function cannot be executed, as the force option is not supported for resources other than server pools.

- "Dynamic Memory is enabled"

  Dynamic memory settings are enabled for the target resource.
  Memory capacity cannot be changed for L-Servers for which dynamic memory settings are enabled.

- "Exist"

  When the VM type is something other than KVM, the Exist element cannot be specified.

- "DiskLink and ServerImageLink.disk cannot be specified at the same time"

  When the L-Server template with the "setting for disk deployment when specifying an image" is specified, a disk which was created (and saved) from virtual storage cannot be specified.

- "remaining disk"

  For the specified L-Server, a disk which was created (and saved) from virtual storage cannot be specified. The disk can be only specified for virtual L-Servers with the Hyper-V VM type.

- "L-Server with snapshot"

  Saved virtual disks (created from virtual storage) cannot be added to an L-Server from which a snapshot has been collected.

- "not connectable disk resource from VM host"

  Virtual disks that cannot be connected to from a VM host with an L-Server deployed cannot be specified.

- "disk with snapshot"

  deny_deldisk=true(do not delete) cannot be specified for the disk from which a snapshot has been collected.

- "product version of VM management software"

  In environments where an SCVMM that has not been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later is being used, one of the following operations was performed:

    - Connection of the L-Server to a disk that was allocated from a virtual storage and saved

    - Detachment (without deletion) of a disk that was allocated from a virtual storage and saved, from an L-Server.

- "disk size, exist"

  When the VM type is KVM and the DiskSize element is specified, specify "true" for the Exist element.

- "disk link, exist"

  When a disk resource created in advance is specified, "false" cannot be specified for the Exist element.

- "L-Platform", "Folder", or "Tenant Folder"

  The function displayed in *function* cannot be used with the L-Platform.

- "Folder.[tag name]"

  The specified resources cannot be created on resource folders or an L-Platform.

- "belongs to L-Platform"

  The function displayed in *function* cannot be used with the resources of an L-Platform.

- "can not belongs to L-Platform"

  Target resources cannot be created on or moved to the L-Platform.

- "deny_deldisk=true is specified"

  In a specified L-Server, when detaching a disk allocated from virtual storage, the disk is deleted.

- "HBA address rename cannot use FCConnectionPattern."

  FCConnectionPattern cannot be used in an environment where the HBA address rename service is configured.

- "The resource is registered in pool"

  The server displayed in *obj* is registered in the resource pool, so the boot agent cannot be changed.

- "no disk configuration information"

  Disk information may have not been obtained, because periodic queries to the VM management software has not been done. Wait for a short while and then repeat the operation.

- "agent not available"

  The function displayed in *function* cannot be used because the target managed server displayed in *obj* is a server that cannot use agents.

- "agent available"

  The target managed server displayed in *obj* cannot be registered as the VM host that cannot use agents because it has been registered as a server that can use agents.

- "HA is required for AliveMonitoring"

  When alive monitoring is enabled, None cannot be specified for the Redundancy element.

- "Out of DHCP range"

  The IP address displayed in *obj* is out of the range of IP addresses for which the backup and restore functions for system images can be used.

- "invalid switchover method"

  Server switchover using backup and restore cannot be used for the server displayed for *obj*.
  This is displayed when a VM host is operating on the server displayed for *obj*.

- "invalid model"

  The target of operation displayed for *obj* is a model that does not support *function*.

- "invalid destination"

  The VM guest displayed for *obj* does not support movement to the VM host specified as the destination.

- "VM type"

  The target of operation displayed for *obj* is server virtualization software that does not support *function*.

- "OS type"

  The target of operation displayed for *obj* is a server OS that does not support *function*.

- "incompatible network devices"

  The NIC configuration of the target of operation displayed for *obj* does not match the conditions for spare servers of *function*.

- "incompatible IBP group configuration between *switch-1* and *switch-2*"

  The IBP group settings of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match the operation conditions of *function*.

- "incompatible mode between switches *switch-1* (*mode-1*) and *switch-2* (*mode-2*)"

  The modes of the switch *switch-1* of the switchover source, and the switch *switch-2* of the switchover target that is displayed for *obj* do not match.
  The modes of each switch, "IBP mode", "switch mode", or "end-host mode" is displayed for *mode-1* and *mode-2*.

- "VIOM"

  As the server displayed for *obj* already has VIOM coordination configured as its virtualization method, HBA address rename cannot be set.

- "invalid deployment configuration"

  The function displayed for *function* is one not supported in the current environment. For details of backup and restore, and cloning, use ServerView Deployment Manager. For Virtual I/O (HBA address rename), please use ServerView Virtual-IO Manager. When this message is displayed for other operations, it is not necessary to perform those operations.

- For "difference of NIC setting for Admin LAN"

  When the settings of the NIC for the admin LAN are a server different to that displayed for *obj*, configuration of a spare server is not possible.

- "Manager is Linux"

  This cannot be used with a Linux manager.

- "L-Server is "defined" status"

  Specified L-Server cannot be operated because of the "defined" status.

[Corrective Action]

- When *obj* is "Target network overlaps with admin LAN"

  After creating a physical L-Server, configure the IP address manually. Configure the admin and public LANs in different networks.

- When *obj* is something other than "Target network overlaps with admin LAN"

  No action is necessary.

- When *detail* is "VMType", "Model", "CPU", "Memory", "Policy.Positioning", "NICs", "Disks.Disk.type", "Policy.SpareSelection", "CPU.NumOfCPU", "CPU.CPUPerf", "Memory.MemorySize", or "FCConnectionPattern"

  Review the L-Server template to see if the above elements are used, and then perform the operation again.

  If the following elements are displayed, review the XML file and perform the operation again.

  - CPU

  - Memory

  - CPU.NumOfCPU

  - CPU.CPUPerf

  - Memory.MemorySize

  - Disks.Disk.type

- When *obj* is "network_resource_name" and *detail* is "AddressSet"

  Specify the subnet name of the admin LAN, and perform the operation again.

- When *obj* is "network_resource_name" and *detail* is "ManagementLanSubnet"

  Specify a different value for the subnets of the admin and public LANs, and perform the operation again.
  When creating a network resource for the admin LAN using the public LAN subnet, add the <Type>admin</Type> tag, and specify the <ManagementLanSubnet> tag.

- When *obj* is "network_resource_name" and *detail* is "Pool"

  After deleting the Pool element, perform the operation again.

- *obj* is "network_resource_name" and *detail* is "Vlanautosetting"

  Delete vlanautosetting from the ExternalPorts element in the XML definition and then perform the operation again.

- When *obj* is "DefaultGateway" and *detail* is "ManagementLanSubnet name = "" , Type = admin"

  For the admin LAN connected directly to a manager, do not specify the default gateway.

- When *function* is "convert L-Server" and *detail* is "storage is not configured properly"

  Check that the storage has been configured for linking the configured physical server to the L-Server.

- When *detail* is "some settings exist"

  When registering a configured physical server to a resource pool, specify the -force option and perform the operation again.

- When *detail* is "Dynamic Memory is enabled"

  - When changing the memory capacity with dynamic memory enabled

    Perform the operation using VM management software.
    The changed values are reflected on the configuration of the L-Server by periodic queries made to the VM management software.
    For details on the reflection of L-Server configuration by periodic queries, refer to "17.2 Modifying an L-Server" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - When changing the memory capacity using Resource Orchestrator

    Change the settings of the target virtual machine to static memory using VM management software.
    After the change has been reflected on the L-Server, perform the operation again.

- When *detail* is "release MacAddress" or "reserve MacAddress"

  After deleting the L-Server, create an L-Server again.

- When *detail* is "illegal disk type"

  Specify a disk resource for VM guest, and perform the operation again.

- When *detail* is "disk unregistration"

  Use the unregister command to release the registration of *obj* disk resources, and perform the operation again.

- When *detail* is "L-Platform"

  Perform the operation, using the command for L-Platforms.

- When *detail* is "Folder"

  Create a resource, using the command for the resource folder.

- When *detail* is "Tenant Folder"

  Perform the operation, using the command for tenants.

- When *detail* is "belongs to L-Platform"

  when you change the setting of the alive monitoring to L-Server disposed from L-Platform, use the XML file that contains only the tag of the alive monitoring setting and redundancy.

- When *detail* is "can not belongs to L-Platform"

  Specify the resource folder or tenant folder for the creation or destination resource folder, and perform the operation again.

- When *detail* is "deny_deldisk=true is specified"

  In the specified L-Server, when detaching a disk allocated from virtual storage, the disk is deleted.
  To reduce, specify deny_deldisk=false. The deny_deldisk argument may also be omitted.
  The -deny_deldisk=true argument can only be specified when detaching disks from physical L-Servers or virtual L-Servers with the VM type Hyper-V.

- When *detail* is "DiskLink and ServerImageLink.disk cannot be specified at the same time"

  Modify the L-Server template or change the setting so that disks which were created (and saved) from virtual storage will not be used, and then perform the operation again.

- When *detail* is "remaining disk"

  Review the VM type and environment, and then perform the operation again.

- When *detail* is "L-Server with snapshot"

  When adding a saved virtual disk (created from virtual storage) to a virtual L-Server, delete all snapshots of that virtual L-Server first, and then perform the operation again.

- When *detail* is "not connectable disk resource from VM host"

  Check the VM management software to see if the VM host with an L-Server deployed can connect to virtual disks, and then perform the operation on the L-Server which can connect to virtual disks.

- When *detail* is "disk with snapshot"

  When saving a virtual disk (created from virtual storage), delete all snapshots of that virtual L-Server first, and then perform the operation again.

- When *detail* is "product version of VM management software"

  Check if the SCVMM being used has been upgraded to Microsoft(R) System Center 2012 Virtual Machine Manager or later. If not, upgrade SCVMM and then perform the operation again.

- When *detail* is " HBA address rename cannot use FCConnectionPattern."

  Re-execute without specifying FCConnectionPattern.

- When *detail* is "no disk configuration information"

  Regular enquiry to the VM management product it is and there is a possibility that disk information on the image cannot be acquired for the unexecution.

  Wait for a short while and then repeat the operation.

- When *function* is "registering agent" and *detail* is "agent not available"or "agent available"

  Perform one of the following corrective actions:

  - Make the target managed server displayed in *obj* the server for VM hosts which can use agents by modifying the settings in the definition file explained in the following section. Then, register the agent.

    "C.1.5 Configuration when Creating a Virtual L-Server Using VMware ESXi on Other Vendor's Servers" in "Setup Guide CE"

  - Make the target managed server displayed in *obj* the server for VM hosts which cannot use agents by deleting that server. After this, register the server and agent, referring to the following section:

    "C.1.5 Configuration when Creating a Virtual L-Server Using VMware ESXi on Other Vendor's Servers" in "Setup Guide CE"

- When *detail* is "HA is required for AliveMonitoring"

  Specify "HA" for the Redundancy element, and then perform the operation again.

- In other cases

  This message is displayed because use of an unsupported function was attempted for *obj*. No action is required.

67281

FJSVrcx:ERROR:67281:*obj*:not supported. *detail*

[Description]

The specified command, subcommand, or option is not supported.
The name of the managed server or the port name is displayed for *obj*.
The following detailed information is given in *detail*.

- "Manager"

  The server displayed for *obj* is an admin server.

- "Port name"

  The port name displayed for *obj* is a port name not supported by Resource Orchestrator.

[Corrective Action]

Perform checks based on each piece of detailed information, if the combination of resources is incorrect or the values differ, change the values specified or the settings and then perform the operation again.

- "Manager"

  - When this message is displayed during registration of a managed server, check that an admin server is not the target of the operation.

  - If displayed when performing reconfiguration of hardware properties, check that an admin server has not been mounted in the relevant slot.

- "Port name"

  When changing port numbers, check there are no mistakes in port names.

  For how to change port numbers, refer to follwing:

  - For Virtual Edition, refer to "8.2 Changing Port Numbers" of the "User's Guide VE", or "5.11 rcxadm mgrctl" of the "Reference Guide (Command) VE"

  - For Cloud Edition, refer to "6.2 Changing Port Numbers" of the "", or "5.14 rcxadm mgrctl" of the "Reference Guide (Command/XML) CE"

67283

FJSVrcx:ERROR:67283:*server*:cannot operate to *target detail*

[Description]

The specified managed server cannot perform operation against *target*.
The name of the managed server is displayed for *server*.
The target operation of *server* is displayed for *target*.

[Corrective Action]

Correct the specified *target*.

67285

FJSVrcx:ERROR:67285:the new password is invalid.

[Description]

An error has occurred because the PostgreSQL login user password has been changed.

[Corrective Action]

The configured user password is not correct.
Check the OS password setting conventions, and set an appropriate password.

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

67287

FJSVrcx:ERROR:67287:*obj1* is defined as *type* of *obj2*

[Description]

The command cannot be executed because the *obj1* is defined as *type* of *obj2*.

[Corrective Action]

After resolving the problem, perform the operation again.

67288

FJSVrcx:ERROR:67288:*obj*:VM host and VM guest are not supported

[Description]

The VM host or VM guest is not supported.
The name of the specified server is displayed for *obj*.

[Corrective Action]

Specify the physical OS name, and then perform the operation again.

67291

FJSVrcx:ERROR:67291:*obj*:chassis information is not found

[Description]

The IP address specified is incorrect, or the chassis information specified is not registered on the admin server.

[Corrective Action]

Check the following:

- Check that the specified IP addresses of the chassis and server management unit or the server information (such as IP address) are correct.
  If there are errors, perform registration again using the correct information.

- Check if the chassis is powered on. If the chassis is not powered on, after powering it on, perform registration again.

67293

FJSVrcx:ERROR:67293:LAN switch is not registered

[Description]

The LAN switch for connection to the network interface of the managed server for registration is not registered.

[Corrective Action]

Register the LAN switch for connection to the network interface of the managed server for registration, and then perform the operation again.

- How to check and register the destination LAN switch

  - For Virtual Edition, refer to "C.1 Connections between Server Network Interfaces and LAN Switch Ports" of the "Design Guide VE", and check the LAN switch to be connected to the NIC of the specified managed server.
    Refer to "B.3 Resource Definitions" in the "User's Guide VE", add LAN switch definitions to the system configuration file, and then import it again.

  - For Virtual Edition, refer to "C.1 Connections between Server Network Interfaces and LAN Switch Ports" of the "Design Guide CE", and check the LAN switch to be connected to the NIC of the specified managed server.
    Refer to "B.3 Resource Definitions" in the "User's Guide for Infrastructure Administrators (Resource Management)", add LAN switch definitions to the system configuration file, and then import it again.

67294

FJSVrcx:ERROR:67294:Slot number or IP address of the specified LAN switch blade is invalid

[Description]

The slot number or IP address of the specified LAN switch is incorrect.

[Corrective Action]

Check the mounting position of the LAN switch blade and IP address, specify the correct slot number and IP address, and then perform the operation again.

67295

FJSVrcx:ERROR:67295:*obj*:duplicate resource name found

[Virtual Edition]

[Description]

There are multiple resources with the name specified for *obj*.
Commands cannot be used to operate multiple resources with the same name.

[Corrective Action]

Execute the command after changing the names of resources so no two have the same name.
When it is not possible to change the names of resources with the same name, perform operations from the GUI.

[Cloud Edition]

[Description]

- When registering resources to resource pools

    obj has already been registered in a resource pool.

- When moving resources from the resource pool

    A resource that has the same name as *obj* is registered in the destination resource pool.

- When performing user authentication using directory service

    obj is already registered in one of the following locations. The names are not-case-sensitive.

    - Root folder

    - Same resource folder

    - Same tenant folder

    - Inside the same resource pool

- When importing the configuration information for the operation of Disaster Recovery environments

    There are multiple VM guests or VM hosts specified in *obj*.

    When the name on management software has been changed, reverse the change, and perform the operation again.

- When operating network devices

    There are multiple network devices specified in *obj*.

- When creating a L-Server, resource pool, folder, or tenant

    There are the following possibilities:

    - A resource with the same name already exists.

    - When created directly under the orchestration tree, an L-Server template with the same name may exist.

- In other cases

    There are multiple resources with the name specified for *obj*.
    Commands cannot be used to operate multiple resources with the same name.

[Corrective Action]

- When registering resources to resource pools

    With Resource Orchestrator, if *obj* has already been registered in a resource pool, it is displayed because currently registered resources cannot be registered. No action is necessary.

- When moving resources from the resource pool

    Resources with the same name cannot be registered on this product. Change the resource name and then try again.

- When performing user authentication using directory service

    A resource with the same name as an already registered resource is displayed, because it cannot be registered at the same time. Change the resource name, and then perform the operation again.

- When operating network devices

    Execute the command again, referring to "7.4 Changing LAN Switch Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE", after changing the network device name using the GUI.

- When creating a L-Server, resource pool, folder, or tenant

    Change the name and perform creation again.

- In other cases

    Execute the command after changing the names of resources so no two have the same name.
    When it is not possible to change the names of resources with the same name, perform operations from the GUI.

67296

FJSVrcx:ERROR:67296:not logged in

[Description]

Login as a Resource Orchestrator user has not been performed.

[Corrective Action]

Perform the operation again after logging in as a Resource Orchestrator user.

If this message is displayed when executing a command, log in as an administrative user of Resource Orchestrator or with OS administrator authority and perform the operation again.

For details of the authority necessary for executing commands, refer to "Chapter 1 Overview" of the "Reference Guide (Command) VE" or "Reference Guide (Command/XML) CE".

For details of how to log in as an administrative user of Resource Orchestrator, refer to "2.1 rcxlogin" of the "Reference Guide (Command) VE" or "Reference Guide (Command/XML) CE".

When operating managers in clusters, there is a chance that the shared disk for managers is not mounted.
Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

67297

FJSVrcx:ERROR:67297:protocol not supported. detail=*detail*

[Description]

A communication error with the manager occurred during execution of a command.

[Corrective Action]

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

- Check the Network Environment

   How to Check
   Check that the port number (service name: rcxweb, default: 23461) used by the admin server for the Resource Coordinator Manager service is not being used for another service.
   Execute the following command on the server where a manager is installed to check the usage status of the port number.

   1. Display process IDs using port numbers

   ## Example

   [Windows Manager]

   ```
   >netstat -oan | find "0.0.0.0:23461" <RETURN>
    TCP    0.0.0.0:23461          0.0.0.0:0              LISTENING      2632
   -> Process ID is 2632
   ```

   [Linux Manager]

   ```
   # netstat -lnp | grep ":23461" <RETURN>
   tcp     0      0 :::23461          :::*              LISTEN      4095/httpd
   -> Process ID is 4095
   ```

   2. Check that the process ID belongs to the httpd of Resource Orchestrator

[Windows Manager]

```
>tasklist /svc /FI "PID eq 2632" <RETURN>
Image name               PID    service
======================== ====== ====================================
httpd.exe                2632   ResourceCoordinatorWebServer(Apache)
```

[Linux Manager]

```
# ps -fp 4095 <RETURN>
UID        PID  PPID  C STIME TTY          TIME CMD
root      4095     1  0 Jul18 ?        00:00:00 /opt/FJSVrcvmr/sys/apache/bin/
httpd -k start
```

Corrective Action

When it was being used by another service, change the port number to be used.

For how to change port numbers, refer to the follwing:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" of the "User's Guide VE".

- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" of the "User's Guide for Infrastructure Administrators (Resource Management)".

When the port number being used by Resource Coordinator Manager is correct, or the corrective action above does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67298

FJSVrcx:ERROR:67298:console control error. detail=*detail*

[Description]

A console control error has occurred in the process in the rcxlogin command for hiding passwords.

[Corrective Action]

If terminal software other than the standard Windows command prompt is being used, check the settings of that software.

If the problem occurs when using the command prompt or the corrective action above does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

67299

FJSVrcx:ERROR:67299:Manager process(es) still running.(*process*)

[Description]

Operation is not possible as the manager service is running.

The name of one of the running services is displayed for *process*.

[Corrective Action]

- Refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE", and check whether the "Manager Services" and "Related Services" have been stopped on the admin server. If any server is running, stop it.
  After stopping any started services, perform the operation that resulted in the error again.

[Windows Manager]

- When operating managers in clusters, there is a chance that the cluster services for the manager and for the HBA address rename setup service are online on the same node.
  Check that the cluster services are not online on the same node in the [Failover Cluster Management] window, and migrate the

cluster service for the HBA address rename setup service to another node if it is online on the same node.

When other nodes have failed, perform the operation after recovery.

4.6.3 673XX Series

This section explains the 673XX message series.

67302

FJSVrcx:ERROR:67302:*path*:system file not found

[Description]

The file or directory specified for *path* was not found.

[Corrective Action]

Check that the manager package is correctly installed.

In a clustered manager configuration, there is a chance that setup of the cluster service for the manager has not been performed successfully.

Refer to the directory displayed for *path* and "D.3 Configuration" of the "Setup Guide VE", and check if the setup of the cluster service for the manager has been performed successfully.

-

67305

FJSVrcx:ERROR:67305:*file*:invalid configuration

[Description]

The configuration file indicated for *file* is invalid.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

67313

FJSVrcx:ERROR:67313:failed to check configuration

[Description]

A configuration check failed.

[Corrective Action]

Check the system log, resolve the problem and execute the command again.

- If an error message regarding the disk or file system has been output

67320

FJSVrcx:ERROR:67320:power control error. target=*target* detail=*detail*

[Virtual Edition]

[Description]

An error occurred during power control operation for *target*.

[Corrective Action]

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

- If *detail* is "duplicate resource name"

The power state of the VM guest cannot be controlled because multiple VM names on the VM host conflict. Change the names so that they differ because there is an error in the VM host settings.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
  Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is "17"

A VM guest was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM guest has been deleted.

Use the VM management console and check that the VM guest is not configured to move when its power status changes.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.5 Changing VM Management Software Settings" of the "User's Guide VE".

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.5 Changing VM Management Software Settings" in the "User's Guide VE".

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "122"

  Perform one of the following corrective actions:

  - The VM maintenance mode is set for the VM host. Perform the operation again after disabling the VM maintenance mode for the VM host.

  - The server is inoperable due to its power status. Check the status of the VM guest.

- When *error_number* is "123"

  There is a chance that settings for VM guest power operation, which must be performed in advance, have not been performed. For the settings for VM guest power operation that must be performed in advance, refer to "D.2 Configuration Requirements" in the "Design Guide VE".

- When *error_number* is "124"

  There are the following possibilities:

  - The necessary power control settings for the VM guest may not have been configured.
    Check that settings for VM guest power operation have been performed in advance. If they have not been performed, make the necessary settings and then perform the operation again.
    For the settings for VM guest power operation that must be performed in advance, refer to "D.2 Configuration Requirements" in the "Design Guide VE".

  - The VM host or VM management software license necessary for operation may not be possessed.

    Check the license status using the VM management software.

  - The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
    For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.5 Changing VM Management Software Settings" of the "User's Guide VE".

- When *error_number* is "125"

  Processing of other tasks is being executed on the VM host. Check if operations are not performing from other clients at the same time, and then perform the operation.

- When *error_number* is "127"

  Power control processing of the VM guest failed. There are the following two possibilities:

  - Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  [Hyper-V]

  - Check that the OS of the Virtual Machine is operating. If the OS has not been installed or is not operating, start the OS and then perform the operation.

- When *error_number* is "400"

  Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
  If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

An error occurred during power control operation for *target*.

[Corrective Action]

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

- If *detail* is "duplicate resource name"

  The power state of the VM guest cannot be controlled because multiple VM names on the VM host conflict. Change the names so that they differ because there is an error in the VM host settings.

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format

  An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is "16"

    A VM host was not found. Check the following:

    - Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM host has been deleted.

    [Hyper-V]

    - Check that Hyper-V is installed and roles are enabled.

  - When *error_number* is "17"

    A VM guest was not found. Check the following:

    - Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.

    - Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

  - When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

  - When *error_number* is "100" or "115"

    The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

    Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

    For details on the values for login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - When *error_number* is "101", "110", "111", "112", "114", or "116"

    Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", or "136"

  Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  When CPU or memory to be allocated to a VM guest is insufficient, depending on your environment, either migrate the VM guest to another VM host, or stop the VM guest.

  [VMware]
  When VMware DPM is enabled and there is a VM host in standby mode in a VMware cluster with a VM guest, start the VM guest from VM management software.

  If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

  For details, refer to "C.1.4 Configuration when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

- When *error_number* is "113"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

  Change the entered values (user name and password) for the login account information to the correct values.

  For details on the values for login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "122"

  Perform one of the following corrective actions:

    - The VM maintenance mode is set for the VM host. Perform the operation again after disabling the VM maintenance mode for the VM host.

    - Operation cannot be performed with the current power state. Check the power state of the VM guest.

- When *error_number* is "123"

  The error may be the result of one of the following:

    - The necessary power control settings for the VM guest may not have been configured. For the settings for VM guest power operation that must be performed in advance, refer to "D.2 Configuration Requirements" in the "Design Guide VE".

    - The software required for power control on the VM guest may not have been started. Perform the operation again after referring to the server virtualization software manual and checking whether the required software has been started.

- When *error_number* is "124"

  There are the following possibilities:

    - The necessary power control settings for the VM guest may not have been configured.

    Check that settings for VM guest power operation have been performed in advance. If they have not been performed, make the necessary settings and then perform the operation again.

    For the settings for VM guest power operation that must be performed in advance, refer to "D.2 Configuration Requirements" in the "Design Guide VE".

    - The VM host or VM management software license necessary for operation may not be possessed.

    Check the license status using the VM management software.

- The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

  Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

  For details on the values for login account information, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "125"

Processing of other tasks is being executed on the VM host. Check if operations are not performing from other clients at the same time, and then perform the operation.

- When *error_number* is "127"

Power control processing of the VM guest failed. Check the following:

  - Check the operating status and network settings of the VM host or VM management software.
    When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  [Hyper-V]

  - Check whether or not a virtual machine OS has been installed and if the OS has been started.

    If an OS has not been installed on a virtual machine, install and start one.

    If the OS is not running on the virtual machine, perform the operation after starting up the OS.

- When *error_number* is "400"

Processing of a VM host remote command failed.

Check the operating status and network settings of the VM host. If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[Solaris Containers]
Check if the disk that contains non-global zone is mounted on the global zone and can be accessed from the file system.

- When *error_number* is "547"

VM host/VM management software may not meet the requirements necessary for starting the target VM guest. Use SCVMM to check whether the VM host/VM management software meet the requirements.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

- If *detail* is "VM guest detected on multiple VM hosts (*server_name1*,*server_name2*,...)"

[KVM]
The relevant VM guest may exist on multiple VM hosts. In this case, data referred to from the VM guest may be damaged when the VM guest is powered on.

Check whether the following message is repeatedly output in the event log.

FJSVrcx:INFO:21163:*obj*:VM guest is migrated.

- If the message is repeatedly output

Request an infrastructure administrator of Resource Orchestrator to take corrective action.
For corrective actions, refer to "Configuration for L-Server Live Migration" in "C.6.9 Advisory Notes for RHEL-KVM Usage" in the "Setup Guide CE".

- If the message is not repeatedly output

Update the information displayed in the ROR console, and then perform the operation again.
To update the information, right-click the target server in the server resource tree of the ROR console, and select [Update] from the displayed menu. It takes several tens of seconds to be updated.
Update the information for all servers displayed for *server_name*.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67321

FJSVrcx:ERROR:67321:*image* not found.

[Description]

The cloning image *image* was not found.

[Corrective Action]

Check that the specified cloning image or the specified version of the cloning image exists.
Check the version using the rcxadm image list command.

For details, refer to the following:

- For Virtual Edition, refer to "4.1 rcxadm image" in the "Reference Guide (Command) VE".

- For Cloud Edition, refer to "4.1 rcxadm image" in the "Reference Guide (Command/XML) CE".

After checking the image exists, specify the correct cloning image, and then perform the operation again.

In some cases, the image file may not have been synchronized.

Restart Manager service, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE" and "Operation Guide CE".

67322

FJSVrcx:ERROR:67322:agent is not registered. target=*target*

[Description]

The command cannot be executed because an agent has not been registered for the physical server *target*.

[Corrective Action]

An agent has not been registered for the specified physical server.
After registering an agent, perform the operation again.

67324

FJSVrcx:ERROR:67324:product-key is not set. target=*target*

[Description]

The Windows product key was not specified when installing an agent on the physical server *target*.

[Corrective Action]

The Windows product key was not specified when installing an agent on the specified physical server. Correct the license information file.
For details, refer to the following:

- For Virtual Edition, "17.2 Collecting a Cloning Image" in the "User's Guide VE".

- For Cloud Edition, "17.5.1 Collecting and Registering Cloning Images" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

67325

FJSVrcx:ERROR:67325:illegal IP address. target=*target*, IP=*ip*

[Description]

The IP address *ip* set when installing the agent on the physical server *target* is invalid.

[Corrective Action]

Check if *ip* is the admin LAN IP address of the admin server.
If it is not the IP address of the admin server, set the admin LAN IP address of the admin server for the module for image file operation.
For details how to set the admin LAN IP address of the admin server for the module for image file operation, refer to "An Error may Occur When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]" of "4.1 Operations for Images or Cloning Images" of the "Troubleshooting".
When "-" is displayed for *ip*, no values have been set.

67326

FJSVrcx:ERROR:67326:illegal hostname. target=*target*, hostname=*hostname*

[Description]

The server name *hostname* set when installing the agent on the physical server *target* is invalid.

[Corrective Action]

Check the following:

- *hostname* is the admin server name.

- The admin server IP address used on the managed server can be resolved using the server name.
  If it is not the admin server name, in the IP address settings for the module for image file operation set the host name or IP address of the admin server to enable it to be resolved using the admin LAN.
  For details how to set the admin LAN IP address of the admin server for the module for image file operation, refer to "An Error may Occur When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]" of "4.1 Operations for Images or Cloning Images" of the "Troubleshooting".

- If the host name cannot be resolved, review the settings concerning the resolution of host names such as the DNS.

67328

FJSVrcx:ERROR:67328:failed to set hostname. target=*target*

[Description]

Setting of the host name during cloning image deployment failed.
Or the ServerView Agents may not have been able to obtain the host name after it was set.
Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed.

[Corrective Action]

Failure may have occurred due to excessive load on the network or the server. Perform cloning image deployment again.
Alternatively, check using the following procedure and recover the managed server the image was deployed to.
When a single cloning image was being deployed to multiple managed servers, take corrective action for all of the managed servers.

1. Log in to the managed server and check that the specified host name has been set.

   - When it has not been set

   Change the host name following the procedure for the OS.

   [Linux]
   When using SUSE Linux Enterprise Server, if server names including periods (".") are configured for post-deployment server names of cloning images, configuration may fail.
   Specify post-deployment server names of cloning images that do not include periods (".").

- When it has been set

Obtaining information from the ServerView Agents failed.
Restart the ServerView Agents.

2. Based on the registration status of the agent prior to deployment, perform one of the following:

- When an agent has already been registered

Update the server from the GUI, and check if the changed host name is displayed on the GUI.

- When an agent has not been registered

Register an agent.

3. For Virtual Edition, When using the network parameter auto-configuration function, refer to "17.6.1 Operation Checks and Preparations" of the "User's Guide VE" and manually execute the network parameter setup command.

4. If releasing the server from maintenance mode was specified for after deployment, manually release the server from maintenance mode.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67329

FJSVrcx:ERROR:67329:*image* is already in use.

[Description]

The cloning image *image* is in use.

[Corrective Action]

After the operation using the specified cloning image is completed, perform the operation again.

67330

FJSVrcx:ERROR:67330:illegal operation specified for spare server. target=*target*

[Description]

An invalid operation was specified for the spare server *target*.

[Corrective Action]

The specified operation cannot be performed on the spare server.
Release the settings of the spare server, and then perform the operation again.

67331

FJSVrcx:ERROR:67331:too many versions of cloning image exist. image=*name*

[Description]

name exceeds the maximum number of versions that can be stored.

[Corrective Action]

- When the number of collected cloning images exceeds the maximum number of versions that can be stored

Refer to the following, and delete excess cloning images so there are less than the maximum.

- For Virtual Edition, "16.5 Deleting" in the "User's Guide VE".

- For Cloud Edition, "17.5.4 Deleting" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When collection of a cloning image with the same name is performed multiple times

  After completing the collections performed simultaneously, perform the operation again.

67333

FJSVrcx:ERROR:67333:failed to get information from *vmhost*. detail=*detail*

[Cloud Edition]

[Description]

Information could not be obtained from a VM host.

In *vmhost*, the VM host name is displayed.
"OS list" is displayed in *detail*.
The list information of operating systems that can be specified could not be retrieved when creating a VM guest.

[Corrective Action]

Refer to the management screen of the server virtualization software, and check whether the VM host displayed in *vmhost* is set to the VM maintenance mode. If the VM host is set to the VM maintenance mode, disable the maintenance mode.

67334

FJSVrcx:ERROR:67334:failed to restore image. detail=*detail*

[Cloud Edition]

[Description]

Failed to restore a VM guest.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format or the "(*message*,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

  An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is "17"

    The VM guest/image could not be found. Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest/image has been deleted.

  - When *error_number* is "19"

    The image could not be found. Wait for around three minutes and then repeat the operation.

  - When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "101", "110", "111", "112", "114", "116", or "148"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- If *error_number* is "104", "105", "135", "136", or "508"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. If operations performed from the VM management software are not executed, there is a problem with the VM host/VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "141", "143", "144", "145", "146", or "147"

The VM guest could not be restored using an image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "142"

Failed to restore an image because another operation was performed on the VM guest to restore. Perform the operation again after waiting a while.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67340

FJSVrcx:ERROR:67340:manager program still starting

[Description]

Startup of the manager has not been completed.

[Corrective Action]

Check whether the "Related services" have been started on the admin server.

- If they have not been started

Stop the "Manager services" and then start the "Related services". After that, restart the "Manager services".
For details how to start and stop manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE" and "Operation Guide CE".

- If they have been started

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

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67350

FJSVrcx:ERROR:67350:configuration error. target=*target*

[Description]

There may be a problem in the setting file for communicating with *target*.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

There may be a problem in the setting file for communicating with *target*.

[Corrective Action]

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

- "storage unit"

  Refer to "B.1.1 Creating Definition Files Combining Ports of SAN Storage" in the "Setup Guide CE" and correctly describe the port combination definition file of the SAN storage.

- In other cases

  Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

67351

FJSVrcx:ERROR:67351:SSL certification error. target=*target*

[Description]

The SSL certifications of the *target* and manager may be different.

[Corrective Action]

For details refer to "An Error may Occur during Cloning after the Manager is Reinstalled." of "4.1 Operations for Images or Cloning Images" of the "Troubleshooting".
When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

67352

FJSVrcx:ERROR:67352:connection timeout. target=*target*

[Virtual Edition]

[Description]

Communication may have failed temporarily because there is a problem in the network environment or the load of the server *target* is high.

[Corrective Action]

Check the corrective action for "Message number 67356", resolve the problem, and then perform the operation again.
When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

If this does not resolve the problem, changing the timeout value may resolve the problem.

Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Communication may have failed temporarily because there is a problem in the network environment or the load of the server *target* is high.

[Corrective Action]

Check the corrective action for "Message number 67356", resolve the problem, and then perform the operation again.
When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

When the managed server is VMwareESXi and another vendor's server, the definition file may not exist or the target managed server may not have been defined in the definition file.

Confirm that the there is no error in the filename or content of the definition file, referring to "C.1.5 Configuration when Creating a Virtual L-Server Using VMware ESXi on Other Vendor's Servers" in the "Setup Guide CE".

If this does not resolve the problem, changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.

67353

FJSVrcx:ERROR:67353:read timeout. target=*target*

[Description]

Communication may have failed temporarily because the load of the server *target* is high.

[Corrective Action]

Check the following:

- For Virtual Edition, this message is also displayed when collecting or deploying cloning images fails because incorrect automatic settings such as the following were made using the network parameter auto-configuration function for cloning images.
  For the network parameter auto-configuration function that can be defined for cloning images, refer to "17.6 Network Parameter Auto-Configuration for Cloning Images" of the "User's Guide VE".

  - Automatic settings were performed for the admin LAN

  - Automatic settings for the public LAN were performed using an IP address of the same subnet as the admin LAN IP address

Log in to the managed server for which collection or deployment of cloning images failed, and check the definition file of the network parameter auto-configuration function to see whether incorrect settings such as those above were performed.
When automatic settings were performed, perform the operation again using the following procedures:

  - Recovery of the failed managed server

    Execute the rcxadm lanctl unset command and release the automatic settings.
    For detail to rcxadm lanctl unset command, refer to "5.9 rcxadm lanctl" in the "Resource Guide (Command) VE".

    When the admin LAN IP address has not been set on the managed server, set it manually. If the status of the managed server does not change to "normal", refer to the corrective action of "Message number 67192".

  - Re-collection of cloning images

    Correct the definition file of the network parameter auto-configuration function on the managed server from which a cloning image is to be collected, and then collect the image again.

When deployment of a cloning image fails, collect and then deploy a cloning image to the managed server again.
If any cloning images were not collected or deployed successfully, delete them.

- Changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.

67354

FJSVrcx:ERROR:67354:write timeout. target=*target*

[Description]

Communication with the server *target* might not be possible or have failed temporarily because the load is high.

[Corrective Action]

Check the following "Check the network route", resolve the problem and perform the operation again.

- Check the network route

How to Check

Execute the ping command on the server where a manager is installed to check the network status. Check if it is possible to communicate with the server *target*.

[Windows]

```
>ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
Pinging ipaddr with 32 bytes of data:

Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action

Check the following items:

For <Example: Normal communication>

- "IP address checks"

- "Firewall checks"

For <Example: Abnormal communication>

- "*target* checks"

- "Firewall checks"

- "IP address checks"

- "LAN network checks"

- *target* checks

  Check if the server *target* is running. The network connection function of the server *target* may have stopped during communication. Check if the network connection function has been stopped before or after the error occurred, and then perform the operation again.

- Firewall checks

  Check the settings of firewall software set between the admin server and managed servers or in managed servers.

  - Refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE", and assign permission for communication to the necessary ports.

- IP address checks

  Check if the IP address displayed in the error message is correct and if necessary specify the correct IP address, and then perform the operation again.

- LAN network checks

  Check if the network cable is connected to the server *target*.

When this message is displayed during deployment of a cloning image, deployment has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

If this does not resolve the problem, changing the timeout value may resolve the problem.
Collect troubleshooting information and contact Fujitsu technical staff.

67355

FJSVrcx:ERROR:67355:connection error. target=*target*

[Description]

The program of *target* may not have been started.

[Corrective Action]

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

  Refer to "Chapter 2 Starting and Stopping Managers and Agents" of the "Operation Guide VE" or "Operation Guide CE", and start the destination server for communication.

- When *target* is the name of external software

    Refer to the manual of the software and start the service of the external software.

- When *target* is "Task Manager"

    Collect troubleshooting information and contact Fujitsu technical staff.

- Port number checks

    Check the port numbers of the admin server and managed servers.
    If there are any mistakes, change the port number to the right one.

    - For Virtual Edition

        - For how to change port numbers, refer to "Appendix A Port List" of the "Design Guide VE".

        - For how to change port numbers, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".

    - For Cloud Edition

        - For how to change port numbers, refer to "Appendix A Port List" of the "Design Guide CE".

        - For how to change port numbers, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the " User's Guide for Infrastructure Administrators (Resource Management) CE".

Perform the following corrective action:

- When this message is displayed during deployment of a cloning image

    Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

- When operating managers in clusters

    There is a chance that the shared disk for managers is not mounted.
    Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67356

FJSVrcx:ERROR:67356:no route to host. target=*target*

[Description]

There may be a problem with the network environment.

[Corrective Action]

Check the following "Check the network route", resolve the problem and perform the operation again.

- Check the network route

    How to Check
    Execute the ping command on the server where a manager is installed to check the network status. Check if communication with the agent is possible.

    [Windows Manager]

    ```
    >ping the_IP_addresses_of_managed_servers <RETURN>
    ```

    <Example: Normal communication>

    ```
    Pinging ipaddr with 32 bytes of data:

    Reply from ipaddr: bytes=32 time<1ms TTL=128
    ```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0(0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum =0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4(100% loss),
```

[Linux Manager]

```
# ping the_IP_addresses_of_managed_servers <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action
Check the following items:

For <Example: Normal communication>

- "IP address checks"

- "Firewall checks"

For <Example: Abnormal communication>

- "*target* checks"

- "Firewall checks"

- "IP address checks"

- "LAN network checks"

- *target* checks

  Check if the server *target* is running. The network connection function of the server *target* may have stopped during communication.
  Check if the network connection function has been stopped before or after the error occurred, and then perform the operation again.

- Firewall checks

  Check the settings of firewall software set between the admin server and managed servers or in managed servers.

- For Virtual Edition, give the permission for communication to ports listed in "Appendix A Port List" of the "Design Guide VE".

- For Cloud Edition, give the permission for communication to ports listed in "Appendix A Port List" of the "Design Guide VE".

- IP address checks

  Check if the IP address displayed in the error message is correct and if necessary specify the correct IP address, and then perform the operation again.

- LAN network checks

  Check if the network cable is connected to the server *target*.

Perform the following corrective action:

- When this message is displayed during deployment of a cloning image

  Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67357

FJSVrcx:ERROR:67357:IO error. target=*target* detail=*detail*

[Description]

An IO error has occurred during communication.

[Corrective Action]

After checking if the destination server for communication has been started by referring to the following manuals, resolve the problem, and then perform the operation again.

- Check the communication destination

  For how to check, refer to "Chapter 2 Starting and Stopping Managers and Agents" of the "Operation Guide VE" or "Operation Guide CE".

  However, when *target* is the name of external software, refer to the manual of the software and start the service of the external software.

Perform the following corrective action:

- When this message is displayed during deployment of a cloning image

  Deployment of the cloning image has been completed, but setting and post-processing of the host name and public LAN has failed. Refer to the corrective action of "Message number 67328".

- When operating managers in clusters

  There is a chance that the shared disk for managers is not mounted.
  Mount the shared disk for managers on the node the operation was performed on and perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67358

FJSVrcx:ERROR:67358:internal error. target=*target* detail=*detail*

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

67359

FJSVrcx:ERROR:67359:*obj*: VM host registration failed detail=*detail*

[Virtual Edition]

[Description]

Registration of the VM host *obj* failed, because an error has occurred in control of the VM host.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

  An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "4" or "15"

    For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

  - When *error_number* is "16"

    A VM host was not found. There are the following two possibilities:

    - Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

    [Hyper-V]

    - There is a possibility that Hyper-V has not been installed or that role has not been enabled.
      Check that Hyper-V has been installed and the role has been enabled.

  - When *error_number* is "101", "110", "111", "112", "114", or "116"

    Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

  - When *error_number* is "113"

    Communication with the VM host is not possible using the login account information entered when registering the VM host. Change the entered values (user name and password) for the login account information to the correct values.

  - When *error_number* is "100" or "115"

    The necessary authority may not have been granted in the VM host login account information that was registered.
    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

  - When *error_number* is "400"

    Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
    If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *detail* is "VMGuest's name / host is invalid."

  Check if it is possible to use the management window of the server virtualization software to confirm the status of the VM guest on the VM host where the problem occurred.
  If the status cannot be confirmed, check the storage configuration of the VM host, return it to a state in which it can be accessed and then perform server registration again.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Registration of the VM host *obj* failed, because an error has occurred in control of the VM host.

[Corrective Action]

When using Resource Orchestrator, if *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)"format, the following may also be relevant:

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
  Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host. Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host login account information that was registered.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

- When *error_number* is "400"

Processing of a VM host remote command failed.

There are the following possibilities:

- VM host doesn't running correctly

- VM host's network isn't correct

- Setup of Global zone isn't executed

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *detail* is "VMGuest's name / host is invalid."

Check if it is possible to use the management window of the server virtualization software to confirm the status of the VM guest on the VM host where the problem occurred.
If the status cannot be confirmed, check the storage configuration of the VM host, return it to a state in which it can be accessed and then perform server registration again.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67360

FJSVrcx:ERROR:67360:stopping spare server failed target=*target* detail=*detail*

[Virtual Edition]

[Description]

Stopping of the spare server *target* failed.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- "not supported HA type"

The server switchover method is not supported by the spare server of the VM host.
Specify another spare server as the destination of switching.

- "not available VM Host"

The spare server cannot be used as the destination of server switchover.
Check that the status of the spare server is not something other than "normal" or "warning".
Check that the VM guest is not on the VM host. Check the status of communication between the admin server and the VM host, and the operating status and settings of the VM host.

[Xen]
When the spare server is a Citrix XenServer, check that the Citrix XenServer pool master has not been set as the spare server.

- "VMware maintenance mode, enter, vmerrno=*error_number*" or "VM maintenance mode, enter, vmerrno=*error_number*"

Take corrective actions based on *error_number*, then perform the operation again.

  - When *error_number* is "15"

  For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

  - When *error_number* is "16"

  A VM host was not found. There are the following two possibilities:

    - Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

  [Hyper-V]

    - There is a possibility that Hyper-V has not been installed or that role has not been enabled.
      Check that Hyper-V has been installed and the role has been enabled.

  - When *error_number* is "101", "110", "111", "112", "114", or "116"

  Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host. The login account information may have been changed after the VM host was registered.
Change the entered values (user name and password) for the login account information to the correct values.
For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "100", "115", or "132"

The necessary authority may not have been granted in the VM host login account information that was registered.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.
For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host tasks failed. Check the operating status and network settings of the VM host. When operation is not possible using VM management software, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "130"

The VM host has already been set into VM maintenance mode. Check that the spare server is not being operated by another administrator.

- When *error_number* is "131" or "133"

Setting the VM host into VM maintenance mode failed. Check the operating status and network settings of the VM host.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "401"

[Xen]
The spare server cannot be used as the destination of server switchover.
When the spare server is a Citrix XenServer, check that the Citrix XenServer pool master has not been set as the spare server.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Stopping of the spare server *target* failed.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- "not supported HA type"

  The server switchover method is not supported by the spare server of the VM host.
  Specify another spare server as the destination of switching.

- "not available VM Host"

  The spare server cannot be used as the destination of server switchover.
  Check that the status of the spare server is not something other than "normal" or "warning".
  Check that the VM guest is not on the VM host. Check the status of communication between the admin server and the VM host, and the operating status and settings of the VM host.

- "VMware maintenance mode, enter, vmerrno=*error_number*" or "VM maintenance mode, enter, vmerrno=*error_number*"

  Take corrective actions based on *error_number*, then perform the operation again.

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

  - When *error_number* is "16"

    A VM host was not found. There are the following two possibilities:

    - Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

    [Hyper-V]

    - There is a possibility that Hyper-V has not been installed or that role has not been enabled.
      Check that Hyper-V has been installed and the role has been enabled.

  - When *error_number* is "101", "110", "111", "112", "114", or "116"

    Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

  - When *error_number* is "113"

    Communication with the VM host is not possible using the login account information entered when registering the VM host. The login account information may have been changed after the VM host was registered.
    Change the entered values (user name and password) for the login account information to the correct values.
    For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - If *error_number* is "100", "115", or "132"

    The necessary authority may not have been granted in the VM host login account information that was registered.
    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.
    For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - When *error_number* is "104", "105", "135", or "136"

    Processing of VM host tasks failed. Check the operating status and network settings of the VM host. When operation is not possible using VM management software, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

  - When *error_number* is "130"

    The VM host has already been set into VM maintenance mode. Check that the spare server is not being operated by another administrator.

  - When *error_number* is "131" or "133"

    Setting the VM host into VM maintenance mode failed. Check the operating status and network settings of the VM host.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "401"

[Xen]
The spare server cannot be used as the destination of server switchover.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67363

FJSVrcx:ERROR:67363:*obj*:changing VM host login account information failed detail=*detail*

[Description]

Registration of the login account information of the VM host *obj* failed because an error occurred during communication with the VM host.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM host timed out. Check the operating status and network settings of the VM host.

- When *error_number* is "16"

A VM host was not found. There are the following two possibilities:

- Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

[Hyper-V]

- There is a possibility that Hyper-V has not been installed or that role has not been enabled.
Check that Hyper-V has been installed and the role has been enabled.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM host failed. Check the operating status and network settings of the admin server and the VM host.

- When *error_number* is "113"

Communication with the VM host is not possible using the login account information entered when registering the VM host.
The login account information may have been changed after the VM host was registered.
Change the entered values (user name and password) for the login account information to the correct values.
For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host login account information that was changed.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host.

- When *error_number* is "400"

    Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
    If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Registration of the login account information of the VM host *obj* failed because an error occurred during communication with the VM host.

[Corrective Action]

Refer to the explanation in "Message number 67363".

When using Resource Orchestrator, if *detail* is displayed in the "(*message*,vmerrno=*error_number*;ip=*IP_address*)"format, the following may also be relevant:

- When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

67364

FJSVrcx:ERROR:67364:The last system image of a server in switchover state cannot be deleted.

[Description]

As a system image is necessary to perform failback when the server switchover method is backup and restore, it is not possible to delete all system images.

[Corrective Action]

Perform the operation again after performing failback or continuation.

67365

FJSVrcx:ERROR:67365:An invalid Windows activation setting was detected in the configuration file. target=*target*

[Description]

A problem was detected in the following license information file on *target*.

Installation_folder\Agent\scw\SeparateSetting\ipadj\activation.dat

[Corrective Action]

Check the following, resolve the problem, and execute the command again.
There is a license information file on *target*

- The content of the license information file on *target* is correct

    For details, refer to the following:

    - For Virtual Edition, "17.2 Collecting a Cloning Image" of the "Operation Guide VE".

- For Cloud Edition, "17.5.1 Collecting and Registering Cloning Images" of the "Operation Guide CE".

67366

FJSVrcx:ERROR:67366:Registry access failed. *detail*

[Description]

Accessing the registry failed.

[Corrective Action]

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

- Setup of the server might not be complete.

  Check if an error was displayed during agent setup.
  When an error was displayed, resolve the problem and perform agent setup again.
  For setup, refer to "2.2 Agent Installation" of the "Setup Guide VE" or "Setup Guide CE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

67367

FJSVrcx:ERROR:67367:command failed to return valid result. command=*command*, code=*code*

[Description]

command returned the result *code* and terminated abnormally.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

67368

FJSVrcx:ERROR:67368:*obj*:entering VM host maintenance mode failed. detail=*detail*

[Virtual Edition]

[Description]

Setting the VM host *obj* into VM maintenance mode failed.

[Corrective Action]

If this message and "Message number 67369" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When *detail* is "timeout occurred"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

  An error has occurred in control of the VM host from IP_address. Take corrective action based on *error_number*.

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
Change the entered values (user name and password) for the login account information to the correct values.
For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "104", "105", "131", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.
When the target VM host is using functions of VM management software or other coordinated software, check the configuration and operating status of the coordinated software. When using functions of VM management software, also check the registration status of the VM management software on the Resource Orchestrator admin server.

- When *error_number* is "130"

VM maintenance mode has already been set. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been set, perform the operation again.

[Xen]
When the VM host is a Citrix XenServer and settings to migrate VM guests have not been configured, check that there are no VM guests operating.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "401"

[Xen]
Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.
When the VM host is a Citrix XenServer, check that the VM host is not configured as the pool master.

If this does not resolve the problem, or messages other than the above are output for detail, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Setting the VM host *obj* into VM maintenance mode failed.

[Corrective Action]

If this message and "Message number 67369" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When *detail* is "timeout occurred"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

  An error has occurred in control of the VM host from IP_address. Take corrective action based on *error_number*.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is "16"

    A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

  - When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

  - When *error_number* is "100" or "115"

    The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
    For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

    Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

  - If *error_number* is "104", "105", "131", "135", or "136"

    Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.
    When the target VM host is using functions of VM management software or other coordinated software, check the configuration and operating status of the coordinated software. When using functions of VM management software, also check the registration status of the VM management software on the Resource Orchestrator admin server.

  - When *error_number* is "113"

    Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
    Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "130"

VM maintenance mode has already been set. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been set, perform the operation again.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "534"

Check if the target VM host name is correct.

- When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

67369

FJSVrcx:ERROR:67369:*obj*:exiting VM host maintenance mode failed. detail=*detail*

[Virtual Edition]

[Description]

Releasing the VM host *obj* from VM maintenance mode failed.

[Corrective Action]

If this message and "Message number 67368" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When *detail* is "timeout occurred"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.
This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.
When VM maintenance mode has not been released, release VM maintenance mode.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.
This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.
When VM maintenance mode has not been released, release VM maintenance mode.

- When *error_number* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

  A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

  Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "113"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
  Change the entered values (user name and password) for the login account information to the correct values.
  For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "100" or "115"

  The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
  Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
  For details, refer to "9.1.7 Changing VM Host Login Account Information" of the "User's Guide VE".

- When *error_number* is "104", "105", "131", "135", or "136"

  Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "130"

  VM maintenance mode has already been released. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been released, perform the operation again.

- When *error_number* is "400"

  Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
  If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "401"

  [Xen]
  Setting and release of VM maintenance mode for Citrix XenServer pool masters is not supported.
  When the VM host is a Citrix XenServer, check that the VM host is not configured as the pool master.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Releasing the VM host *obj* from VM maintenance mode failed.

[Corrective Action]

If this message and "Message number 67368" are both displayed between the start and finish of backup or restoration of VM hosts, or server switchover or failback using backup or restore, then no action is necessary.

Take corrective action for the content displayed for *detail*.

- When *detail* is "timeout occurred"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.
  This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.
  When VM maintenance mode has not been released, release VM maintenance mode.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

  An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.
  This message may be displayed at the end of backup or restoration of VM hosts, or server switchover or failback using backup or restore. In such cases, check the status of VM maintenance mode using the VM management software.
  When VM maintenance mode has not been released, release VM maintenance mode.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is "16"

    A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

  - When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

  - When *error_number* is "101", "110", "111", "112", "114", "116", "132", or "133"

    Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

  - When *error_number* is "113"

    Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
    Change the entered values (user name and password) for the login account information to the correct values.
    For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - When *error_number* is "100" or "115"

    The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
    Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
    For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - If *error_number* is "104", "105", "131", "135", or "136"

    Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with

the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "130"

VM maintenance mode has already been released. Check the status of VM maintenance mode using the VM management software. If VM maintenance mode has not been released, perform the operation again.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "534"

Check if the target VM host name is correct.

- When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

67371

FJSVrcx:ERROR:67371:*obj*:does not have a CD/DVD drive.

[Cloud Edition]

[Description]

As the VM guest *obj* does not have a CD/DVD drive, connection of the VM guest tool is not possible.

[Corrective Action]

Add a CD/DVD drive using the VM management software.

67372

FJSVrcx:ERROR:67372:*obj*:failed to connect to VM guest tool. detail=*detail*

[Cloud Edition]

[Description]

Connection of the VM guest *obj* to the VM guest tool failed.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

As the manager was restarted during processing, the process has failed. Check that the manager has started properly, and then perform the operation again.

For details on how to check the running state of the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "15"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

  A VM host was not found. On the management software tree of the ROR console, select the VM management software used to manage the VM host, and perform [Update].

  After that, display the server resource tree, and check whether the VM guest has been moved to another VM host.

- When *error_number* is "17"

  A VM guest was not found. Check the following:

  - On the management software tree of the ROR console, select the VM management software used to manage the VM host, and perform [Update].
    After that, display the server resource tree, and check whether the VM guest has been deleted.

  - Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

- If *error_number* is "101", "110", "111", "112", "114", "116", or "473"

  Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "113"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

  Change the entered values (user name and password) for the login account information to the correct values.

  For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "100", "115", or "471"

  The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

  Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

  For details, refer to "7.1.7 Changing VM Host Login Account Information" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "104", "105", "135", or "136"

  Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. If operations performed from the VM management software are not executed, there is a problem with the VM host/VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "472"

  Due to the occurrence of an error on the VM host or VM management software, connection with the VM guest tool was not possible.

  Check the cause of the error in the VM host/VM management software, and resolve the error.

- If *detail* is "timeout occurred"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67380

FJSVrcx:ERROR:67380:*obj*:VM management software registration failed. detail=*detail*

[Description]

Registration of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

- When *error_number* is "16"

VM management software was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM management software has been deleted.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.
Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM management software login account information that was specified.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Registration of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

[Corrective Action]

Refer to the explanation in "Message number 67380".

When using Resource Orchestrator, if *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)"format, the following may also be relevant:

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/ VM management software resulting from multiple operations, obtaining of information from VM host/ VM management software failed. Check the operating status of the VM host/ VM management software, and perform the operation again.

67381

FJSVrcx:ERROR:67381:*obj*:changing VM management software information failed. detail=*detail*

[Virtual Edition]

[Description]

Changing settings of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "4" or "15"

  For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

  - When *error_number* is "16"

  VM management software was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM management software has been deleted.

  - When *error_number* is "101", "110", "111", "112", "114", or "116"

  Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

  - When *error_number* is "113"

  Communication with the VM management software is not possible using the login account information entered when registering the VM management software.
  Change the entered values (user name and password) for the login account information to the correct values.

  - When *error_number* is "100" or "115"

  The necessary authority may not have been granted in the VM management software login account information that was registered.
  Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]
[Description]

Changing settings of the VM management software *obj* failed, because an error has occurred in control of the VM management software.

[Corrective Action]

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "4" or "15"

For the requests from the admin server, the response from VM management software timed out. Check the operating status and network settings of the VM management software.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "16"

VM management software was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM management software has been deleted.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "101", "110", "111", "112", "114", or "116"

Communication between the admin server and the VM management software failed. Check the operating status and network settings of the admin server and the VM management software.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information entered when registering the VM management software.
Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM management software login account information that was registered.
Check the granted authority using the VM management software. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM management software.

- When *detail* is "ip address:invalid format / name:invalid format / product name:invalid format."

The value entered for IP address/VM management software name/VM management software type cannot be used. Change the value to a valid one.

- When *detail* is "product:already registered."

The specified VM management software is already registered.

- When *detail* is "user name:invalid format / password:invalid format."

The values entered for login account information (user name and password) cannot be used. Change the login account information to the correct information.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67385

FJSVrcx:ERROR:67385:migrating VM guest failed. *vmguest* migrate from *vmhost1* to *vmhost2*. detail=*detail*

[Virtual Edition]

[Description]

Migration of the VM guest *vmguest* failed. The server *vmhost1* is the migration source and the server *vmhost2* is the migration target.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "17"

A VM guest was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM guest has been deleted.
Use the VM management console and check that the VM guest is not configured to move when its power status changes.

- When *error_number* is "101", "110", "111", "112", "114", "116", "153", or "162"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
Change the entered values (user name and password) for the login account information to the correct values.
For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.5 Changing VM Management Software Settings" of the "User's Guide VE".

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.

Check the privilege status from the VM management console. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.

For details, refer to "9.1.7 Changing VM Host Login Account Information" or "9.5 Changing VM Management Software Settings" of the "User's Guide VE".

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using the VM management console, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "150" or "151"

An error was detected during pre-migration checks. Migration between the servers cannot be performed. Check the following configurations, operating statuses, and registration statuses with the admin server of Resource Orchestrator.

  - VM guest

  - Migration source VM host

  - Migration target VM host

Also, when the server virtualization software requires VM management software for migration, check the following:

  - That VM management software has been registered on the admin server

  - That the registered VM management software is managing the VM hosts that are the migration source and migration target

If there are no problems with the operating status, registration status, or management status, check the cause of the error on the VM host or VM management software and resolve it.

- When *error_number* is "155", "157", "158", "159", "160", or "310"

An error occurred during control of migration. Check the cause of the error on the VM host or VM management software and correct it.

- When *error_number* is "152", "161", or "222"

An error occurred during migration. Check that there are no errors in the values specified when executing migration. If there are no errors in the specified values, check the cause of the error on the VM host or VM management software and correct it.

- When *error_number* is "216"

There are no VM hosts that can be used for migration. Check the operating status of the VM host.

- When *error_number* is "156", "300", or "316"

An error occurred during control of migration. Check the operating status and network settings of the VM host or VM management software. If there is no problem with the operating status or network settings, check the cause of the error on the VM host or VM management software and resolve it.

- When *error_number* is "164"

The migration target VM host is not suitable. Specify a VM host other than the migration source.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host. If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

Migration of the VM guest *vmguest* failed. The server *vmhost1* is the migration source and the server *vmhost2* is the migration target.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "(*Message*,vmerrno=*error_number*,ip=*IP_address*)"

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "16"

A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

- When *error_number* is "17"

A VM guest was not found. Check the following:

- Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.

- Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100" or "115"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
Check the privilege status from the VM management console. If authority has not been granted, change the login account information (user name and password) to that of a user with administrator authority for the VM host or VM management software.
For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", "116", "153", or "162"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104" or "152"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Perform the operation again after resolving the problem with the VM host/VM management software.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.

Change the entered values (user name and password) for the login account information to the correct values.
For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "150" or "151"

An error was detected during pre-migration checks. Migration between the servers cannot be performed. Check the following configurations, operating statuses, and registration statuses with the admin server of Resource Orchestrator.

  - VM guest

  - Migration source VM host

  - Migration target VM host

Also, when the server virtualization software requires VM management software for migration, check the following:

  - That VM management software has been registered on the admin server

  - That the registered VM management software is managing the VM hosts that are the migration source and migration target

If there are no problems with the operating status, registration status, or management status, check the cause of the error on the VM host or VM management software and resolve it.

- When *error_number* is "150" or "164"

The VM host specified as the destination does not meet the requirements for the migration destination of VM guests. Specify a VM host that meets the requirements for the destination.

When using an environment with overcommit enabled, also refer to the advisory notes in "17.7 Migration of VM Hosts between Servers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

For details on the overcommit function, refer to "C.2.11 Overcommit" or "C.3.12 Overcommit" in the "Setup Guide CE".

- If *error_number* is "152", "161", or "222"

An error occurred during migration. Check that there are no errors in the values specified when executing migration. If there are no errors in the specified values, check the cause of the error on the VM host or VM management software and correct it.

- When *error_number* is "155", "157", "158", "159", "160", or "310"

An error occurred during control of migration. Check the cause of the error on the VM host or VM management software and correct it.

- When *error_number* is "156", "300", or "316"

An error occurred during control of migration. Check the operating status and network settings of the VM host or VM management software. If there is no problem with the operating status or network settings, check the cause of the error on the VM host or VM management software and resolve it.

- When *error_number* is "164"

The migration target VM host is not suitable. Specify a VM host other than the migration source.

- When *error_number* is "216"

There are no VM hosts that can be used for migration. Check the operating status of the VM host.

- If error_number is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.

If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[KVM]

When the following description is displayed in detail, check the host configuration for the live migration.

  - "Temporary failure in name resolution"

  - "Cannot recv data: Permission denied, please try again. Permission denied, please try again. Permission denied (publickey,gssapi-keyex,gssapi-with-mic,password). : Connection reset by peer"

For details, refer to "Configuration for L-Server Live Migration" in "C.6.9 Advisory Notes for RHEL-KVM Usage" in the "Setup Guide CE".

When performing VM live migration using the command provided with Red Hat Enterprise Linux 6 on a VM host, make sure to specify both --undefinesource and --persistent, which are the virsh migrate command options.

When performing live migration using Virtual Machine Manager, confirm that the guest OS on the source host has been moved to the destination host, stop the guest OS on the destination, and then start the guest OS on the destination.

When not performing the procedure above, the virtual L-Server may not be managed properly in Resource Orchestrator.

- When *error_number* is "534"

Check if the target VM host name is correct.

- When *error_number* is "535"

Check whether the server specified as the destination has a configuration that allows migration referring to "Appendix D Server Virtualization Products" in the "Design Guide VE". Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

67389

FJSVrcx:ERROR:67389:*value* is already in use on *obj*

[Cloud Edition]

[Description]

- When *value* is image

The specified cloning image name *image* is already in use by another VM management software *obj*.

- When *value* is Address

Specified Address is already in use on *obj*.

[Corrective Action]

- When *value* is image

Perform the operation again after specifying another cloning image name.

- When *value* is Address

Specify other Address, and then perform the operation again.

67390

FJSVrcx:ERROR:67390:creating VM guest failed. detail=*detail*

[Cloud Edition]

[Description]

Failed to create a VM guest.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format or the "(*message*,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

  - When error_number is "11"

    [KVM]

    - When detail is "invalid format *key*:*val*.", the value of key is invalid. After check "*val*" you enterd, perform the operation again.
      For how to check,refer to "C.6.8 [OS] Tab Configuration" in the "Setup Guide CE".

    - When detail is "invalid value time_zone:*val*"

      The value of time_zone is invalid, please check the time zone value in the XML file which used by L-Server Create command.

    - When detail is "invalid format of password"

      The value of password is invalid. Please check and correct the "password" you entered, and retry the operation.

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is "16"

    A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

  - When *error_number* is "17"

    The image could not be found. Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the image has been deleted.

  - When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/ VM management software resulting from multiple operations, obtaining of information from VM host/ VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

  - If *error_number* is "100", "115", "178", "337", or "381"

    The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
    Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

    For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - If *error_number* is "101", "110", "111", "112", "114", "116", "181", "249", "341", or "382 "

    Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- If *error_number* is "104", "105", "135", "136", "178", "509", "510", "511", "512", "513", "519", "520", "521", "531", "532 ", or "550"

  Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

  If an image has been specified when executing the operation, the OS customization process may have failed. Check that the device path to the system disk of the specified image is the following:

  - [Hyper-V]

    IDE:0:0

  - [VMware]

    SCSI:0:0

  When using a device other than the above, change the disk configuration of the image, and then perform the operation again. For details on how to change disk configurations, refer to the manual of the VM management software.

  [Hyper-V]
  If *error_number* is "104", and the guest OS type is Windows, the product key may be not correct. Check that the correct product key has been specified. The product key cannot be omitted.

  [VMware]
  If the error number is "104" and the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

  For details of the definition files, refer to "C.1.4Configuration when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" of the "Setup Guide CE".

- When *error_number* is "113"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
  Change the entered values (user name and password) for the login account information to the correct values.

  For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "170", "171", "172", "173", "174", "175", "176", "177", "179", or "180 "

  The VM guest could not be created using an image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- If *error_number* is "240", "335", or "603"

  Failed to create a VM guest because the VM guest name is already in use. Change the VM guest name or the destination VM host.

- When *error_number* is "241", "242", "244", or "332"

  Could not create a VM guest in the definition file storage location of the VM guest. Check the status of the definition file storage location of the VM guest.

- When *error_number* is "245"

  The VM guest name is invalid. Change the VM guest name.

- When *error_number* is "246"

  The specified VM host cannot create a VM guest. Change the destination VM host.

- If *error_number* is "330", "331", "333", "334", "336", "340", or "342"

Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "338"

Failed to modify the configuration because another operation was performed on the created VM guest. Perform the operation again after waiting a while.

- When *error_number* is "339"

Too many devices were specified for creation in the VM guest. Perform the operation again after decreasing the numbers of disks or NIC.

- When *error_number* is "380"

Failed to set the OS unique information for the VM guest again. Set the OS unique information for the created VM guest again.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

[KVM]
If "Error: LVM is not supported for VM guest." is displayed for *detail*, LVM cannot be used for cloning images. Use a non-LVM cloning image.

When cloning image is Windows, take the following corrective actions depending on the content of detail. The format of detail is "*command*"::"*error message returned by command*".

- "*command not found*"

  The command is not found in the VM host.

  Please check whether all the packages that a command needs are installed in VM host.

- "no operating system was found on this disk"

  Operating system is not found on the image disk.

  This is probably caused by package libguestfs-winsupport.x86_64 is not installed in VMhost.

  Please check the libguestfs-winsupport.x86_64 package is installed in VMhost.

- "Packages for automatic OS setting not installed."

  Packages for automatic OS setting not installed in VM host.

  Check all of packages for automatic OS setting are installed in "preparation" of the "When clonig imange is Windows" of the "C.6.7 Collect Cloning Images" of the "Setup Guide CE"

- "DefaultPassword registry not found."

  Registry "DefaultPassword" is not found.

  Check thefollowing regitory in the target L-Server for collecting clonig images.

  > HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\Winlogon
  > \DefaultPassword

  Or, Check all of packages for automatic OS setting are installed in "preparation" of the "When clonig imange is Windows" of the "C.6.7 Collect Cloning Images" in the "Setup Guide CE".

- "timeout occurred while executing sysprep."

  There is possibility that mistakes in "preparation" of the "When clonig imange is Windows" in the "C.6.7 Collect Cloning Images" in the "Setup Guide CE" or fail to executing sysprep.

  Check thefollowing regitory in the target L-Server for collecting clonig images.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\Winlogon
\DefaultPassword
```

In case of mistakes password of Administrator, perform the operation that collect cloning images after you enter Administrator" s password again.

If this does not resolve the problem, There is possibility that fail to executing sysprep.

perform the operation that collect cloning images after you enter Administrator' s password again, after check the cause of the error on sysprep.

For details, refer to the following web site.

```
URL: http://support.microsoft.com/
```

- When *error_number* is "501" or "608"

Make sure that the specified virtual network name exists on the VM host.

- When *error_number* is "503"

There is no target operation image on VM management software.

Perform the operation again after checking that there are no differences between image information on Resource Orchestrator and the VM management software.

- When *error_number* is "514"

After confirming if there is no trouble with the administrator account information, perform the operation again.

- When *error_number* is "515" or "607"

Perform the operation again, after specifying a supported OS for VM host.

- When *error_number* is "534"

Check if the target VM host name is correct.

- When *error_number* is "535"

Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

- If *error_number* is "536", "538", or "546"

There is a problem with the library of System Center Virtual Machine Manager. Check that the status of the library server or shared library is normal, then perform the operation again after waiting for a short time.

- When *error_number* is "537" or "539"

Operation of the System Center Virtual Machine Manager library failed. Check the result of the job using System Center Virtual Machine Manager.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

- If *error_number* is "552", "553", or "554"

Remote WMI execution of Failover Cluster failed. Check that the remote WMI execution is not blocked by Windows Firewall or anything else. If it is not blocked, check that the status of the Failover Cluster is normal using Failover Cluster Manager, and then perform operation again after a while.

- When *error_number* is "555"

Remote WMI execution of Failover Cluster failed. Register the login account of VM management software (which is entered when the VM management software is registered in Resource Orchestrator) in the Administrators groups of all VM hosts, and then perform the operation again.

- When *error_number* is "604"

  Specify a value smaller than the physical memory size of the VM host.

  If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

  For details of the definition files, refer to "C.1.4Configuration when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" of the "Setup Guide CE".

- When *error_number* is "605"

  Specify a value smaller than the number of CPU cores of the VM host.

  If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

  For details of the definition files, refer to "C.1.4Configuration when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" of the "Setup Guide CE".

- When *error_number* is "606"

  The number exceeds the number of available CPUs. Specify a value in the available range.

- When *error_number* is "609"

  The VLAN ID value is not in the available range of values. Specify the available range.

- When *error_number* is "614"

  The level exceeds that of available CPU performance. Specify the available range.

  If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

  For details of the definition files, refer to "C.1.4Configuration when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" of the "Setup Guide CE".

- When *error_number* is "616"

  The specification format for the time zone is incorrect. Specify the correct format.

- When *error_number* is "617"

  The product ID specification format is incorrect. Specify the correct format.

- When *error_number* is "618"

  Administrator information is invalid. Specify valid information.

- When *error_number* is "621"

  The format of the specified IP address is incorrect. Specify an IP address in the correct format.

- When *error_number* is "624"

  The template of System Center Virtual Machine Manager corresponding to the specified image is either invalid or damaged. Check the image using System Center Virtual Machine Manager.

- When *error_number* is "654"

  The MAC address pool was not found under the management of System Center Virtual Machine Manager at the IP address.

  Check if a MAC address pool available for use exists in the corresponding System Center Virtual Machine Manager.

- When *error_number* is "656"

  The MAC address available for use could not be obtained from the MAC address pool specified in the definition file "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_tenant_name.rcxprop".

  Check the corresponding System Center Virtual Machine Manager to see if there are any MAC addresses available for use left in the specified MAC address pool.

- When *error_number* is "657"

The MAC address pool specified in the definition file "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_tenant_name.rcxprop" is not under management of System Center Virtual Machine Manager at the IP address.

Check if the specified MAC address pool exists in the corresponding System Center Virtual Machine Manager.

- When *error_number* is "658"

The MAC address pool specified in the definition file "scvmm_mac_pool.rcxprop" or "scvmm_mac_pool_tenant_name.rcxprop" cannot be used by the host group to which the VM host at *VM_host_IP_address* belongs.

Check the corresponding System Center Virtual Machine Manager to see if the specified MAC address pool can be used by the host group to which the target VM host belongs.

- When *error_number* is "659"

Wait for a short while and then perform the operation again. If the retry failed, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

The infrastructure administrator should check if all file paths in the message can be accessed on the VM host where the target VM guest exists. If not, take corrective action to make them accessible, and then request the user who reported the problem to perform the operation again.

- When *error_number* is "663"

Waiting for a while, then perform the operation or check again.

- When *error_number* is "665"

The virtual network connected to the virtual network adapter does not have a high availability attribute. Configure the virtual network definition file of Resource Orchestrator so that a high availability virtual network is defined as the destination. If there is no problem with the configuration defined in the virtual network definition file, the virtual network configuration information on the VM management software may have not been updated. Wait for a while or update the host cluster on the VM management software, and then perform the operation again.

- When *error_number* is "804"

The data center cannot be found on the VM management software. Check if the data center name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

- When *error_number* is "806"

VM host cluster is not configured on the VM management software. Configure the cluster, referring to the server virtualization software manual. If the cluster has been configured, check if the cluster name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

- When *error_number* is "807"

High availability setting is disabled for the VM host cluster on the VM management software. Enable high availability setting, referring to the server virtualization software manual, and then perform the operation again.

- If *detail* is displayed in the "invalid parameter:*parameter*:*value*" format

The *parameter* value is invalid. Perform the operation again after modifying the entered *value*.

- If *detail* is "timeout occurred"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- If *detail* is "invalid parameter:memory size:*Memory_size_in_the_unit_of_MB*"

The memory size allocated to the VM guest is incorrect. The value specified for MAXDefinableMemorySize must be the same as or larger than the value of MemorySize.

For details on the MAXDefinableMemorySize setting method, refer to "C.1.2 VM Specific Information Definition File" in "Setup Guide CE".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67391

FJSVrcx:ERROR:67391:deleting VM guest failed. detail=*detail*

[Cloud Edition]

[Description]

Failed to delete the VM guest.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format or the "(*message*,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

  An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

  - When *error_number* is "15"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

  - When *error_number* is "16"

    A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

  - When *error_number* is "17"

    A VM guest was not found. Check the following:

    - Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.

    - Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

  - When *error_number* is "99"

    Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

  - When *error_number* is "100", "115", "260", or "337"

    The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
    Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

    For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

  - When *error_number* is "101", "110", "111", "112", "114", "116", "263", or "341"

    Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- If *error_number* is "104", "105", "135", "136", or "527"

  Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

  Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
  Change the entered values (user name and password) for the login account information to the correct values.

  For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "261"

  Failed to delete the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "262"

  Failed to delete the VM guest. VM guests cannot be deleted while their power is ON. Check the power state of the VM guest.

- If *error_number* is "330", "331", "332", "333", "334", "335", "336", "339", "340", or "342 "

  Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "338"

  Failed to modify the configuration because another operation was performed on the VM guest. Perform the operation again after waiting a while.

- When *error_number* is "400"

  Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
  If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

  [KVM]

  When detail is including following message

  ```
  libvir: QEMU error : Requested operation is not valid: Refusing to undefine while
  domain managed save image exists
  ```

  - Operations on VM hosts

    Execute the following command in VM host on which L-Server is.

    After this command is succeeded, you can delete L-server.

    ```
    # virsh managedsave-remove VM_guest_name <RETURN>
    ```

    💹 Example
    . . . .
    When vm guest name = vm_guest

    ```
    # virsh managedsave-remove vm_guest <RETURN>
    ```

    . . . .

- Checking /etc/sysconfig/libvirt-guests Configuration

    Check that /etc/sysconfig/libvirt-guests has been configured correctly.

    For details, refer to "E.5.2 Preparations for Servers" in "Design Guide CE".

- If error_number is "548"

    Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

- If *detail* is "timeout occurred"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67392

FJSVrcx:ERROR:67392:modifying VM guest failed. detail=*detail*

[Cloud Edition]

[Description]

Failed to modify the configuration of the VM guest.

[Corrective Action]

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

If this message is displayed when modifying L-Server configuration, some information may have been modified. If you want to check modified information, wait for a while and then check the L-Server information.

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format or the "(*message*,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

    An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

    - When *error_number* is "6", "7", "8", or "9"

        Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

        For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

    - When *error_number* is "15"

        For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

    - When *error_number* is "16"

        A VM host was not found. Select [Operation]-[Update] from the ROR console menu to update the screen and then check if the VM host has been deleted.

    - When *error_number* is "17"

        A VM guest was not found. Check the following:

        - Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.

        - Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

    - When *error_number* is "20"

        The port group of the specified virtual switch was not found on VM management software.

Check that the port group exists on VM management software.

- If no port groups exist:

  Create a port group for the virtual switch on VM management software.

- If port groups exist:

  When using the virtual network definition file, check that all definitions are described correctly.

  After checking the definition file, perform the operation again.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/ VM management software resulting from multiple operations, obtaining of information from VM host/ VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- If *error_number* is "100", "115", or "337"

The necessary authority may not have been granted in the VM host or VM management software login account information that was registered.
Check the privilege status from the VM management console. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM host/VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "101", "110", "111", "112", "114", "116", or "341"

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- If *error_number* is "104", "105", "135", "136", "512", "519", "520", "521", "523", "524", "525", "526", "528", or "550"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

Depending on the VM management software, a recovery operation may be required before performing the operation again. For details on the recovery method, refer to the manual of the VM management software.

- When *error_number* is "113"

Communication with the VM host or VM management software is not possible using the login account information entered when registering the VM host or VM management software. The login account information may have been changed after the VM host or VM management software was registered.
Change the entered values (user name and password) for the login account information to the correct values.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "330", "331", "332", "333", "334", "335", "336", "339", "340", or "342 "

Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "338"

Failed to modify the configuration because another operation was performed on the VM guest. Perform the operation again after waiting a while.

- When *error_number* is "400"

Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "501" or "608"

Make sure that the specified virtual network name exists on the VM host.

- When *error_number* is "515" or "607"

Select an OS supported by the VM host and then perform the operation again.

- When *error_number* is "522"

There is no target VM guest virtual disk on VM management software.

Perform the operation again after checking that there are no differences between virtual disk information on Resource Orchestrator and the VM management software.

- When *error_number* is "533"

There is no virtual network adapter of the target VM guest on VM management software.

Perform the operation again after checking that there are no differences between virtual network adapter information on Resource Orchestrator and the VM management software.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

- If *error_number* is "552", "553", or "554"

Remote WMI execution of Failover Cluster failed. Check that the remote WMI execution is not blocked by Windows Firewall or anything else. If it is not blocked, check that the status of the Failover Cluster is normal using Failover Cluster Manager, and then perform operation again after a while.

- When *error_number* is "555"

Remote WMI execution of Failover Cluster failed. Register the login account of VM management software (which is entered when the VM management software is registered in Resource Orchestrator) in the Administrators groups of all VM hosts, and then perform the operation again.

- When *error_number* is "604"

Specify a value smaller than the physical memory size of the VM host.

If the target server is not using server management software, there may be differences between the values in the definition files and the actual configuration information of that server. Check that the correct values have been entered.

For details, refer to "C.1.4 Configuration when Creating a Virtual L-Server Using a Server which cannot Use ServerView Agents" in the "Setup Guide CE".

- When *error_number* is "605"

Specify a value smaller than the number of CPU cores of the VM host.

- When *error_number* is "606"

The number exceeds the number of available CPUs. Specify the available range.

- When *error_number* is "609"

The VLAN ID value is not in the available range of values. Specify the available range.

- When *error_number* is "611"

This operation cannot be performed on VM guests that have not been stopped. Stop the specified VM guest and then perform the operation again.

- When *error_number* is "612", "613", "663", or "664"

Wait for a while, then perform the operation or check again.

- When *error_number* is "614"

The level exceeds that of available CPU performance. Specify the available range.

- When *error_number* is "659"

    Wait for a short while and then perform the operation again. If the retry failed, the tenant administrator or the tenant user should notify the infrastructure administrator of the information in this message.

    The infrastructure administrator should check if all file paths in the message can be accessed on the VM host where the target VM guest exists. If not, take corrective action to make them accessible, and then request the user who reported the problem to perform the operation again.

    If the file path in the message does not exist or has been deleted, unregister the specified disk resource for automatically created LUNs, using the rcxadm disk unregister command. For details on the rcxadm disk command, refer to "3.3 rcxadm disk" in the "Reference Guide (Command/XML) CE".

- When *error_number* is "660"

    Disks with snapshots cannot be detached. Perform the operation on disks without snapshots.

- When *error_number* is "665"

    The virtual network connected to the virtual network adapter does not have a high availability attribute. Configure the virtual network definition file of Resource Orchestrator so that a high availability virtual network is defined as the destination. If there is no problem with the configuration defined in the virtual network definition file, the virtual network configuration information on the VM management software may have not been updated. Wait for a while or update the host cluster on the VM management software, and then perform the operation again.

- When *error_number* is "804"

    The data center cannot be found on the VM management software. Check if the data center name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

- When *error_number* is "806"

    VM host cluster is not configured on the VM management software. Configure the cluster, referring to the server virtualization software manual. If the cluster has been configured, check if the cluster name has been modified on the VM management software. If it has been modified, wait for a while and perform the operation again.

- When *error_number* is "807"

    High availability setting is disabled for the VM host cluster on the VM management software. Enable high availability setting, referring to the server virtualization software manual, and then perform the operation again.

- If *detail* is displayed in the "invalid parameter:*parameter*.*value*" format

    The *parameter* value is invalid. Perform the operation again after modifying the entered *value*.

- If *detail* is "timeout occurred"

    For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- If *detail* is "operation failed:customizing vm guest (cpu settings)"

    Failed to modify the CPU count/CPU performance of the VM guest.

    - Check the operation status, network settings, and login account information of the admin server/VM host/VM management software from the ROR console or VM management console.

        The manager may not be able to communicate with the VM host/VM management software. Check the status of the manager, and after restoring communication, perform the operation again.

    - Check that the VM guest exists, and its operating status from the ROR console or the VM management console.

        When another operation is being performed on the VM guest, wait for a while and then perform the operation again.
        This operation is not possible on VM guests that are powered on. Either stop the specified VM guest or make changes to the VM guest options so that changes can be made while the power is on, and then retry.

If no problems are found when checking the above, check the cause of the error on the VM host/VM management software from the VM management console. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- If *detail* is "operation failed:customizing vm guest (memory settings)"

  Failed to modify the memory size of the VM guest.

  Refer to "If *detail* is "operation failed:customizing vm guest (cpu settings)"".

- If *detail* is "operation failed:customizing vm guest (properties settings)":

  Failed to modify the name or OS type of the VM guest.

  Refer to "If *detail* is "operation failed:customizing vm guest (cpu settings)"".

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67395

FJSVrcx:ERROR:67395:image operation failed. *detail*

[Cloud Edition]

[Description]

Image processing failed.

[Corrective Action]

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

- If *detail* is "(Disk copy failed. No space left on disk[*LUN information*], ip = *VM_host_IP_address*)"

  The disk copy operation failed as the size of the disk specified as the copy destination is smaller, relative to the size of the cloning image. Specify a disk with larger disk space than the size of the cloning image.

- If *detail* is "(Disk copy failed. No such disk[*LUN information*], ip = *VM_host_IP_address*)"

  The disk copy operation failed as the disk specified by VM host cannot be found.

  Check the connection between the VM host and storage so that the disk can be accessed by the VM host.

- If *detail* is"(Disk copy failed. from [*LUN information*] to [*LUN information*], ip = *VM_host_ip_address*)"

  The copy operation to the specified disk failed. During the copy operation, access to storage from the VM host may have been rejected. Check the connection between the VM host and storage.

67397

FJSVrcx:ERROR:67397:failed to create image. detail=*detail*

[Cloud Edition]

[Description]

Failed to collect the image of the VM guest.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format or the "(*message*,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

  An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

  - When *error_number* is "6", "7", "8", or "9"

    Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

    For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "15"

  For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "17"

  A VM guest was not found. Check the following:

  - Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted.

  - Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

- When *error_number* is "19"

  There is no target operation image on server virtualization software.
  Perform the operation again after checking that there are no differences between image information on the manager and snapshot information on the server virtualization software.

- When *error_number* is "99"

  Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- If *error_number* is "100", "115", or "178"

  The login account information for the VM management software entered during registration may not have the required privileges.
  Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM management software.

  For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "101", "110", "111", "112", "114", "116", "148", "181", or "263"

  Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- If *error_number* is "104", "105", "135", "136", "147", "178", "506", "516", "518", "531", or "532 "

  Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

  [Hyper-V]

  When using MAK license authentication for activation of Windows Server 2008 guest OS's, there is a chance that an error has occurred due to the limit on execution of Sysprep. For these guest OS's, Sysprep can be executed a maximum of three times. As Sysprep is executed when collecting cloning images, it is not possible to collect cloning images or create L-Servers with images specified more than three times. When Sysprep has already been executed three times, it is not possible to collect cloning images from that L-Server.
  When a template created using VM management software has been registered as a cloning image, Sysprep will also be executed when the template is created using the VM management software.

- When *error_number* is "113"

  Communication with the VM management software is not possible using the login account information of the specified VM management software.
  Change the entered values (user name and password) for the login account information to the correct values.

- If *error_number* is "141", "143", "144", "145", "146", "170", "171", "172", "173", "174", "175", "176", "177", "180", or "261
"

  An error occurred while collecting the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "142" or "179"

  Failed to collect the image because another operation was performed on the target VM guest. Perform the operation again after waiting a while.

- When *error_number* is "400"

  Processing of a VM host remote command failed. Check the operating status and network settings of the VM host.
  If nothing happens when the command is executed on the VM host, there is a problem with the VM host. Resolve the problem with the VM host, and then perform the operation.

- When *error_number* is "500" or "602"

  Check if the specified library server has been started.
  Check if the specified library server can perform name resolution.
  Check the firewall configuration.

- When *error_number* is "529"

  Specify the shared volume of the cluster.

- When *error_number* is "530"

  Check the available space on the disk.

- When *error_number* is "534"

  Check if the target VM host name is correct.

- When *error_number* is "535"

  Check if the VM management server can communicate correctly with the DNS server. If this does not resolve the problem, contact your network administrator.

- When *error_number* is "548"

  Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

- When *error_number* is "600"

  Collection of cloning images cannot be performed from VM guests which are holding snapshots. Delete the snapshots of the specified VM guest and perform the operation again. Cloning images also cannot be collected when there are snapshots or checkpoints created by VM management software.

  [Hyper-V]
  When there are snapshots that have been collected using Resource Orchestrator or checkpoints created using VM management software, it is not possible to collect cloning images as VMs are operated on difference disks. For combining of difference disks, it is necessary to delete not only all snapshots collected using Resource Orchestrator, but also all checkpoints created using VM management software. Combining of the disk is automatically performed by SCVMM, but depending on the status of the VM guest the operation may take a long time, because it is only performed while the target VM guest is stopped.

- When *error_number* is "601"

  This operation cannot be performed on VM guests that have not been stopped. Stop the specified VM guest and then perform the operation again.

- When *error_number* is "619"

  Operations cannot be performed for VM guests using RAW disks.

- When *error_number* is "620"

  Operations cannot be performed for VM guests with no system volumes.

- When *error_number* is "642"

    A cloning image with the specified name already exists. Specify a new name.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67398

FJSVrcx:ERROR:67398:failed to delete image. detail=*detail*

[Cloud Edition]

[Description]

Failed to delete the VM guest image.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format or the "(*message*,vmerrno=*error_number*,ip=*IP_address*,host=*VM_host_IP_address*)" format

    An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

    - When *error_number* is "6", "7", "8", or "9"

        Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

        For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

    - When *error_number* is "15"

        For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

    - When *error_number* is "17"

        The image could not be found. Click <Update> on the image list screen of the ROR console to refresh the screen, and check whether the image has been deleted.

    - If *error_number* is "19", "503", or "504"

        There is no target operation image on VM management software.

        Perform the operation again after checking that there are no differences between image information on Resource Orchestrator and the VM management software.

    - When *error_number* is "99"

        Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

    - When *error_number* is "100", "115", "147", or "260"

        The login account information for the VM management software entered during registration may not have the required privileges.
        Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM management software.

        For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- When *error_number* is "101", "110", "111", "112", "114", "116", "148", or "263"

Communication between the admin server and the VM host or VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", "136", "505", or "507"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.
Change the entered values (user name and password) for the login account information to the correct values.

- When *error_number* is "261"

An error occurred while deleting the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "544"

Obtaining the information of the VHD file, which is a related file of the target image to be deleted, failed. Use System Center Virtual Machine Manager to check that the status of the shared library is normal. After waiting for a short time, perform the operation again.

- When *error_number* is "545"

Deletion of the related files of the target image to be deleted failed. Check the result of the job using System Center Virtual Machine Manager.

- When *error_number* is "548"

Calling of the PowerShell module of VM management software has failed. There may be a problem with installation of SCVMM. Check that SCVMM has been configured properly.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

67399

FJSVrcx:ERROR:67399:failed to deploy image. detail=*detail*

[Cloud Edition]

[Description]

Failed to deploy the cloning image of the VM guest.

[Corrective Action]

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

- If *detail* is displayed in the "(*message*,vmerrno=*error_number*,ip=*IP_address*)" format

An error has occurred in control of the VM host or VM management software from *IP_address*. Take corrective action based on *error_number*.

- When *error_number* is "6", "7", "8", or "9"

Make sure that the manager is running. If the manager has been stopped, start it and perform the operation again.

For details on how to check the running state of the manager and how to start the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When *error_number* is "15"

For the requests from the admin server, the response from VM host or VM management software timed out. Check the operating status and network settings of the VM host or VM management software.

- When *error_number* is "17"

The VM guest/image could not be found. Check the following:

  - Select [Operation]-[Update] from the ROR console menu to refresh the screen, and check whether the VM guest has been deleted. Click <Update> on the cloning image list screen of the ROR console to refresh the screen, and check whether the image has been deleted.

  - Check whether the VM guest is set to be moved when its power status is changed using the VM management console.

- When *error_number* is "99"

Due to temporary inconsistencies in the information held by VM host/VM management software resulting from multiple operations, operations of VM host/VM management software failed. Check the operating status of the VM host/VM management software, and perform the operation again.

- When *error_number* is "100", "115", "178", "260", "337", or "381"

The login account information for the VM management software entered during registration may not have the required privileges.
Check the granted authority using the VM management software. If the account does not have the required privileges, change the entered values (user name and password) for the login account information to the values for a user with administrative privileges for the VM management software.

For details, refer to "7.1.7 Changing VM Host Login Account Information" or "7.7 Changing VM Management Software Settings" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If *error_number* is "101", "110", "111", "112", "114", "116", "181", "263", "341", or "382 "

Communication between the admin server and the VM host/VM management software failed. Check the operating status and network settings of the admin server, VM host, and VM management software.

- When *error_number* is "104", "105", "135", or "136"

Processing of VM host or VM management software tasks failed. Check the operating status and network settings of the VM host or VM management software. When operation is not possible using VM management software, there is a problem with the VM host or VM management software. Resolve the problem with the VM host or VM management software, and then perform the operation.

- When *error_number* is "113"

Communication with the VM management software is not possible using the login account information of the specified VM management software.
Change the entered values (user name and password) for the login account information to the correct values.

- If *error_number* is "170", "171", "172", "173", "174", "175", "176", "177", or "180"

An error occurred while deploying the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "179"

Failed to deploy the image. The requested process could not be executed because the VM guest/image is being used by another process.
Check whether the VM guest/image is being used by another process from the VM management software.

- When *error_number* is "261"

An error occurred while deleting the image. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "262"

Failed to delete the VM guest. VM guests cannot be deleted while their power is ON. Check the power state of the VM guest.

- When *error_number* is "330", "332", "333", "334", "336", "340", "342", or "380"

Failed to modify the VM guest. Check the cause of the error in the VM host/VM management software, and resolve the error.

- When *error_number* is "338"

Failed to modify the configuration because another operation was performed on the created VM guest or the destination VM guest for deployment. Perform the operation again after waiting a while.

- When *error_number* is "339"

The total number of devices for the destination VM guest for deployment and the image to deploy is too great. Perform the operation again after decreasing the numbers of disks or NIC in the image to deploy or the destination VM guest for deployment.

If this does not resolve the problem, or messages other than the above are output for *detail*, collect troubleshooting information and contact Fujitsu technical staff.

4.6.4 674XX Series

This section explains the 674XX message series.

67400

FJSVrcx:ERROR:67400:*obj*:*parameter* cannot be specified for *type*

[Description]

Specifying *parameter* for *obj* is not supported.

Not supported parameter is displayed for *parameter*.

VM type of *obj* is displayed for *type*.

For supported parameter and VM type, refer to "Table13.5 List of Items Specified in XML Definitions for Virtual L-Servers" of "13.3.2 Definition Information for Virtual L-Servers (XML)" in the "Reference Guide (Command/XML) CE".

[Corrective Action]

Check and correct the specified tag name, attribute name, or option.

67401

FJSVrcx:ERROR:67401:*image*:disk index *value* is not included in the image.

[Description]

Disk index *value* that was specified in the XML file for the L-Server or the L-Server template was not found in the specified image.

[Corrective Action]

Delete specifying of disk index *value*, and execute the command again.

4.6.5 678XX Series

This section explains the 678XX message series.

67801

FJSVrcx:ERROR:67801:The user (*user*) doesn't belong to any group.

[Cloud Edition]

[Description]

User authentication failed because the user registered in a directory service does not belong to a user group.

In *user*, the user ID is displayed.

When this message is displayed during operation, the directory service information may have been modified.

[Corrective Action]

Check the user information and user group information registered in the directory service, then set the displayed user as a member of an appropriate user group.

67802

FJSVrcx:ERROR:67802:The user (*user*) belongs to two or more groups. detail=*detail*

[Cloud Edition]

[Description]

User authentication failed because the user registered in a directory service belongs to multiple user groups.

In *user*, the user ID is displayed.

In *detail*, up to two user group names are displayed.

When this message is displayed during operation, the directory service information may have been modified.

[Corrective Action]

Check the user information and use group information registered in the directory service. Operation with a single user belonging to multiple user groups is not possible. Set the displayed user as a member of an appropriate user group.

67803

FJSVrcx:ERROR:67803:Resource information of the directory service is inconsistent with the manager's internal information. detail=*detail*

[Cloud Edition]

[Description]

The resource information of a directory service does not match the manager internal information.

In *detail*, the name of the problematic resource is displayed.

[Corrective Action]

Execute the rcxadm authctl sync command.

67804

FJSVrcx:ERROR:67804:Two or more roles in the same scope have been assigned to the user (*user*). detail=*detail*

[Cloud Edition]

[Description]

There is an error in the assignment of the role registered in the directory service. Multiple roles assigned to one user are pointing to the same access scope.

In *user*, the user ID or the name of the user group that the user belongs to is displayed.
In *detail*, the access scope is displayed in DN format.

[Corrective Action]

Check the role of the user registered in the directory service.

Operations using multiple roles that are assigned to one user and pointing to the same access scope cannot be allowed. Set a proper role for the user who is being displayed.

4.6.6 679XX Series

This section explains the 679XX message series.

67992

FJSVrcx:ERROR:67992:timeout error

[Description]

A timeout error occurred during execution of the command.

[Corrective Action]

- If this message is displayed during execution of the backup or the restore commands for manager resources of the admin server

  There are the following two possibilities:

  - Operations being executed on the admin server remain in the database

  - The manager has been stopped or started during execution of the command

  Take the following corrective actions for each command:

  - When the rcxbackup command, the scwbackup command, or the rcxkeydefbackup command has been executed

    Start the manager to complete the operations being executed on the admin server, or perform the operation again after restoring the collected configuration definition information.

    Check that stopping or starting of the manager has not been performed, and then perform the operation again.

  - When the rcxrestore command, the scwrestore command, or the rcxkeyrestore command has been executed

    Check that the manager is not stopped or not started, then perform the operation again.

    If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

    If this message is displayed during the following operations, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

    - VM Host

      - Registration

      - Release

- For cases other than the above

  Collect troubleshooting information and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

A timeout error occurred during command execution.

[Corrective Action]

When this message is displayed during execution of the backup and restore command for the manager properties of admin server, one of the following may apply:

- An operation being executed on the admin server remains in the database

- The manager was stopped or started during command execution

Perform the following corrective actions for each command:

- When the rcxbackup command, the scwbackup command, or the rcxkeydefbackup is executed

  Start the manager and complete the operation being executed on the admin server, or restore the configuration definition information already collected, then perform the operation again.

  Check that the manager is not stopped or not started, then perform the operation again.

- When the rcxrestore command, the scwrestore command, or the rcxkeyrestore is executed

  Check that the manager is not stopped or not started, then perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

If this message is displayed during the following operations, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

- Physical Servers

    - Image Operations

    - Registration

    - Deletion

    - Usage Changes

    - Power Operations

    - Conversion

    - Reversion

- VM Hosts

    - Registration

    - Release

67999

FJSVrcx:ERROR:67999:internal error, *details*.

[Virtual Edition]

[Description]

An internal error occurred during execution of the command.

[Corrective Action]

- This message may be output after execution of the rcxadm command is canceled by pressing [Ctrl+C].
  As cancellation has been successful, there is no need to take corrective action.

- When this message is displayed by executing the command for obtaining the troubleshooting information, note down the displayed message and contact Fujitsu technical staff.

- The detailed message may be output in the OS system log.

  Check the message number displayed in the system log and take corrective action.

- Resource Orchestrator may have been installed in the wrong location.

  Reinstall using the correct paths given in the following sections:

    - Installation location for managers

      "2.1.2 Installation [Windows Manager]" in the "Setup Guide VE"

    - Installation location for agents

      "2.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide VE"

- When *details* is "Service control timeout. service_name=Resource Coordinator Manager". [Windows Manager]

  Check that the SNMP Trap Service, which is required software for managers, has been configured correctly.
  For details on the configuration, refer to "2.1.1.1 Software Preparation and Checks" in the "Setup Guide VE".

- When backup or restore has been performed for manager resources of the admin server

    - The manager may have been stopped or started during execution of the command.

      Check that the manager is not stopped or not started, then perform the operation again.

- There is a possibility that the database could not be accessed.

  Execute the command again.

- This message may be output after execution of the command is canceled by pressing [Ctrl+C].

  Corrective action is not necessary because the execution has been canceled correctly.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]
[Description]

An error occurred in the following cases:

- Either an internal error has occurred or the XML file specified during the following operations has been loaded:

  - L-Server Creation or Configuration Modification

  - Importing an L-Server template

  - Importing for DR

  - Creating network resources

- When the command for backup and restore for manager properties of an admin server has already been executed

- When executing reflection of server NIC definition (rcxadm nicdefctl commit)

- When creating, modifying, or deleting network resources or when creating an L-Platform (including firewalls or modifying its configuration), with auto-configuration for network devices enabled

- In cases other than the above

  An internal error occurred during execution of the command.

[Corrective Action]

- When executing the following operations:

  - L-Server Creation or Configuration Modification

  - Importing an L-Server template

  - Importing for DR

  - Creating network resources

  Review the content of the XML specified during operations, then perform the operation again.

- When backup or restore has been performed for manager resources of the admin server

  - The manager may have been stopped or started during execution of the command.

    Check that the manager is not stopped or not started, then perform the operation again.

  - There is a possibility that the database could not be accessed.

    Execute the command again.

  - This message may be output after execution of the command is canceled by pressing [Ctrl+C].

    Corrective action is not necessary because the execution has been canceled correctly.

- When executing reflection of server NIC definition (rcxadm nicdefctl commit)

  - The contents of Resource Orchestrator are not correct. Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

- When creating, modifying, or deleting network resources or when creating an L-Platform (including firewalls or modifying its configuration), with auto-configuration for network devices enabled

  - The process which executes the script may have failed to start, or the process being executed may have been aborted.

    Collect the relevant message and troubleshooting data, and contact Fujitsu technical staff.

- When *details* is "Service control timeout. service_name=Resource Coordinator Manager". [Windows Manager]

  Check that the SNMP Trap Service, which is required software for managers, has been configured correctly.
  For details on the configuration, refer to "2.1.1.1 Software Preparation and Checks" in the "Setup Guide CE".

- In cases other than the above

  - This message may be output after execution of the rcxadm command is canceled by pressing [Ctrl+C].
    As cancellation has been successful, there is no need to take corrective action.

  - When this message is displayed by executing the command for obtaining the troubleshooting information, note down the displayed message and contact Fujitsu technical staff.

  - The detailed message may be output in the OS system log.

    Check the message number displayed in the system log and take corrective action.

  - Resource Orchestrator may have been installed in the wrong location.

    Reinstall using the correct paths given in the following sections:

    - Installation location for managers

      "2.1.2 Installation [Windows Manager]" in the "Setup Guide CE"

    - Installation location for agents

      "2.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide CE"

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

4.7 68XXX Series

This section explains the following message series:

4.7.1 682XX Series

This section explains the 682XX message series.

68204

FJSVrcx:ERROR:68204:*filename*:write failed

[Description]

Writing to the Resource Orchestrator file *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

68205

FJSVrcx:ERROR:68205:*obj*: can not create file or directory

[Description]

The file or directory *obj* cannot be created.

[Corrective Action]

Check the access authority for the directory.

68209

FJSVrcx:ERROR:68209:*filename*:rename failed

[Description]

Renaming of the Resource Orchestrator file *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

- If a message indicating file system quota limit or insufficient space has been output

68212

FJSVrcx:ERROR:68212:*filename*:remove failed

[Description]

Deletion of the Resource Orchestrator file *filename* failed.

[Corrective Action]

Check the system log, resolve the problem, and execute the command again.

- If an error message regarding the disk or file system has been output

68230

FJSVrcx:ERROR:68230:Failed to execute the given request during the image operation. *detail*

[Description]

Execution of the request during image operation failed.

[Corrective Action]

Check that the image file storage folder has not been located somewhere other than a network drive or a shared folder on the admin server. If the folder is not on the admin server, change the folder to one that is on the admin server.

68231

FJSVrcx:ERROR:68231:Failed to access a resource because it was locked in the image manager. *detail*

[Description]

The resource could not be accessed as it is locked.

[Corrective Action]

The resource may not have been able to be accessed due to a high load on the admin server. Perform the operation again after completing any other high-load processes.

FJSVrcx:ERROR:68232:Failed to get power status from *physical_server*

[Description]

The power status could not be obtained from *physical_server*.

[Corrective Action]

Check the following items in order, resolve the cause of the problem, and perform the operation again.

- Whether communication with the server management unit is possible

    - Network cable checks

    How to Check
    Check if the network cable between the admin server and the server management unit is correctly connected.

      - **Corrective Action**
        If the network cable is damaged

        Replace the cable.

      - If the network cable is connected incorrectly

        Reconnect the cable.

  - Check the power status of a chassis

    How to Check
    Check if the chassis is powered on.

    Corrective Action
    Power on the chassis.
    For how to check the power status and power on a chassis, refer to the manual of the server being used.

  - Check the settings of network devices (e.g. LAN switch) being used

    How to Check
    Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

      - Between the NIC of the admin server and the switch port

      - Between the NIC of the server management unit and the switch port

    Corrective Action
    If the settings used for duplex mode configuration are incorrect, correct them.
    For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

  - Check the Network Environment

    How to Check
    Execute the ping command on the server where a manager is installed to check the network status.
    Check if communication with the server management unit is possible.

    [Windows Manager]

    ```
    >ping the_IP_address_of_the_server_management_unit <RETURN>
    ```

    <Example: Normal communication>

    ```
    Pinging ipaddr with 32 bytes of data:

    Reply from ipaddr: bytes=32 time<1ms TTL=128
    Reply from ipaddr: bytes=32 time<1ms TTL=128
    Reply from ipaddr: bytes=32 time<1ms TTL=128
    ```

```
Reply from ipaddr: bytes=32 time<1ms TTL=128

Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

<Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action
Check the following items:

- For <Example: Normal communication>

  "Port number checks"

- For <Example: Abnormal communication>

  "Network cable checks"

- Port number checks

  How to Check
  Refer to "Appendix A Port List" in the "Design Guide VE", and check the port numbers of the admin server based on the following.

  - If port numbers are set

  - If the same port number or service name is being used

  Corrective Action
  Change the port number to the proper number.
  For how to change port numbers, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" in the "User's Guide VE".

- Check the load on the network of the admin LAN

  How to Check
  Check the network load of the admin LAN.

The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

Corrective Action

After the process that is causing the high network load finishes, perform the operation again.

- If the BIOS/firmware of the managed server is the newest

  The BIOS/firmware of the managed server may not be the newest.

  Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- If the load of the admin server is high

  Obtaining the power status may fail due to an increase in the load of the admin server. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

68233

FJSVrcx:ERROR:68233:*operation* failed on *physical_server*

[Description]

Execution of *operation* failed on *physical_server*.

[Corrective Action]

Check the corrective action of "Message number 68232". If it does not apply, check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

1. Check the SNMP community name set from the ROR console.

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

68250

FJSVrcx:ERROR:68250:Insufficient disk space on the manager. *detail*

[Description]

There is not enough disk space available on the manager.

[Corrective Action]

There is insufficient free disk space in the image file storage folder.
Delete any unnecessary files from the partition containing the image file storage folder.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68251

FJSVrcx:ERROR:68251:No response from *physical_server* when *process* from disk. *detail*

[Description]

There was no response from *physical_server* during *process* on disk.

[Corrective Action]

Check the following:

- If an admin LAN network cable is connected

- If an error message is being displayed on the managed server

  When using HBA address rename, check the console of the managed server.
  When an error is output on the console of the managed server, take the corrective action for "Message number 61308".

- If an ephemeral port number is conflicting

  Check that the port number used for backup and restoration of system images or for collection and deployment of cloning images is not that of an ephemeral port. If the port number is conflicting, change the port number to one that does not conflict.
  For details, refer to the follwing:

  - For Virtual Edition, refer to "Related services" in "8.2 Changing Port Numbers" of the "User's Guide VE".

  - For Cloud Edition, refer to "Related services" in "6.2 Changing Port Numbers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If the duplicate IP address of the managed server where the error occurred exists on the admin LAN network

  When the IP address is duplicated, the managed server cannot communicate successfully. Change the IP address to avoid duplication.

- If both the primary server and the spare server have been started

  When the server switchover method uses backup and restore, both the primary server and the spare server may have been started. In such cases, the processing of the duplicated IP address will fail. Power off the spare server.

- If both the DHCP server and the PXE server on the admin LAN have been started

  If both the DHCP server and the PXE server on the admin LAN have been started, stop them.

  When ServerView Deployment Manager is on the same server in the same subnet, it is necessary to uninstall the "Related services". For details of the procedure, refer to the follwing:

  - For Virtual Edition, "5.1 deployment_service_uninstall" of the "Reference Guide (Command) VE".

  - For Cloud Edition, "5.1 deployment_service_uninstall" of the "Reference Guide (Command/XML) CE".

- If the load of the admin server is high

  Communication during the image operation may have failed because the load of the admin server is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

- If the load of the admin LAN network is high

  Communication during the image operation may have failed because the load of the admin LAN network is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If switching of the NIC used by the admin server for the admin LAN has occurred

  If redundancy has been performed for the admin LAN of the admin server, check if switching has occurred.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68252

FJSVrcx:ERROR:68252:Failed to establish a connection with *physical_server* in order to *process* from disk. *detail*

[Description]

Establishment of a connection to *physical_server* in order to perform *process* from the disk failed.

[Corrective Action]

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the corrective actions of "Message number 68251" and "Message number 68259".
If they do not apply, check the following:

- If the settings configured for the system BIOS boot sequence are correct

    Check the settings of the system BIOS booting sequence. If the settings are incorrect, perform them again.

- If reconfiguration of hardware properties was performed after the server was switched

    After checking using the following procedure, resolve the problem:

    1. Use the UI of the server management unit (In the case of the PRIMERGY BX series use the Web UI of the management blade) to check the MAC address of the managed server.

    2. Check the admin LAN (the MAC address) on the details of the managed server resources from the ROR console.

    3. When the checked MAC addresses both differ, refer to the following, and reconfigure the hardware properties.

        - For Virtual Edition, refer to "6.2.2 Re-configuring Hardware Properties" and "6.3.1 Re-configuring Hardware Properties" of the "Operation Guide VE".

        - For Cloud Edition, refer to "9.2.2 Re-configuring Hardware Properties" and "9.3.1 Re-configuring Hardware Properties" of the "Operation Guide CE".

- If the admin LAN NIC was switched to the standby NIC

    When redundancy has been performed for the admin LAN, log in to the managed server and check if admin LAN NIC was switched to the standby NIC.
    If it has been switched, take the following corrective actions.

    - When the operating NIC has failed

        - For Virtual Edition, perform "Replacing and Adding Network Interfaces (Admin LAN, Public LAN)" in "6.3.3 Replacing and Adding Server Components" of the "Operation Guide VE".

        - For Cloud Edition, perform "Replacing and Adding Network Interfaces (Admin LAN, Public LAN)" in "9.3.3 Replacing and Adding Server Components" of the "Operation Guide VE".

    - When the operating NIC has not failed

        After resolving the cause of the switching to the standby NIC, switch back to the active NIC.

- If the correct MAC address was specified for registration

    For managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If the setting is incorrect, reconfigure the hardware properties.
    The MAC address can be checked in the resource details of the physical server.
    For how to check, refer to "A.6 Resource Details" in the "User's Guide VE".

- If the correct Microsoft LAN Manager Module was specified during manager installation

    Check that the correct Microsoft LAN Manager Module has been stored in the following folder.

    [Windows Manager]
    Installation_folder\ScwPro\tftp\agent\dos\boot

    [Linux Manager]
    /var/opt/FJSVscw-tftpsv/tftproot/scw/agent/dos/boot/

    For the Microsoft LAN Manager Module, refer to "Microsoft LAN Manager Module" in "2.1.1.1 Software Preparation and Checks" of the "Setup Guide VE" or "Setup Guide CE".

    If the Microsoft LAN Manager Module is not correct, stop the manager referring to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE", and replace the Microsoft LAN Manager Module.
    After that, restart the manager.

- If the port number settings are correct

    Refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set

- If the same port number or service name is being used

If the port number is incorrect, change the port number to the proper number.

For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" of the "User's Guide VE".

- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" of the "User's Guide VE".

- If there is a problem with the firewall settings

Check that there are no problems in the firewall settings for the admin server and the managed servers.
If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If switching of the NIC used by the admin server for the admin LAN has occurred

If redundancy has been performed for the admin LAN of the admin server, check if switching has occurred.

- If DHCP relay agent configuration has been performed on the router

If the subnets for the admin server and the managed server are different, check if DHCP relay agent configuration has been performed on the router.
For details, refer to the following:

- For Virtual Edition, "7.6 Configuring the Network Environment" of the "Design Guide VE".

- For Cloud Edition, "9.2.4 Settings for Unmanaged Network Devices" of the "Design Guide CE".

- If multicast routing settings are configured on the router

If the subnets of the admin server and the managed server are different, check if multicast routing configuration has been performed on the router.
For details, refer to the following:

- For Virtual Edition, "7.6 Configuring the Network Environment" of the "Design Guide VE".

- For Cloud Edition, "9.2.4 Settings for Unmanaged Network Devices" of the "Design Guide CE".

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68253

FJSVrcx:ERROR:68253:A timeout occurred during *process* the server(*physicalserver*) in the image operation. *detail*

[Description]

process timed out during image operation.

[Corrective Action]

Check the following:
When *process* is reboot, check the corrective action for "Message number 68257".

- If the settings configured for the system BIOS boot sequence are correct

Check the settings of the system BIOS booting sequence. If the settings are incorrect, perform them again.

- If an error message is being displayed on the managed server

When using HBA address rename, check the console of the managed server.

When an error is output on the console of the managed server, take the corrective action for "Message number 61308".

- If the duplicate IP address of the managed server where the error occurred exists on the admin LAN network

  When the IP address is duplicated, the managed server cannot communicate successfully. Change the IP address to avoid duplication.

- If both the primary server and the spare server have been started

  When the server switchover method uses backup and restore, both the primary server and the spare server may have been started. In such cases, the processing of the duplicated IP address will fail. Power off the spare server.

- If both the DHCP server and the PXE server on the admin LAN have been started

  If both the DHCP server and the PXE server on the admin LAN have been started, stop them.

  When ServerView Deployment Manager is on the same server in the same subnet, it is necessary to uninstall the "Related services". For details of the procedure, refer to "5.1 deployment_service_uninstall" in the "Reference Guide (Command) VE".

- If the load of the admin server is high

  Communication during the image operation may have failed because the load of the admin server is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

- If the load of the admin LAN network is high

  Communication during the image operation may have failed because the load of the admin LAN network is high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

- If the correct Microsoft LAN Manager Module was specified during manager installation

  Check that the correct Microsoft LAN Manager Module has been stored in the following folder.

  [Windows Manager]
  Installation_folder\ScwPro\tftp\agent\dos\boot

  [Linux Manager]
  /var/opt/FJSVscw-tftpsv/tftproot/scw/agent/dos/boot/

  For the Microsoft LAN Manager Module, refer to "Microsoft LAN Manager Module" in "2.1.1.1 Software Preparation and Checks" of the "Setup Guide VE" or "Setup Guide CE".

  If the Microsoft LAN Manager Module is not correct, stop the manager referring to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE". and replace the Microsoft LAN Manager Module.After that, restart the manager.

- If the port number settings are correct

  Refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

    - If port numbers are set

    - If the same port number or service name is being used

  If the port number is incorrect, change the port number to the proper number.
  For how to change port numbers, refer to the following:

    - For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" of the "User's Guide VE".

    - For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If there is a problem with the firewall settings

  Check that there are no problems in the firewall settings for the admin server and the managed servers.
  If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If there is a mistake in the SNMP agent settings of the management blade

Check if there is a mistake in the SNMP agent settings of the management blade.
For how to setting, refer to the following:

- For Virtual Edition, "6.2 Configure the Server Environment" of the "Design Guide VE".

- For Cloud Edition, "8.2 Configure the Server Environment" of the "Design Guide CE".

- If failover has occurred

When operating managers in clusters, check if failover has occurred.

- If the correct MAC address was specified during server registration

In an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.
The MAC address can be checked in the resource details of the physical server.
For how to check, refer to the following:

- For Virtual Edition, refer to "A.6 [Resource Details] Tab" of the "User's Guide VE".

- For Cloud Edition, refer to "A.6 [Resource Details] Tab" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

For reconfiguration of hardware properties, refer to the follwing:

- For Virtual Edition, refer to "6.2.2 Re-configuring Hardware Properties" and "6.3.1 Re-configuring Hardware Properties" of the "Operation Guide VE".

- For Virtual Edition, refer to "9.2.2 Re-configuring Hardware Properties" and "9.3.1 Re-configuring Hardware Properties" of the "Operation Guide CE".

If the LAN switch has been registered

If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.

- If the network settings can be changed for switchover

If the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover.
When the settings have not been configured, configure them referring to "18.2 Server Switchover Settings" of the "User's Guide VE".

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68254

FJSVrcx:ERROR:68254:A disk *process* operation failed on *physical_server. detail*

[Description]

The disk *process* failed.

[Corrective Action]

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the following:

- There is no problem with disk access on the admin server

Check if an error message regarding the disk or file system has been output to the system log of the admin server.

- If the managed server and the admin server can communicate

Check that communication between the managed server and the admin server is available using ping or telnet.

Based on the value of *process* check the following:

- When *process* is "read"

  - That the file system is not damaged

    Check that the file system of the managed server has not been damaged.

    [Windows]
    Check using a tool such as chkdsk. If there are any errors, recover them.

    [Linux]
    Check if the following message is displayed on the console when the managed server is started.
    "A "dirty shutdown" may have occurred. "Press Y to perform a filesystem check". If this message is displayed, enter "Y" within five seconds and perform "filesystem check".

  - If the previous shutdown finished normally

    Check if the previous shutdown finished normally.
    If it did not finish normally, restart the managed server.

    [Linux]
    Restart using the following command:

    > # **/sbin/shutdown -F -r now** <RETURN>

- When *process* is "write"

  - Does the disk of the managed server that is the target of deployment or restoration have sufficient space available

    When the disk size of the destination for deployment of a cloning image is smaller than that of the boot disk used for the managed server from which the cloning image was collected, check that the size of the boot disk of the managed server to be added is the same or larger than that of the managed server from which the cloning image was collected.

  - Can the disk be accessed

    Check the BIOS settings of the managed server and confirm that the disk is accessible.
    For managed server BIOS settings, refer to the following:

    - For Virtual Edition, refer to "6.2.7 BIOS Settings of Managed Servers" in "Design Guide VE".

    - For Cloud Edition, refer to "8.2.7 BIOS Settings of Managed Servers" in "Design Guide CE".

    If the managed server uses SAN boot check the setting of the SAN devices.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68255

FJSVrcx:ERROR:68255:Failed to change the configuration of *physical_server. detail*

[Description]

An error was detected in the settings of the server.

[Corrective Action]

Check the following:

- If there are any unnecessary files remaining on the managed server

  When network settings of a managed server are changed after collection of a cloning image fails, there is a chance that some unnecessary files may remain. Check if any of the following files remain on the managed server. If they are still on the managed server, delete them and check the network settings.

[Windows]
Installation_folder\Agent\var\tmp\ipcfg.nsh
Installation_folder\Agent\var\tmp\ipcfg_now.nsh

[Linux]
/var/opt/FJSVrcxat/tmp/softrm/ifcfg-eth*X* file (the *X* of eth*X* can be any desired letter)

The folder specified in Choose Destination Location of "1.2.2 Installation [Windows Manager] [Hyper-V]" in the "Setup Guide VE".

- Does the netsh command operate normally

[Windows]
If collection of a cloning image failed, check the following.

1. The fixed IP has been changed to DHCP during collection of the cloning image. If the network settings have been changed, return them to those before collection of the cloning image.

2. Check if any of the following files remain on the managed server. If they do remain, delete the files.

   Installation_folder\Agent\var\tmp\ipcfg.nsh
   Installation_folder\Agent\var\tmp\ipcfg_now.nsh

3. Execute the following command and check the return value.

   >**netsh interface ip set address** *Interface_name* **dhcp** <RETURN>
   >**echo %errorlevel%** <RETURN>

   If the return value is something other than 0, remove the cause of the problem.

4. Return the network settings to those before collection of the cloning image.

- Please confirm storage configuration of the managed server.

  You were trying to backup or collect system image of unsupported storage configuration. Confirm the supported storage configuration. For details, refer to "Chapter 8 Defining and Configuring the Storage Environment" of "Design Guide VE".

- There is a mistake in the method for collecting image of the managed

  server. For details, refer to the advance preparation of "17.2 collections" of "User's Guide VE".

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68256

FJSVrcx:ERROR:68256:*physical_server* was rebooted unexpectedly during cloning process. *detail*

[Description]

An unexpected reboot occurred during the cloning process.

[Corrective Action]

Check the following:

- If operations that affect power control status are being executed simultaneously on the failed managed server

  If they were being executed simultaneously, wait until the operations finish.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If failover has occurred

  When operating managers in clusters, check if failover has occurred.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68257

FJSVrcx:ERROR:68257:A timeout occurred when changing the configuration of *physical_server. detail*

[Description]

A timeout was detected during setting of the server.

[Corrective Action]

Check the corrective actions of "Message number 68251" and "Message number 68259".
If they do not apply, check the following:

- If the settings of the image file operation module are correct

  Resolve the problem referring to "An Error may Occur When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]" of "4.1 Operations for Images or Cloning Images" of the "Troubleshooting".

- If the managed server has been restarted after registration

  When the agent was installed before registering the managed server and the managed server has not been rebooted since registration took place, reboot the server.

- If NetBIOS is enabled

  [Windows]
  Execute the following command and check that the NetBIOS of the admin network interface is valid (the status where "NetBIOS over Tcpip. . . . . : Disabled" is not displayed).
  When NetBIOS is disabled, enable it according to the Windows manual.

  > **ipconfig /all** <RETURN>

- If reconfiguration of hardware properties was performed after the server was switched

  After checking using the following procedure, resolve the problem:

  1. Use the UI of the server management unit (In the case of the PRIMERGY BX series use the Web UI of the management blade) to check the MAC address of the managed server.

  2. Check the admin LAN (the MAC address) on the details of the managed server resources from the ROR console.

  3. When the checked MAC addresses both differ, refer to the following and reconfigure the hardware properties.

     - For Virtual Edition, refer to "6.2.2 Re-configuring Hardware Properties" and "6.3.1 Re-configuring Hardware Properties" of the "Operation Guide VE".

     - For Virtual Edition, refer to "9.2.2 Re-configuring Hardware Properties" and "9.3.1 Re-configuring Hardware Properties" of the "Operation Guide CE".

- If the admin LAN NIC was switched to the standby NIC

  When redundancy has been performed for the admin LAN, log in to the managed server and check if admin LAN NIC was switched to the standby NIC.
  If it has been switched, take the following corrective actions.

  - When the operating NIC has failed

    - For Virtual Edition, perform "Replacing and Adding Network Interfaces (Admin LAN, Public LAN)" in "6.3.3 Replacing and Adding Server Components" of the "Operation Guide VE".

    - For Cloud Edition, perform "Replacing and Adding Network Interfaces (Admin LAN, Public LAN)" in "9.3.3 Replacing and Adding Server Components" of the "Operation Guide VE".

  - When the operating NIC has not failed

    After resolving the cause of the switching to the standby NIC, switch back to the active NIC.

- If the correct MAC address was specified for registration

  For managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If the setting is incorrect, reconfigure the hardware properties.
  The MAC address can be checked in the resource details of the physical server.

  For how to check, refer to "A.6 [Resource Details] Tab" of the "User's Guide VE" or " User's Guide for Infrastructure Administrators (Resource Management) CE".

- If the network interface name is one of a consecutive sequence that starts from 0

  [Linux]
  Check that the numeral of the managed server's network interface name (eth$X$) is one of a consecutive sequence starting from 0. If the sequence does not start from 0 or is not a consecutive sequence, change the network interface name.

- If the settings of the public network interface are correct

  [Linux]
  Refer to the public network interface configuration file "/etc/sysconfig/network-scripts/ifcfg-eth$X$" (eth$X$ is the interface name of eth0, eth1, etc.) and check that the setting is set as ONBOOT=no.

- If the settings of the admin network interface are correct

  [Linux]
  Refer to the following network configuration file which is the admin network interface configuration file, and check that the values of IPADDR and NETMASK are set correctly.

    - Red Hat Enterprise Linux

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

    - SUSE Linux Enterprise Server

      /etc/sysconfig/network/ifcfg-eth$X$ (the X of eth$X$ can be any desired letter)

- If the port number settings are correct

  Refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

    - If port numbers are set

    - If the same port number or service name is being used

  If the port number is incorrect, change the port number to the proper number.
  or how to change port numbers, refer to the following:

  For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" of the "User's Guide VE".

  For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- If there is a problem with the firewall settings

  Check that there are no problems in the firewall settings for the admin server and the managed servers.
  If there is a problem, change the firewall settings.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If failover has occurred

  When operating managers in clusters, check if failover has occurred.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68258

FJSVrcx:ERROR:68258:Failed to boot *physical_server* during the image operation. *detail*

[Description]

Booting of *physical_server* during image operation failed.

[Corrective Action]

Check the following:

- If the hardware configuration of the managed server is uniform

  The hardware configuration of the managed server that the cloning image was collected from differs from that of the managed server it is being deployed to.
  Check the hardware configuration of the managed server.

- If the Windows product key is correct

  Check the managed server that has failed to deploy. If it is has stopped at the screen for entry of the Windows key, the Windows product key is incorrect. Correct the license information file on the managed server the cloning image was collected from and collect a new cloning image.
  For details, refer to the following:

  For Virtual Edition, "17.2 Collecting a Cloning Image" of the "Operation Guide VE".

  For Cloud Edition, "17.5.1 Collecting and Registering Cloning Images" of the "Operation Guide CE".

  Cloning images which were not deployed successfully cannot be used.

- If the managed server the cloning image was collected from was the domain controller

  When Windows cloning images have been deployed, the managed server they were collected from may have been the domain controller. If the managed server images were collected from was the domain controller, release the settings and collect the cloning image again.
  Cloning images which were not deployed successfully cannot be used.

- If the settings of the license information file are correct

  When Windows Server 2008 cloning images have been deployed, the setting details of the license information file may contain a mistake. Check the setting details of the license information file on the managed server the cloning image was collected from or deployed to.
  If the setting details contain a mistake, correct the license information file on the managed server the cloning image was collected from and collect a new cloning image.
  For details, refer to the following:

  For Virtual Edition, "17.2 Collecting a Cloning Image" of the "Operation Guide VE".

  For Cloud Edition, "17.5.1 Collecting and Registering Cloning Images" of the "Operation Guide CE".

  Cloning images which were not deployed successfully cannot be used.

- If the Sysprep.exe and Setupcl.exe files are correct

  When a Windows Server 2003 cloning image has been deployed, there is a chance that incorrect files have been specified for Sysprep.exe and Setupcl.exe. Check that the Sysprep.exe and Setupcl.exe files in the following folder on the managed server the cloning image was collected from match the OS architecture. If they do not match, then reinstall the agent.

  Installation_folder\scw\SeparateSetting\sysprep

- If an error message is being displayed on the managed server

  When using HBA address rename, check the console of the managed server.
  When an error is output on the console of the managed server, take the corrective action for "Message number 61308".

- If the managed server and the admin server can communicate

  Check that communication between the managed server and the admin server is available using ping or telnet.

- If the settings of the public network interface are correct

  [Linux]
  Refer to the public network interface configuration file "/etc/sysconfig/network-scripts/ifcfg-eth*X*" (eth*X* is the interface name of eth0, eth1, etc.) and check that the setting is set as ONBOOT=no.

- If the settings of the admin network interface are correct

  [Linux]
  Refer to the following network configuration file which is the admin network interface configuration file, and check that the values of IPADDR and NETMASK are set correctly.

    - Red Hat Enterprise Linux

      /etc/sysconfig/network-scripts/ifcfg-eth*X* (eth*X* is the interface name of eth0, eth1, etc.)

    - SUSE Linux Enterprise Server

      /etc/sysconfig/network/ifcfg-eth*X* (the *X* of eth*X* can be any desired letter)

- If there are any unnecessary files remaining on the managed server

  When network settings of a managed server are changed after collection of a cloning image fails, there is a chance that some unnecessary files may remain. Check if any of the following files remain on the managed server. If they are still on the managed server, delete them and check the network settings.

  [Windows]
  Installation_folder\Agent\var\tmp\ipcfg.nsh
  Installation_folder\Agent\var\tmp\ipcfg_now.nsh

  [Linux]
  /var/opt/FJSVrcxat/tmp/softrm/ifcfg-eth*X* file (the *X* of eth*X* can be any desired letter)

  The folder specified in Choose Destination Location of "1.2.2 Installation [Windows] [Hyper-V]" in the "Setup Guide VE".

- If there is a mistake in the network settings of the managed server the cloning image was collected from

  Check that the value of the IP address for the NIC allocated to the admin LAN matches the one set in "7.3.2 Registering Blade Servers" or "7.4.1 Registering Rack Mount or Tower Servers" of the "User's Guide VE".

  To check the values entered in "7.3.2 Registering Blade Servers" or "7.4.1 Registering Rack Mount or Tower Servers" in the "User's Guide VE", refer to "A.6 Resource Details" in the "User's Guide VE".

  [Linux]
  When using SUSE Linux Enterprise Server, check whether the settings given in "When using SUSE Linux Enterprise Server" in "1.2.1.1 Software Preparation and Checks" in the "Setup Guide VE" have been performed.

- If Watchdog has been enabled on the managed server

  There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
  Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- If Sysprep has been executed more than four times in total

  When a Windows Server 2008 cloning image that uses MAK license authentication for its activation method is deployed, check if Sysprep has been executed more than four times in total.
  If Sysprep has been executed more than four times in total, an error log may have been created with the following path.

    - Log file name:

      Setupper.log

    - Path:

      \Windows\System32\Sysprep\Panther

  For details, refer to the following web site.

URL: http://support.microsoft.com/kb/929828

As Sysprep is executed when cloning images are deployed, it is not possible to collect and deploy cloning images more than three times.
When Sysprep has been executed four or more times, it is necessary to collect a new cloning image. Collect a cloning image from a managed server on which Sysprep has been executed twice or less, and deploy that cloning image.
Cloning images which were not deployed successfully cannot be used.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

If above items do not apply, check the following:

- If the managed server configuration is in an iSCSI disk configuration

When the managed server operating on an iSCSI disk is Linux, cloning images cannot be collected.
If cloning has been performed, perform restoration of a system image and recover the environment.

68259

[Virtual Edition]

FJSVrcx:68259:Disk *process* was aborted on *physical_server. detail*

[Description]

The *process* on disk was aborted.

[Corrective Action]

Check the following:

- If the disk or storage device attached to the managed server is operating normally

- If the RAID device attached to the managed server is operating normally

- If the managed server is in a SAN boot environment, is there a problem with the wiring between the storage device and the managed server

- If the managed server is in a SAN boot environment, is the fibre channel switch operating normally

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

[Cloud Edition]

FJSVrcx:ERROR:68259:Disk *process* was aborted on *physical_server. detail*

[Description]

The *process* on disk was aborted.

[Corrective Action]

Check the following:

- If the disk or storage device attached to the managed server is operating normally

- If the RAID device attached to the managed server is operating normally

- If the managed server is in a SAN boot environment, is there a problem with the wiring between the storage device and the managed server

- If the managed server is in a SAN boot environment, is the fibre channel switch operating normally

- If Watchdog has been enabled on the managed server

There is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
Check the Watchdog settings on the managed server, and disable them if they have been enabled.

- When a managed server is configured for iSCSI boot:

Check that there are no problems in the connection between the storage unit and the managed server.

After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68260

FJSVrcx:ERROR:68260:Image operation was cancelled. *detail*

[Description]

An image operation was cancelled.

[Corrective Action]

The manager service may have stopped.
Refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE", and restart the services.
After resolving the problem, perform the operation again following step 4. of "Message number 68295".

68261

FJSVrcx:ERROR:68261:A timeout has occurred while canceling the image operation.

[Description]

Process timed out during cancellation processing of the image operation.

[Corrective Action]

Communication during the cancellation process for the image operation may have failed because the load of the admin server was high. After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

68262

FJSVrcx:ERROR:68262:A process executed after the cancellation of the image operation has failed.

[Description]

An error occurred during the process after cancellation of the image operation.

[Corrective Action]

Perform the following procedure if necessary to restore the target server.

- When the backup was cancelled

  - If the managed server has been started

    Restart the managed server.

  - If the managed server has been stopped

    Power on the managed server.

- When collection of cloning images was cancelled

    1. Take the following corrective actions depending on the managed server's status:

        - If the managed server has been started

          Restart the managed server.

- If the managed server has been stopped

Power on the managed server.

2. Network settings may have been modified. In that case, return the network settings to those before collection of the cloning image, referring to the following file. For details on settings, refer to the manual for the OS.

[Windows]
Installation_folder\Agent\var\tmp\ipcfg.nsh
Installation_folder\Agent\var\tmp\ipcfg_now.nsh

[Linux]
/var/opt/FJSVrcxat/tmp/softrm/ifcfg-*ethX*

(*ethX* is the interface name, such as eth0, eth1, etc.)

3. Delete the file that you used in 2.

4. Configure automatic starting settings for the following agent services. For details on settings, refer to the manual for the OS.

[Windows]
Resource Coordinator Agent

[Linux]
SCruiserAgent

5. Start the agent.
Refer to "2.2 Starting and Stopping the Agent" of the "Operation Guide VE" or "Operation Guide CE", and restart the services.

- When restoration of system images or deployment of cloning images was canceled

1. If the managed server has been started, power it off.

2. Perform the operation that was cancelled again, or deploy another image.

- When server switchover or failback was cancelled

If the managed server has been started, power it off.

[Cloud Edition]
[Description]

An error occurred during the process after cancellation of the image operation.

[Corrective Action]

Perform the following procedure if necessary to restore the target server.

- When creation of a physical L-Server was canceled:

Power off the managed server if it is powered on.

- When other operations were canceled:

Refer to the corrective action in "Message number 68262".

68295

FJSVrcx:ERROR:68295:deployment engine error:*detail*

[Description]

An internal command error occurred during one of the following operations.

- Backup or restoration of a system image

- Collection or deployment of a cloning image

- Server switchover using backup or restore

During cloning image deployment, if errors occur on some of the servers when deploying the same cloning image to multiple managed servers, deployment to the other servers is stopped.

[Corrective Action]

If another 6825X series message is displayed for the same server on which this message is displayed, refer to the corrective action for that message.

Check the following and take corrective action.

1. Check the settings

    a. Check the redundancy of the admin LAN

       When redundancy configuration has been performed for the admin LAN, take corrective action based on the following. After removing the cause of the error, refer to step 4. and execute the failed operation again.

       - When a cloning image could not be collected

         If the operating NIC of the managed server is not available due to use of the redundant admin LAN, cloning images cannot be collected.
         Remove the cause of the switch to the standby NIC, switch from the standby NIC back to the operating NIC, and release the redundancy configuration of the admin LAN.

       - When a cloning image could not be deployed

         Check if the cloning image has been deployed with the redundancy configuration of the admin LAN set.
         Cloning images with the redundancy configuration of the admin LAN set cannot be deployed to managed servers other than the one from which the cloning image was collected.
         Deploy a cloning image that does not have the redundancy configuration of the admin LAN set.

         Check if the operating NIC is available.
         Remove the cause of the switch to the standby NIC, switch from the standby NIC back to the operating NIC, release the redundancy configuration of the admin LAN, and then deploy the cloning image again.

    b. Check the status of the admin server service

       Services explained in "Related services" in "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE" may have stopped.

       Refer to "2.1 Starting and Stopping the Manager" of the "Operation Guide VE" or "Operation Guide CE", and restart the services.

       After removing the cause of the error, refer to step 4. and execute the failed operation again.

    c. Check Watchdog on the managed server

       When the managed server has been powered off, there is a chance that Watchdog (a function that automatically resets or powers off a server after detecting a hang-up due to no response from the OS for a set period of time) has been enabled on the managed server.
       Check the Watchdog settings on the managed server, and disable them if they have been enabled.
       After removing the cause of the error, refer to step 4. and execute the failed operation again.

    d. Check preparatory settings

       Check that the settings given in "Configuration File Check" in "2.2.1.1 Software Preparation and Checks" of the "Setup Guide VE" or "Setup Guide VE" have been performed.

       When using SUSE Linux Enterprise Server, check that the managed server has been configured so that only the NIC used for the admin LAN is active when the server is started.
       If the settings have not been performed, perform them and then perform the operation again.

2. Error information collection

   Check *detail* in the error message.
   When "rid=*request_ID*" is displayed for *detail*, log in to the admin server using OS administrator authority and execute the following command using the *request_ID*.

[Windows Manager]

```
>cd "Installation_folder(*1)\ScwPro\support" <RETURN>
>scwhelp.bat --output output_file_name.html request_ID <RETURN>
```

[Linux Manager]

```
# cd /opt/FJSVscw-utils/sbin <RETURN>
# scwhelp --output output_file_name.html request_ID <RETURN>
```

*1: The folder specified in Choose Destination Location of "1.1.2 Installation [Windows Manager]" in the "Setup Guide VE".

Information

When the admin server is Windows 2003 x64 Edition or Windows 2008 x64 Edition, open the command prompt using the following procedure.

Select [start]-[Run], and execute the following.

```
"Installation_folder\SysWoW64\cmd.exe"
```

Installation_folder is the installation folder of Windows.

The error information will be output in HTML format. Use a Web browser to display the output file.

3. Cause determination and response

   Refer to the output error information and perform the following corrective action.

   If the "Troubleshoot" column is displayed

   Take the corrective action indicated in the "Todo" of the "Troubleshoot" column.

   If error log files are created

   a. If the following is displayed in the "Todo" of the "Troubleshoot" column, check error codes and detailed codes referring to the content of the error log file (FJIMGBRS.ERR) stored in the "Error Logs Directory" of the "Detail Information" column.

      ```
      Detail logs are stored in [Error_Logs_Directory].
      ```

      ## Example

      Abstract of error log files

      ```
      Date       : Tue Apr 25 19:48:33 2006
      Error Data : 00130100 00000011
      Error Code : 161 000a0805
      Message    : 0161 The size of the disk is small. Change the size of the
      partition.
      ```

      The first half of the Error Code line is the error code. In this case, the code is "161".
      The second half of the Error Code line is the detailed code. In this case, the code is "000a0805".

   b. Check the error code, and choose one of the following corrective actions:

      - When the error code is "199"

        Cause
        The managed server has not been shut down normally.

Corrective action

Reboot the system and shut down the managed servers.

- When the error code is something other than 199, collect troubleshooting information and contact Fujitsu technical staff.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

4. Recovery

When this does resolve the problem, perform the failed operation again using the following procedure.
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

a. Booting the managed server

When a managed server on which an error occurred during backup of a system image or collection of a cloning image has been powered off, power it on.
If the managed server has been started, perform the following steps.
If the managed server has not been started, check if the following message is displayed on the screen.
If the message is displayed, press the [ESC] key.
If the message is not displayed, power off the server directly.

```
Error has occurred!!
Press ESC key to stop Agent. Then turn off this computer and retry your deployment
task or investigate the error log.

...

ESC key was pressed. Agent is stopping.
Please wait a moment...
```

After pressing the [ESC] key, enter "Y" and power it off. After that, power it on again.
If the server does not power off when the [ESC] key is pressed, power off the server directly.

```
Would you like to turn off this computer? [Y/N]
```

b. Starting agents of Resource Orchestrator

Only perform this operation when an error occurred during collection of cloning images.
During the collection of cloning images, the automatic starting of agents is stopped.
Restart the managed server where the error occurred, and then start the agent.
When starting an agent, refer to "2.2 Starting and Stopping the Agent" of the "Operation Guide VE" or "Operation Guide CE".

[Windows]
When the managed server is Windows, the type of agent startup may be changed to "Disabled". In such cases, use the following procedures to set the startup type to "Automatic", before starting the agent.

1. Open [Services] from [Administrative Tools] on the Control Panel.
   The [Services] window will be displayed.

2. Right-click the "Resource Coordinator Agent" service and select [Properties] from the displayed menu.
   The [Resource Coordinator Agent Properties] window will be displayed.

3. Select [Automatic] from the [Startup type] of the [General] tab.

4. Click <OK>.

c. Delete temporary files

If an error occurred during collection of a cloning image, and the network settings of the managed server have been changed after the error occurred, the following files might remain. If they do remain, delete them.

[Windows]

Installation_folder\Agent\var\tmp\ipcfg.nsh
Installation_folder\Agent\var\tmp\ipcfg_now.nsh

[Linux]

/var/opt/FJSVrcxat/tmp/softrm/ifcfg-eth*X* (the *X* of eth*X* can be any desired letter)

d. Re-execute

Execute the failed operation again.

68296

FJSVrcx:ERROR:68296:deployment engine cli error:*detail*

[Virtual Edition]

[Description]

An error has occurred during execution of a manager command.

[Corrective Action]

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4. of "Message number 68295".
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

- Auto-Recovery of a managed server for which server switchover uses the backup and restore method

- Manual switchover or failback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When "code=100"

  - One of the services in "Related services" of "2.1 Starting and Stopping the Manager" in the "Operation Guide VE" may have stopped on the admin server.
    On the admin server, check that the "Related services" have been started, and if there are any services that have stopped, start them.
    For how to check and start services, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE".

  - When starting the manager, communication using the admin LAN may not have been possible.
    Check if communication with the agent is possible using the admin LAN, then stop and restart the manager.
    For how to stop and start managers, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE".

- When "code=107"

  When the load of the admin server is high, the internal connection process of a manager may time out.
  After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

[Cloud Edition]

[Description]

- When creating a physical L-Server:

  Deployment of the cloning image failed. The backup/restore procedure for the admin server may have been performed incorrectly.

- When not creating a physical L-Server:

An error has occurred during execution of a manager command.

[Corrective Action]

- When creating a physical L-Server:

If a message not related to the above actions is output, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

- When not creating a physical L-Server:

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4. of "Message number 68295".
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

- Auto-Recovery of a managed server for which server switchover uses the backup and restore method

- Manual switchover or failback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When "code=100"

- One of the services in "Related services" of "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" may have stopped on the admin server.
On the admin server, check that the "Related services" have been started, and if there are any services that have stopped, start them.
For how to check and start services, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When starting the manager, communication using the admin LAN may not have been possible.
Check if communication with the agent is possible using the admin LAN, then stop and restart the manager.
For how to stop and start managers, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".

- When "code=107"

When the load of the admin server is high, the internal connection process of a manager may time out.
After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

68297

FJSVrcx:ERROR:68297:power control error: *detail*

[Description]

An error has occurred during power control of a managed server.
A detailed message is displayed for *detail*.

[Corrective Action]

When this message is displayed during the execution of the following operations, after resolving the problem based on the content of each *detail*, perform the operation again following step 4. of "Message number 68295".
When the same cloning image has been deployed to multiple managed servers, deployment to the other servers is stopped. When performing deployment again after performing corrective action, specify all of the servers again.

- Backup of a system image

- Restoration of a system image

- Collection of a cloning image

- Deployment of a cloning image

- Auto-Recovery of a managed server for which server switchover uses the backup and restore method

- Manual switchover or failback to a managed server for which server switchover uses the backup and restore method

When this message is displayed during the execution of operations other than the above, after resolving the problem based on the content of each *detail*, perform the operation again.

- When *detail* is "another process is running"

  Perform the operation again after the other process is complete.
  When another process is not being executed, wait a short while and then perform the operation again.

- When performing operations to a managed server (or resources being used in managed server) simultaneously

  The following operations cannot be performed simultaneously on a managed server (or resources being used on managed servers). In that case, after the processes executed are complete, perform the operation again.

  - Settings, changes, and deletion of the LAN switch

  - VLAN settings and changes of the LAN switch

  - Settings and changes of HBA address rename

  - Power operation

  - Turning maintenance LEDs ON and OFF

  - Reconfiguration of hardware properties

  - Reading of the system configuration file (Import)

4.8 69XXX Series

This section explains the following message series:

4.8.1 691XX Series

This section explains the 691XX message series.

69103

FJSVrcx:ERROR:69103:failed to send SNMPTrap to *host*

[Description]

SNMP trap transmission failed.
The communication destination of the SNMP trap is displayed for *host*.

The SNMP trap transmission failure indicated by this message does not affect the event operation or its results.
For details of the event that is the target of the SNMP trap, refer to "A.2 Sending SNMP Traps" in the "Setup Guide VE".

[Corrective Action]

Refer to "A.2 Sending SNMP Traps" in the "Setup Guide VE", and check if there is a problem with the SNMP trap sending settings.
If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69111

FJSVrcx:ERROR:69111:communication error. target=*target* detail=*detail*

[Virtual Edition]

[Description]

An error occurred during communication with the target *target*.

[Corrective Action]

When *target* is the admin IP address of the admin server, take the following corrective actions depending on the content of *detail*.

- "configuration error"

  For the correction method, refer to the corrective action of "Message number 67350".

- "SSL certification error"

  For the correction method, refer to the corrective action of "Message number 67351".

- "connection timeout"

  For the correction method, refer to the corrective action of "Message number 67352".

- "read timeout"

  For the correction method, refer to the corrective action of "Message number 67353".

- "write timeout"

  For the correction method, refer to the corrective action of "Message number 67354".

- "connection error"

  For the correction method, refer to the corrective action of "Message number 67355".

- "no route to host"

  For the correction method, refer to the corrective action of "Message number 67356".

- "IO error"

  For the correction method, refer to the corrective action of "Message number 67357".

- "internal error"

  For the correction method, refer to the corrective action of "Message number 67358".

When *target* is the IP address of a server management unit, take the following corrective actions depending on the content of *detail*.

- "snmp communication error"

  Use the following methods to check if SNMP communication with the server management unit is possible.

  - Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
    If a cable is disconnected from the LAN connector, connect it.

  - Check whether connection to the admin UI of the server management unit (In the case of the PRIMERGY BX series, the Web UI or telnet) is possible.

  - Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

  - Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

  - Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

    - Check the SNMP community name set from the ROR console.
      If it was omitted, "public" will be specified.

    - Check that the server management unit of the managed server has Write (reference and updating) authority for the SNMP community name specified.
      If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

For details of checks and the setup method, refer to the manual of the server being used.

When *target* is the IP address of a power monitoring device, take the following corrective actions depending on the content of *detail*.

- "snmp communication error"

    Use the following methods to check if SNMP communication with the power monitoring device is possible.

    - Check if there is a problem with the network environment between the admin server and the power monitoring device using the ping command or another method.
      If a cable is disconnected from the LAN connector, connect it.

    - Check that connection to the power monitoring device is possible using Web UI or telnet.

    - Check that the SNMP community name set in the power monitoring device has not been changed from the value specified during registration.

    - Check that Read (reference) authority is possessed for the SNMP setting of the power monitoring device.

        - Check the SNMP community name set from the ROR console.
          If it was omitted, "public" will be specified.

        For details of checks and the setup method, refer to the manual of the power monitoring device.

- "ping timeout"

    Timeout has occurred during ping monitoring of the server *target*.
    As the recovery process is performed automatically based on the configured monitoring information, there is no need to take corrective action.
    For the method of configuring monitoring information, refer to "Chapter 8 Configuring Monitoring Information" in the "Setup Guide VE".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

[Description]

An error occurred during communication with the target *target*.

[Corrective Action]

Perform the following corrective action depending on the value of *target*.

- When target is the admin IP address of the admin server

    Take the following corrective action for the content displayed for *detail*.

    - "configuration error"

        For the correction method, refer to the corrective action of "Message number 67350".

    - "SSL certification error"

        For the correction method, refer to the corrective action of "Message number 67351".

    - "connection timeout"

        For the correction method, refer to the corrective action of "Message number 67352".

    - "read timeout"

        For the correction method, refer to the corrective action of "Message number 67353".

    - "write timeout"

        For the correction method, refer to the corrective action of "Message number 67354".

    - "connection error"

        For the correction method, refer to the corrective action of "Message number 67355".

- "no route to host"

  For the correction method, refer to the corrective action of "Message number 67356".

- "IO error"

  For the correction method, refer to the corrective action of "Message number 67357".

- "internal error"

  For the correction method, refer to the corrective action of "Message number 67358".

- When target is the IP address of a server management unit

  Take the following corrective action for the content displayed for *detail*.

  - "snmp communication error"

    Use the following methods to check if SNMP communication with the server management unit is possible.

    - Use the ping command or another method to check if there is a problem with the network environment between the admin server and the server management unit.
      If a cable is disconnected from the LAN connector, connect it.

    - Check whether connection to the admin UI of the server management unit (In the case of the PRIMERGY BX series, the Web UI or telnet) is possible.

    - Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

    - Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.

    - Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

      Check the SNMP community name set from the ROR console. If it was omitted, "public" will be specified.

      Check that the server management unit of the managed server has Write (reference and updating) authority for the SNMP community name specified. If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

    For details of checks and the setup method, refer to the manual of the server being used.

- If the IP address of VM management software is displayed:

  Check whether communication with the VM management software is possible.

  - Use a ping command, etc. to check whether there is a problem with the network environment between the admin server and the VM management software.

  - If a LAN cable has become disconnected, reconnect it.

  - If the VM management product has VM management software, check whether there is a problem with connecting to the VM management product from the VM management software.

- If the IP address of VM management software is displayed:

  Perform the following corrective action depending on the value of *detail*.

  - For "VMware vCenter Server communication error(*Virtual_storage_resource_name*)"

    Check the status of the virtual storage resources registered in the storage pool.

    When the status is something other than "unknown", corrective action is not necessary as a communication error has occurred but recovery is complete.

    When the status is "unknown", update virtual storage resources.

    If the status does not change, perform the following corrective action:

    - Check that "VMware vCenter Server" is operating correctly on the IP address output for *target*.

      For details on the check method, refer to the manual of the "VMware vCenter Server".

- Check that communication is possible with the IP address output for *target*.

  For the recovery procedure, refer to "Message number 67192".

If a huge amount of these messages is output to the event log and makes it difficult to find the other messages, perform the following action:

1. Obtain the span of time when these messages were output.

   The messages are output at about three-minute intervals for the number of virtual storage that are shown on the storage tree.
   Each page of event logs has ten items. With this in mind, you can reach to the span of time quicker by specifying appropriate page number.

2. Retrieve the messages that were output during the span of time which was obtained by step 1. from the system logs and the event logs of ROR console.

   The system logs do not contain all messages.

   Refer to "Appendix A System Log Messages" to check which kind of messages are output.

   Up to the latest 20,000 messages are stored in the ROR console event log.

   a) System log

   Select the messages of the product that are output during the span of time which was obtained by step 1. The messages of this product can be identified by event types of "application" and source names that start with "JSE_SWRC_FJSVRCX".

   b) Event log of the ROR console

   Display the event logs whose status are "Error" only.

   Sort the logs by event ID.

   Make a rough estimate of the number of messages that were output by dividing the span of time which is retrieved by step 1. by three minutes. Also make a rough estimate of the number of pages which contain messages other than this message.

   Lastly, extract messages other than this message which were output during the span of time which was retrieved in step 1.

- For "VMware vCenter Server communication error"

  - Check that VMware vCenter Server is operating correctly on the IP address output for *target*.

    For details on the check and configuration method, refer to the VMware vCenter Server manual.

  - Check that communication is possible with the IP address output for *target*.

    For the recovery procedure, refer to "Message number 67192".

- For "System Center Virtual Machine Manager communication error(*Virtual_storage_resource_name*)"

  Check the status of the virtual storage resources registered in the storage pool.

  When the status is something other than "unknown", corrective action is not necessary as a communication error has occurred but recovery is complete.

  When the status is "unknown", update virtual storage resources. If the status does not change, take the following corrective action.

  - Check that SCVMM is operating correctly on the IP address output for *target*.

    For details on the check method, refer to the SCVMM manual.

  - Check that communication is possible with the IP address output for *target*.

    For the recovery procedure, refer to "Message number 67192".

- For "System Center Virtual Machine Manager communication error"

  Perform the following corrective actions:

- Check that SCVMM is operating correctly on the IP address output for *target*.

  For details on the check method, refer to the SCVMM manual.

- Check that communication is possible with the IP address output for *target*.

  For the recovery procedure, refer to "Message number 67192".

- For "Oracle VM Manager communication error(*Virtual_storage_resource_name*)"

  Check the status of the virtual storage resources registered in the storage pool.

  When the status is something other than "unknown", corrective action is not necessary as a communication error has occurred but recovery is complete.

  When the status is "unknown", update virtual storage resources.

  If the status does not change, perform the following corrective action:

  - Check that Oracle VM Manager is operating correctly on the IP address output for *target*.

    For details on the check and configuration method, refer to the Oracle VM Manager manual.

  - Check that communication is possible with the IP address output for *target*.

    For the recovery procedure, refer to "Message number 67192".

- For "Oracle VM Manager communication error"

  - Check that Oracle VM Manager is operating correctly on the IP address output for *target*.

    For details on the check and configuration method, refer to the Oracle VM Manager manual.

  - Check that communication is possible with the IP address output for *target*.

    For the recovery procedure, refer to "Message number 67192".

- If the IP address of storage management software is displayed:

  Perform the following corrective actions:

  - The necessary settings for the storage management software may not have been completed. For details, refer to "D.3 Storage Environment Preparation" in the "Design Guide CE".

  - Check that communication is possible with the IP address output for *target*.

    For the recovery procedure, refer to "Message number 67192".

- When target is the IP address of a power monitoring device

  Take the following corrective action for the content displayed for *detail*.

  - "snmp communication error"

    Use the following methods to check if SNMP communication with the power monitoring device is possible.

    - Check if there is a problem with the network environment between the admin server and the power monitoring device using the ping command or another method.
      If a cable is disconnected from the LAN connector, connect it.

    - Check that connection to the power monitoring device is possible using Web UI or telnet.

    - Check that the SNMP community name set in the power monitoring device has not been changed from the value specified during registration.

    - Check that Read (reference) authority is possessed for the SNMP setting of the power monitoring device.

    - Check the SNMP community name set from the ROR console. If it was omitted, "public" will be specified.

      For details of checks and the setup method, refer to the manual of the power monitoring device.

  - "ping timeout"

    Timeout has occurred during ping monitoring of the server *target*.
    As the recovery process is performed automatically based on the configured monitoring information, there is no need to take

corrective action.

For the method of configuring monitoring information, refer to "Chapter 8 Configuring Monitoring Information" in the "Setup Guide VE".

- When IP address of NS appliance or physical L-Server on which NS appliance is deployed.

  - When rcxnetworkservice setup command has not been executed

    Restart after executing rcxnetworkservice setup command.

  - When rcxnetworkservice setup has been executed

    Confirm that there is no error in *target* login information.

    When there is no error in login information, confirm that the network configuration is such that the communication is possible between manager and physical L-Server or NS Appliance corresponding to *target*.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

69112

FJSVrcx:ERROR:69112:SNMP communication failed. target=*target*

[Description]

SNMP communication with *target* failed.
If the basic or registration information of the following hardware has been changed, the specified value may differ from the value set on the device.

- Chassis

- Managed servers

In cases other than the above, there are the following possibilities:

- The SNMP community name settings are incorrect

- The server is not powered on

- The ServerView Agents have not been started

[Corrective Action]

If a chassis has been registered, check the following and take corrective action.

- The SNMP community name settings of the chassis

  Check that the SNMP community name specified matches the one set on the management board and managed servers.

If the basic information of the chassis or managed server has been changed, check the following and take corrective action.

- If the chassis is powered on

  Power on the chassis.
  For how to check the power status and power on a chassis, refer to the manual of the server being used.

- When the IP address of the chassis has been changed

  Check that the specified IP address matches the one set on the management blade.

- When the SNMP community name of the chassis has been changed

  Check that the SNMP community name specified matches the one set for the management blade and managed servers.

- When the IP address of a managed server has been changed

  Check that the specified IP address matches the one set on the managed server.

In cases other than the above, check the following and take corrective action.

- Network cable checks

  How to Check
  Check if the network cable between the admin server and the server management unit is correctly connected.

  Corrective Action

  - If the network cable is damaged

    Replace the cable.

  - If the network cable is connected incorrectly

    Reconnect the cable.

- Check the settings of network devices (e.g. LAN switch) being used

  How to Check
  Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

  - Between the NIC of the admin server and the switch port

  - Between the NIC of the server management unit and the switch port

  Corrective Action
  If the settings used for duplex mode configuration are incorrect, correct them.
  For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

- Check the Network Environment

  How to Check
  Execute the ping command on the server where a manager is installed to check the network status.
  Check if communication with the server management unit is possible.

  [Windows Manager]

  ```
  >ping the_IP_address_of_the_server_management_unit <RETURN>
  ```

  <Example: Normal communication>

  ```
  Pinging ipaddr with 32 bytes of data:

  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128

  Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
  Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
  ```

  <Example: Abnormal communication>

  ```
  Pinging ipaddr with 32 bytes of data:

  Request timed out.
  Request timed out.
  Request timed out.
  Request timed out.

  Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
  ```

  [Linux Manager]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action
Check the following items:

For <Example: Normal communication>

- "Port number checks"

For <Example: Abnormal communication>

- "Network cable checks"

- Port number checks

How to Check
Refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set

- If the same port number or service name is being used

Corrective Action
If the port number is incorrect, change it to a suitable number.
For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" of the "User's Guide VE".

- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- Power status checks

How to Check
Check the power status of the managed server.

Corrective Action
If the status is OFF, power on the managed server.

- ServerView Agents checks

How to Check
Check that the ServerView Agents of the managed server have been started.

Corrective Action
If they have not been started, refer to the ServerView Agents manual and start them.

- SNMP service checks

How to Check
Check that the SNMP service of managed server has been started.

Corrective Action

If it has not been started, start SNMP service.

[Windows] [Hyper-V]

1. Log in to the managed server using OS administrator authority.

2. Open [Services] from [Administrative Tools] on the Windows Control Panel, and check that the status of the SNMP Service is "Started" on the [Services] window.

3. When the service is stopped, start the service.

[Linux] [VMware] [Xen]

1. Log in to the admin server using OS administrator authority.

2. Execute the following command, and check that the SNMP daemon is operating.

> # **/etc/init.d/snmpd status** <RETURN>

3. When SNMP daemon is stopped, execute the following command and start the daemon.

> # **/etc/init.d/snmpd start** <RETURN>

- ServerView Agents SNMP community name checks

  Check that the SNMP community name set for the ServerView Agents matches the one set in the management blade.

- Server SNMP community name checks

  Check that the SNMP community name specified during server registration matches the one set for the ServerView Agents.

- Admin LAN IP address checks

  Check that the admin LAN IP address specified during server registration matches the one that has been set on the managed server.

- Write (reference and updating) checks

  Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

- Admin LAN network load checks

  How to Check
  Check the network load of the admin LAN.
  The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

  Corrective Action
  After the process that is causing the high network load finishes, perform the operation again.

- BIOS/firmware checks

  How to Check
  The BIOS/firmware of the managed server may not be the newest.

  Corrective Action
  Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- Admin server load checks

  How to Check
  Check if the load on the admin server is high.
  Obtaining the power status may fail due to an increase in the load of the admin server.

  Corrective Action
  After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69113

FJSVrcx:ERROR:69113:LED operation not possible for target server model. target=*server_name*

[Description]

The managed server is a model for which LED operation cannot be performed.

[Corrective Action]

Refer to "2.5 Hardware Environment" of the "Design Guide VE" or "Design Guide CE", and check that the server meets the requirements.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69114

FJSVrcx:ERROR:69114:no blade mounted in slot *slot_number*

[Description]

A blade has not been mounted in slot *slot_number*.

[Corrective Action]

Mount a blade in the slot.

When a blade is mounted in the relevant slot, check the following:

- If the MAC address of the blade is recognized correctly on the management blade Web UI
  If the MAC address of the blade is not recognized correctly, mount the blade again, and power it on.

- When slave slot information of multi-slot servers has been set in the system configuration file, has the file been imported
  If slave slot information of multi-slot servers has been set in the system configuration file, delete the configuration information.

- On differing types of servers, if hardware re-configuration has not been performed, or the blade type differs before and after replacing servers, delete the registered server, replace hardware and then perform server registration again.
  If the blade type after server replacement differs that of before replacement, delete the registered server, replace the hardware and then perform server registration again.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69115

FJSVrcx:ERROR:69115:failed to get information from server management unit

[Description]

Obtaining the information from the server management unit failed.

[Corrective Action]

Check whether communication with the server management unit is possible.

- If the chassis is powered on
  Power on the chassis.
  For how to check the power status and power on a chassis, refer to the manual of the server being used.

- Network cable checks

  How to Check
  Check if the network cable between the admin server and the server management unit is correctly connected.

  Corrective Action

  - If the network cable is damaged

    Replace the cable.

- If the network cable is connected incorrectly

  Reconnect the cable.

- Server management unit connection checks

  How to Check
  Use the Web UI or telnet to check that connection to the server management unit is possible.

  Corrective Action
  Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.

- Write (reference and updating) checks

  Check that Write (reference and updating) authority is possessed for the SNMP setting of the management blade.

- Check the type of the Remote Management Controller

  Check if the type of the Remote Management Controller has been correctly specified.

- Remote Management Controller IP address, user name, and password checks

  Check that the values of the IP address, user name, and password set for the Remote Management Controller when registering the managed server have not been changed from their original values.
  Also, check that the user of the Remote Management Controller has administrator authority.

- Check the settings of network devices (e.g. LAN switch) being used

  How to Check
  Check that the duplex mode configurations of the admin LAN composed of the following admin server and managed servers are correct.

    - Between the NIC of the admin server and the switch port

    - Between the NIC of the server management unit and the switch port

  Corrective Action
  If the settings used for duplex mode configuration are incorrect, correct them.
  For checks and setup of the admin LAN between the admin server and the server management unit, refer to the manuals of the OS and network switches being used.

- Check the Network Environment

  How to Check
  Execute the ping command on the server where a manager is installed to check the network status.
  Check if communication with the server management unit is possible.

  [Windows Manager]

  ```
  >ping the_IP_address_of_the_server_management_unit <RETURN>
  ```

  <Example: Normal communication>

  ```
  Pinging ipaddr with 32 bytes of data:

  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128
  Reply from ipaddr: bytes=32 time<1ms TTL=128

  Ping statistics for ipaddr: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
  Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms
  ```

  <Example: Abnormal communication>

```
Pinging ipaddr with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for ipaddr: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

[Linux Manager]

```
# ping the_IP_address_of_the_server_management_unit <RETURN>
```

<Example: Normal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
64 bytes from ipaddr: icmp_seq=1 ttl=64 time=2.18 ms
64 bytes from ipaddr: icmp_seq=2 ttl=64 time=0.171 ms
64 bytes from ipaddr: icmp_seq=3 ttl=64 time=0.191 ms
```

<Example: Abnormal communication>

```
PING host name (ipaddr) 56(84) bytes of data.
From ipaddr icmp_seq=1 Destination Host Unreachable
From ipaddr icmp_seq=2 Destination Host Unreachable
From ipaddr icmp_seq=3 Destination Host Unreachable
```

Corrective Action
Check the following items:

For <Example: Normal communication>

- "Port number checks"

For <Example: Abnormal communication>

- "Network cable checks"

- Port number checks

How to Check
Refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE", and check the port numbers of the admin server based on the following.

- If port numbers are set

- If the same port number or service name is being used

Corrective Action
If the port number is incorrect, change it to a suitable number.
For how to change port numbers, refer to the following:

- For Virtual Edition, refer to "8.2 Changing Port Numbers" or "9.1.6 Changing Port Numbers" of the "User's Guide VE".

- For Cloud Edition, refer to "6.2 Changing Port Numbers" or "7.1.6 Changing Port Numbers" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

- Admin LAN network load checks

How to Check
Check the network load of the admin LAN.
The load may be high when image operations (such as backup and restoration of system images, or collection and deployment of cloning images) are being performed for other managed servers connected to the same admin LAN as the server management unit.

Corrective Action

After the process that is causing the high network load finishes, perform the operation again.

- BIOS/firmware checks

How to Check

The BIOS/firmware of the managed server may not be the newest.

Corrective Action

Contact Fujitsu technical staff to obtain the newest BIOS/firmware for the managed server.

- Admin server load checks

How to Check

Check if the load on the admin server is high.
Obtaining the power status may fail due to an increase in the load of the admin server.

Corrective Action

After completing any other high-load processes other than those of Resource Orchestrator, perform the operation again.

If this message is displayed during execution of any of the following operations, check that the specified IP address matches that of the server management unit.

- Chassis registration

- Changing of a chassis admin IP address

- Chassis remote server management information checks

- Managed server registration

- Changing of a managed server's Remote Management Controller information

If no problems are found, a temporary loss of communication may have occurred due to rebooting of the server management unit, etc. Wait for 2 or 3 minutes and then repeat the failed operation.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69116

FJSVrcx:ERROR:69116:no server found in *type number*

[Description]

There is no server in the *number* of *type*.

[Corrective Action]

Take corrective action for the content displayed for *type*.

- When *type* is "partition"

The *number* partition may have been deleted.
After configuring the *number* partition, perform the action again.

69117

FJSVrcx:ERROR:69117:target server may not be registered. target=*server_name*

[Description]

The server may not exist or an incorrect name might have been specified.

[Corrective Action]

Update the information of the ROR console, and check if the relevant server exists.
To update the information, right-click the chassis on the ROR console server resource tree and select [Update] from the displayed menu.
Updating of the information may take around 30 seconds. Check in the resource details that information for the server has changed.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69118

FJSVrcx:ERROR:69118:target server model does not support forced power off. target=*server_name*

[Description]

The server is a model which does not support forced power off.

[Corrective Action]

Refer to "2.5 Hardware Environment" of the "Design Guide VE" or "Design Guide CE", and check that the server meets the requirements.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69119

FJSVrcx:ERROR:69119:target server model does not support power operation. target=*server_name*

[Description]

The server is a model which does not support power operations.

[Corrective Action]

Refer to "2.5 Hardware Environment" of the "Design Guide VE" or "Design Guide CE", and check that the server meets the requirements.

If this does not resolve the problem, collect troubleshooting information and contact Fujitsu technical staff.

69120

FJSVrcx:ERROR:69120:timeout occurred while executing internal command. (command=*command*)

[Description]

Timeout has occurred during the execution of the internal command *command*.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

69121

FJSVrcx:ERROR:69121:timeout occurred while getting status after power off

[Description]

Power operation has been executed normally, but timeout has occurred during obtaining the information for the status of post-power off.

[Corrective Action]

The server may have not been powered off.
Check the power status of the server.

69122

FJSVrcx:ERROR:69122:timeout occurred while executing power control modules

[Virtual Edition]

[Description]

Timeout has occurred during the execution of the power control module.

[Corrective Action]

Power operation may have been performed directly on the hardware of the managed server or the chassis while it was being started or stopped.
In that case, perform the operation again.

If power operation has not been performed directly, take the following corrective actions.

- When deploying cloning images

  There may be a mistake in the SNMP community name settings.

  - When this occurs on PRIMERGY BX series servers

    When the following blade server is mounted in a different chassis, check that the SNMP community names of the chassis are the same.

    - The blade server the cloning image was collected from

    - The blade server the cloning image is being deployed to

  - When this occurs on rack mount servers or tower servers

    Check that the SNMP community names of the server the cloning image was collected from and the server the cloning image was deployed to are the same.

- When a managed server with an agent registered has been powered on

  The settings of the OS may be incorrect.
  Log in, check the following, and take corrective action.

  - If the settings of the admin network interface are correct

    Whether the network settings are valid, and if the admin server and managed server can communicate correctly.

  - Whether an agent has been started

    Refer to "2.2 "unknown" Server Status" in "Troubleshooting", and take the relevant corrective action.

- When a managed server using HBA address rename does not start

  Refer to "2.1 OS Startup Issues (with I/O Virtualization)" in "Troubleshooting", and take the relevant corrective action.

- When server switchover or failback has been performed

  Check the resource name of the event log, determine whether the primary server or spare server has been affected and then take the following corrective action.

  - When the primary server has been affected (the spare server in the case of failback)

    Check if the primary server has been powered off. If it has not been powered off, directly (physically) power off the server hardware and then perform the operation again.

  - When the spare server has been affected (the primary server in the case of failback)

    - Whether the BIOS settings are correct

      Check if the BIOS settings of the spare server correspond with those of the operational environment. After changing any necessary settings, perform the operation again.

      For details of BIOS settings, refer to "6.2 Configuring the Server Environment" in the "Design Guide VE".

    - Whether an HBA has been mounted

      When using HBA address rename, check if the server has an HBA mounted, and if there is no HBA mounted, mount one. Then perform the operation again.

    - Whether communication is possible using the admin LAN

      Check that the settings of network devices (LAN switches, ports, etc.) enable communication using the admin LAN.
      If communication is not possible using the admin LAN, either replace the devices or change the settings, and the repeat the operation.

Alternatively, in an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.
The MAC address can be checked in the resource details of the physical server.
For how to check, refer to "A.6 Resource Details" in the "User's Guide VE".
For details of the settings, "6.2.2 Re-configuring Hardware Properties" and "6.3.1 Re-configuring Hardware Properties" of the "Operation Guide VE".

- If the LAN switch has been registered

  If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.

- If the network settings can be changed for switchover

  If the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover.
  When the settings have not been configured, configure them referring to "18.2 Server Switchover Settings" of the "User's Guide VE".

- Whether preparatory settings were performed correctly

  Check that the settings given in "Configuration File Check" in "2.2.1.1 Software Preparation and Checks" in the "Setup Guide VE" have been performed.
  If the settings have not been performed, perform them and then perform the operation again.

In cases other than the above, manually perform server switchover or failback again, and check the console of the spare server. If the OS of the spare server boots, the settings of the OS may be incorrect. Log in, check the following, and take corrective action. If the status of the agent is not normal after a given length of time, it will automatically return to its previous state. After it does, perform the operation again.

- Whether the SNMP community name settings of the chassis are correct

  When the primary server and spare server are mounted in different chassis, ensure that the SNMP community names of both chassis are the same.

- Whether the SNMP community name settings of the server are correct

  When this occurs on rack mount servers or tower servers, check that the SNMP community name settings of the primary server and the spare server are the same.

- Whether an agent has been started

  Refer to "2.2 "unknown" Server Status" in "Troubleshooting", and take the relevant corrective action.

- If the settings of the admin network interface are correct

  When the settings to bind admin network interfaces to MAC addresses have been performed, change the settings so as not to bind them.

- When chassis power operations have been performed

  There may be a mistake in the SNMP settings. Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.
  If an operation to stop the chassis is performed while the OS of the server blade is starting, the server blade will not shut down and stopping of the chassis will fail. In such cases, perform the operation to stop the chassis again.

- When managed servers are PRIMERGY BX series servers

  There is a chance that the correct settings have not been configured for the SNMP agent on the management blade. For details of the settings, refer to "6.2 Configuring the Server Environment" in the "Design Guide VE".

- When the managed server is SPARC Enterprise

  Automatic starting settings may not be correctly configured. Configure the following settings so that the OS automatically starts when the power is turned on.

  For M series servers

  - Set the mode switch of operator panel to "Locked"

- Configure the domain automatic boot as valid

- Set "true" in OpenBoot auto-boot?

For T series servers

- Set "true" in OpenBoot auto-boot?

There is a chance that the WWN information (WWPN of the HBA, target CA) configured is not correct. Use the storageadm zone info command of ESC to check that the WWPN of the HBA and the target CA are correct.
If WWN information is not correct, change the information to the correct values.
For details on how to use the storageadm zone command, refer to the "ETERNUS SF Storage Cruiser User's Guide".

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

[Cloud Edition]

FJSVrcx:ERROR:69122:timeout occurred while executing power controlmodules

[Description]

Timeout has occurred during the execution of the power control module.

[Corrective Action]

Power operation may have been performed directly on the hardware of the managed server or the chassis while it was being started or stopped.

In that case, perform the operation again.

If power operation has not been performed directly, take the following corrective actions.

- If a physical L-Server has been deleted:

There may be an error in the HBA BIOS settings.

Perform the following check and corrective action:

- Check whether spin up delay has been set

If spin up delay has been set in HBA BIOS settings, cancel the setting and perform the operation again.

- When deploying cloning images

There may be a mistake in the SNMP community name settings.

- When this occurs on PRIMERGY BX series servers

When the following blade server is mounted in a different chassis, check that the SNMP community names of the chassis are the same.

- The blade server the cloning image was collected from

- The blade server the cloning image is being deployed to

- When this occurs on rack mount servers or tower servers

Check that the SNMP community names of the server the cloning image was collected from and the server the cloning image was deployed to are the same.

- When a managed server with an agent registered has been powered on

The settings of the OS may be incorrect.
Log in, check the following, and take corrective action.

- If the settings of the admin network interface are correct

Whether the network settings are valid, and if the admin server and managed server can communicate correctly.

- Whether an agent has been started

Refer to "2.2 "unknown" Server Status" in "Troubleshooting", and take the relevant corrective action.

- When a managed server using HBA address rename does not start

  Refer to "2.1 OS Startup Issues (with I/O Virtualization)" in "Troubleshooting", and take the relevant corrective action.

- When server switchover or failback has been performed

  Check the resource name of the event log, determine whether the primary server or spare server has been affected and then take the following corrective action.

  - When the primary server has been affected (the spare server in the case of failback)

    Check if the primary server has been powered off. If it has not been powered off, directly (physically) power off the server hardware and then perform the operation again.

  - When the spare server has been affected (the primary server in the case of failback)

    - Whether the BIOS settings are correct

      Check if the BIOS settings of the spare server correspond with those of the operational environment. After changing any necessary settings, perform the operation again.

      For details of BIOS settings, refer to "8.2 Configuring the Server Environment" in the "Design Guide CE".

    - Whether an HBA has been mounted

      When using HBA address rename, check if the server has an HBA mounted, and if there is no HBA mounted, mount one. Then perform the operation again.

    - Whether communication is possible using the admin LAN

      Check that the settings of network devices (LAN switches, ports, etc.) enable communication using the admin LAN.
      If communication is not possible using the admin LAN, either replace the devices or change the settings, and the repeat the operation.

      Alternatively, in an environment with a redundant admin LAN, for managed servers other than PRIMERGY BX series servers, check that the admin LAN MAC address set during managed server registration is correct. If there is an error in the settings, reconfigure the hardware information and specify the correct MAC address.
      The MAC address can be checked in the resource details of the physical server.
      For how to check, "A.6 [Resource Details] Tab" of the "User's Guide for Infrastructure Administrators (Resource Management) CE".

      For reconfiguration of hardware properties, refer to "9.2.2 Re-configuring Hardware Properties" and "9.3.1 Re-configuring Hardware Properties" of the "Operation Guide CE".

    - If the LAN switch has been registered

      If the subnets for the primary server and spare server are different, check if the LAN switch blades connecting to each server have been registered.

    - If the network settings can be changed for switchover

      If the subnets for the primary server and spare server are different, check if the network settings have been configured to change during switchover.
      When the settings have not been configured, configure them referring to "18.2 Server Switchover Settings" of the "User's Guide VE".

    - Whether preparatory settings were performed correctly

      Check that the settings given in "Configuration File Check" in "2.2.1.1 Software Preparation and Checks" in the "Setup Guide CE" have been performed.
      If the settings have not been performed, perform them and then perform the operation again.

  In cases other than the above, manually perform server switchover or failback again, and check the console of the spare server. If the OS of the spare server boots, the settings of the OS may be incorrect. Log in, check the following, and take corrective action. If the status of the agent is not normal after a given length of time, it will automatically return to its previous state. After it does, perform the operation again.

- Whether the SNMP community name settings of the chassis are correct

  When the primary server and spare server are mounted in different chassis, ensure that the SNMP community names of both chassis are the same.

- Whether the SNMP community name settings of the server are correct

  When this occurs on rack mount servers or tower servers, check that the SNMP community name settings of the primary server and the spare server are the same.

- Whether an agent has been started

  Refer to "2.2 "unknown" Server Status" in "Troubleshooting", and take the relevant corrective action.

- If the settings of the admin network interface are correct

  When the settings to bind admin network interfaces to MAC addresses have been performed, change the settings so as not to bind them.

- When chassis power operations have been performed

  There may be a mistake in the SNMP settings. Check that the SNMP community name set in the management blade has not been changed from the value specified in chassis registration.
  If an operation to stop the chassis is performed while the OS of the server blade is starting, the server blade will not shut down and stopping of the chassis will fail. In such cases, perform the operation to stop the chassis again.

- When managed servers are PRIMERGY BX series servers

  There is a chance that the correct settings have not been configured for the SNMP agent on the management blade. For details of the settings, refer to "8.2 Configuring the Server Environment" in the "Design Guide CE".

- When the managed server is SPARC Enterprise

  Automatic starting settings may not be correctly configured. Configure the following settings so that the OS automatically starts when the power is turned on.

  For M series servers

    - Set the mode switch of operator panel to "Locked"

    - Configure the domain automatic boot as valid

    - Set "true" in OpenBoot auto-boot?

  For T series servers

    - Set "true" in OpenBoot auto-boot?

  There is a chance that the WWN information (WWPN of the HBA, target CA) configured is not correct. Use the storageadm zone info command of ESC to check that the WWPN of the HBA and the target CA are correct.
  If WWN information is not correct, change the information to the correct values.
  For details on how to use the storageadm zone command, refer to the "ETERNUS SF Storage Cruiser User's Guide".

69123

FJSVrcx:ERROR:69123:another command is running

[Description]

An internal command for obtaining server information may be being executed in another process.

[Corrective Action]

Wait a couple of minutes and then execute the command again.

69124

FJSVrcx:ERROR:69124:operation of server management unit failed.

[Description]

The operation of the server management unit failed.

[Corrective Action]

Check the following and take corrective action.

- Whether communication with the management blade is possible

  - Check if there is a problem with the network environment between the admin server and the management blade using the ping command or another method.
    If a cable is disconnected from the LAN connector, connect it.

- Whether Write (reference and updating) authority is possessed for the SNMP setting of the management blade

  - Check the SNMP community name set from the ROR console.
    If it was omitted, "public" will be specified.

  - Check that the management blade of the managed server has Write (reference and updating) authority for the SNMP community name specified.
    If the SNMP community name does not have Write (reference and updating) authority, change the authority settings.

    For details of checks and the setup method, refer to the management blade manual.

- Whether the hardware status is correct

  When the server blade has not been inserted into chassis correctly, re-insert it and perform the operation again.

If the problem is still not resolved after performing the above actions, collect the corresponding message and troubleshooting data, and contact Fujitsu technical staff.

69128

FJSVrcx:ERROR:69128:turning on of maintenance LED failed(detail=*error_number*)

[Description]

Powering on of the maintenance LED failed because of the error displayed in the detailed information *error_number*.

[Corrective Action]

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

69129

FJSVrcx:ERROR:69129:turning off of maintenance LED failed(detail=*error_number*)

[Description]

Powering off of the maintenance LED failed because of the error displayed in the detailed information *error_number*.

[Corrective Action]

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

69131

FJSVrcx:ERROR:69131:server power off failed (detail=*error_number*)

[Description]

Powering off of the managed server failed because of the error displayed in the detailed information *error_number*.

[Corrective Action]

Check the error number displayed in the detailed information *error_number* and take the corrective action indicated for that message.

69132

FJSVrcx:ERROR:69132:target server is not in maintenance mode. target=*server_name*

[Description]

The managed server is not in maintenance mode.

[Corrective Action]

Place the server into maintenance mode.

69133

FJSVrcx:ERROR:69133:operation not possible because power is OFF

[Description]

Power control failed because the power status is OFF.

[Corrective Action]

This message is displayed when the server for power control operation is powered OFF. Check that the correct server is the target of the operation.
When the server for operation is correct, turn ON the power and perform the operation again.
When this message is displayed during the setting of HBA address rename, restarting the server enables HBA address rename setup.

69140

FJSVrcx:ERROR:69140:chassis power control failed. detail=*detail*

[Description]

Chassis power control failed.

- When *detail* is "rc manager found in chassis"

  As there is a manager installed on a server blade mounted in the chassis that is the target of power operation, it is not possible to stop the chassis.

[Corrective Action]

Take corrective action for the content displayed for *detail*.

- When *detail* is "rc manager found in chassis"

  When stopping the chassis, please do so without using Resource Orchestrator.

69199

FJSVrcx:ERROR:69199:internal error has occurred

[Description]

An internal error has occurred.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

4.8.2 693XX Series

This section explains the 693XX message series.

69303

FJSVrcx:ERROR:69303:The port number for SNMPTrap daemon is already in use.

[Description]

The port number used for the SNMP trap daemon is already in use.

[Corrective Action]

Check the port number, and change it as necessary.
For details, refer to "Appendix A Port List" of the "Design Guide VE" or "Design Guide CE".

69305

FJSVrcx:ERROR:69305:An internal error occurred in SNMPTrap daemon.

[Description]

An internal error occurred in the SNMP trap daemon.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

69306

FJSVrcx:ERROR:69306:Failed to execute command.

[Description]

The command for execution by the manager service was not executed.

[Corrective Action]

Collect troubleshooting information and contact Fujitsu technical staff.

69307

FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.

[Description]

The SNMP trap daemon has been stopped.

[Corrective Action]

The SNMP trap daemon is not operating.
If the same message is displayed again after executing the restarting command of the SNMP trap daemon, collect troubleshooting information and contact Fujitsu technical staff.

[Windows]

1. Log in to the admin server using OS administrator authority.

2. Open "Services" from "Administrative Tools" on the Windows Control Panel, and then select SystemWalker MpWksttr on the [Services] window.

3. Right-click the window, and select [Restart] from the displayed menu.

[Linux]

1. Log in to the admin server using OS administrator authority.

2. Execute the following command:

```
# /opt/FJSVswstt/bin/mpnm-trapd stop <RETURN>
# /opt/FJSVswstt/bin/mpnm-trapd start <RETURN>
```

Part 2   Messages Specific to Cloud Edition

Chapter 5 Messages Starting with AAPI

This chapter explains the messages that are output by the accounting API.

AAPI00000

Process completed.

Description

Processing was successful.

Action

No action is required.

AAPI00100

Authentication error.

Description

An authentication error has occurred.

Action

Confirm the user ID and password.

AAPI00101

Privilege error.

Description

A permissions error has occurred. The user does not have the required permissions for this operation.

AAPI00200

Required parameter is missing. (parameter:{0})

Description

A required parameter has not been specified.

Parameter

{0}: Parameter name

Action

Check the parameter and specify an appropriate value.

AAPI00201

Invalid value for the parameter is specified. (parameter:{0} value:{1})

Description

An incorrect value has been specified for the parameter.

Parameter

{0}: Parameter name

{1}: Specified value

Action

Check the parameter and specify a valid value.

AAPI00202

Request body format is invalid.

Description

Request body format is invalid.

Action

Specify using a valid format.

AAPI00203

XML format is invalid.

Description

The XML format is invalid.

Action

Specify using a valid format.

AAPI00300

Data is already registered. (date:{0})

Description

Specify using a valid format.

Parameter

{0}: Date

Action

Check the specified content and retry.

AAPI00301

Data not found.

Description

The specified data does not exist.

Action

Check the specified content and retry.

AAPI00302

Database access error.

Description

A database access error has occurred.

Action

Check that the service is running.

AAPI80099

System error.

Description

A system error has occurred.

Action

Contact Fujitsu technical support.

Chapter 6 Messages Starting with BKRS

This chapter explains the messages output by maintenance commands.

6.1 BKRS10000 to BKRS10011

BKRS10000

Backup completed.

Description

Backup is complete.

Exit status

0

Action

There is no need to take any action.

BKRS10001

No privilege to use this command.

Description

You do not have the required privileges.

Exit status

1

Action

Execute the command as a user with administrator privileges (Windows) or as the superuser (Linux).

BKRS10002

usage: cfmg_backup <*backup_directory*>

Description

The start parameter is not correct.

Exit status

2

Action

Correct the parameter and then re-execute the command.

BKRS10004

Failed to create directory.

Description

The save destination directory could not be created.

Exit status

4

Action

Check that a valid path has been specified.

BKRS10006

Failed to backup configuration.

Description

An error occurred during the backup of the various setup files.

Exit status

6

Action

Take the appropriate action for the following displayed command messages:

- robocopy command (in Windows environments having the robocopy command)

- xcopy command (in Windows environments that do not have the robocopy command)

- tar command (Linux)

BKRS10011

Specified directory already contains backup data.

Description

Earlier backup data exists in the save destination directory.

Exit status

11

Action

Specify a different save destination directory.

6.2 BKRS20000 to BKRS20006

BKRS20000

Restoration completed.

Description

Restore is complete.

Exit status

0

Action

There is no need to take any action.

BKRS20001

No privilege to use this command.

Description

You do not have the required privileges.

Exit status

1

Action

Execute the command as a user with administrator privileges (Windows) or as the superuser (Linux).

BKRS20002

usage: cfmg_restore <*backup_directory*>

Description

The start parameter is not correct.

Exit status

2

Action

Correct the parameter and then re-execute the command.

BKRS20004

Specified directory doesn't contain required backup file.

Description

The directory that was specified does not contain a required backup file.

Exit status

4

Action

Specify the correct directory where the files were backed up.

BKRS20006

Failed to restore configuration.

Description

An error occurred during the restore of the various setup files.

Exit status

6

Action

Take the appropriate action for the following displayed command messages:

- robocopy command (in Windows environments having the robocopy command)

- xcopy command (in Windows environments that do not have the robocopy command)

- tar command (Linux)

Chapter 7 Messages Starting with BRPG

This chapter explains the messages output by maintenance commands.

7.1 Messages BRPG10000 to BRPG10104

BRPG10000

Succeeded in getting base-backup. file="{0}"

Description

The backup command has executed successfully.

Parameter

{0}: Path to the backup file

Exit status

0

Action

No action is required.

BRPG10001

Failed to get base-backup.

Description

An attempt to execute the backup command has failed.

Exit status

The exit status of the other message output in conjunction with this message (a value from 1 to 13).

Action

Take action according to the message that was displayed immediately before this message.

BRPG10002

The argument for the configurations file is not specified.

Description

The configuration file for the command has not been specified in the parameter.

Exit status

1

Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG10003

The argument for the backup directory is not specified.

Description

The backup directory has not been specified in the parameter.

Exit status

2

Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG10004

The configuration file does not exist. - "{0}"

Description

The configuration file for the specified command does not exist.

Parameter

{0}: Path to the configuration file for the command

Exit status

3

Action

Contact Fujitsu technical support.

BRPG10005

The specified directory does not exist. - "{0}"

Description

The specified backup directory does not exist.

Parameter

{0}: Path to the backup directory

Exit status

4

Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG10006

The database is not running.

Description

The database is not running.

Exit status

6

Action

Check the operational status of the database.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG10007

Failed to get the PostgreSQL setting 'archive_mode'.

Description

The operation settings information for PostgreSQL could not be acquired.

Exit status

7

Action

Check whether the database is running. If the database is stopped, start the database before executing the command again.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG10008

This command can be used when PostgreSQL setting 'archive_mode' is set 'on'.

Description

The operation settings information for PostgreSQL is not appropriate.

Exit status

5

Action

Contact Fujitsu technical support.

BRPG10009

Failed to execute SQL for starting backup. return code={0}

Description

An attempt to execute the backup start SQL has failed.

Parameter

{0}: Exit status of the internal program

Exit status

8

Action

Contact Fujitsu technical support.

BRPG10010

Failed to create the base-backup file.

Description

An attempt to generate a backup file has failed.

Exit status

9

Action

Contact Fujitsu technical support.

BRPG10011

Failed to execute SQL for stop backup. return code={0}

Description

An attempt to execute the backup stop SQL has failed.

Parameter

{0}: Exit status of the internal program

Exit status

10

Action

Contact Fujitsu technical support.

BRPG10012

Failed to move WAL files to the previous generation buckup directory. return code={0}

Description

An attempt to move the WAL files has failed.

Parameter

{0}: Exit status of the internal program

Exit status

11

Action

Contact Fujitsu technical support.

BRPG10013

Failed to delete the old generation buckup directory. return code={0}

Description

An attempt to delete old backup data has failed.

Parameter

{0}: Exit status of the internal program

Exit status

12

Action

Contact Fujitsu technical support.

BRPG10014

Failed to execute SQL for getting WAL write location. return code={0}

Description

An attempt to execute the SQL for getting the WAL file write position has failed.

Parameter

{0}: Exit status of the internal program

Exit status

13

Action

Contact Fujitsu technical support.

BRPG10101

Another backup process is running.

Description

Duplicate backup commands have been started.

Exit status

101

Action

Multiple backup commands cannot be started simultaneously. Check that duplicate commands are not started.

BRPG10102

The restore command is running.

Description

Restore command execution is in progress.

Exit status

102

Action

Do not start the backup command while execution of the restore command is in progress.

BRPG10103

Timeout error has occurred in executing the backup command.

Description

The backup command was waiting for completion of the WAL file switch command, but a timeout occurred.

Exit status

103

Action

Execute the backup command again after completion of the WAL file switch command.

BRPG10104

Failed to execute the backup command.

Description

The backup command failed to start.

Exit status

104

Action

The following might apply:

- The command was executed by a user that does not have system administrator privileges.

- There are insufficient execution environment resources.

If none of the above applies, contact Fujitsu technical support.

7.2 Messages BRPG20000 to BRPG20103

BRPG20000

Succeeded to restore the database.

Description

The restore command has executed successfully.

Exit status

0

Action

No action is required.

BRPG20001

Failed to restore the database.

Description

An attempt to execute the restore command has failed.

Exit status

The exit status of the other message output in conjunction with this message (a value from 1 to 15).

Action

Take action according to the message that was displayed immediately before this message.

BRPG20002

The argument for the configurations file is not specified.

Description

The configuration file for the command has not been specified in the parameter.

Exit status

1

Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20003

The argument for the backup directory is not specified.

Description

The backup directory has not been specified in the parameter.

Exit status

2

Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20004

The configuration file does not exist. - "{0}"

Description

The configuration file for the specified command does not exist.

Parameter

{0}: Path to the configuration file for the specified command

Exit status

3

Action

Contact Fujitsu technical support.

BRPG20005

The specified directory does not exist. - "{0}"

Description

The specified backup directory does not exist.

Parameter

{0}: Path to the backup directory

Exit status

4

Action

Check for any problem with the content of the configuration file for the command.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20006

The backup history file does not exist.

Description

The backup history file does not exist.

Exit status

6

Action

There is no suitable backup data in the specified directory.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20007

The latest base-backup file does not exist. - "{0}"

Description

The backup file does not exist.

Parameter

{0}: Path to the backup file

Exit status

7

Action

There is no suitable backup data in the specified directory.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20008

The database is running.

Description

The database is running.

Exit status

5

Action

Check the operational status of the database.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20009

The directory for the database cluster does not exist. - "{0}"

Description

The directory for restoring the backup files for the database does not exist.

Parameter

{0}: Path to the database cluster

Exit status

8

Action

The directory for restoring the backup files for the database does not exist.
The product may not have been installed properly.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20010

Faild to extruct the base-backup archive file.

Description

An attempt to extract the backup file for the database has failed.

Exit status

9

Action

Check whether the access permissions for the directory where the database will be restored are appropriate.
Check if the command was executed by a user that has administrator privileges (Windows) or by a superuser (Linux).
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG20012

Failed to execute SQL for getting WAL write location. return code={0}

Description

An attempt to execute the SQL for getting the WAL file write position has failed.

Parameter

{0}: Exit status of the internal program

Exit status

11

Action

Contact Fujitsu technical support.

BRPG20013

The specified restore time is the future.

Description

The specified restoration time is in the future.

Exit status

12

Action

Specify a time that is after the backup was taken but before the current time.

BRPG20014

The specified restore time is too old.

Description

The specified restoration time is prior to the time when the backup was taken.

Exit status

13

Action

Specify a time that is after the backup was taken but before the current time.

BRPG20015

Failed to wait completion of restoration.

Description

The processing for monitoring the completion of restoration has failed.

Exit status

14

Action

Contact Fujitsu technical support.

BRPG20016

Faild to stop the database service.

Description

An attempt to stop the database has failed.

Exit status

15

Action

Contact Fujitsu technical support.

BRPG20101

Another restore process is running.

Description

Duplicate restore commands have been started.

Exit status

101

Action

Multiple restore commands cannot be started simultaneously. Check that duplicate commands are not started.

BRPG20102

The backup command or switch WAL command is running.

Description

Execution is in progress for a backup command or a WAL file switch command.

Exit status

102

Action

Do not start the restore command while execution of a backup command or a WAL file switch command is in progress.

BRPG20103

Failed to execute the restore command.

Description

The restore command failed to start.

Exit status

103

Action

The following might apply:

- The command was executed by a user that does not have system administrator privileges.

- There are insufficient execution environment resources.

If none of the above applies, contact Fujitsu technical support.

7.3 Messages BRPG30000 to BRPG30103

BRPG30000

Succeeded in switching WAL file.

Description

The WAL file switch command has executed successfully.

Exit status

0

Action

No action is required.

BRPG30001

Failed to switch WAL file.

Description

An attempt to execute the WAL file switch command has failed.

Exit status

The exit status of the other message output in conjunction with this message (a value from 1 to 8).

Action

Take action according to the message that was displayed immediately before this message.

BRPG30002

The argument for the configurations file is not specified.

Description

Take action according to the message that was displayed immediately before this message.

Exit status

1

Action

Contact Fujitsu technical support.

BRPG30003

The configurations file does not exist. - "{0}"

Description

The configuration file for the command does not exist.

Parameter

{0}: Path to the configuration file for the command.

Exit status

2

Action

Contact Fujitsu technical support.

BRPG30004

The database is not running.

Description

The database is not running.

Exit status

3

Action

Check whether the database is running. If the database is stopped, start the database before executing the command again.

BRPG30005

Failed to get the PostgreSQL setting 'archive_mode'.

Description

The operation settings information for PostgreSQL could not be acquired.

Exit status

5

Action

Check whether the database is running. If the database is stopped, start the database before executing the command again.
If the cause of the problem is other than the above, contact Fujitsu technical support.

BRPG30006

This command can be used when PostgreSQL setting 'archive_mode' is set 'on'.

Description

The operation settings information for PostgreSQL is not appropriate.

Exit status

6

Action

Contact Fujitsu technical support.

BRPG30007

Failed to read the file. - {0}

Description

Reading the file has failed.

Parameter

{0}: Path to the temporary file

Exit status

7

Action

Contact Fujitsu technical support.

BRPG30008

Failed to execute SQL for getting WAL write location. return code={0}

Description

An attempt to execute the SQL for getting the WAL file write position has failed.

Parameter

{0}: Exit status of the internal program

Exit status

4

Action

Contact Fujitsu technical support.

BRPG30009

The database is not updated.

Description

The database has not been updated since the last time the WAL file switch command was executed.

Exit status

0

Action

No action is required.

BRPG30010

Failed to execute SQL for switching WAL. return code={0}

Description

An attempt to execute the WAL file switch SQL has failed.

Parameter

{0}: Exit status of the internal program

Exit status

8

Action

Contact Fujitsu technical support.

BRPG30101

Another switch WAL process is running.

Description

Duplicate WAL file switch commands have been started.

Exit status

101

Action

Multiple WAL file switch commands cannot be started simultaneously. Check that duplicate commands are not started.

BRPG30102

The backup command or restore command is running.

Description

Backup command or restore command execution is in progress.

Exit status

102

Action

Do not start the WAL file switch command while execution of the backup command or restore command is in progress.

BRPG30103

Failed to execute the switch WAL command.

Description

The WAL file switch command failed to start.

Exit status

103

Action

The following might apply:

- The command was executed by a user that does not have system administrator privileges.

- There are insufficient execution environment resources.

If none of the above applies, contact Fujitsu technical support.

Chapter 8 Messages Starting with ctac

This chapter explains the messages output by access authority customize commands.

ctac0100

Command succeeded.

Description

The command has finished normally.

Action

No action is required.

ctac0200

The number of parameters is illegal.

Description

The number of parameters in the command is invalid. Review the parameter.

Variable information

"(count:" + [No. of parameters] + ")"

Action

Check the parameter used at the time the command started, and re-execute.

ctac0201

Invalid parameter exists.

Description

The number of parameters in the command is invalid. Review the parameter.

Variable information

"(" + message indicating suspected cause + ")"

Action

Check the command's coding format and re-execute

ctac0202

Required parameter is missing.

Description

The necessary parameters have not been specified. Please review the parameters.

Variable information

"(param:" + [parameter name] + ")"

Action

Check the command's coding format and re-execute

ctac0203

Invalid permission.

Description

The allow/deny status of the specified action-ID is incorrect.

Action

Check the allow/deny status of the action-ID and re-execute.

ctac0301

Role is not found.

Description

The specified role does not exist.

Action

Check the specified role and re-execute.

ctac0302

Action id is not found.

Description

The specified action-ID does not exist

Action

Check the action-ID and re-execute.

ctac0400

System error occurred.

Description

A fatal system error has occurred.

Action

Collect the command log and contact Fujitsu technical support.

ctac0401

Resource Manager error.

Description

An error notification has been received from resource management.

Variable information

"(detail:" + message indicating suspected cause + ")"

Action

- In the event that an error occurs at resource management, the resource management message number and the message itself will be output in the variable information.
  Refer to Part 1 Messages Displayed by Virtual Edition and Cloud Edition" for information on the Resource Management message ID.

- If the issue cannot be resolved using the above-mentioned procedure, collect the command log and contact Fujitsu technical support.

ctac0500

File write failed.

Description

The file could not be written.

Action

Implement one of the following measures and then re-execute.

- The write-destination for the file may not exist. Check the write-destination.

- The write-destination may have insufficient disk capacity. Please free up more disk space.

---

ctac0501

File already exists.

Description

A file with the same name already exists.

Variable information

"(filename:" + [file name] + ")"

Action

Change the file name and re-execute.

---

ctac0502

File not found.

Description

The specified file does not exist.

Action

Specify an existing file name.

---

ctac0600

The contents of the file have contradiction.

Description

The contents of the access authority information file are inconsistent.

Action

Revise the file's contents and re-execute.

---

ctac0601

Multiple roles are specified in the file.

Description

Multiple roles have been specified within the access authority information file.

Action

Revise the file's contents and re-execute.

---

ctac0602

No role is specified in the file.

Description

No role has been specified within the access authority information file.

Action

Revise the file's contents and re-execute.

---

ctac0603

The action-ID is not specified in the file.

Description

No action-ID has been specified within the access authority information file.

Variable information

"(Action ID:"+ action-ID [, action-ID,] +")"

Action

The variable information shows unspecified action-IDs.
Revise the file's contents and re-execute.

---

ctac0604

Invalid action-ID is specified in the file.

Description

An action-ID that may not be used has been specified within the access authority information file.

Variable information

"(Action ID:"+ action-ID [,action-ID, ...] + ") "

Action

The variable information shows invalid action-IDs specified in the input file.
Revise the file's contents and re-execute.

Chapter 9 Messages Starting with ctact

This chapter explains the messages that are output by usage charge files delivery.

ctact0107

Acounting calculation cannot be used.

Description

Usage charge calculation is disabled.

Action

Modify the configuration file to enable usage charge calculation.

ctact0161

Usage charge files delivery process started.

Description

Usage charge files delivery process has started.

Action

No action is required.

ctact0162

Usage charge files delivery process finished.

Description

Usage charge files delivery process has finished.

Action

No action is required.

ctact0163

Usage charge files were sent to the accounting mail address. tenant name:{0}

Description

Usage charge file has been sent to the email address.

Parameter

{0}: Tenant name

Action

No action is required.

ctact0351

Faild to read the configuration file. file name:{0}

Description

Failed to read the configuration file.

Parameter

{0}: File name

Action

Check that the configuration file settings are valid.

ctact0402

DB error occurred.

Description

An error has occurred in the database.

Action

Check that the manager is running.

ctact0601

Failed to send the usage charge file mail.

Description

Failed to send usage charge file email.

Action

Check that the set SMTP server is running correctly.

ctact0603

SMTP server is not specified.

Description

SMTP server has not been specified.

Action

Modify the configuration file to specify an SMTP server.

Chapter 10 Messages Starting with ctchg

This chapter explains messages resulting from the usage fee window and messages that are output by the following commands:

- Metering log output command

- Change periodic log schedule settings command

- Product master maintenance command

10.1 Metering Log Output Command Messages

This chapter explains the message codes output by metering log output commands.

ctchg0102

Command succeeded.

Description

It succeeded in outputting the accounting log file.

Action

No action is required.

ctchg0103

Data is not found.

Description

There is no information on the specified accounting log.

Action

In the options, specify an interval that has metering log information and the log type, and then execute the command again.

ctchg0203

Required parameter is not found.

Description

Required parameter is not found.

Variable information

"param:" [parameter]

Action

Correct the [parameter], and execute it again.

ctchg0204

Invalid parameter exists.

Description

Invalid parameter exists.

Variable information

"param:" [parameter]

Action

Correct the [parameter], and execute it again.

---

ctchg0205

Date is invalid format.

Description

Date is invalid format.

Variable information

"param:" [parameter]

Action

Correct the [parameter], and execute it again.

---

ctchg0307

It failed in the acquisition of the value.

Description

It failed in the acquisition of the value.

Variable information

"target Name:" name of pertinent item

Action

Collect the command log and contact Fujitsu technical support.

---

ctchg0319

File already exists.

Description

File already exists.

Variable information

"filename:" accounting log file name

Action

Change the [accounting log file name], and execute it again.

---

ctchg0320

Failed to write file.

Description

Failed to write file.

Variable information

"filename:" accounting log file name

Action

The destination of the [accounting log file name] writing does not exist or there is a possibility that there is no space in the disk. Check the destination of the [accounting log file name], and execute it again.

ctchg0403

System error occurred.

Description

System error (It is not possible to continue)

Action

Collect the command log and contact Fujitsu technical support..

ctchg0503

It failed in the acquisition of the value.

Description

It failed in the acquisition of the value.

Variable information

"target Name:" name of pertinent item

Action

Collect the command log and contact Fujitsu technical support..

ctchg0504

Failed to connect database.

Description

Failed to connect database.

Variable information

"JNDI URL:" JNDI URL

"USER ID:" User ID required for database connection

Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel] > [management tool] > [service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Resource Service Catalog Manager DB Service (Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical support.

ctchg0505

Failed to disconnect database.

Description

Failed to disconnect database.

Action

Collect the command log and contact Fujitsu technical support.

10.2 Change Periodic Log Schedule Settings Command Messages

This section explains the messages output by the change periodic log schedule settings commands and explains the meaning of them.

ctchg0102

Command succeeded.

Description

The change (or reference) of the periodic log registration command schedule was successful.

Action

No action is required.

ctchg0204

Invalid parameter exists.

Description

Invalid parameter exists.

Variable information

"param:" [parameter]

Action

Correct the [parameter], and execute it again.

ctchg0403

System error occurred.

Description

System error (It is not possible to continue)

Action

Collect the command log and contact Fujitsu technical support.

ctchg0601

The config file is not found.

Description

The config file was not found.

Variable information

"file name:" [config file name]

Action

Collect the command log and contact Fujitsu technical support.

ctchg0602

The config file read failed.

Description

The config file read failed.

Variable information

"file name:" [config file name]

Action

Collect the command log and contact Fujitsu technical support.

ctchg0603

It failed in the acquisition of the value.

Description

It failed in the acquisition of the value.

Variable information

"key:" [item name]

"value:" [item value]

Action

Check that there are no problems in the config file format.

ctchg0604

It failed in the change in the schedule.

Description

The schedule change failed.

Action

Collect the command log and contact Fujitsu technical support.

ctchg0605

It failed in the output of the schedule.

Description

The schedule reference failed.

Action

Collect the command log and contact Fujitsu technical support.

ctchg0606 [Linux Manager]

Two or more schedules are registered.

Description

Two or more schedules are registered.

Action

A user has manually registered execution of the periodic log creation command (/opt/FJSVctchg/bin/meteringbatch.sh) in cron without using the relevant command. Delete the manually registered schedule, and then execute the command again.

ctchg0607

It failed in the execution of the command that operated the schedule.

Description

It failed in the execution of the command (Windows:schtasks.exe, Linux:crontab) that operated the schedule.

Variable information

"command:" [name of schedule operation command (Windows:schtasks.exe, Linux:crontab)]

"param:" [parameter of schedule operation command]

Action

Collect the command log and contact Fujitsu technical support.

10.3 Product Master Maintenance Command Messages

This section explains the code of application logs output by the product master maintenance command.

Note that the 'variable information' contained in the message output by the product master maintenance command will also display supplementary information if the event requires.
The following items are displayed in "Target column name" in the supplementary information.

product Id

Displays the "Product ID" column in the accounting information file.

priority

Displays the "priority" column in the accounting information file.

start Date

Displays the "Start of applicable date" column in the accounting information file.

end Date

Displays the "End of applicable date" column in the accounting information file.

category Code

Displays the "category code" column in the accounting information file.

resource Info

Displays the "resource identifier" column in the accounting information file.

unit Code

Displays the "unit code" column in the accounting information file.

unit_price

Displays the "unit price" column in the accounting information file.

name

Displays the "Name" column in the accounting information file.

description

Displays the "Description" column in the accounting information file.

---

ctchg0100

Export succeeded.

Description

Export was successful.

Variable information

"result:" accounting information file name

Action

No action is required.

---

ctchg0101

Import succeeded.

Description

Import was successful.

Variable information

"result:" No. of items processed

Action

No action is required.

---

ctchg0150

Unit prices of products whose unit code is specified as "year" are automatically divided by 12 and charged every month as monthly fee in the accounting calculation. It is recommended to use the unit code "month" for monthly fee registration.

Description

This message is output if "year" is specified for unit code. In usage fee calculation, if "year" is specified for the unit code of a product, the monthly fee (unit price/12) is charged every month to tenants that use the resources.

Action

To register monthly fees, it is recommended to use the unit code "month".

---

ctchg0200

The number of parameters is illegal.

Description

The number of parameters in the command is invalid. Review the parameter.

Variable information

"count:"[No. of parameters]

Action

Check the parameter used at the time the command started, and re-execute.

---

ctchg0201

The parameter 'Action' specified an unknown value.

Description

Parameter action of the command is invalid. An unknown value is specified.

Variable information

"Action:" [Parameter contents of the action]

Action

Specify the following values in the first argument of the parameter and re-execute.

"import":Registration function

"export":Output function

ctchg0202

It is not an absolute path.

Description

The absolute path is not used for the accounting information file name of the command parameter.

Variable information

"filename:" accounting information file name

Action

Specify the second argument of the parameter [accounting information file name] using the absolute path and re-execute.

ctchg0300

input the required item.

Description

No value is specified in Target column name of the number of row row of Accounting information file name.

Variable information

"filename:" accounting information file name

"row:" No. of rows

"target Name:" Target column name

Action

Specify a value in the Target column name column of the number of row, and re-execute.

ctchg0301

value is too long.

Description

The number of columns in the Target column name and value of the Product ID row in accounting information file name is excessive.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"target Name:" Target column name

"target Value:" Target column value

Action

Correct the Target column name column of the Product ID row, and re-execute.

ctchg0303

The number of necessary column doesn't suffice.

Description

The required number of columns does not match.

Variable information

"filename:" accounting information file name

"row:" No. of rows

"The number of necessary column" No. of required columns

"The number of column" No. of columns

Action

Check the column on the No. of rows row, and re-execute.

---

ctchg0304

The number format is illegal.

Description

Numeric value is invalid.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"target Name: Target column name

"target Value:" Target column value

Action

Amend the Target column value of the Product ID row to the numerical format, and re-execute.

---

ctchg0305

The CSV file is not found.

Description

The accounting information file cannot be found.

Variable information

"filename:" accounting information file name

Action

Check if the Accounting information file name exists when the registration function is used, and re-execute.

Check if Accounting information file name can be written to when the output function is used, and re-execute.

---

ctchg0306

The CSV file read failed.

Description

Reading the accounting information file failed.

Variable information

"filename:" accounting information file name

Action

Open Accounting information file name, check if there is no blank row, and re-execute.

---

ctchg0307

It failed in the acquisition of the value.

Description

Specified value is invalid.

Variable information

"target Name:" Target column name

Action

An error occurs in the interface between the internal processing.

Collect the command logs.

---

ctchg0309

The CSV file write failed.

Description

Writing to the accounting information file failed.

Variable information

"filename:" accounting information file name

Action

Disk space in the target disk of Accounting information file name may be insufficient.

Secure disk space, and re-execute.

---

ctchg0310

The start date is the future from the end date.

Description

The start Date is the future from the end Date.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"start Date:" start date for the application

"end Date:" end date for the application

Action

Correct the [productId]line [end Date] and execute it again.

---

ctchg0311

The Date is illegal.

Description

The Date is illegal.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"target Name:" target column name

"target Value:" target column value

Action

Correct the [productId]line [target Value] and execute it again.

ctchg0312

Value did not exist in the category.

Description

Value did not exist in the category.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"target Value:" target column value

Action

Correct the [product Id]line category code and execute it again.

ctchg0313

Value did not exist in the unit.

Description

Value did not exist in the unit.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"target Value:" target column value

Action

Correct the [productId]line unit code and execute it again.

ctchg0314

The product Id is illegal.

Description

The Product ID is illegal.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

Action

Correct the [productId] and execute it again.

ctchg0315

Categories of product Id are not united.

Description

Categories of Product ID are not united.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

Action

Correct the [productId]line category code and execute it again.

---

ctchg0316

Resource Info of product Id are not united.

Description

Resource identifiers of Product ID are not united.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

Action

Correct the [productId]line resource identifier and execute it again.

---

ctchg0317

Product Ids of resource Info are not united.

Description

Product IDs of resource identifiers are not united.

Variable information

"filename:" accounting information file name

"category Code:" category code

"resource Info:" resource identifier

Action

Correct the [resource Info]line Product ID and execute it again.

---

ctchg0318

Product Id,priority overlaps.

Description

Product ID,priority overlaps.

Variable information

"filename:" accounting information file name

"product Id:" Product ID

"priority:" priority

Action

Corrected [productId] or [priority] not for overlap and execute it again.

---

ctchg0400

permission denied.

Description

No authority to execute.

Action

Re-execute using the super user authorities.

ctchg0401

The config file is not found.

Description

The config file cannot be found.

Variable information

"filename:" Config file

Action

Check if the config file exists, and re-execute.

ctchg0402

The config file read failed.

Description

Reading the config file failed.

Variable information

"filename:" Config file

Action

Collect the file displayed in the error message and contact Fujitsu technical support.

ctchg0403

System error occurred.

Description

System error (cannot continue)

Action

Collect the command log and contact Fujitsu technical support.

ctchg0404

DB error occurred.

Description

Database update error (cannot continue)

Action

Collect the command log and contact Fujitsu technical support.

ctchg0500

It failed in the connection.

Description

Database connection has failed.

Variable information

"JNDI URL:" JNDI URL

"USER ID:" User ID required for database connection

Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel] > [management tool] > [service]) by the user who has administrator privileges. And start the [Systemwalker Service Catalog Manager DB Service(Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical support.

ctchg0501

It failed in the connection because the JDBC driver did not exist.

Description

Database connection failed because no JDBC driver was found.

Variable information

"PROVIDER:" JDBC PROVIDER

Action

Collect the command log and contact Fujitsu technical support.

ctchg0502

It failed in close.

Description

Database disconnection has failed.

Action

Collect the command log and contact Fujitsu technical support.

ctchg0503

It failed in the acquisition of the value.

Description

Specified value is invalid.

Variable information

"target Name:" Target item name

Action

An error occurs in the interface between internal processing.

Collect the command log and contact Fujitsu technical support.

10.4 Messages with the Results of Using the Usage Fee Window

This chapter explains the messages output when the usage fee window is used.

chg2101

System error: Contact the system administrator.(Error code={0})

Description

Failed to read the definition file.

Parameter

{0}: Error message code

Action

Recheck that there is no problem with the definition file.
Contact Fujitsu technical support if there is no problem.

ctchg2201

System error: Contact the system administrator. (Error code= {0})

Description

There has been an error with the connection to the product master and with getting data with the REST API.

Parameter

{0}: Error message code

Action

Contact Fujitsu technical support.

ctchg2202

System error: Contact the system administrator. (Error code= {0})

Description

The following possible causes exist:

- An error has occurred in the charge management REST API.

- Failed to get the search results.

Parameter

{0}: Error message code

Action

Contact Fujitsu technical support.

ctchg2203

System error: Contact the system administrator. (Error code= {0}:{1})

Description

An error occurred when executing the charge management REST API.

Parameter

{0}: Error message code

{1}: Charge REST API message

Action

Contact Fujitsu technical support.

ctchg2301

Invalid [Time period].

Description

The period start has been specified at a time after the period end.

Action

Specify the period start so that it comes before the period end and search again.

ctchg2302

Stopped searching for the number of results exceeded the maximum value.

Description

The search results have exceeded the limit.

Action

Change the search criteria to further filter the search results.

ctchg2999

A system error occurred. (Error code= {0})

Description

A system error has occurred.

Parameter

{0}: Error message code

Action

Contact Fujitsu technical support.

Chapter 11 Messages Starting with ctsec

This chapter explains the messages output by the Tenant Management window.

ctsec20101

Failed to load the definition file. ({0})

Description

Definition file read failed.

Parameter

{0}: Filename

Action

Check if the following files exist:

[Windows Manager]

```
Installation_folder\RCXCTMG\SecurityManagement\conf\sop_user_manager.properties
Installation_folder\RCXCTMG\SecurityManagement\conf\portal.properties
Installation_folder\RCXCTMG\SecurityManagement\conf\ctmg.properties
```

[Linux Manager]

```
/var/opt/FJSVctsec/conf/sop_user_manager.properties
/var/opt/FJSVctsec/conf/portal.properties
/var/opt/FJSVctsec/conf/ctmg.properties
```

ctsec20201

Failed to connect to the Resource Management. ({0})

Description

Connection to Resource Management failed.

Parameter

{0}: Detailed information

Action

Check if Resource Management is operating normally.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the start method.
If the above does not apply, contact Fujitsu technical support.

ctsec20202

Failed to connect to the L-Platform Management. ({0})

Description

Connection to L-Platform Management function failed.

Parameter

{0}: Detailed information

Action

Check if L-Platform Management is operating normally.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the start method.

If the above does not apply, contact Fujitsu technical support.

ctsec20203

Failed to connect to the LDAP. ({0})

Description

Connection to the directory server failed.

Parameter

{0}: Detailed information

Action

Check if setting of directory server is correct.

Refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE" for details the confirm method.

Please confirm whether the directory server works normally when the setting is correct.

If the above does not apply, contact Fujitsu technical support.

ctsec20204

Failed to create the EJB.

Description

An EJB generation error occurred.

Action

Contact Fujitsu technical support.

ctsec20205

Failed to remove the EJB

Description

An error occurred during EJB deletion.

Action

Contact Fujitsu technical support.

ctsec20207

Failed to execute to the Accounting Management.

Description

An error has occurred in the accounting management REST API.

Action

Contact Fujitsu technical support.

ctsec20301

Failed to send mail. ({0})

Description

E-mail send failed.

Parameter

{0}: Detailed information

Action

Check if the Setting of Mail Sending contains an error.

Refer to "19.1 Settings for Sending Email" in the "Setup Guide CE" for details the confirm method.

Please confirm whether the mail server operates normally when the setting is correct

If the above does not apply, contact Fujitsu technical support.

---

ctsec20401

An error occurred in the Resource Management. ({0})

Description

A Resource Management error occurred.

Parameter

{0}: Detailed information

Action

Refer to the detailed information to resolve the Resource Management error. Detailed information is output in the following format:

```
[Resource Management message ID: Error message]
```

Refer to "Part 1 Messages Displayed by Virtual Edition and Cloud Edition" for information on the Resource Management message ID.

---

ctsec20999

A system error occurred. ({0})

Description

An unexpected error occurred.

Parameter

{0}: Detailed information

Action

Contact Fujitsu technical support.

Chapter 12 Messages Starting with DELP

This chapter explains the messages output by maintenance commands.

DELP00001

Failed to execute the command.

Description

Execution has stopped due to an unexpected error.

Exit status

2

Action

Deal with the message displayed just before this message if possible.
If the above does not apply, contact Fujitsu technical support.

DELP00101

The specified option is wrong. (*Option name*)

Description

The format of the option parameter is not correct.

Exit status

3

Action

Check if the length and characters of the option parameter are correct.

DELP00102

'Option name' option is not specified.

Description

A required option is missing.

Exit status

3

Action

Execute the command again with the option.

DELP00105

The wrong option is specified. (*Option name*)

Description

The specified option is unknown.

Exit status

3

Action

Execute the command again with the option name corrected or removed.

DELP00106

Two or more '*option name*' options are specified.

Description

The option is specified more than once.

Exit status

3

Action

Execute the command again with the redundant options removed.

DELP00201

Failed to communicate with server.

Description

An error occurred during communication with the L-Platform management function.

Exit status

4

Action

Check if the L-Platform management function is running.
If it is stopped, start it and then execute the command again.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for details.

DELP00202

The L-Platform has not been undeployed.

Description

Deletion is not executed because the status of the L-Platform is not returned on the L-Platform management.

Exit status

4

Action

Use this command for an L-Platform that has been returned on the L-Platform management and is remaining on the resource management.

DELP00301

Failed to get configuration information. (*Error code*)

Description

An error occurred while getting definition information from the L-Platform management.

Exit status

5

Action

Deal with the error if there is possible action for the error code.
If the above does not apply, contact Fujitsu technical support.

DELP00302

Failed to get L-Platform details. (*Error code*)

Description

An error occurred while getting information of the L-Platform.

Exit status

5

Action

Check if the L-Platform ID is correct. If not, execute the command again with the correct L-Platform ID.
Deal with the error if there is possible action for the error code.
If the above does not apply, contact Fujitsu technical support.

DELP00303

Failed to delete the L-Platform. (*Error code*)

Description

An error occurred while requesting to delete the L-Platform.

Exit status

5

Action

Deal with the error if there is possible action for the error code.
If the above does not apply, contact Fujitsu technical support.

Chapter 13 Messages Starting with DRC

This chapter explains the messages that are output when commands for Disaster Recovery are executed.

These messages are output due to internal processing with the rcxmgrexport command and the rcxrecovery command.
Refer to "5.19 rcxmgrexport" and "5.20 rcxrecovery" in the "Reference Guide (Command/XML) CE" for information on the rcxmgrexport command and rcxrecovery command.

13.1 DRC10000 to DRC10099

DRC10001

"-dir" option is not specified.

Description

The "-dir" option is not specified.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC10009

Unknown option is specified.

Description

An unknown option is specified.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC10010

The specified directory does not exist.

Description

The specified directory does not exist.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC10011

The exported data already exists in the specified directory.

Description

The exported configuration information already exists in the specified output destination directory.

Action

Specify an empty directory, then execute the command.

DRC10020

Failed to access the database.

Description

Database connection failed.

Action

Check whether the manager is running. Start the manager if it is stopped, then re-execute.

If the above does not apply, contact Fujitsu technical support.

DRC10021

Unexpected error has occurred in database access.

Description

An unexpected error occurred with the database connection.

Action

The database might have stopped during command execution. Start the manager if it is stopped, then re-execute.

If the above does not apply, contact Fujitsu technical support.

DRC10030

Unexpected error has occurred in I/O.

Description

An unexpected error occurred in I/O processing.

Action

File I/O processing has failed. Check the file system, then re-execute.

If the above does not apply, contact Fujitsu technical support.

DRC10099

Unexpected error has occurred.

Description

An unexpected error occurred.

Action

Contact Fujitsu technical support.

13.2 DRC20000 to DRC20099

DRC20001

"-dir" option is not specified.

Description

The "-dir" option is not specified.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20004

"-sync" option must be specified alone.

Description

The "-sync" option must be specified independently.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20005

"-tenant" and "-global" options are mutually exclusive.

Description

The "-tenant" and "-global" options cannot be specified simultaneously.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20006

"-report" option is specified without "-active" option.

Description

The "-report" option has been specified without the "-active" option.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20007

There is already the file that specified by "-report" option.

Description

A file of the same name as specified with the "-report" option has already existed.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20009

Unknown option is specified.

Description

An unknown option is specified.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20010

The specified directory does not exist.

Description

The specified directory does not exist.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC20011

The data in the specified directory is incorrect.

Description

The data in the specified directory is invalid.

Action

Specify the directory in which the exported configuration information exists, then execute the command.
If the above does not apply, contact Fujitsu technical support.

DRC20012

The environment setting of L-Platform Management at export and import is different.

Description

The L-Platform Management function environment settings are different for the export and the import.

Action

The L-Platform Management function environment settings are different for the export and the import, therefore the exported configuration information cannot be imported.
Contact Fujitsu technical support.

DRC20013

The version of database structure is not corresponding. export={0} import={1}

Description

The database configurations are different, therefore the exported configuration information cannot be imported.

Parameter

{0}: Database configuration version for the export

{1}: Current database configuration version

Action

Install a version of the product which is the same as the version of the product used in the environment which was used for the export, then execute the import.

DRC20014

The tenant does not exist, or there is no information to be imported under the tenant.

Description

Either the tenant with the specified name does not exist or there is no information to be imported under the tenant.

Action

If the wrong tenant name has been specified, execute the command specifying the correct one.

If the correct tenant name has been specified, there is no information, such as template information or L-Platforms, that need to be imported under the tenant. In this case, no action is required.
This may be an internal error if the above does not apply. Contact Fujitsu technical support.

DRC20020

Failed to access the database.

Description

Failed to connect to the database.

Action

Check whether the manager is running. Start the manager if it is stopped, then re-execute.

If the above does not apply, contact Fujitsu technical support.

DRC20021

Unexpected error has occurred in database access.

Description

An unexpected error occurred in database processing.

Action

The database may have stopped while the command was running. Start the manager if it is stopped, then re-execute.

If the above does not apply, contact Fujitsu technical support.

DRC20030

Unexpected error has occurred in I/O.

Description

An unexpected error occurred in I/O processing.

Action

File I/O processing has failed. Check the file system, then re-execute.

If the above does not apply, contact Fujitsu technical support.

DRC20040

The data already exists. tenant={0} table={1}

Description

Configuration information for the same key is already registered.

Parameter

{0}: Tenant name

{1}: Table name (for example, vsys_software or vsys_template)

Action

The same configuration information cannot be imported twice.

Check whether the recovery procedure was executed appropriately. If it was not, re-execute the recovery procedure from the start.

If the above does not apply, contact Fujitsu technical support.

DRC20050

Error has occurred in synchronizing Resource ID.

Description

Resource ID synchronization processing failed.

Action

There may be inconsistencies between the Resource Management and L-Platform Management function information.

Check whether the recovery procedure was executed appropriately. If it was not, re-execute the recovery procedure from the start.

If the above does not apply, contact Fujitsu technical support.

DRC20099

Unexpected error has occurred.

Description

An unexpected error occurred.

Action

Contact Fujitsu technical support.

13.3 DRC30000 to DRC30099

DRC30009

Unknown option is specified.

Description

An unknown option is specified.

Action

This may be an internal error. Contact Fujitsu technical support.

DRC30020

Failed to access the database.

Description

The database connection failed.

Action

Check whether the manager is running. Start the manager if it is stopped, then re-execute.
If the above does not apply, contact Fujitsu technical support.

DRC30021

Unexpected error has occurred in database access.

Description

An unexpected error has occurred with the database processing.

Action

The database may have stopped while the command was running. Start the manager if it is stopped, then re-execute.
If the above does not apply, contact Fujitsu technical support.

DRC30030

Failed to delete information of the application process. code={0}

Description

Failed to delete the application process information.

Parameter

{0}: Internal error code

Action

Check whether the manager is running. Start the manager if it is stopped, then re-execute.
If the above does not apply, contact Fujitsu technical support.

DRC30099

Unexpected error has occurred.

Description

An unexpected error occurred.

Action

Contact Fujitsu technical support.

Chapter 14 Messages Starting with meter

14.1 Metering Periodic Log Creation Processing Messages

This section explains the messages output by metering periodic log creation processing.

meter0101

Get Status succeeded.

Description

Metering periodic log creation succeeded.

Action

No action is required.

meter0502

Obtain imageName failed.

Description

L-Platform Management function has stopped.

Action

Check L-Platform Management function start and can be connected.

meter0503

REST error occurred.

Description

L-Platform Management function has stopped.

Action

Check that there are no errors in the metering log operation config file (metering_log.properties).
Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0504

DB error occurred.

Description

Writing in the accounting database was failure.

Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel] > [management tool] > [service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Service Catalog Manager DB Service(Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical support.

meter0602

It failed in the connection.

Description

Connecting to the accounting database failed.

Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel] > [management tool] > [service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Service Catalog Manager DB Service(Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solved by the above-mentioned action method, collect the command log and contact Fujitsu technical support.

14.2 Metering Log Deletion Processing Messages

This section explains the messages output by metering log deletion processing.

meter0101

Command succeeded.

Description

Deleting the accounting log was successful.

Action

No action is required.

meter0401

The config file is not found.

Description

The accounting log deletion property file (metering_log.properties) cannot be found.

Action

Recreate the accounting log deletion property file (metering_log.properties).
Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0402

The config file read failed.

Description

Reading the accounting log deletion property file (metering_log.properties) was failure.

Action

Recreate the accounting log deletion property file (metering_log.properties).

Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0503

It failed in the acquisition of the value.

Description

The metering log operation config file (metering_log.properties) settings contain an error.

Action

Check that there are no errors in the metering log operation config file (metering_log.properties).
Refer to "8.7.3 Metering Log Settings" in the "Operation Guide CE" for information on the metering log operation config file.

meter0504

DB error occurred.

Description

Deleting of the accounting database was failure.

Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel] > [management tool] > [service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Service Catalog Manager DB Service(Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical support.

meter0602

It failed in the connection.

Description

Connecting in the accounting database was failure.

Action

Check whether the accounting database is running, and execute it again after it starts.

The start method is as follows.

[Windows Manager]

Display the service screen ([control panel] > [management tool] > [service]) by the user who has the manager authority. And start the [ServerView Resource Orchestrator Service Catalog Manager DB Service (Charging)] service.

[Linux Manager]

Execute the following command by super user authority.

```
/opt/FJSVctchg/bin/ctchgstart
```

In case not solving it by the above-mentioned, collect the command log and contact Fujitsu technical support.

Chapter 15 Messages Starting with MGRV

This chapter explains the messages output to myportal_trace.log.

MGRV10001

<*API name*>- [<*User ID*>] Unjust access. Referer= [<*Referer*>]

Description

The referrer information in the HTTP request header is incorrect.

Parameter

<*User ID*>: ID of the login user

<*Referer*>: Referrer information for the HTTP request header

Action

Contact Fujitsu technical support.

MGRV10002

<*API name*>- [<*User ID*>] [<*Status*>] <*Detailed error information*>

Description

L-Platform Manager View API returned an error with detailed error information.

Parameter

<*User ID*>: ID of the login user.

<*Status*>: Status returned by the L-Platform Manager View API

Action

Contact Fujitsu technical support.

MGRV11001

<*API name*>-<*Parameter name*> not found in session. key=[<*Key name*>]

Description

A parameter required to call the L-Platform management function API cannot be found in the session information.

Parameter

<*Key name*>: Key name for identifying the parameter within the session information

Action

Contact Fujitsu technical support.

MGRV12001

Exception while reading <*File name*>. <*Exception information*>

Description

An exception has been thrown while the settings file was being read.

Action

1. If the file name is custom_config.xml

    Check whether there are any problems with the access permissions or the content of the following file, and correct any problems.

```
Installation_folder\RCXCTMG\MyPortal\config\custom_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/custom_config.xml
```

Use the Interstage Management Console to check whether "-Dmanagerview.customconfiguration ="<the file above>'" has been specified for the JavaVM option in the environment settings for the RCXCT_MyPortal WorkUnit, and add this setting if has not been specified already. Then stop the WorkUnit and start it again.

2. If the file name is managerview_config.xml

   Check whether there are any problems with the access permissions or the content of the following file, and correct any problems.

   [Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\managerview_config.xml
```

   [Linux Manager]

```
/etc/opt/FJSVcfmg/config/managerview_config.xml
```

   Use the Interstage Management Console to check whether "-Dmanagerview.configuration="<the file above>'" has been specified for the JavaVM option in the environment settings for the RCXCT_MyPortal WorkUnit, and add this setting if has not been specified already. Then stop the WorkUnit and start it again.

MGRV20001

<Exception information>

Description

An exception has been thrown during request processing.

Action

Contact Fujitsu technical support.

MGRV21001

[<User ID>] <Parameter content> not found in request parameter. key=[<Parameter name>]

Description

There is a missing request parameter.

Parameter

<User ID>: ID of the login user

<Parameter name>: Name of the missing parameter

Action

Contact Fujitsu technical support.

MGRV21002

[<User ID>] <Data name> data is change error (String to OMElement).

Description

An error has occurred while XML for the request data was being parsed.

Parameter

<User ID> : ID of the login user

Action

Contact Fujitsu technical support.

MGRV21003

[<*User ID*>] File download error. <*Exception information*>

Description

An exception has been thrown during file transmission.

Parameter

<*User ID*>: ID of the login user

Action

Contact Fujitsu technical support.

MGRV21201

[<*User ID*>] Unjust access. Referer= [<*Referer*>]

Description

The referrer information in the HTTP request header is incorrect.

Parameter

<*User ID*>: ID of the login user

<*Referer*>: Referrer information for the HTTP request header

Action

Contact Fujitsu technical support.

MGRV21205

[<*User ID*>] Session not found in request

Description

Session information failed to be obtained.

Parameter

<*User ID*>: ID of the login user

Action

Contact Fujitsu technical support.

MGRV21206

User ID not found in request header.

Description

The HTTP request header does not contain user ID information.

Action

Check the following, and correct any problems.

- Has the Admin Server been registered on the ServerView Single Sign-On business system?

- Has Notify User Information under Linkage with Web applications in the environment settings for the business system been enabled?

MGRV21207

[*<User ID>*] Role not found in request header.

Description

The HTTP request header does not contain role information.

Parameter

<User ID>: ID of the login user

Action

Check the ssoRoleName attribute in the user definitions for the ServerView Single Sign-On repository, and then set this attribute if it has not been set already.

MGRV21208

[*<User ID>*] Organization ID not found in request header.

Description

The HTTP request header does not contain tenant name information.

Parameter

<User ID>: ID of the login user

Action

Check whether "o" has been set for the extended user information in the environment settings for the ServerView Single Sign-On repository server, and whether "o" has been selected in the "/myportal/" settings for the protected resources, and correct any problems. Check the o attribute in the user definitions for the repository, and then set this attribute if it has not been set already.

MGRV21209

[*<User ID>*] No role to use Manager View. role list=[*<Role list>*]

Description

The role required to use the L-Platform Manager View does not exist.

Parameter

<User ID>: ID of the login user

<Role list>: List of the roles for the login user

Action

Check the ssoRoleName attribute in the user definitions for the ServerView Single Sign-On repository, and then add any missing role information.

MGRV30001

<API name> - [*<User ID>*] [*<Status>*] *<Exception information>*

Description

An exception has been thrown during the L-Platform Manager View API processing.

Parameter

<User ID>: ID of the login user

<Status>: Status returned by the L-Platform Manager View API

Action

Contact Fujitsu technical support.

MGRV30101

<API name> - User id not found in session.

Description

There is no user ID in the session information.

Action

Contact Fujitsu technical support.

MGRV30102

<API name> - [*<User ID>*] OrgId not found in session.

Description

There is no tenant name in the session information.

Parameter

<User ID>: ID of the login user

Action

Contact Fujitsu technical support.

MGRV30103

<API name> - [*<User ID>*] Role not found in session.

Description

There is no role in the session information.

Parameter

<User ID>: ID of the login user

Action

Contact Fujitsu technical support.

MGRV31001

<API name> - [*<User ID>*] Service id is not found in WebServiceConfig file. serviceId=[*<Name of the L-Platform management function API>*]

Description

Information about the L-Platform management function API could not be found in the definition file.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management function API>: Name identifying the L-Platform management function API

Action

Contact Fujitsu technical support.

MGRV31002

<API name> - [*<User ID>*] Http send error. serviceId=[*<Name of the L-Platform management function API>*] http status=[*<Status>*]

Description

An HTTP error occurred while the L-Platform management function API was being invoked.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management function API>: Name identifying the L-Platform management function API

<Status>: HTTPS status

Action

Check whether the L-Platform management function is running normally.

If the L-Platform management function is not running, take the appropriate action for the L-Platform management function.

MGRV31101

<API name> - [*<User ID>*] Exception while sending request. serviceId=[*<Name of the L-Platform management function API>*] *<Exception information>*

Description

An exception was thrown while the L-Platform management function API was being invoked.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management function API> : Name identifying the L-Platform management function API

Action

Contact Fujitsu technical support.

MGRV31102

<API name> - [*<User ID>*] VSYS returned an error. serviceId=[*<Name of the L-Platform management function API>*] status=[*<Status>*]

Description

An error was returned while the L-Platform management function API was being invoked.

Parameter

<User ID>: ID of the login user

<Name of the L-Platform management function API> :Name identifying the L-Platform management function API

<Status>: Status returned by the L-Platform management function API

Action

Check whether an error has occurred with the L-Platform management function.
If so, take the appropriate action for the L-Platform management function.

Chapter 16 Messages Starting with PAPI

This chapter explains the messages output by L-Platform API.

PAPI00000

Processing was completed.

Description

Processing has completed successfully.

Action

No action is required.

PAPI00001

The locale[{0}] doesn't exist.

Description

The specified locale is invalid.

Parameter

{0}: Specified locale

Action

Specify "en" for the locale.

PAPI00008

The vsysId is not specified.

Description

The L-Platform ID has not been specified.

Action

Check whether the L-Platform ID has been specified.

PAPI00009

The vserverId is not specified.

Description

The server ID has not been specified.

Action

Check whether the server ID has been specified.

PAPI00010

The vserverType[{0}] doesn't exist.

Description

The specified machine type does not exist.

Parameter

{0}: Specified machine type

Action

Check whether the specified machine type has been registered on Resource Management.

PAPI00011

The vserverType is not specified.

Description

The machine type has not been specified.

Action

Check whether the machine type has been specified.

PAPI00014

System Error Occurred.id=[{0}]

Description

Invoking the L-Platform management function API has failed.

Parameter

{0}: Name of the L-Platform management function API

Action

Contact Fujitsu technical support.

PAPI00100

A required parameter is not set.:{0}

Description

A required parameter has not been specified.

Parameter

{0}: Parameter name

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI00102

The version[{0}] is invalid.

Description

The specified version is illegal.

Parameter

{0}: Specified version

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI00103

Authorization failed for the user[{0}].

Description

It failed in the user's attestation.

Parameter

{0}: Specified user ID

Action

Check if user ID and password is correct.

PAPI00104

The tenant[{0}] not found.

Description

The specified tenant does not exist or there is no right of access.

Parameter

{0}: Specified tenant name

Action

Check if the specified tenant name is correct.

PAPI00200

System Error Occurred.[{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed error information

Action

Contact the system administrator.

PAPI05009

The vserverId[{0}] doesn't exist.

Description

There are no servers with the specified vserverId.

Parameter

{0}: Specified vserverId

Action

Check the target server ID, specify the correct value, and try again.

PAPI05010

SYSVOL[{0}] cannot used.

Description

The specified disk is a system disk, which cannot be changed or deleted.

Parameter

{0}: Specified vdiskId

Action

No operation can be performed on a system disk. Check whether the specified disk ID is the disk ID of a system disk.

PAPI05011

The vdiskId[{0}] doesn't exist.

Description

There are no extension disks with the specified vdiskId.

Parameter

{0}: Specified vdiskId

Action

Check the target disk ID, specify the correct value, and try again.

PAPI05021

Only the lserverType[{0}] can be used.

Description

Only the L-Server type [{0}] can be used.

Parameter

{0}: Server Type (Physics or virtual)

Action

Check the specified server Type.

PAPI05022

The imagePool[{0}] not found.

Description

Either the specified image pool does not exist, or there are no access permissions.

Parameter

{0}: Specified imagePool name

Action

Check if the specified imagePool name is correct.

PAPI05023

The storagePool[{0}] not found.

Description

Either the specified storage pool does not exist, or there are no access permissions.

Parameter

{0}: Specified storagePool name

Action

Check if the specified storagePool name is correct.

PAPI05024

At least one needs to be specified out of these parameters[{0}].

Description

At least one needs to be specified out of displayed parameters.

Parameter

{0}: Parameter list

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI05025

The VmType[{0}] is invalid.

Description

The specified L-Platform Management function API is unavailable with the displayed VM type server.

Parameter

{0}: VM Type

Action

Refer to "Appendix C Configuration when Creating Virtual L-Servers" in the "Setup Guide CE" and check whether the VM type for the server is supported by the specified API.

PAPI05033

The server of Solaris Container is included in this L-Platform[{0}].

Description

The Solaris Container server is included in the L-Platform.

Parameter

{0}: L-Platform ID

Action

Confirm that the Solaris Container server is included in the L-Platform.

PAPI05034

This parameter[{0}] can be specified only for this VmType[{1}].

Description

Parameter[{0}] can be specified only for VmType[{1}].

Parameter

{0}: Parameter name

{1}: VM Type

Action

Confirm that the target server is the displayed VM type.

PAPI40000

An required parameter is not set.:{0}

Description

A required parameter has not been specified.

Parameter

{0}: Parameter name

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI40001

An unnecessary parameter is set.:{0}

Description

An inappropriate parameter has been specified.

Parameter

{0}: Unnecessary parameter name

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI40002

API({0}) doesn't exist.

Description

The specified L-PLATFORM API does not exist.

Parameter

{0}: Specified L-PLATFORM API (the value specified in "Action")

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI40003

Type conversion({1})of parameter({0}) was not possible to do.

Description

Parameter conversion has failed.

Parameter

{0}: Specified parameter

{1}: Parameter class

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI40100

User [{0}] is not found.

Description

The specified user (*1) cannot be found.

*1: The user specified for basic authentication.

Parameter

{0}: User ID

Action

Check whether there is a problem with the user information specified for basic authentication, and whether the user for L-Platform API authentication has been registered.

PAPI40101

User [{0}] [{1}] is not equal to userId [{2}].

Description

The value {1} of user attribute {0} does not match the user ID {2}.

Parameter

{0}: User attribute

{1}: User attribute value

{2}: User ID

Note: "sn" is displayed for {0}.

Action

Check whether the user for L-Platform API authentication has been registered correctly.

The same value must be set for "sn" and "cn" (user ID).

PAPI40102

Password is empty.

Description

The password has not been specified.

Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40103

AuthenticationException while binding user DN [{0}].

Description

An authentication error has occurred.

Parameter

{0}: DN value

Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40104

Can't bind user DN [{0}].: [{1}]

Description

Authentication has failed.

Parameter

{0}: DN value

{1}: Detailed error information

Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40105

User DN [{0}] doesn't contain ssoRoleName=.

Description

The specified user does not have the necessary role.

Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40106

Exception while accessing LDAP server.: [{0}]

Description

An error has occurred during communications with the authentication server.

Parameter

{0}: Detailed error information

Action

Check the status of the L-Platform API server and the authentication server, and try again.

PAPI40107

Role Name is invalid.

Description

The role name is invalid.

Action

Check whether there is a problem with the user information specified for basic authentication.

PAPI40108

Parameter [{0}] is invalid.

Description

Parameter {0} in the configuration file is invalid.

Parameter

{0}: Parameter name

Action

Check whether parameter {0} has been specified correctly in the configuration file for the L-Platform API (api_config.xml).

PAPI40109

Authorization Required.

Description

Authentication information has not been specified.

Action

Check whether basic authentication has been specified in the request.

PAPI60000

[{0}] is required.

Description

Either a mandatory parameter has not been specified, or the value of a mandatory parameter is empty.

Parameter

{0}: Parameter name

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60001

[{0}] max size validation error. maxsize={1} value={2}

Description

The specified value exceeds the maximum number of characters.

Parameter

{0}: Parameter name

{1}: Maximum number of characters

{2}: Specified value

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60002

[{0}] decimal degit validation error. integerPartDegit={1} decimalPartDegit={2} value={3}

Description

The specified value exceeds the maximum number of digits.

Parameter

{0}: Parameter name

{1}: Maximum number of digits in the integer part

{2}: Maximum number of digits in the decimal part

{3}: Specified value

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60003

[{0}] range validation error. value={1}

Description

The specified value exceeds the allowable range.

Parameter

{0}: Parameter name

{1}: Specified value

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60004

[{0}] integer validation error. value={1}

Description

The specified value is not an integer.

Parameter

{0}: Parameter name

{1}: Specified value

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60005

[{0}] decimal validation error. value={1}

Description

The specified value is not a decimal.

Parameter

{0}: Parameter name

{1}: Specified value

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60006

[{0}] character validation error. value={1}

Description

The specified value contains invalid characters.

Parameter

{0}: Parameter name

{1}: Specified value.

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI6007

[{0}] ascii validation error. value={1}

Description

The specified value is not an ASCII character string.

Parameter

{0}: Parameter name

{1}: Specified value

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI60010

[{0}] invalid value. value={1} available={2}

Description

The specified value is invalid.

(This message is output when the values that can be specified are multiple-choice.)

Parameter

{0}: Parameter name

{1}: Specified value

{2}: Value that can be specified

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI80000

The specification of the parameter is wrong. : {0}

Description

The specified parameter is illegal.

Parameter

{0}: Parameter name

Action

Refer to "Chapter 2 L-Platform API Reference" in the "Reference Guide (API)" and specify a suitable value.

PAPI80001

Failed to communicate with the manager. {0}

Description

Communication with the Admin Server failed.

Parameter

{0}: Detailed information

Action

Check if the content of the configuration file is correct.
Check if the Admin Server is operating normally.

PAPI80002

Invalid value [{0}]. key=[{1}]

Description

An invalid value is set in the L-Platform CLI configuration file.

Parameter

{0}: Set value

{1}: configuration file key name

Action

Check if the content of the configuration file is correct.

PAPI80003

Failed to access the configuration file. [{0}]

Description

It failed in the access to the L-Platform CLI configuration file.

Parameter

{0}: path to the configuration file

Action

Please confirm whether to be stored in the place where the configuration file is correct.
Check if the content of the configuration file is correct.

PAPI80004

Validation error of PAPI response. [{0}]

Description

It failed in reading the response data.

Parameter

{0}: Detailed information

Action

Contact Fujitsu technical support.

PAPI80099

System error occurred. [{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed error information

Action

Contact Fujitsu technical support.

Chapter 17 Messages Starting with PCS

This chapter explains the application process messages.

When an error occurs during application process forwarding, a message is output to the Interstage container log.
Messages can be referenced by using the Interstage Management Console to display the following WorkUnit log:

- RCXCT_MyPortal

PCS0001

Description

The request is invalid.

Action

The request does not contain information required to process the application process.

- When "Certificate error" is displayed in the Web browser
Install the certificate in the Web browser. Refer to "Chapter 6 Importing a Certificate to a Browser" in the "Setup Guide CE" for information on installing the certificate in the Web browser. Even if the certificate is installed, "Certificate error" is displayed if "Appendix B HTTPS Communications" of "Design Guide CE" is not correctly set. In that case, this error occur if it clicks warning message two or more times. Please correctly set "Appendix B HTTPS Communications" of "Design Guide CE", or do not click two or more times.

- Case other than the above
Check if the request is from L-Platform Management.

PCS1002

Description

Either the assessor has not been registered, or has not been added to the IflowUsers group, or connection with the directory server is not possible.

Action

Check the directory server to determine whether the reviewer has been registered. If the assessor has not been registered, register the assessor. Refer to "8.1.1 Registering an Application Process Assessor" in the "Operation Guide CE" for information on how to register the assessor.

If the assessor has been registered, check whether the directory server settings are valid. Refer to "5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE" for information on how to check the settings. If the settings are valid, check whether the directory server is running normally.

If applying as a dual-role administrator, make sure the dual-role administrator has been added to the IflowUsers group.

Add to the IflowUsers group if not. Refer to "19.2.1.2 Adding an infrastructure administrator/dual-role administrator to IflowUsers Group" in the "Setup Guide CE" for information on how to add to groups.

PCS2001

Description

The SSO settings contain an error.

Action

Refer to "Chapter 12 Installing and Defining Single Sign-On" in the "Design Guide CE " and check if the settings are correct.

PCS3001

Description

An exception occurred in ModelAPI of the application process.

Action

Check a detailed message and execute the following correspondences.

- When WFServerException occurred

  It is not possible to connect to Systemwalker Runbook Automation. Check whether Systemwalker Runbook Automation starts.

- When ModelInternalException occurred

  Failed to make the process instance.
  In case the detail message includes VSYSAPIConnectionException, check if L-Platform Management function is started and if it can be connected.
  If VSYSAPIResponseException appears in the message details, check "Chapter 20 Messages Starting with VSYS" for the error content and take the indicated action.

- Case other than the above

  Contact Fujitsu technical support.

PCS3002

Description

The application process setting file contains an error.

Action

Check if the application process setting file contains an error.

[Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\application_process.properties
```

[Linux Manager]

```
/etc/opt/FJSVctmyp/config/application_process.properties
```

PCS3003

Description

The process definition contains an error.

Action

Check the application processes configuration file in the following.

[Windows Manager]

```
Installation_folder\RCXCTMG\MyPortal\config\application_process.properties
```

[Linux Manager]

```
/etc/opt/FJSVctmyp/config/application_process.properties
```

PCS4001

Description

A problem has occurred in the connection with the Resource Management.

Action

- Check whether the Resource Management settings of the following files are valid.

  [Windows Manager]

  ```
  Installation_folder \RCXCTMG\SecurityManagement\conf\sop_user_manager.properties
  ```

[Linux Manager]

```
/etc/opt/FJSVctsec/conf/sop_user_manager.properties
```

Confirm setting

- ror.rest.url

- Check if the Resource Management is operating normally. Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the start method.

  Use the Interstage Management Console to check whether the following is specified for the JavaVM options in the environment settings of the RCXCT_MyPortal WorkUnit. If this is not specified, stop the WorkUnit, specify the above content for the JavaVM options, then restart the WorkUnit.

  [Windows Manager]

  ```
  -Dcom.fujitsu.rcxctmg.swrbaflow=Installation_folder\IBPM
  ```

  [Linux Manager]

  ```
  -Dcom.fujitsu.rcxctmg.swrbaflow=/opt/FJSVibpm
  ```

- If applying as a tenant user or tenant administrator, check that the tenant administrator specified as the forward destination in the Forward screen exists in the tenant management window.

- If applying as a dual-role administrator, check that the dual-role administrator specified as the forward destination in the Forward screen exists in the [Resource] tab.

PCS4002

Description

No approver is registered.

Action

If the application is submitted by a tenant user, check if a tenant administrator is registered on the tenant management window.
If the application is submitted by a dual-role administrator, check if the user is a member of the IflowUsers group. If not, add the user to the group.
Refer to "19.2.1.2 Adding an infrastructure administrator/dual-role administrator to IflowUsers Group" in the "Setup Guide CE" for information on how to add to groups.

PCS5001

Description

L-Platform Management function API cannot be connected.

Action

Connection to L-Platform Management API must be checked for an error.
Check L-Platform Management function start and can be connected.

PCS5002

Description

L-Platform Management AP function response contains an error.

Action

Check the message details and checks "Messages Starting with VSYS" for the error content, and then take the indicated action.
After taking action, execute the recoverService (L-Platform Application Invalidation) command, if required.
Refer to "12.12 recoverService (Disable L-Platform Application)" in the "Reference Guide (Command/XML) CE" for details of the command.

Chapter 18 Messages Beginning with swsag or ssmgr

This section explains the messages that are output or displayed due to EMC.

Replace the following terms with the expressions given below for each storage model as you read this section.

Term	EMC CLARiiON	EMC Symmetrix DMX or EMC Symmetrix VMAX
HostAffinity	The connection path between the HBA of the host to be registered in Storage Group and SP ports	The connection path between HBA of the host to be registered in device group and SP ports
RAID group	RAID group	disk group
Volume	ALU	Device
AffinityGroup	Storage Group	device group
Port	SP port	DIRECTOR port

swsag0491

syntax error. detail=*%DETAIL*

[Description]

There is an error in the format of the command. usage is displayed.

One of the following is displayed in *%DETAIL*:

- command is not specified.

    The command has not been specified.

- command[*value*] is invalid.

    The specified command is incorrect, or was not found.

- parameter is invalid.

    There is an error in the specified parameter.

- option[*value*] is invalid or duplicated.

    The specified option is incorrect, not found, or defined repeatedly.

- option[*value*] is invalid value or format.

    The value specified for the option is incorrect, or the format is wrong.

[Corrective Action]

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

swsag2320

No access path has been set up.

[Description]

The access path has not been specified.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

- HostAffinity cannot be registered because the number of HostAffinity that can be registered in the port has reached its limit

  Check the number of HostAffinity registered in the port. To register a new HostAffinity, specify other ports, or delete unnecessary HostAffinity.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

ssmgr3302

Failed to obtain the raidgroup information.

[Description]

Failed to obtain the RAID group.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

ssmgr3305

Failed to obtain the volume.

[Description]

Failed to obtain the volume.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

ssmgr3309

Failed to obtain the affinitygroup.

[Description]

Failed to obtain the AffinityGroup.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

ssmgr3310

Failed to create the affinitygroup.

[Description]

Failed to create the AffinityGroup.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

- A new AffinityGroup cannot be created because the number of AffinityGroup has reached its upper limit

  To create a new AffinityGroup, delete an existing AffinityGroup, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

ssmgr3311

Failed to delete the affinitygroup.

[Description]

Failed to delete the AffinityGroup.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

---

ssmgr3312

Failed to modify the affinitygroup.

[Description]

Failed to modify the AffinityGroup.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

---

ssmgr3320

Failed to obtain the port information.

[Description]

Failed to obtain the port information.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

---

ssmgr3322

Failed to obtain the device information.

[Description]

Failed to obtain the device information.

[Corrective Action]

The error may be the result of one of the following:

- The Navisphere CLI security file does not exist

  Create the Navisphere CLI security file, and then perform the operation again.

- The Navisphere CLI security file does not contain user information

  Register the user information in the Navisphere CLI security file, and then perform the operation again.

If the problem is still not resolved after performing the above actions, collect troubleshooting data, and contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

---

ssmgr3420

Specified AffinityGroup(*{0}*) doesn't exist.

[Description]

The specified AffinityGroup does not exist.

The AffinityGroup number is displayed in *{0}*.

[Corrective Action]

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

---

ssmgr3424

As for volume *{0}* of specified AffinityGroup(*{1}*), the mapping is not done.

[Description]

Mapping is not performed for volume *{0}* of the specified AffinityGroup *{1}*.

The AffinityGroup number is displayed in *{1}*.

The volume number is displayed in *{0}*.

[Corrective Action]

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

---

ssmgr3426

All mappings of specified AffinityGroup(*{0}*) cannot be deleted.

[Description]

All mappings of the specified AffinityGroup cannot be deleted.

The AffinityGroup number is displayed in *{0}*.

[Corrective Action]

Collect troubleshooting data, and then contact Fujitsu technical staff.

For details on how to collect troubleshooting information, refer to "1.2 Collecting Troubleshooting Data (Cloud Edition)" in "Troubleshooting".

Chapter 19 Messages Starting with TPLC

This chapter explains the messages output by the template management commands and maintenance commands.

TPLC00001

Failed to execute the command.

Description

An internal error occurred.

Exit status

1

Action

Contact Fujitsu technical support.

TPLC00002

Failed to output information.

Description

An internal error occurred.

Exit status

1

Action

Contact Fujitsu technical support.

TPLC00003

Failed to input a file. (<*File name*>)

Description

Failed to read the file.

Exit status

1

Action

Check if the specified file exists or can be accessed.

TPLC00004

Failed to output file. (<*File name*>)

Description

Failed to write to the file.

Exit status

1

Action

Check if the specified file exists or can be accessed.

TPLC00011

JAVA_HOME isn't set.

Description

JAVA_HOME is not set.

Exit status

2

Action

Specify the JDK installation directory in the environment variable (JAVA_HOME).

TPLC00012

JAVA_HOME is wrong.

Description

"java.exe" cannot be found.

Exit status

2

Action

Check whether the directory specified in the environment variable (JAVA_HOME) is the directory that JDK was installed in.

TPLC00101

The specified option is wrong. (<*option name*>)

Description

The specified option is wrong.

Exit status

3

Action

Check whether the length of the parameter or the character type specified for the option is wrong.

TPLC00102

<*option name*> option is not specified.

Description

A required option has not been specified.

Exit status

3

Action

Specify the option.

TPLC00103

Failed to analyze the option. (<*Error code*>)

Description

The specified option parameter is wrong.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

3

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00104

The specified file doesn't exist. (*<File name>*)

Description

The specified file does not exist.

Return value

3

Action

Check whether the specified file exists.

TPLC00105

The wrong option is specified. (*<option name>*)

Description

An invalid option has been specified.

Exit status

3

Action

Correct the option.

TPLC00106

Two or more *<option name>* options are specified.

Description

The same option has been specified more than once.

Exit status

3

Action

Specify the option only once.

TPLC00107

ID can't be specified in the specified file. (*<File name>*)

Description

The ID tag of the specified file has not been specified.

Exit status

3

Action

Check that the ID tag of the specified file has been specified.

TPLC00108

ID isn't specified in the specified file. (<*File name*>)

Description

The ID tag of the specified file cannot be specified.

Exit status

3

Action

Check that the ID tag of the specified file has been specified.

TPLC00109

The image name isn't specified in the specified file. (<*File name*>)

Description

The image name has not been specified for the specified file.

Exit status

3

Action

Confirm that the image name for the specified file is valid.

TPLC00110

The format of the specified file is wrong. (<*File name*>)

Description

The specified file content or format is invalid.

Exit status

3

Action

Check the specified file content and format.

TPLC00111

The specified directory doesn't exist. (<*Directory name*>)

Description

The specified directory does not exist.

Exit status

3

Action

Confirm that the specified directory exists.

TPLC00201

Failed to communicate with server.

Description

Could not connect to server.

Exit status

4

Action

It is not possible to communicate with the L-Platform management function. The L-Platform management function may have stopped, so check whether the WorkUnit for the L-Platform management function is running normally.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the start method.

TPLC00202

Failed to get configuration information. (*<Error code>*)

Description

An error occurred while obtaining definition information from the L-Platform Management function.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

4

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00301

Failed to obtain the list of software information. (*<Error code>*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00302

Failed to register software information. (*<Error code>*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00303

Failed to delete software information. (<*Error code* >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00305

The specified software information doesn't exist.

Description

The software information corresponding to the specified ID does not exist.

Exit status

6

Action

The software information does not need to be deleted because it has already been deleted.

TPLC00401

Failed to obtain the list of virtual image. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00402

Failed to obtain the list of image information. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00403

Failed to register image information. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00404

Failed to delete image information. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00405

The specified image information doesn't exist.

Description

The image information corresponding to the specified image name does not exist.

Exit status

6

Action

The image information does not need to be deleted because it has already been deleted.

TPLC00406

Failed to update image information. (*<Error code>*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00407

The specified image information doesn't exist.

Description

The image information corresponding to the image name specified in the image information file has not been registered.

Exit status

5

Action

Specify the correct image name in the image information file, then re-execute the command.

TPLC00501

Failed to obtain the template list. (*<Error code >*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00502

Failed to register the template. (*<Error code>>*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00503

Failed to delete the template. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00504

The specified template ID is already registered.

Description

The specified ID has already been used.

Exit status

5

Action

Specify a template ID that has not been registered.

TPLC00505

The specified template doesn't exist.

Description

The specified ID template does not exist.

Exit status

6

Action

The template does not need to be deleted because it has already been deleted.

TPLC00506

It can't be deleted because the template is published.

Description

The specified template cannot be deleted because it has been made public.

Exit status

5

Action

Set the template to be hidden then delete it.

TPLC00507

The specified template doesn't exist.

Description

The specified ID template does not exist.

Exit status

5

Action

Check whether the specified template ID is correct, or whether the template exists.

TPLC00508

Failed to set the template to publish. (*<Error code>*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00509

Failed to set the template to be private. (*<Error code >*)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00510

The template is published.

Description

The template that corresponds to the specified ID has already been made public.

Exit status

6

Action

The template does not need to be changed to a public setting because it has already been made public.

TPLC00511

The template isn't published.

Description

The template that corresponds to the specified ID has not been made public.

Exit status

6

Action

The template does not need to be set hidden because it has not been made public.

TPLC00601

Failed to obtain the virtual network list. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00602

Failed to obtain the segment list. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00603

Failed to register the segment. (<*Error code* >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00604

Failed to delete the segment. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC00605

The specified segment doesn't exist.

Description

The segment information corresponding to the specified ID does not exist.

Exit status

6

Action

The segment information does not need to be deleted because it has already been deleted.

TPLC10101

Failed to delete the system. (<*Error code* >)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC10102

A system, a server or a disk exists.

Description

The specified system, server or disk exists on Resource Management.

Exit status

5

Action

Check the status of the system, the server or the disk.

To forcibly delete the system, the server or the disk, execute the command again with the "-n" option specified.

TPLC10103

The specified system, server or disk doesn't exist.

Description

The specified system, server or disk does not exist

Exit status

6

Action

The system, server or disk has already been returned, so there is no need to delete it.

TPLC10104

Failed to set system status. (<*Error code*>)

Description

Processing within the server failed.

Parameter

Error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC10105

System does not exist.

Description

Processing within the server failed.

Exit status

6

Action

Check whether there is an error with the specified system.

TPLC10106

The system status cannot be set to specified status from current status.

Description

Cannot change from the current system status to the specified status.

Exit status

6

Action

Check the status of the specified system.
Check whether there is an error with the specified status.

TPLC10107

The status option has been omitted.

Description

The status option has not been specified.

Exit status

3

Action

Specify the status option

TPLC10201

Failed to import L-Server. (<error code>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC10301

Failed to get the list of serial numbers for host name settings. (<*error code*>)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC10401

Failed to reset the serial numbers for host name settings. (*<error code>*)

Description

Processing within the server failed.

Parameter

error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

TPLC10402

The serial number for the specified key name does not exist.

Description

The serial number for the specified key name does not exist.

Exit status

6

Action

Check if the specified key name is correct.

TPLC10601

Failed to synchronize server status. (%s)

Description

An error was returned while the L-Platform Management function was being invoked.

Parameter

error code: VSYSnnnnn ("nnnnn" is a digit string.)

Exit status

5

Action

Refer to the message with the same message ID as the error code in "Chapter 20 Messages Starting with VSYS".

Some servers could not be synchronized.

Description

Some servers had errors during batch synchronization of server power status, but processing continued.

Exit status

6

Action

Check the following and if there is a problem, take the appropriate action, then re-execute the command.

- Is there a problem with the power status of the server in the resource tab of the ROR console?

- Are all the servers in the L-Platform tab also in the resource tab?

Chapter 20 Messages Starting with VSYS

This chapter explains the messages output to the following logs.

- vsys_trace_log

- vsys_batch_log

- Event log

If these messages are displayed in the L-Platform management window, also check the message output to the log.
Refer to "16.4.1 Investigation Logs on Admin Servers" in the "Operation Guide CE" for information about the output destination for log files.

20.1 Messages VSYS00000 to VSYS00011

VSYS00000

Failed to connect to the database. Retrying...

Description

An attempt to connect to the database has failed. The system is retrying now.

Action

If this message is repeatedly output and eventually followed by the VSYS00001 message, then take the action required by the VSYS00001 message.
If this message is repeatedly output and eventually followed by the VSYS00004 message, then no action is required.

VSYS00001

Failed retry. The database may not be ready.

Description

An attempt to reconnect to the database has failed. The database is not running.

Action

Check if the service has been started properly as described in "2.1 Starting and Stopping the Manager" in the "Operation Guide CE".
If the service has not been started, start the service.

VSYS00002

Database error.

Description

An error occurred when trying to connect to the database.

Action

Contact Fujitsu technical support.

VSYS00003

VSYS API Startup is terminated.

Description

An attempt to connect or reconnect to the database has failed. The startup process for the L-Platform management function will be terminated.

Action

Take the action required by the VSYS00001 message.

Then, restart the Manager using either the Interstage Management Console or the isstopwu and isstartwu commands.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the start method.

VSYS00004

Succeeded in the connection to the database.

Description

The connection to the database succeeded.

Action

No action is required.

VSYS00010

Failed to execute "*<batch file name>*"

Description

The batch processing for the L-Platform management function failed to start.

Action

Check whether the file "vsys_batch.bat" (Windows) or "vsys_batch.sh" (Linux) exists in the batch file directory which is specified by the parameter "batch-folder" in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If there is an error with the settings in vsys_config.xml, then correct the file and reactivate the manager.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the start method.

If the error persists, contact Fujitsu technical support.

VSYS00011

A unexpected error occurred in executing "*<batch file name>*"

Description

An unexpected error occurred when the batch processing for the L-Platform management function was started.

Action

Check whether the file "vsys_batch.bat" (Windows) or "vsys_batch.sh" (Linux) exists in the batch file directory which is specified by the parameter "batch-folder" in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If there is an error with the settings in vsys_config.xml, then correct the file and reactivate the manager.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

If the error persists, contact Fujitsu technical support.

20.2 Messages VSYS10000 to VSYS10099

VSYS10000

[*<itemName>*] validation error. value=[*<value>*]

Description

The parameter is required.

Parameter

<itemName>: Item name of the parameter

<value>: Specified parameter

Action

Contact Fujitsu technical support.

VSYS10001

[*<itemName>*] max size validation error. maxsize=[*<maxsize>*] =[*<value>*]

Description

There is an error in the maximum number of digits in the parameter.

Parameter

<itemName>: Item name of the parameter

<maxsize>: Maximum value for the parameter

<value>: Specified parameter

Action

Contact Fujitsu technical support.

VSYS10002

[*<itemName>*] size validation error. size=[*<size>*] value=[*<value>*]

Description

There is an error in the number of digits in the parameter.

Parameter

<itemName>: Item name of the parameter

<size>: Size of the specified parameter value

<value>: Specified parameter

Action

Contact Fujitsu technical support.

VSYS10003

[*<itemName>*] halfNumber validation error. Value=[*<value>*]

Description

There is a numerical error in the parameter.

Parameter

    <itemName>: Item name of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10004

    [*<itemName>*] alpha validation error. value=[*<value>*]

Description

    There is an alphabetic error in the parameter.

Parameter

    <itemName>: Item name of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10005

    [*<itemName>*] alphaSpace validation error. value=[*<value>*]

Description

    There is a space error in the parameter.

Parameter

    <itemName>: Item name of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10006

    [*<itemName>*] alphaNumber validation error. value=[*<value>*]

Description

    There is an alphanumeric error in the parameter.

Parameter

    <itemName> : Item name of the parameter

    <value> : Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10007

    [*<itemName>*] ascii validation error. value=[*<value>*]

Description

    There is an alphabetic error in the parameter.

Parameter

    <itemName>: Item name of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10008

    [*<itemName>*] fullKana validation error. value=[*<value>*]

Description

    This is a double-byte kana error with a request parameter.

Parameter

    <itemName>: Item name of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10009

    [*<itemName>*] format validation error. format=[*<format>*] value=[*<value>*]

Description

    There is a format error in the parameter.

Parameter

    <itemName>: Item name of the parameter

    <format>: Entry format of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10010

    [*<itemName>*] class validation error. class=[*<class>*] value=[*<value>*]

Description

    There is a class error in the parameter.

Parameter

    <itemName>: Item name of the parameter

    <class>: Specified class of the parameter

    <value>: Specified parameter

Action

    Contact Fujitsu technical support.

VSYS10018

    User doesn't have the right of access. [Org-ID:{0}, User-ID:{1}, Resource-ID:{2}, Action-ID:{3}]

Description

The user does not have access authority to perform the operation.

Parameter

{0}: Tenant name

{1}: User ID

{2}: Resource ID

{3}: Operation ID

Action

The operation cannot be performed because the user with the user ID indicated does not have sufficient access authority.

Refer to "Chapter 3 Configuring Users for Infrastructure Administrators" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10020

EJB connection failed.

Description

There is an EJB connection error.

Action

Contact Fujitsu technical support.

VSYS10021

Could not set VlanId.

Description

There is a VLAN ID setting error.

Action

Contact Fujitsu technical support.

VSYS10022

Could not reset VlanId.

Description

There is a VLAN ID deletion error.

Action

Contact Fujitsu technical support.

VSYS10024

Status[{0}] returned from CHARGELOG is illegal. [message:{1}]

Description

Failed to execute the metering log registration API.

Parameter

{0}: Status code

{1}: Error message

Action

Contact Fujitsu technical support.

VSYS10025

"execution_number" returned from CHARGELOG is illegal. [send:{0}][returned:{1}]

Description

The execution result of the metering log registration API is invalid.

Parameter

{0}: Number of sent items

{1}: Number of processed items

Action

Contact Fujitsu technical support.

VSYS10026

Not found CHARGELOG host in configuration file.

Description

The metering log API call destination host name has not been set in the configuration file.

Action

Add the following entry to the configuration file (vsys_config.xml):

```
<entry key="charge-log-host">metering log registration API call destination host name or IP
address</entry>
```

VSYS10027

Resource [FW] doesn't exit. [System-ID:{0}]

Description

FW resources do not exist.

Parameter

{0}: L-Platform ID

Action

Contact Fujitsu technical support.

VSYS10028

The status of Server[{0}] is [ERROR].

Description

There is an error with the server.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10029

The status of Server[{0}] is [EXECUTE_IPCOM].

Description

The server is executing IPCOM.

Parameter

{0}: Server ID

Action

Check the status of the IPCOM, and then try again.

VSYS10030

Task-Element is null.

Description

The task information for the Resource Management function return value is null.

Action

Check if the Resource Management function is operating normally.
If the error persists, contact Fujitsu technical support.

VSYS10031

Arg column related to Task-ID [{0}] doesn't exist in table ['task'].

Description

The "task" table cannot be updated.

Parameter

{0}: Task ID

Action

Contact Fujitsu technical support.

VSYS10032

Duplicate entry Task-ID [{0}] from CBRM.

Description

The task ID returned from the Resource Management function has already been registered.

Parameter

{0}: Task ID

Action

Contact Fujitsu technical support.

VSYS10033

Status related to Task-ID [{0}] doesn't exist in table ['task'].

Description

There is no status code associated with the task ID.

Parameter

{0}: Task ID

Action

Contact Fujitsu technical support.

VSYS10035

Can't get message from CNM-Response. [key:{0}]

Description

A value cannot be obtained from the Resource Management function response using the specified key.

Parameter

{0}: Specified key

Action

Contact Fujitsu technical support.

VSYS10036

Returned from CBRM is illegal. [System-ID:{0} Server-ID:{1}]

Description

The response status code from the Resource Management function is invalid.

Parameter

{0}: L-Platform ID

{1}: Server ID

Action

Refer to the VSYS10095 or VSYS10096 message displayed after this message.

VSYS10037

Status[{0}] returned from CHARGE is illegal.

Description

The response status code from the product master reference API is invalid (with no error information).

Parameter

{0}: Status code

Action

Check if the product master has been set up correctly.
For information on setting up the product master, refer to "15.2 Manage Accounting Information" in the "Operation Guide CE".
If the above does not apply, contact Fujitsu technical support.

VSYS10038

Status[{0}] returned from CHARGE is illegal. [message:{1}]

Description

The response status code from the product master reference API is invalid.

Parameter

{0}: Status code

{1}: Error message

Action

Check if the product master has been set up correctly.
For information on setting up the product master, refer to "15.2 Manage Accounting Information" in the "Operation Guide CE".
If the above does not apply, contact Fujitsu technical support.

VSYS10039

A timeout occurred during communication. [Target={0} Host={1} Port={2}]

Description

A timeout has occurred during communications.

Parameter

{0}: Identifier of the other party

{1}: Host name or IP address of the other party

{2}: Port number of the other party

Action

- If "CBRM" is displayed in {0}, check if the Resource Management function is running normally.
  Also, check whether the following settings are correct:

  [Windows Manager]

  ```
  Connection destination information and authentication information for the Resource Management
  function in the " Installation_folder\RCXCFMG\config\vsys_config.xml" file
  ```

  [Linux Manager]

  ```
  The connection destination information and authentication information for Resource Management
  function in the "/etc/opt/FJSVcfmg/config/vsys_config.xml" file
  ```

- If "CHARGE" is displayed at {0}, check if the metering function is operating normally.

- Check whether it is possible to communicate normally with the host name or IP address or port number output for "{1}"or "{2}".

If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10040

SLB_Virtual_Address [Server-ID:{0}] doesn't exist.

Description

The SLB virtual address has not been registered.

Parameter

{0}: Server ID

Action

Register the SLB virtual address.

VSYS10041

SLB_Real_Address [Server-ID:{0}] doesn't exist.

Description

The SLB real address has not been registered.

Parameter

{0}: Server ID

Action

Register the SLB real address.

VSYS10042

SLB_Virtual_Address [Server-ID:{0}] has been registered.

Description

The SLB virtual address has already been registered.

Parameter

{0}: Server ID

Action

Check whether there is a problem with the specified SLB virtual address.

VSYS10043

There is not becoming empty in SLB_Virtual_Address [Network-ID:{0}]

Description

There is no vacant SLB virtual address.

Parameter

{0}: Network ID

Action

Register the required number of SLB virtual addresses.

VSYS10044

Global-IP exists by {0} pieces now. Can't get Global-IP any more. [Org-ID:{1}, System-ID:{2}]

Description

The maximum number of global IP addresses has been reached.

Parameter

{0}: Maximum number of global IP addresses

{1}: Tenant name

{2}: L-Platform ID

Action

Register the required number of global IP addresses.

VSYS10045

Global-IP [{0}] has already detached.

Description

The global IP address has already been detached form L-Platform.

Parameter

{0}: Global IP address

Action

Check the status of the global IP address.

VSYS10046

Global-IP [{0}] hasn't attached by Resource [System-ID: {1}].

Description

The global IP address has not been attached to the specified L-Platform.

Parameter

{0}: Global IP address

{1}: L-Platform ID

Action

Check the status of the global IP address.

VSYS10047

System-ID related to Resource [Global-IP: {0}] doesn't exist in table.

Description

The L-Platform ID for the global IP address cannot be looked up.

Parameter

{0}: Global IP address

Action

Contact Fujitsu technical support.

VSYS10048

Resource [Global-IP: {0}] doesn't exist.

Description

Global IP resources do not exist.

Parameter

{0}: Global IP address

Action

Contact Fujitsu technical support.

VSYS10049

Because the backup disk exists, the disk can't be released. [Disk-ID: {0}].

Description

The disks cannot be released because one of them is a backup disk.

Parameter

{0}: Existing disk ID

Action

Contact Fujitsu technical support.

VSYS10050

Resource [System-ID: <*System-ID*>] doesn't exist.

Description

An error was detected while the existence of the L-Platform ID was being checked.

Parameter

<*System-ID*>: L-Platform ID

Action

Check whether there is a problem with the specified L-Platform ID.

VSYS10051

System [<*System-ID*>] is locked by another user [<*org_id*> : <*user_id*>].

Description

The system is currently locked by another user.

Parameter

<*System-ID*>: L-Platform ID

<*org_id*>: Tenant name

<*user_id*>: User ID

Action

Check the status of the lock, and then try again.

VSYS10052

The status of Instance [<*System-ID*>] is [RECONFIG_ING].

Description

L-Platform is currently being reconfigured.

Parameter

<*System-ID*>: L-Platform ID

Action

Check the status of the L-Platform, and then try again.

VSYS10053

The status of Instance [<*System-ID*>] is [DEPLOYING].

Description

The L-Platform is currently being deployed.

Parameter

<*System-ID*>: L-Platform ID

Action

Check the status of the L-Platform, and then try again.

VSYS10054

The status of Instance [<*System-ID*>] is [UNDEPLOYING].

Description

The L-Platform is currently being undeployed.

Parameter

<*System-ID*>: L-Platform ID

Action

Check the status of the L-Platform, and then try again.

VSYS10055

The status of Instance [<*System-ID*>] is [RESTORING].

Description

The L-Platform is currently being restored.

Parameter

<*System-ID*>: L-Platform ID

Action

Check the status of the L-Platform, and then try again.

VSYS10056

The status of Instance [<*System-ID*>] is [BACKUP_ING].

Description

The L-Platform is currently being backed up.

Parameter

<*System-ID*>: L-Platform ID

Action

Check the status of the L-Platform, and then try again.

VSYS10057

The status of Instance [<*System-ID*>] is [ILLEGAL_STATE].

Description

The status of the system is unknown.

Parameter

<*System-ID*>: L-Platform ID

Action

Check the status of the L-Platform, and then try again.

VSYS10058

Image-ID of Server [{0}] doesn't exist.

Description

There is no image ID for server {0}.

Parameter

{0}: Server ID

Action

Contact Fujitsu technical support.

VSYS10060

Resource [SERVER-ID:{0}] doesn't exist.

Description

An error was detected while the existence of the server ID was being checked.

Parameter

{0}: Server ID

Action

Check whether there is a problem with the specified server ID.

VSYS10061

The status of Server [{0}] is [DEPLOYING].

Description

The server is currently being deployed.

Parameter

{0}: Server ID

Action

Check the status of the managed server, then try again.

VSYS10062

The status of Server [{0}] is [ALREADY_STARTED].

Description

The server is already running.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

Check if the settings for the overcommit function have not been changed since starting to use the software.
For information on the settings for the overcommit function, refer to "19.6 Settings for the Overcommit Function" in the "Setup Guide CE".

VSYS10063

The status of Server [{0}] is [STOPPING].

Description

The server is currently stopping.

Parameter

{0}: Server ID

Action

Check the status of the managed server, then try again.

VSYS10064

The status of Server [{0}] is [ALREADY_STOPPED].

Description

The server has been stopped.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10065

The status of Server [{0}] is [STARTING].

Description

The server is currently starting.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10066

The status of Server [{0}] is [FAILOVER].

Description

The server has failed over.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10067

The status of Server [{0}] is [ALREADY_STOPPED].

Description

The server has been stopped (via a console connection).

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10068

The status of Server [{0}] is [UNDEPLOYING].

Description

The server is currently being undeployed.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10069

The status of Server [{0}] is [RESOURCE_NOT_FOUND].

Description

The server has been undeployed.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10070

The status of Server [{0}] is [RESTORING].

Description

The server is currently being restored.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10071

The status of Server [{0}] is [BACKUP_ING].

Description

The server is currently being backed up.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10072

The status of Server [{0}] is [ILLEGAL_STATE].

Description

The status of the server is unknown.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10073

The status of Server [{0}] is [UNALLOCATED].

Description

Resource IDs have not been allocated to the server.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10074

The status of Server [{0}] is [START_ERROR].

Description

The server has failed to start.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10075

The status of Server [{0}] is [STOP_ERROR].

Description

The server has failed to stop.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10076

The status of Server [{0}] is [RUNNING].

Description

The server is running.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10079

Disk-ID related to Server-ID [{0}] doesn't exist in table.

Description

There is no disk ID associated with the server.

Parameter

{0}: Server ID

Action

Contact Fujitsu technical support.

VSYS10080

Can't update column ['status'] in table [vdisk#instance]. Because Disk-ID [{0}] doesn't exist.

Description

The "status" column cannot be updated because the disk does not exist.

Parameter

{0}: Disk ID

Action

Contact Fujitsu technical support.

VSYS10081

Can't update column ['server_id'] in table [vdisk#instance]. Because Disk-ID [{0}] doesn't exist.

Description

The "server_id" column cannot be updated because the disk does not exist.

Parameter

{0}: Disk ID.

Action

Contact Fujitsu technical support.

VSYS10082

Can't update column ['disk_name'] in table [vdisk#instance]. Because Disk-ID [{0}] doesn't exist.

Description

The 'disk_name' column cannot be updated because the disk does not exist.

Parameter

{0}: Disk ID.

Action

Contact Fujitsu technical support.

VSYS10083

Can't get resourceId from return value of CBRM (/address_sets/rid?name={0}#GET).

Description

The resource ID cannot be obtained from the return value from the Resource Management function (/address_sets/rid?name={0}#GET).

Parameter

{0}: Resource name

Action

Contact Fujitsu technical support.

VSYS10084

Network doesn't unique in table ['vnet#instance'] [orgId:{0}, System-ID:{1}, networkCategory:{2}].

Description

Multiple network IDs were obtained when only one unique network ID was expected.

Parameter

{0}: Tenant name

{1}: L-Platform ID

{2}: Network type

Action

Contact Fujitsu technical support.

VSYS10085

Network-Id related to Org-ID [{0}], System-ID [{1}] and Network-Category [{2}] doesn't exist in table ['vnet#instance'].

Description

The network ID cannot be looked up.

Parameter

{0}: Tenant name

{1}: L-Platform ID

{2}: Network type

Action

Contact Fujitsu technical support.

VSYS10086

Resource-Id related to Network-Id [{0}] doesn't exist in table.

Description

The resource ID cannot be looked up.

Parameter

{0}: Network ID

Action

Contact Fujitsu technical support.

VSYS10087

Can't get Grobal-IP from return value of CBRM (/ip_addresses/rid#GET).

Description

The global IP address cannot be obtained from the return value from the Resource Management function (/ip_addresses/rid#GET).

Action

Contact Fujitsu technical support.

VSYS10088

Return value of CBRM (/address_sets/rid?name={0}#GET) is null.

Description

The return value from the the Resource Management function (/ip_addresses/rid#GET) is null.

Parameter

{0}: Resource name

Action

Contact Fujitsu technical support.

VSYS10089

Return value of CBRM (/ip_addresses/rid#GET) is null.

Description

The return value from the the Resource Management function (/ip_addresses/rid#GET) is null.

Action

Contact Fujitsu technical support.

VSYS10090

ResourceId related to Org-ID [{0}], and Grobal-Ip [{1}] doesn't exist in table ['gip#instance'].

Description

The resource ID for the global IP address cannot be obtained.

Parameter

{0}: Tenant name

{1}: Global IP address

Action

Contact Fujitsu technical support.

VSYS10091

Server isn't unique in table ['gip#instance']. [resourceId:{0}]

Description

Multiple server IDs were obtained when only one unique server ID was expected.

Parameter

{0}: Resource ID

Action

Contact Fujitsu technical support.

VSYS10092

Failed to send mail. User-ID=[{0}], System-ID=[{1}], Detail=[{2}]

Description

An attempt to send email has failed.

Parameter

{0}: User ID of the email destination

{1}: L-Platform ID of the operation target

{2}: Detailed error information

Action

Contact Fujitsu technical support.

VSYS10095

Status [{0}] returned from CBRM is illegal.

Description

The response status code from the the Resource Management function is invalid (contains no error information).

Parameter

{0}: Status code

Action

Check whether the Resource Management function is operating normally.
Check the settings in the following file to see if there are any problems with the connection target information and authentication information for the Resource Management function.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If the error persists, contact Fujitsu technical support.

VSYS10096

Status[{0}] returned from CBRM is illegal.[code:{1}][message:{2}]

Description

The response status code from the Resource Management function is invalid (contains error information).

Parameter

{0}: Status code

{1}: Message ID for the Resource Management function

{2}: Message for the Resource Management function

Action

Refer to "Part 1 Messages Displayed by Virtual Edition and Cloud Edition" for the actions described for the message ID ({1} in the parameters).

When this error has occurred in the environment recovered by Disaster Recovery, refer to "8.3 VSYS10096 error when using L-Platform Management after Disaster Recovery" in the "Troubleshooting".

VSYS10097

AxisFault.[*<url>*].[*<trace>*]

Description

An axis fault has occurred.

Parameter

<url>: URL

<trace>: Trace information

Action

Contact Fujitsu technical support.

VSYS10098

SQL error. [*<trace>*]

Description

An SQL exception occurred while the RDB system was being accessed.
Either there is a problem with the information that has been entered into the RDB system, or the RDB system is not running.

Parameter

<trace>: Trace information

Action

If this message is output when the L-Platform Template Management Command is executed, check whether there is a problem with the specified input file.
If the file is correct, or if the message is output at other times, check whether the RDB system is running correctly.
If the error persists, contact Fujitsu technical support.

VSYS10099

Unexpected error. [*<trace>*]

Description

An unexpected error has occurred.

Parameter

<trace>: Trace information

Action

Contact Fujitsu technical support.

20.3 Messages VSYS10100 to VSYS10110

VSYS10100

Failed to acquire authorization information from the access controller. Org-ID=[{0}], User-ID=[{1}], Detail=[{2}]

Description

An attempt to obtain authorization information from access control has failed.

Parameter

{0}: Tenant name
{1}: User ID
{2}: Detailed information

Action

Check whether the User ID exists.
Refer to "Chapter 3 Configuring Users for Infrastructure Administrators" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10101

Invalid folder name. [System-ID: {0}][Folder-Name: {1}]

Description

An invalid folder name has been specified.

Parameter

{0}: L-Platform ID

{1}: Folder name

Action

Check whether the folder name has been specified correctly.

VSYS10102

Invalid L-Server name. [Server-ID: {0}][L-Server-Name: {1}]

Description

An invalid L-Server name has been specified.

Parameter

{0}: Server ID

{1}: L-Server name

Action

Check whether the L-Server name has been specified correctly.

VSYS10103

Configuration [key=hostname-header] error. [System-ID:{0}]

Description

An attempt to set the host name has failed because there is an error with the definition file.

Parameter

{0}: L-Platform ID

Action

Check for any error with the "hostname-header" settings in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

VSYS10104

Counter has overflowed. [System-ID: {0} counter: {1}]

Description

The serial number counter for the host name setup function has overflowed.

Parameter

{0}: L-Platform ID

{1}: Key name of the counter

Action

Reset the serial numbers.

Alternatively, change the definitions for the host name settings.

VSYS10105

Duplicate host names. [System-ID: {0} Server Name: {1}]

Description

A host name is specified more than once.

Parameter

{0}: L-Platform ID

{1}: Server name

Action

Specify a server name that does not duplicate the name of an existing server, and then execute the deployment again.

VSYS10106

Invalid host name. [System-ID: {0} Server Name:{1}]

Description

The host name is invalid.

Parameter

{0}: L-Platform ID

{1}: Server name

Action

Specify the correct host name, and then execute the deployment again.

VSYS10107

Key not found. [Key: {0}]

Description

The specified key name does not exist.

Parameter

{0}: Key name

Action

Specify a valid key name in cfmg_resethostnamecounter (Reset Serial Numbers for Host Name Settings) command, and then re-execute the command.

VSYS10108

Configuration [key=default-import-os] error. [L-Server Name: {0}]

Description

An attempt to import an L-Server has failed because there is an error with the definition file.

Parameter

{0}: L-Server name

Action

Check for any error with the "default-import-os" settings in the following file.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

VSYS10109

The status of Server[{0}] is [CLONING]

Description

The server is currently cloning.

Parameter

{0}: Server ID

Action

Check the status of the managed server, and then try again.

VSYS10110

User doesn't have the right of access. [Org-ID:{0}, User-ID: {1}, API:{2}, Status{3}, Code:{4}, Message:{5}]

Description

The user does not have the operated access authority.

Parameter

{0}: Tenant name

{1}: User ID

{2}: API

{3}: Status

{4}: Code

{5}: Message

Action

It is not possible to operate it because there is no access authority in the User ID.
Refer to "Chapter 3 Configuring Users for Infrastructure Administrators" in the "User's Guide for Infrastructure Administrators (Resource Management) CE" for details.

VSYS10111

There are no normal status systems in the tenant. [Org-ID:{0}]

Description

There are no normal status L-Platforms within the tenant.

Parameter

{0}: Tenant name

Action

Check the L-Platform status and re-execute.

VSYS10112

There are no servers to be started in the system. [System-ID:{0}]

Description

There are no servers ready to be started in the L-Platform.
The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: L-Platform ID

Action

Check the status of the server in the L-Platform and re-execute.
To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10113

There are no servers to be stopped in the system. [System-ID:{0}]

Description

There are no servers ready to be stopped in the L-Platform.
The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: L-Platform ID

Action

Check the status of the server and re-execute.

To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10114

There are no servers to be started in the tenant. [Org-ID:{0}]

Description

There are no servers ready to be started in the tenant.

The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: Tenant name

Action

Check the status of the server and re-execute.

To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10115

There are no servers to be stopped in the tenant. [Org-ID:{0}]

Description

There are no servers ready to be stopped in the tenant.

The server whose boot priority is set to 0 is not the target of this operation.

Parameter

{0}: Tenant name

Action

Check the status of the server and re-execute.

To have a server the target of this operation, set the server's boot priority to the value other than 0.

VSYS10116

Status returned from CBRM is illegal. [System-ID:{0}]

Description

The response status code received from the resource management function is incorrect.

Parameter

{0}: L-Platform ID

Action

Continue by implementing measures in accordance with the displayed messages VSYS10095 or VSYS10096.

VSYS10117

Status returned from CBRM is illegal. [Org-ID:{0}]

Description

The response status code received from the resource management function is incorrect.

Parameter

{0}: Tenant name

Action

Continue by implementing measures in accordance with the displayed messages VSYS10095 or VSYS10096.

VSYS10118

Starting all servers in all tenants is not supported.

Description

Batch server start-up for all tenants is not supported.

Action

Specify a particular tenant and re-execute

VSYS10119

Stopping all servers in all tenants is not supported.

Description

Batch server shutdown for all tenants is not supported.

Action

Specify a particular tenant and re-execute

VSYS10120

All servers that can be started in the system are already running. [System-ID:{0}]

Description

All servers that can be started within the L-Platform are already running.

Parameter

{0}: L-Platform ID

Action

Check the status of the server and re-execute.

VSYS10121

All servers that can be stopped in the system are already stopped. [System-ID:{0}]

Description

All servers that can be stopped within the L-Platform are already stopped.

Parameter

{0}: L-Platform ID

Action

Check the status of the server and re-execute.

VSYS10122

All servers that can be started in the tenant are already running. [Org-ID:{0}]

Description

All servers that can be started within the tenant are already running.

Parameter

{0}: Tenant name

Action

Check the status of the server and re-execute.

VSYS10123

All servers that can be stopped in the tenant are already stopped. [Org-ID:{0}]

Description

All servers that can be stopped in the tenant are already stopped.

Parameter

{0}: Tenant name

Action

Check the status of the server and re-execute.

VSYS10124

Target resource is busy. [code:{0}][message:{1}]

Description

The target is busy.

Parameter

{{0}: Resource management function message ID

{1}: Resource management function message

Action

Wait for a brief period and then try again.

VSYS10125

The server of Solaris Container is included in this L-Platform[{0}].

Description

The Solaris Container server is included in the L-Platform.

Parameter

{0}:L-Platform ID

Action

Confirm that the Solaris Container server is not included in the displayed L-Platform.

VSYS10126

ServerType [{0}] isn't found.

Description

The specified L-Server template cannot be found.

Parameter

{0}:L-Server Template name

Action

Check whether the specified L-Server template exists.

VSYS10128

System disk isn't specified. [Image-ID:{0}]

Description

The disk size of the image is not specified.

Parameter

{0}: Image ID

Action

Check if the disk size of the image is specified.

20.4 Messages VSYS10200 to VSYS10290

VSYS10200

Server instance does not exist. Server-ID= [{0}]

Description

The server instance corresponding to the specified server ID does not exist.

Parameter

{0}: Server ID

Action

Check if the server ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10201

Image does not exist. Image-ID=[{0}]

Description

The cloning image corresponding to the specified ID does not exist.

Parameter

{0}: Image ID

Action

Check if the image ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10202

XML validation error. Image meta file=[{0}]

Description

An error occurred with the XML validation for the image information file.

Parameter

{0}: Image information file name.

Action

Check if the settings in the image information file are correct.

If the error persists, contact Fujitsu technical support.

VSYS10203

Authority error. Image-ID=[{0}]

Description

You do not have permission to use the cloning image corresponding to the specified image ID.

Parameter

{0}: Image ID

Action

Check if the image ID is correct.

If the error persists, contact Fujitsu technical support.

VSYS10207

Image meta file is not found. imageMetaFilePath=[{0}]

Description

An error was detected while the path to the image information file was being checked.

Parameter

{0}: Path to the image information file

Action

Check whether the image information file exists at the specified location.

VSYS10209

Only 'GENERAL' or 'OTHER' can be set to serverCategory. value=[{0}]

Description

An error was detected while the server category parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the server category is correct.

If the error persists, contact Fujitsu technical support.

VSYS10210

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the verbose parameter is correct.
If the error persists, contact Fujitsu technical support.

VSYS10212

Software does not exist. Software-ID=[{0}]

Description

The software does not exist.

Parameter

{0}: Software ID

Action

Check if the software ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10213

Image meta file is invalid. imageMetaFilePath=[{0}] id=[{1}] order=[{2}]

Description

Either the software ID or the display order in the image information file is invalid.

Parameter

{0}: Path to the image information file

{1}: Software ID in the image information file

{2}: Display order

Action

Check whether the software ID (the <id> tag under the <software> tag) and the display order (the <order> tag under the <software> tag) in the image information file are correct.

VSYS10214

The software.os_category is null. Software_id=[{0}]

Description

The operating system category is null.

Parameter

{0}: Software ID

Action

Check whether the operating system category for the operating system specified in the image information file has been specified correctly.
If the error persists, contact Fujitsu technical support.

VSYS10215

Server Type does not exist. serverType=[{0}]

Description

The server type does not exist.

Parameter

{0}: Server type

Action

Check if the server type is correct.
If the error persists, contact Fujitsu technical support.

VSYS10216

Image meta file is invalid. Order 0 is not operating system (softwares/software). imageMetaFilePath=[{0}]

Description

The image information file is invalid.
The first software listed (order=0) is not an operating system.

Parameter

{0}: Path to the image information file

Action

Check whether the software whose display order in the image information file is "0" (the <software> tag where the value of the <order> tag is "0") is an operating system.

VSYS10217

Task does not found. Task-Group-Id=[{0}]

Description

The task for the specified task group ID does not exist.

Parameter

{0}: Task group ID

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10218

Task was completed. Task-Group-Id=[{0}]

Description

The task for the specified task group ID has completed.

Parameter

{0}: Task group ID

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10250

Image already exist. Image-ID=[{0}]

Description

The cloning image with the specified ID has been registered.

Parameter

{0}: Image ID

Action

Check if the image ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10251

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified parameter

Action

Check whether "2.0" has been specified for the "version" element.

VSYS10252

The content of the image-element is invalid.

Description

The content of the "image" element is incorrect.

Action

Check that each of the elements within the "image" element has been specified correctly.

VSYS10254

Only "true" or "false" can be set to all. value=[{0}]

Description

A value other than "true" or "false" has been set for the "all" request parameter.

Parameter

{0}: Specified parameter

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10258

The image can not be unregistered. It is used by Templates. Image-ID=[{0}] Template-ID=[{1}]

Description

The cloning image cannot be deleted because it is being used by one or more templates.

Parameter

{0}: Image ID

{1}: Template ID

Action

To delete the cloning image, first delete the template that is using the cloning image.

VSYS10260

The image can not be unregistered. It is used by Systems. Image-ID=[{0}] Server=[{1}]

Description

The cloning image cannot be deleted because it is being used by one or more L-Platform.

Parameter

{0}: Image ID

{1}: Server

Action

To delete the cloning image, first return the L-Platform that is using the cloning image.

VSYS10262

The specification of imageId-element or imageName-element is exclusion.

Description

The "imageId" element cannot be specified together with the "imageName" element.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10263

It is necessary to specify imageId-element or imageName-element.

Description

Either the "imageId" element or the "imageName" element must be specified.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10264

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified value

Action

Check whether "2.0" has been specified for the "version" element.

VSYS10265

The specification of imageId and imageName in request is exclusion.

Description

The "imageId" and "imageName" request parameters cannot be specified at the same time.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10266

It is necessary to specify imageId or imageName in request.

Description

Either "imageId" or "imageName" must be specified as a request parameter.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10267

The image does not exist on CBRM. Resource -ID=[{0}] Image-Name=[{1}]

Description

The cloning image corresponding to the specified ResourceID or image name does not exist on Resource Management.

Parameter

{0}: Resource ID

{1}: Image name

Action

Check if the Resource ID and image name are correct.
Obtain the correct Resource ID and image name using the cfmg_listvmimage command.
Refer to "9.13 cfmg_listvmimage (Displaying a Cloning Image List)" in the "Reference Guide (Command/XML) CE" for information on the cfmg_listvmimage command.
If the error persists, contact Fujitsu technical support.

VSYS10268

Only "true" or "false" can be set to error. value=[{0}]

Description

A value other than "true" and "false" has been set for the "error" request parameter.

Parameter

{0}: Specified value

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10269

The registered serverType does not exist on CBRM. Image-Name=[{0}]

Description

An attempt has been made to register an L-Server Template by specifying for "serverType" that does not exist on Resource Management.

Parameter

{0}: Enumeration of the image name that caused the error

Action

Delete the image information that caused the error.
Specify the correct L-Server Template name for "serverType" and then reregister the image information again.

VSYS10270

Only 'true' or 'false' can be set to nocheck. value=[{0}]

Description

A value other than "true" or "false" has been specified for the "nocheck" element.

Parameter

{0}: Specified value

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10271

Only 'true' or 'false' can be set to showAuto. value=[{0}]

Description

A value other than "true" or "false" has been specified for the "showAuto" request parameter.

Parameter

{0}: Specified value

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10272

The image related to user's own organization can be managed. orgId=[{0}] ownerOrg=[{1}]

Description

Operations are possible only for the cloning images related to the user's tenant.

Parameter

{0}: Tenant name

{1}: Tenant name of owner's

Action

Check the image ID.
Check permissions.
If none of the above applies, contact Fujitsu technical support.

VSYS10273

The image information of the same name exists. name=[{0}]

Description

There is already a cloning image with the same image information name.

Parameter

{0}: Image information name

Action

Specify a different name that does not conflict with the other cloning images.

VSYS10274

The image can not be updated. It is used by opened Templates. Image-ID=[{0}] Template-ID=[{1}]

Description

The cloning image cannot be updated because it is used by a published template.

Parameter

{0}: Image ID

{1}: Template ID

Action

Hide the template, and then update the image information.

VSYS10275

The {0} tag is not updatable.

Description

It is tag that cannot be renewed.

Parameter

{0}: Tag name

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10276

The value of ownerOrg tag does not match to the tenant of the resource. ownerOrg=[{0}] resourceId=[{1}]

Description

The value of the ownerOrg tag is not corresponding to the tenant of the resource.

Parameter

{0}: Tenant name

{1}: Resource ID

Action

Check if the value of the ownerOrg tag is correct.
Check if the value of Resource ID is correct.

VSYS10277

The value of dataDiskFlag tag does not match to the contents of vdisks tag.

Description

There is a mismatch between the value of the dataDiskFlag tag and the content of the vdisks tag.

Action

Check the value of the dataDiskFlag tag and the content of the vdisks tag.

VSYS10278

The image cannot be registered. The specified OS category is not supported. osCategory=[{0}]

Description

The image of the specified OS category cannot be registered.

Parameter

{0}: OS category

Action

Check the category of the OS included in the image information.

VSYS10290

Can not start process (status is Running).

Description

The process cannot be started.

Action

This may be an internal error.
Contact Fujitsu technical support.

20.5 Messages VSYS10300 to VSYS10383

VSYS10300

Template-ID is already used. Template-ID=[{0}]

Description

The template ID is already being used.

Parameter

{0}: Template ID

Action

Check if the template ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10301

Template does not exist. Template-ID=[{0}]

Description

The template corresponding to the specified ID does not exist.

Parameter

{0}: Template ID

Action

Check if the template ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10302

Xml validation error. Template meta file=[{0}]

Description

An error has occurred with the XML validation for the template information file.

Parameter

{0}: Template information file name

Action

Check if the settings in the template information file are correct.
If the error persists, contact Fujitsu technical support.

VSYS10303

Authority error. Template-ID=[{0}]

Description

A permissions error has occurred.

Parameter

{0}: Template ID

Action

Check if the template ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10304

Xml validation error. Image meta file=[{0}]

Description

An error has occurred with the XML validation for the image information file.

Parameter

{0}: Image information file name

Action

Check if the settings in the image information file are correct.
If the error persists, contact Fujitsu technical support.

VSYS10305

Instance does not exist. System-ID=[{0}] Org-ID=[{1}]

Description

The instance does not exist.

Parameter

{0}: L-Platform ID

{1}: Tenant name

Action

Check if the L-Platform ID and the tenant name are correct.
If the error persists, contact Fujitsu technical support.

VSYS10306

Template meta file is not found. templateMetaFilePath=[{0}]

Description

An error was detected while the path to the template information file was being checked.

Parameter

{0}: Path to the template information file

Action

Check whether the template information file exists at the specified location.

VSYS10307

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the verbose parameter is correct.
If the error persists, contact Fujitsu technical support.

VSYS10308

Value is out of range. (range is 0-99999999999.9999) {0}=[{1}]

Description

An invalid value was specified.

Parameter

{0}: Item name of the parameter

{1}: Specified parameter

Action

Check if the estimate amount is correct.

VSYS10309

Can't set only one. estimateFrom=[{0}] estimateTo=[{1}]

Description

An error was detected while the relationship between the "FROM" and "TO" parameters for the estimate amount was being checked.

Parameter

{0}: Specified parameter

{1}: Specified parameter

Action

Check if the range of the estimate amount is correct.

VSYS10310

Only '0' or '1' can be set to showFlag. value=[{0}]

Description

An error was detected while the show flag parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the show flag is correct.

VSYS10311

Server instance does not exist. Server-ID=[{0}]

Description

The server instance corresponding to the specified ID does not exist.

Parameter

{0}: Server ID

Action

Check if the server ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10312

Server instance does not exist. Server-ID=[{0}] System-ID=[{1}]

Description

The server instance corresponding to the specified server ID and system ID does not exist.

Parameter

{0}: Server ID

{1}: L-Platform ID

Action

Check if the server ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10313

Can not start process (status is Running).

Description

The process is currently running within the same organization.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10314

Server Type does not exist. no=[{0}] serverType=[{1}]

Description

The server type does not exist.

Parameter

{0}: Server serial number

{1}: Server type

Action

Check if the server type is correct.
If the error persists, contact Fujitsu technical support.

VSYS10315

Template Name does not exist. Template-ID=[{0}] LCID=[{1}]

Description

The template name does not exist.

Parameter

{0}: Template ID

{1}: Locale

Action

Check if the template name is correct.
If the error persists, contact Fujitsu technical support.

VSYS10316

Image does not exist. no=[{0}] Image-ID=[{1}]

Description

The cloning image specified for the server does not exist.

Parameter

{0}: Server serial number

{1}: Image ID

Action

Check if the image ID specified for the server is correct.
If the error persists, contact Fujitsu technical support.

VSYS10317

illegal networkId(template/servers/server/vnics/vnic/networkId). server/no=[{0}] vnic/no=[{1}] vnic/networkId=[{2}]

Description

The information for the connected network is incorrect.

Parameter

{0}: Server serial number

{1}: NIC serial number

{2}: Network ID of the connected network

Action

Check if the information for the connected network is correct.
If the error persists, contact Fujitsu technical support.

VSYS10319

Only 'true' or 'false' can be set to showAll. value=[{0}]

Description

A value other than "true" or "false" has been set for the "showAll" request parameter.

Parameter

{0}: Specified value

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10331

Network resource is not found [Template-ID:{0} resourceName:{1}].

Description

The network resource corresponding to the resource name could not be found.

Parameter

{0}: Template ID

{1}: Network resource name

Action

Check if the "resourceName" element is correct.

VSYS10332

Failed auto-creation of Template-ID.

Description

Automatic generation of a template ID has failed.

Action

Register the L-Platform template again.
If an error still occurs after several attempts, there may be an internal error.
Contact Fujitsu technical support.

VSYS10333

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified parameter

Action

Check whether "2.0" has been specified for the "version" element.

VSYS10334

The specification of locale is requierd.

Description

A locale must be specified in either the request body or the template information.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10335

The specification of template's name is requierd.

Description

A template name must be specified in either the request body or the template information.

Action

Check if the template name is specified correctly.

VSYS10336

Xml validation error.

Description

An XML validation error has occurred with the template information included in the request body.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10337

A vnics/management-element is required.

Description

A "vnics/management" element is mandatory if there are multiple NICs.

Action

Check whether a "vnics/management" element has been specified.

VSYS10338

The vnics/management-element is invalid.

Description

A non-existent NIC number has been specified in the "vnics/management" element.

Action

Check that the specification for the "vnics/management" element is correct.

VSYS10340

The Disk-No of the shared vdisk is invalid.

Description

The disk serial number for the shared disk must be the same for all servers.

Action

Check whether the disk serial number for the shared disk is correct.

VSYS10341

The Disk-Size of the shared vdisk is invalid.

Description

The disk size of the shared disk must be the same for all servers.

Action

Check if the specified disk size of the shared disk is correct.

VSYS10342

A copy-element of the non-shared vdisk is invalid.

Description

The "copy" element cannot be specified for non-shared disks.

Action

Check whether a "copy" element has been specified for a non-shared disk.

VSYS10343

A copy-element of the highest-priority server's shared vdisks is required.

Description

A "copy" element is mandatory for the shared disk for the server that has the highest priority.

Action

Check whether a "priority" element has been specified for the server and a "copy" element has been specified for a shared disk.

VSYS10344

The open template can not be deleted. Template-ID=[{0}]

Description

Templates that have been published cannot be deleted.

Parameter

{0}: Template ID

Action

To delete a template that has been published, first delist it.

VSYS10345

The template can not be deleted. It is used in the saved system configuration. Template-ID=[{0}] System-ID=[{1}]

Description

It is not possible to delete templates that are used by L-Platform for which a configuration has been temporarily stored.

Parameter

{0}: Template ID

{1}: L-Platform ID

Action

To delete such a template, first delete the L-Platform that uses it (for which a configuration has been temporarily stored).

VSYS10346

The template can not be deleted. It is used by the valid system. Template-ID=[{0}] System-ID=[{1}]

Description

It is not possible to delete templates that are used by L-Platform that have not been returned.

Parameter

{0}: Template ID

{1}: L-Platform ID

Action

To delete such a template, first return the L-Platform that uses it.

VSYS10347

The template is already open. Template-ID=[{0}]

Description

The template has already been published.

Parameter

{0}: Template ID

Action

Check the publication status of the template.
If the publication status of the template has to be changed, perform the operation again.

VSYS10348

The template is already closed. Template-ID=[{0}]

Description

The template has already been hidden.

Parameter

{0}: Template ID

Action

Check the publication status of the template.
If the publication status of the template has to be changed, perform the operation again.

VSYS10349

Only 'true' or 'false' can be set to showAuto. value=[{0}]

Description

A value other than "true" or "false" has been set for the "showAuto" request parameter.

Parameter

{0}: Specified value

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS10380

The template does not belong to the user's organization. orgId=[{0}] ownerOrg=[{1}]

Description

The specified template does not belong to the user tenant, therefore the operation is not possible.

Parameter

{0}: Tenant name of user's

{1}: Name of the tenant which the template belongs to

Action

Check permissions.

VSYS10381

Template-ID is not specified.

Description

The update target template ID is not specified.

Action

Specify the ID in the templateId parameter or the template id tag.

VSYS10382

The template violates one of its requirements. ({0})

Description

The template content does not satisfy one of the required conditions.

Parameter

{0}: Condition

Action

Check whether the template satisfies the displayed condition.

VSYS10383

Tried to change an unchangeable element. element=[{0}] from=[{1}] to=[{2}]

Description

In the template update, an attempt was made to change an element that cannot be changed.

Parameter

{0}: Element name

{1}: Value before change

{2}: Value after change

Action

For the displayed element, specify the same value as the update target template.

20.6 Messages VSYS10400 to VSYS10412

VSYS10400

Deploy master does not exist. System-ID=[{0}]

Description

The deployment master corresponding to the specified L-Platform ID does not exist.

Parameter

{0}: L-Platform ID

Action

Check if the L-Platform ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10402

Template does not exist. Template-ID=[{0}]

Description

The template corresponding to the specified template ID does not exist.

Parameter

{0}: Template ID

Action

Check if the template ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10403

Base Template does not exist. Template-ID=[{0}]

Description

No template exists for the template ID used.

Parameter

{0}: Template ID

Action

Check if the template ID is correct.
If the error persists, contact Fujitsu technical support.

VSYS10404

Image does not exist. Image-ID=[{0}]

Description

The cloning image does not exist.

Parameter

{0}: Image ID

Action

Check if the image ID is correct.

If the error persists, contact Fujitsu technical support.

VSYS10405

vnet#template does not exist. Network-ID=[{0}]

Description

vnet#template does not exist.

Parameter

{0}: Network ID

Action

Check if the network ID is correct.

If the error persists, contact Fujitsu technical support.

VSYS10406

vnet#template does not exist. Template-ID=[{0}] Network-ID=[{1}]

Description

vnet#template does not exist.

Parameter

{0}: Template ID

{1}: Network ID

Action

Check if the network ID is correct.

If the error persists, contact Fujitsu technical support.

VSYS10407

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the verbose parameter is correct.

If the error persists, contact Fujitsu technical support.

VSYS10408

Only '0' or '1' can be set to estimateFlag. value=[{0}]

Description

An error was detected while the estimate flag parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the estimate flag is correct.
If the error persists, contact Fujitsu technical support.

VSYS10409

Only 'true' or 'false' can be set to create. value=[{0}]

Description

An error was detected while the creation flag parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check if the creation flag is correct.
If the error persists, contact Fujitsu technical support.

VSYS10410

System name already exists. System name=[{0}]

Description

The L-Platform name already exists.

Parameter

{0}: L-Platform name

Action

Assign a different name to the L-Platform.

VSYS10411

{0} exceeds {1}.

Description

A range error has occurred (with the number of virtual networks or the number of virtual machines).

Parameter

{0}: Specified parameter value

{1}: maximum value that can be specified

Action

Check if the number of networks or servers is correct.
If the error persists, contact Fujitsu technical support.

VSYS10412

Instance does not exist. System-ID=[{0}]

Description

The instance does not exist.

Parameter

{0}: L-Platform ID

Action

Check if the network or server specification is correct.
If the error persists, contact Fujitsu technical support.

20.7 Messages VSYS10500 to VSYS10586

VSYS10500

System-ID[{0}] has already been deployed.

Description

The L-Platform with the specified L-Platform ID has already been deployed.

Parameter

{0}: L-Platform ID

Action

Check whether there is a problem with the L-Platform ID of the L-Platform to be deployed.
If the L-Platform ID is correct, contact Fujitsu technical support.

VSYS10501

The server operating in the system[{0}] exists.

Description

The L-Platform includes a server that is currently running.

Parameter

{0}: L-Platform name

Action

Stop the managed server that is running, and then return the system again.

VSYS10502

These servers [{0}] operating in the system[{1}] exists.

Description

The L-Platform includes a server that is currently running.

Parameter

{0}: Server ID

{1}: L-Platform ID

Action

Stop the managed server that is running, and then reconfigure the L-Platform.

VSYS10503

Resource_id [server#deploy_master] of a new server is not null. {0}

Description

In server#deploy_master, the resource_id of the new server information to be added is not null.

Parameter

{0}: Exception information

Action

The configuration cannot be changed because there is a problem with the information for the managed server being added.
Contact Fujitsu technical support.

VSYS10504

Resource_id [vdisk#deploy_master] of a new disk is not null.{0}

Description

In vdisk#deploy_master, the Resource_id of the information for the new disk to be added is not null.

Parameter

{0}: Exception information

Action

The configuration cannot be changed because there is a problem with the information for the managed disk being added.
Contact Fujitsu technical support.

VSYS10505

Nic of a new server is missed[vnic#deploy_master].{0}

Description

The NIC information (vnic#deploy_master) for the new server is missing.

Parameter

{0}: Exception information

Action

Check whether there is a problem with the settings for the <vnic> tag in the registered template information file.
If there are no problems with the template information file, contact Fujitsu technical support.

VSYS10506

VNet:{0} is not registered in [vnet#deploy_master].

Description

The "vent" used by the "vnic#deploy_master" has not been registered with the "vnet#deploy_master".

Parameter

{0}: Network ID

Action

Check whether there are any problems with the <vnet> tag in the registered template information file.
If there are no problems with the template information file, contact Fujitsu technical support.

VSYS10507

Status that related Image-ID [SERVER-ID: {0}] doesn't exist in table [<image>].

Description

The image ID associated with SERVER-ID: {0} does not exist in the image table.

Parameter

{0}: Server ID

Action

Check whether image information that is being used by the L-Platform that has been deployed has been deleted.

If the image information has been deleted, register it again, and then try again.

If the error persists, contact Fujitsu technical support.

VSYS10508

Resource_id [{0}] is null. {1}.

Description

The "rid" for the table is null.

Parameter

{0}: Table name

{1}: Resource ID

Action

Check if Resource Management function is operating normally.

If Resource Management function is operating normally, contact Fujitsu technical support.

VSYS10509

The server backuping in the system [{0}] exists.

Description

The L-Platform includes a server that is currently being backed up.

Parameter

{0}: L-Platform ID

Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10510

The server restoring in the system [{0}] exists.

Description

The L-Platform includes a server that is currently being restored.

Parameter

{0}: L-Platform ID

Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10511

The disk backuping in the system [{0}] exists.

Description

The L-Platform includes a disk that is currently being backed up.

Parameter

{0}: L-Platform ID

Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10512

The disk restoring in the system [{0}] exists.

Description

The L-Platform includes a disk that is currently being restored.

Parameter

{0}: L-Platform ID

Action

Check the status of the managed server, and then reconfigure the L-Platform.

VSYS10513

[{0}] was not able to be acquired from CBRM.

Description

{0} could not be obtained from the Resource Management function.

Parameter

{0}: Item name of the return value

Action

Check if the Resource Management function is operating normally.
If the Resource Management function is operating normally, contact Fujitsu technical support.

VSYS10514

Status that related IP Pool doesn't exist in table [{0}].

Description

The IP Pool information associated with [tenant name:{0}] does not exist in the table.

Parameter

{0}: Tenant name

Action

Contact Fujitsu technical support.

VSYS10515

System name already exists. System name=[{0}]

Description

The -Platform name already exists.

Parameter

{0}: L-Platform name

Action

Specify a different L-Platform, and then try again.

VSYS10520

Network resource is not found. System name=[{0}].

Description

A network resource did not exist when the subnet was selected automatically.

Parameter

{0}: L-Platform name

Action

Check whether the network resource has been registered with Resource Management function.

VSYS10521

IP address are missing. System name=[{0}].

Description

There were not enough IP addresses when the subnet was selected automatically.

Parameter

{0}: L-Platform name

Action

Add the number of IP addresses required to deploy the L-Platform using Resource Management function.

VSYS10522

Network resource is not found [System-ID:{0} Template-ID:{1} resourceName:{2}].

Description

The network resource corresponding to the network resource name specified in the template meta-information could not be obtained when the L-Platform was deployed.

Parameter

{0}: L-Platform ID

{1}: Template ID

{2}: Network resource name

Action

Check whether the network resource name specified by the <resourceName> tag under the <vnet> tag for the registered L-Platform template information.

VSYS10523

There is no network that can be selected. System name=[{0}]

Description

There were no automatic selection target network resources, therefore the L-Platform distribution failed.

Parameter

{0}: L-Platform ID

Action

Check whether the category and segment identifier information setting of the segment information and template information is valid.

VSYS10524

There is no effective L-Server template. [L-Server Name:{0}]

Description

Import of the L-Server failed because a valid L-Server template is not registered.

Parameter

{0}: L-Platform name

Action

Check that there is an L-Server template registered that meets the following conditions:

- There is one or fewer definitions for disk (<Disk> tag)

- The definition for the server type (<ServerType> tag) matches the L-Server being imported

- The CPU (<CPU> tag) and memory (<Memory> tag) are defined

  (CPU and memory must also be defined if it is a physical server.)

VSYS10530

Resource [System-ID:{0}] doesn't exist.

Description

The instance for the specified L-Platform ID did not exist during the processing that sets up middleware parameters.

Parameter

{0}: L-Platform ID

Action

A conflict has occurred with the internal processing.

Contact Fujitsu technical support.

VSYS10532

The system has been already set to SETUP. [{0}]

Description

The specified L-Platform has already been set to SETUP status.

Parameter

{0}: L-Platform ID

Action

Check the status of the L-Platform.
Check whether there is an error with the specified L-Platform ID.

VSYS10533

The system has not been set to SETUP. [{0}]

Description

The specified L-Platform has not been set to SETUP status.

Parameter

{0}: L-Platform ID

Action

Check the status of the L-Platform.

Check whether there is an error with the specified L-Platform ID.

VSYS10540

The maximum number of systems that can be deployed simultaneously has been exceeded. [System-ID:{0} deploying:{1} request: {2} limit:{3}]

Description

The maximum number of the L-Platform that can be deployed simultaneously has been reached.

Parameter

{0}: L-Platform ID

{1}: Number of the L-Platform that are being deployed

{2}: Requested number of the L-Platform to be deployed

{3}: Maximum number of the L-Platform that can be deployed

Action

Wait for a few moments, and then make another deployment request.

VSYS10541

The maximum number of servers that can be deployed simultaneously has been exceeded. [System-ID:{0} deploying:{1} request:{2} limit:{3}]

Description

The maximum number of servers that can be deployed simultaneously has been reached.

Parameter

{0}: L-Platform ID

{1}: Number of servers that are being deployed

{2}: Requested number of servers to be deployed

{3}: Maximum number of servers that can be deployed

Action

Wait for a few moments, and then make another deployment request.

VSYS10550

Value is illegal. {0}=[{1}]

Description

There is an error with the specified parameter value.

Parameter

{0}: Item name of the parameter

{1}: Specified parameter

Action

A conflict has occurred with the internal processing.

Contact Fujitsu technical support.

VSYS10551

The status of the deploy master is {0}. [System-ID:{1} User-ID:{2} Org-ID:{3}]

Description

The status of the deployment master is invalid.

Parameter

{0}: Status of the deployment master

{1}: L-Platform ID

{2}: User ID

{3}: Tenant name

Action

A conflict has occurred with the internal processing.

Contact Fujitsu technical support.

VSYS10552

The server of [Server Name:{0}] doesn't exist.

Description

Either there is a problem with the server name, or the server has already been returned.

Parameter

{0}: Server name

Action

Check if the server name is correct.

VSYS10553

The unknown error from the ROR when you try to check the system [System-ID:{0}] on ROR.

Description

The response status code from the Resource Management function is invalid (contains no error information).

Parameter

{0}: L-Platform ID

Action

Check if Resource Management function is operating normally.
Or, check that there are no errors in the following file for the connection destination information and authentication information settings for the Resource Management function:

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If the error persists, contact Fujitsu technical support.

VSYS10554

The unknown error from the ROR when you try to check the server [SERVER-ID:{0}] on ROR.

Description

The response status code from the Resource Management function is invalid (contains no error information).

Parameter

{0}: Server ID

Action

Check if Resource Management function is operating normally.
Or, check that there are no errors in the following file for the connection destination information and authentication information settings for the Resource Management function:

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If the error persists, contact Fujitsu technical support.

VSYS10555

The system of [System-ID:{0}] is existing in ROR. It's status cannot be changed to [undeploy].

Description

The L-Platform with the specified L-Platform ID exists on Resource Management.

Parameter

{0}: L-Platform ID

Action

Check the L-Platform status.
To forcibly remove the L-Platform, execute the command again with the "-f" option specified.

VSYS10556

The server of [SERVER-ID:{0}] is existing in ROR. It's status cannot be changed to [undeploy].

Description

The server with the specified server name exists on Resource Management.

Parameter

{0}: Server ID

Action

Check the server status.
To forcibly remove the server, execute the command again with the "-f" option specified.

VSYS10557

The flow status of instance is {0}. [System-ID:{1}]

Description

When an application to return the L-Platform was submitted, the submission status was invalid.

Parameter

{0}: Submission status

{1}: L-Platform ID

Action

A conflict has occurred with the internal processing.
Contact Fujitsu technical support.

VSYS10560

Resource[Org-ID:{0} System Name:{1}] doesn't exist.

Description

The L-Platform ID that corresponds to the L-Platform name could not be obtained when the L-Platform recovery was launched.

Parameter

{0}: Tenant name

{1}: L-Platform name

Action

Check whether the L-Platform name of the information saved in the configuration when the recovery was launched, and the L-Platform name specified in the recovery command input file, are valid.
If none of the above applies, contact Fujitsu technical support.

VSYS10561

Settings[{0}] do not match. [System-ID:{1}]

Description

An input information error was discovered when the L-Platform recovery was launched.

Parameter

{0}: Location of error discovery

{1}: L-Platform ID

Action

- If "SERVER" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file server definition, is valid.

- If "IPADDRESS" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file IP address definition, is valid.

- If "DISK" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file disk definition, is valid.

- If "NETWORK" is displayed in {0}, check whether the information saved in the configuration, or the recovery command input file network definition, is valid.

If none of the above applies, contact Fujitsu technical support.

VSYS10562

The disk of [DISK-ID:{0}] is existing in ROR. It's status cannot be changed to [undeploy].

Description

A disk with the specified disk ID already exists.

Parameter

{0}: Disk ID

Action

Check the disk status.
To delete the disk by force, specify the "-f" option then re-execute the command.

VSYS10563

The disk of [DiskName:{0}] doesn't exist.

Description

The disk with the specified disk name does not exist.

Parameter

{0}: Disk ID

Action

Check whether the disk name specified in the unnecessary data deletion command data is valid.

VSYS10564

Value is illegal. [{0}]

Description

There is an error with the value specified in the server specification.

Parameter

{0}: Parameter name in the server specification

Action

Check for any errors with the values in the server specification that were specified at deployment time.
If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10565

Resource ID is null. [L-Server Name:{0}]

Description

The resource ID cannot be obtained.

Parameter

{0}: L-Server name

Action

Check whether the L-Server name specified for the L-Server import (cfmg_importlserver) command is correct.
If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10566

Image does not exist. [Image ID:{0}]

Description

The image information does not exist.

Parameter

{0}: Image ID

Action

Check whether the image ID specified for the L-Server import (cfmg_importlserver) command is correct.

If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10567

The server is already imported. [L-Server Name:{0}]

Description

The L-Server has already been imported.

Parameter

{0}: L-Server name

Action

Check whether the L-Server name specified for the L-Server import (cfmg_importlserver) command is correct.

If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10570

No NIC on the server. [L-Server Name:{0}]

Description

The L-Server does not have a NIC.

Parameter

{0}: L-Server name

Action

L-Servers that do not have NICs cannot be imported.

VSYS10571

Pool does not exist. [Pool Name:{0}]

Description

The specified pool does not exist.

Parameter

{0}: Pool name

Action

Check whether the pool name specified for the L-Server import (cfmg_importlserver) command is correct.

If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10572

Invalid Software-ID. [L-Server Name:{0}]

Description

The software ID is invalid.

Parameter

{0}: L-Server name

Action

Check whether the software ID specified for the L-Server import (cfmg_importlserver) command is correct, and whether software information for an operating system has been specified.
If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10573

The imput value is illegal. [Tag name: {0}]

Description

The firewall update processing input value is incorrect.

Parameter

{0}: Tag name

Action

An inconsistency occurred in internal operations.
Contact Fujitsu technical support.

VSYS10574

LNetDev resource id is null. [System-ID:{0}][LNetDev Name:{1}]

Description

The firewall resource ID cannot be obtained.

Parameter

{0}: L-Platform ID

{1}: LNetDev name

Action

An inconsistency occurred in internal operations.
Contact Fujitsu technical support.

VSYS10575

The server cloning in the system[{0}] exists.

Description

The server cloning in the L-Platform exists.

Parameter

{0}: L-Platform ID

Action

Check the status of the managed server, then re-execute.

VSYS10576

Network resource does not exist. [Network Resource Name:{0}]

Description

Network resource does not exist.

Parameter

{0}: Network resource name

Action

Check whether the network resources set for the import target L-Server specified in the L-Server import (cfmg_importlserver) command exist in the import destination tenant.
If none of the above applies, contact Fujitsu technical support.

VSYS10577

Because the number of servers in the system became 0, the server cannot be deleted. [System-ID:{0}]

Description

If the add and remove server operations are executed at the same time and the attempt to add the server fails, server deletion processing is cancelled because there are no servers in the L-Platform.

Parameter

{0}: L-Platform ID

Action

Eliminate the cause of the failure to add the server, and then re-execute the operation to remove the server.

VSYS10578

No interface definition on the LNetDev. [System-ID:{0}]

Description

The interface is not defined on the firewall.

Parameter

{0}: L-Platform ID

Action

Check whether the L-Platform template firewall settings are valid.
If none of the above applies, contact Fujitsu technical support.

VSYS10579

Can't move the system. [System-ID:{0}][Reason:{1}]

Description

The specified L-Platform cannot be moved.

Parameter

{0}: L-Platform ID

{1}: Cause

Action

Confirm the cause which is displayed.

VSYS10580

Folder name is duplicated. [Tenant-Name:{0}][System-ID:{1}]

Description

A folder with the same name as the L-Platform folder you tried to move to the specified move destination tenant already exists.

Parameter

{0}: Tenant name

{1}: L-Platform name

Action

Check whether a folder with the same name as the L-Platform folder you tried to move to the move destination tenant already exists.

VSYS10581

The state of L-Server is illegal. [L-Server Name:{0}]

Description

Invalid L-Server power source status.

Parameter

{0}: L-Server name

Action

Check the import target L-Server power source status that is specified in the L-Server import (cfmg_importlserver) command.
If the import target L-Server exists outside the tenant folder, it will be necessary to set the power source of the import target L-Server to OFF.

VSYS10582

User doesn't belong to the tenant. [Tenant-Name:{0}][User-ID:{1}]

Description

The user does not belong to the specified tenant.

Parameter

{0}: Tenant name

{1}: User ID

Action

Confirm which tenant the specified user belongs to.

VSYS10583

The specified tenant name is illegal. [Org-ID:{0}]

Description

The tenant name is illegal.

Parameter

{0}: Tenant name

Action

Check whether the tenant name specified in the L-Server import (cfmg_importlserver) command is valid.

VSYS10584

The specified user does not exist. [Org-ID:{0}][User-ID:{1}]

Description

The user does not exist.

Parameter

{0}: Tenant name

{1}: User ID

Action

Check whether the user or tenant name specified in the L-Server import (cfmg_importlserver) command is valid.

VSYS10585

Template does not exist. [System-ID: {0}][Template-ID: {1}][Template-Name: {2}]

Description

The L-Platform template does not exist.
Alternatively, there are multiple L-Platform templates using the same name.

Parameter

{0}: L-Platform ID

{1}: L-Platform Template ID

{2}: L-Platform Template name

Action

If an L-Platform template with the displayed name does not exist, retry after creating an L-Platform template.
If multiple L-Platform templates are using the displayed name, correct the template ID in the additional information file and retry.

VSYS10586

The state of the power supply of the server cannot be acquired. [System-ID: {0}]

Description

The state of the power supply of the server in the specified L-Platform cannot be acquired.

Parameter

{0}: L-Platform ID

Action

Check whether the specified L-Platform ID is valid.
If the above does not apply, contact Fujitsu technical support.

VSYS10588

Cannot start servers of the tenant [{0}]: {1}

Description

The servers of a specified tenant cannot be started because of one of the following causes.

- There is an L-Platform being deployed or reconfigured, or there is no L-Platform in normal state.

- There is an L-Platform locked by another user.

- There is an L-Platform in an application process.

- There is a server being started, stopped, backed up, restored, or cloned.

- There is no stopped server that is subject to collective power operation.

Parameter

{0}: Tenant name

{1}: Cause

Action

Retry the operation after the cause is removed.

VSYS10589

All the specified tenants have some errors.

Description

There is no tenant of which the servers can be started or stopped because all the specified tenants have some errors.

Action

Deal with VSYS10588 or VSYS10590 messages output for each tenants.

VSYS10590

Cannot stop servers of the tenant [{0}]: {1}

Description

The servers of a specified tenant cannot be stopped because of one of the following causes.

- There is an L-Platform being deployed or reconfigured, or there is no L-Platform in normal state.

- There is an L-Platform locked by another user.

- There is an L-Platform in an application process.

- There is a server being started, stopped, backed up, restored, or cloned.

- There is no running server that is subject to collective power operation.

Parameter

{0}: Tenant name

{1}: Cause

Action

Retry the operation after the cause is removed.

VSYS10597

The system status cannot be set to specified status. [{0}]

Description

Cannot change the specified status.

Parameter

{0}: Specified status string

Action

Check that there are no errors in the specified status string.

VSYS10598

Deploying the L-Platform is unsupported. [System-ID:{0}]

Description

Deployment of Solaris container servers is not supported.

Parameter

{0}: L-Platform ID

Action

Check whether the VMType of the L-Server template is valid.

If the above does not apply, contact Fujitsu technical support.

20.8 Messages VSYS10600 to VSYS10681

VSYS10604

Resource [NETWORK-ID:{0}] doesn't exist.

Description

The network resource does not exist.

Parameter

{0}: Network ID

Action

A conflict has occurred with the internal processing.

Contact Fujitsu technical support.

VSYS10609

Status that related Image-ID [SERVER-ID:{0}] doesn't exist in table[image].

Description

The image_id associated with the server_id for the "image" table cannot be obtained.

Parameter

{0}: Server ID

Action

Check whether there is a problem with the specified server ID.

Check whether there are any problems with the <initialPassword> tag in the image information file that has been registered.

If the error persists, contact Fujitsu technical support.

VSYS10610

Resource [ORG-ID:{0}] doesn't exist.

Description

The management function resource does not exist.

Parameter

{0}: Tenant name

Action

Check whether there is a problem with the specified tenant name.

If the error persists, contact Fujitsu technical support.

VSYS10617

GIP doesn't complete detach exists. [System-ID:{0}]

Description

There is a global IP address that has not been completely detached.

Parameter

{0}: L-Platform ID

Action

Detach the global IP address for the firewall, and then try again.

VSYS10630

Unsupported operation. [Server-ID:{0}] is [vm_type:{1}]

Description

The operation is not supported.

Parameter

{0}: Server ID

{1}: Server VM type

Action

Snapshot and restore are not possible if the virtualization software is RHEL-KVM.
If the above does not apply, check whether the default VM type specification (default-vmtype) in the following configuration file is correct.

[Windows Manager]

```
Installation_folder\RCXCFMG\config\vsys_config.xml
```

[Linux Manager]

```
/etc/opt/FJSVcfmg/config/vsys_config.xml
```

If there is an error with the settings in vsys_config.xml, correct the file and then restart the RCXCF_VSYS WorkUnit by using either the Interstage Management Console or the isstopwu command and the isstartwu command.
Refer to "2.1 Starting and Stopping WorkUnits" in "Operation Guide CE" for information on how to start WorkUnits.
If the error still persists, contact Fujitsu technical support.

VSYS10631

Resource [Software-ID:{0} Patch-ID{1}] doesn't exist in server[Server-ID:{2}].

Description

The patch information corresponding to the specified patch ID does not exist.

Parameter

{0}: Software ID

{1}: Patch ID

{2}: Server ID

Action

Check if the specified patch ID is correct.

VSYS10640

When the type of VM is the "RHEL-Xen", the MAC Address must be assigned.

Description

If the VM type is "RHEL-Xen", a MAC address must be specified.

Action

Check if the L-Server template VM type setting is correct.

VSYS10641

When the type of VM is the "VMware" or "Hyper-V", the MAC Address can't be assigned.

Description

If the VM type is either "VMware" or "Hyper-V", the MAC address cannot be specified.

Action

Do not specify a MAC address.

VSYS10642

Only one vnic can be set to control NIC.

Description

No more than one control NIC can be specified.

Action

Specify only one control NIC.

VSYS10643

The vnics' number can't exceed the max number of nics according to the image Id assigned.

Description

The number of NICs exceeds the maximum number of NICs that has been set for the specified image ID.

Action

Check the maximum number of NICs that has been set for the specified image ID, and change the number of NICs so that it does not exceed the maximum number.

VSYS10644

Overflow seqNum or the [System-ID: {0}] has a problem. Can't create VDISK-ID.

Description

A disk ID cannot be created, either because there has been an overflow for the number of digits of the disk ID serial number that is assigned automatically, or because there is a problem with the system.

Parameter

{0}: L-Platform ID

Action

Check whether adding one to the last disk ID serial number already on the L-Platform causes a digit overflow. (The disk ID serial number that is assigned automatically can have up to four digits.)

VSYS10645

The [Disk-Size:{0}] assigned overflowed its range.

Description

Specify the disk capacity so that it does not exceed the maximum capacity. The maximum value for the disk capacity is 99999.9 GB.

Parameter

{0}: Disk capacity

Action

Specify the disk capacity so that it does not exceed the maximum capacity.

VSYS10646

The disk name can't be the same.

Description

The specified disk name already exists.

Action

Specify a disk name that does not exist.

VSYS10647

The vdisks' number can't exceed the max number of disks according to the image Id assigned.

Description

The specified number of disks exceeds the maximum number of disks that has been set for the specified image ID.

Action

Check the maximum number of disks that has been set for the specified image ID, and change the number of disks so that it does not exceed the maximum number.

VSYS10648

The [Disk-Size:{0}] exceed the max disk size according to the image Id assigned.

Description

The specified disk capacity exceeds the maximum disk capacity that has been set for the specified image ID.

Parameter

{0}: Disk capacity

Action

Check the maximum disk capacity that has been set for the specified image ID, and change the disk capacity so that it does not exceed the maximum capacity.

VSYS10650

The [Image-ID:{0}] doesn't exist in the table software_link.

Description

The specified image ID does not exist in the "software_link" table.

Parameter

{0}: Image ID

Action

Check if the specified image ID is correct.

VSYS10651

The [Image-ID:{0}] doesn't have the OS.

Description

The specified image ID does not contain operating system information.

Parameter

{0}: Image ID

Action

Specify an image ID that contains operating system information.

VSYS10652

Because the VM type is "RHEL-Xen", the Mac Address must be assigned.

Description

If the VM type is "RHEL-Xen", a MAC address must be specified.

Action

Check if the L-Server template VM type setting is correct.

VSYS10653

The Image-ID of the [SERVER-ID: {0}] doesn't exist.

Description

The cloning image specified in server {0} does not exist.

Parameter

{0}: Server ID

Action

Check if the specified Image-ID is correct.

VSYS10654

At least one of the cpuPerf, numOfCpu or memorySize should be assigned.

Description

None of CPU performance, CPU number, or memory size is specified.

Action

Specify at least one of CPU performance, CPU number, or memory size

VSYS10655

The VM-Type of the [SERVER-ID:{0}] doesn't exist.

Description

The VM type specified in server {0} does not exist.

Parameter

{0}: Server ID

Action

Check if the specified VM-Type is correct.

VSYS10656

Because there is only one server in the system[{0}], it can't be released.

Description

Because there is only one server in the L-Platform, the server cannot be returned.

Parameter

{0}: L-Platform ID

Action

Either return the L-Platform, or create a new server before returning this server.

VSYS10657

Failed to get Lserver-Type. [SERVER-ID:{0}]

Description

The processing to get the L-Server type failed.

Parameter

{0}: Server ID

Action

A conflict has occurred with the internal processing.
Contact Fujitsu technical support.

VSYS10660

Resource[SERVER-ID:{0}] doesn't exist.

Description

When the server recovery was launched, the specified server could not be found.

Parameter

{0}: Server ID

Action

Check whether there is any error with the file that were imported using the disaster recovery function.
If the above does not apply, contact Fujitsu technical support.

VSYS10661

Resource [DISK-ID:{0}] doesn't exist.

Description

When the server recovery was launched, the specified disk could not be found.

Parameter

{0}: Disk ID

Action

Check whether there is any error with the file that were imported using the disaster recovery function.
If the above does not apply, contact Fujitsu technical support.

VSYS10662

Resource [SERVER-ID:{0}] already exist.

Description

A server with the specified server ID already exists when the server recovery is launched.

Parameter

{0}: Server ID

Action

Check whether there is any error with the file that were imported using the disaster recovery function.
If the above does not apply, contact Fujitsu technical support.

VSYS10663

Resource [DISK-ID:{0}] already exist.

Description

A disk with the specified disk ID already exists when the server recovery is launched.

Parameter

{0}: Disk ID

Action

Check whether there is any error with the file that were imported using the disaster recovery function.
If the above does not apply, contact Fujitsu technical support.

VSYS10664

Resource[Disk Index:{0}] doesn't exist.

Description

No disk with the specified disk number exists.

Parameter

{0}: Disk number

Action

Check whether there is any error with the file that were imported using the disaster recovery function.
If the above does not apply, contact Fujitsu technical support.

VSYS10670

Failed to get snapshot ID. [SERVER-ID:{0}]

Description

An attempt to get a snapshot ID has failed.

Parameter

{0}: Server ID

Action

A conflict has occurred with the internal processing.
Contact Fujitsu technical support.

VSYS10671

Failed to get cloningmaster ID. [SERVER-ID:{0}]

Description

The processing to get the cloning master ID failed.

Parameter

{0}: Server ID

Action

A conflict has occurred with the internal processing.
Contact Fujitsu technical support.

VSYS10672

The number of servers exceeded the max number of template.

Description

The maximum number of servers was exceeded.

Action

Check the number of servers deployed in the L-Platform.

VSYS10673

The number of servers exceeded the max number of network.[NETWORK-ID:{0}]

Description

The maximum number of servers in the network was exceeded.

Parameter

{0}: NetworkID

Action

Check the number of servers deployed in the displayed network.

VSYS10674

The image can't use the pool. [POOL-NAME: {0}]

Description

The server using the specified image cannot be deployed to the displayed pool.

Parameter

{0}: Pool name

Action

Check that an appropriate image or pool has been specified.

VSYS10675

Can't find the specified pool. [POOL-NAME:{0}]

Description

The specified Pool could not be found.

Parameter

{0}: Pool name

Action

Check whether the specified Pool name is correct.

VSYS10676

The state of the power supply of the server cannot be acquired. [Server-ID:{0}]

Description

The state of the power supply of the specified server cannot be acquired.

Parameter

{0}: Server ID

Action

Check whether the specified server ID is valid.
If the above does not apply, contact Fujitsu technical support.

VSYS10677

Tag [{0}] is required in the request XML.

Description

The specified XML file does not contain a required tag.

Parameter

{0}: Tag name

Action

Check whether the XML file is correct.
If the above does not apply, contact Fujitsu technical support.

VSYS10678

Pool must be specified when using RHEL-KVM.

Description

A pool must be specified when using KVM.

Action

Specify a Pool, and then try again.

VSYS10679

Storage Pool must be specified when using RHEL-KVM.

Description

A storage pool must be specified when using KVM.

Action

Specify a Storage Pool, and then try again.

VSYS10681

Only existing disk can be attached when using RHEL-KVM.

Description

Only an existing disk can be attached when using KVM.

Action

Use an existing disk.

20.9 Messages VSYS10700 to VSYS10794

VSYS10700

Resource[Disk-ID:{0}] doesn't exist.

Description

The specified disk does not exist.

Parameter

{0}: Disk ID

Action

Check whether the specified disk is correct.

VSYS10702

Disk-ID[{0}] has already detached.

Description

The specified disk has already been detached.

Parameter

{0}: Disk ID

Action

Check whether the specified disk is correct.

VSYS10703

Disk-ID [{0}] hasn't attached by Server-ID[{1}].

Description

The specified disk has been attached to another server.

Parameter

{0}: Disk ID

{1}: Server ID

Action

Check whether the specified disk is correct.

VSYS10705

Overflow seqNum. Can't create Disk-ID anymore. [seqNum:{0}].

Description

No more disks can be attached to the specified server.

Parameter

{0}: Disk ID serial number

Action

Check whether adding one to the last disk ID serial number on the L-Platform causes a digit overflow. (The disk ID serial number that is assigned automatically can have up to four digits.)

VSYS10706

Disk-Name [{0}] has already exist in the server[{1}].

Description

The specified disk name already exists.

Parameter

{0}: Disk name

{1}: Server ID

Action

Check whether the specified disk name exists in the server.

VSYS10707

Server-ID [{0}] is not {1} type.

Description

The specified server type is invalid.

Parameter

{0}: Server ID

{1}: Server type

Action

Check whether the specified server is correct.

VSYS10710

Server-ID related to Disk-ID : {0} doesn't exist in table[vdisk#instance].

Description

There are no servers with the specified disk.

Parameter

{0}: Disk ID

Action

Check whether the specified disk is correct.

VSYS10750

Resource [Task-ID: {0}] doesn't exit.

Description

A backup or restoration resource does not exist.

Parameter

{0}: Task ID

Action

Check whether there is a problem with the specified task ID.
If the error persists, contact Fujitsu technical support.

VSYS10760

BoDisk-ID that related Task-ID [{0}] doesn't exist in table [backup_restore].

Description

The disk ID for the backup disk cannot be looked up.

Parameter

{0}: Task ID

Action

Check whether there is a problem with the specified task ID.

VSYS10770

Status of BackupRestore [{0}] is WAITING.

Description

The task is currently waiting.

Parameter

{0}: Task ID

Action

Check the status of the managed server, and then try again.

VSYS10771

Status of BackupRestore [{0}] is RUNNING.

Description

The task is currently running.

Parameter

{0}: Task ID

Action

Check the status of the managed server, and then try again.

VSYS10772

Status of BackupRestore [{0}] is COMPLETED.

Description

The task has completed.

Parameter

{0}: Task ID

Action

Check the status of the managed server, and then try again.

VSYS10773

Status of BackupRestore [{0}] is CANCELLED.

Description

The task has been canceled.

Parameter

{0}: Task ID

Action

Check the status of the managed server, and then try again.

VSYS10774

Status of BackupRestore [{0}] is UNKNOWN.

Description

The status of the task is unknown.

Parameter

{0}: Task ID

Action

Check the status of the managed server, and then try again.

VSYS10780

Can't update column ['error_cancel_flag'] in table ['backup_restore']. Because Task-iD [{0}] doesn't exist.

Description

The "error_cancel_flag" column cannot be updated because the task does not exist.

Parameter

{0}: Task ID

Action

Check whether there is a problem with the specified task ID.
If the error persists, contact Fujitsu technical support.

VSYS10785

Can't get empty Disk-Index of Server[{0}].

Description

No more disks can be attached to the specified server.

Parameter

{0}: Server ID

Action

Delete unnecessary disks, and then execute the command again.

VSYS10786

Disk-ID related to Server-ID[{0}] and Disk-Index[{1}] doesn't exist in table[disk_index].

Description

The disk is not attached to the specified server.

Parameter

{0}: Server ID

{1}: Disk index number

Action

Check that there are no errors on the specified server.

VSYS10794

The disk isn't found. [resourceId:{0}]

Description

The specified disk does not exist.

Parameter

{0}: Disk resource ID

Action

Check whether the specified disk exists.

VSYS10796

Deployment a server of Solaris Container is not supported.

Description

Solaris container servers are not supported.

Parameter

{0}: L-Server template name

Action

Check whether the VMType of the L-Server template is valid.
If the above does not apply, contact Fujitsu technical support.

20.10 Messages VSYS10900 to VSYS10902

VSYS10900

Resource [Server-ID:{0}] doesn't exit.

Description

The server resource does not exist.

Parameter

{0}: Server ID

Action

Check whether the "01_event_cfmg_hook.rb" script has been registered correctly.
If the error persists, contact Fujitsu technical support.

VSYS10901

Server-ID related to Resource-ID[{0}] doesn't exist in table[server#instance].

Description

The server ID cannot be looked up.

Parameter

{0}: Resource ID

Action

This message can be safely ignored if it is displayed when starting or stopping a server that has not been deployed by this product.
If the cause of the problem is other than the above, contact Fujitsu technical support.

VSYS10902

Org-ID related to Server-ID [{0}] doesn't exist in table [server#instance].

Description

The server tenant name cannot be looked up.

Parameter

{0}: Server ID

Action

Check whether the "01_event_cfmg_hook.rb" script has been registered correctly.
If the error persists, contact Fujitsu technical support.

VSYS10906

Failed to update pool. [Server-ID:{0}] [Detail:{1}]

Description

Failed to update pool information of the server.

Parameter

{0}: Server ID

Action

Contact Fujitsu technical support.

20.11 Messages VSYS11100

VSYS11100

Specified event log does not exist. seqno=[{0}]

Description

The specified message does not exist.

Parameter

{0}: Sequence number

Action

Check whether there is a problem with the specified sequence number.
If the error persists, contact Fujitsu technical support.

20.12 Messages VSYS11200 to VSYS11213

VSYS11200

Xml validation error. Software meta file=[{0}]

Description

An error has occurred with the XML validation for the software information file.

Parameter

{0}: Software information file name

Action

Check whether there are any problems with the information that has been entered in the software information file.

VSYS11201

Software does not exist. Software-ID=[{0}]

Description

The software corresponding to the specified software ID does not exist.

Parameter

{0}: Software information ID

Action

Contact Fujitsu technical support.

VSYS11202

Software meta file is not found. softwareMetaFilePath=[{0}]

Description

An error was detected when the existence of the software information file was being checked.

Parameter

{0}: Path to the software information file

Action

Check whether there is a problem with the pathname of the software information file.

VSYS11203

Only 'true' or 'false' can be set to verbose. value=[{0}]

Description

An error was detected while the verbose parameter was being checked.

Parameter

{0}: Specified parameter

Action

Check whether there is a problem with the specified parameter.

VSYS11204

Software name does not exist. Software-ID=[{0}] LCID=[{1}]

Description

The software name does not exist.

Parameter

{0}: Software ID

{1}: Locale ID

Action

Check whether there is a problem with the specified software name.

VSYS11206

The version-element is invalid. value=[{0}]

Description

The specification for the "version" element is incorrect.

Parameter

{0}: Specified parameter

Action

Check whether "2.0" has been specified for the "version" element.

VSYS11207

The specification of locale is requierd.

Description

A locale must be specified in either the request body or the software information.

Action

This may be an internal error.
Contact Fujitsu technical support.

VSYS11208

The specification of software's name is requierd.

Description

A software name must be specified in either the request body or the software information.

Action

Check if the software name is specified correctly.

VSYS11209

The content of software-element is invalid.

Description

The content of the "software" element is incorrect.

Action

Check whether the specifications for each of the elements within the "software" element are correct.

VSYS11210

The software is used by Images. Software-ID=[{0}] Image-ID=[{1}]

Description

The cloning image has already been registered with the specified image name.

Parameter

{0}: Software ID

{1}: Image ID

Action

Check if the image name is correct.
If the error persists, contact Fujitsu technical support.

VSYS11211

The software related to user's own organization can be managed. orgId=[{0}] ownerOrg=[{1}]

Description

Only software associated with the tenant user can be operated.

Parameter

{0}: Tenant name

{1}: Tenant name of owner's

Action

Check the software ID.
Check permissions.
If the error persists, contact Fujitsu technical support.

VSYS11212

Information on this software is not found. Software-ID=[{0}] Org-ID=[{1}]

Description

Detailed information concerning this software cannot be found.

Parameter

{0}: Software ID

{1}: Tenant name

Action

Check the software ID.
Check permissions.
If the error persists, contact Fujitsu technical support.

VSYS11213

The software is used by Public Template. Software-ID=[{0}]

Description

This software is being used by a published template.

Parameter

{0}: Software ID

Check the software ID.

If the error persists, contact Fujitsu technical support.

20.13 Messages VSYS11418 to VSYS11420

VSYS11418

Network resource doesn't exist. [resourceId:{0}]

Description

The network resource specified for "resourceId" does not exist.

Parameter

{0}: Network resource ID

Action

Check if the network resource ID is correct.

VSYS11419

The specified value is invalid. [{0}:{1}]

Description

The segment information (XML file) content contains an error.

Parameter

{0}: Tag name

{1}: Set value

Action

Check if the segment information (XML file) content is correct.

VSYS11420

There is no authority to register information. [Org-ID:{0}][Tenant Name:{1}]

Description

The user does not have permission to register segment information.

Parameter

{0}: Tenant name of registered user

{1}: Tenant name of registration destination

Action

Check if the segment information (XML file) content is correct.

20.14 Messages VSYS20000 to VSYS20105

VSYS20000

Unexpected HTTP status code of CBRM response. expected={0}, actual={1}, message={2}, object={3}, method={4}

Description

An unexpected HTTP status code was returned from the Resource Management function.

Parameter

{0}: Expected status code

{1}: Status code of the return value

{2}: Message

{3}: Object name

{4}: Method name

Action

Check if the Resource Management function is operating normally.
If the error persists, contact Fujitsu technical support.

VSYS20001

Validation error of CBRM response. message={0}, object={1}, method={2}

Description

There is a problem with the content of the response returned from the Resource Management function.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Action

Check if Resource Management function is operating normally.
If the error persists, contact Fujitsu technical support.

VSYS20002

Unexpected exception occurred during calling CBRM. message={0}, object={1}, method={2}

Description

An unexpected error occurred when the Resource Management function was called.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Action

Check if Resource Management function is operating normally.
If the error persists, contact Fujitsu technical support.

VSYS20003

Status of task is error in CBRM response. task_id={0}, error_code={1}, message={2}

Description

The response returned by the Resource Management function is an error status.

Parameter

{0}: Task ID of the Resource Management function

{1}: Message ID for the Resource Management function

{2}: Message for the Resource Management function

Action

If {1} is "00000", refer to the message that was output immediately before this message.

In other cases, refer to "Part 1 Messages Displayed by Virtual Edition and Cloud Edition" and follow the actions described for the message ID.

When this message is output on cancel an L-Platform, use the cfmg_deletelplatform command to delete the L-Platform after removing the cause of the error.

Refer to the "12.1 cfmg_deletelplatform (Delete L-Platform)" in the "Reference Guide (Command/XML) CE" for information on the cfmg_deletelplatform command.

VSYS20005

Unexpected HTTP status code of product registration response. expected={0}, actual={1}, message={2}, object={3}, method={4}

Description

An unexpected HTTP status code was returned while product information was being registered.

Parameter

{0}: Expected status code

{1}: Status code of the return value

{2}: Message

{3}: Object name

{4}: Method name

Action

Check whether the product information registration server is operating normally.

VSYS20006

Unexpected exception occurred during product registration. message={0}, object={1}, method={2}

Description

An unexpected error occurred while product information was being registered.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Action

Check whether the product information registration server is operating normally.

VSYS20010

SQL error occurred. message={0}, target={1}, method={2}

Description

An SQL error has occurred.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20011

Unexpected exception occurred during accessing database. message={0}, object={1}, method={2}

Description

An unexpected error has occurred while the database was being accessed.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20012

Failed to initialize database session. message={0}

Description

Initializing the database session has failed.

Parameter

{0}: Message

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20013

Failed to close database session. message={0}

Description

Closing the database session has failed.

Parameter

{0}: Message

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20014

Failed to commit changes in transaction. message={0}

Description

Committing the changes to the database has failed.

Parameter

{0}: Message

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20015

Failed to roll back changes in transaction. message={0}

Description

Rolling back the changes to the database has failed.

Parameter

{0}: Message

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20020

Unexpected exception occurred during executing step. message={0}, object={1}, method={2}

Description

An unexpected error has occurred with each task processing for the batch job.

Parameter

{0}: Message

{1}: Object name

{2}: Method name

Action

Contact Fujitsu technical support.

VSYS20030

Unexpected exception occurred during executing job. message={0}

Description

An unexpected error has occurred with the batch job.

Parameter

{0}: Message

Action

Contact Fujitsu technical support.

VSYS20040

Product ID is not found in the product table. product_type={0}

Description

Obtaining product information from the database has failed.

Parameter

{0}: Product type

Action

Check whether the RDB system is running normally.
If the error persists, contact Fujitsu technical support.

VSYS20041

Multiple product IDs are found in the product table. product_type={0}

Description

There are multiple product information IDs for the same product type.

Parameter

{0}: Product type

Action

Contact Fujitsu technical support.

VSYS20090

Precondition failed. {0} target={1}, method={2}, argument={3}

Description

An unexpected error has occurred.

Parameter

{0}: Detail code

{1}: Object name

{2}: Method name

{3}: Specified parameter

Action

Contact Fujitsu technical support.

VSYS20091

Postcondition failed. {0} target={1}, method={2}

Description

An unexpected error has occurred.

Parameter

{0}: Detail code

{1}: Object name

{2}: Method name

Action

Contact Fujitsu technical support.

VSYS20100

Timeout to create system. [System-ID:{0} Start Time:{1}]

Description

A timeout has occurred with the deployment processing.

Parameter

{0}: L-Platform ID

{1}: Start time for deployment setup

Action

Check if Resource Management function is operating normally.
If the error persists, contact Fujitsu technical support.

VSYS20101

Timeout to setup middleware [System-ID:{0} Start Time:{1}]

Description

A timeout has occurred with the middleware setup processing.

Parameter

{0}: L-Platform ID

{1}: Start time for middleware setup

Action

Refer to the message that was output immediately before this message.

VSYS20102

Failed to create event data file. [System-ID:{0} File Name:{1} Data:{2}]

Description

An attempt to generate an event data file for starting a post-processing flow has failed.

Parameter

{0}: L-Platform ID

{1}: Name of the event data file

{2}: Content of the event data file

Action

Eliminate the cause of the failure to generate the event data file, and then create an XML file with the name and content specified by the message and place it in the storage directory for event data files.

VSYS20105

Failed to add scope. [orgId:{0} userId:{1} vsysId:{2}]

Description

Failed to add the scope.

Parameter

{0}: Tenant name

{1}: User ID

{2}: L-Platform ID

Action

If the displayed user is a tenant user, add the required scope.
No action is required when the user is the tenant administrator.

VSYS20106

Failed to start server. [L-Platform ID:{0}][Server Name:{1}]

Description

Failed to start.

Parameter

{0}: L-Platform ID

{1}: Server name

Action

Contact the infrastructure administrator.

VSYS20107

Failed to stop server. [L-Platform ID:{0}][Server Name:{1}]

Description

Failed to stop.

Parameter

{0}: L-Platform ID

{1}: Server name

Action

Contact the infrastructure administrator.

20.15 Messages VSYS30000 to VSYS31104

VSYS30000

Failed to create L-Platform. [L-Platform ID:{0}][L-Platform Name:{1}][Detail:{2}({3}:{4})]

Description

An attempt to create the new L-Platform has failed.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30001

Failed to delete L-Platform. [L-Platform ID:{0}][L-Platform Name:{1}][Detail:{2}({3}:{4})]

Description

An attempt to return the L-Platform has failed.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30003

Failed to start server. [L-Platform ID: {0}][L-Platform Name: {1}][Detail: {2} ({3}:{4})]

Description

Failed to start the L-Server.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30004

Failed to stop server. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

An attempt to shut down the L-Platform has failed.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Log in to the L-Server to check the status.
If it is not possible to log in to the L-Server, contact the infrastructure administrator. Alternatively, forcibly stop the L-Server.

VSYS30005

Failed to create snapshot. [L-Platform ID:{0}][Server Name:{1}][Image ID:{2}][Detail:{3}({4}:{5})]

Description

An attempt to create a snapshot has failed.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Snapshot ID

{3}, {4} and {5}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30006

Failed to restore server. [L-Platform ID:{0}][Server Name:{1}][Image ID:{2}][Detail:{3}({4}:{5})]

Description

An attempt to restore the L-Server has failed.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Snapshot ID

{3}, {4} and {5}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30007

Failed to delete snapshot image. [Image ID:{0}][Detail:{1}({2}:{3})]

Description

An attempt to delete an image taken as a snapshot has failed.

Parameter

{0}: Snapshot ID

{1}, {2} and {3}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30008

Timeout to create L-Platform. [System ID:{0}][System Name:{1}]

Description

Deployment processing has timed out.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

Action

Contact the infrastructure administrator.

VSYS30011

Failed to create disk. [L-Platform ID:{0}][Server Name:{1}][Disk name:{2}][Detail:{3}({4}:{5})]

Description

Data disk creation failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Disk name

{3}, {4} and {5}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30012

Failed to delete disk. [L-Platform ID:{0}][Server Name:{1}][Disk name:{2}][Detail:{3}({4}:{5})]

Description

Data disk deletion failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}: Disk name

{3}, {4} and {5}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30013

Failed to rename L-Platform. [L-Platform ID:{0}][Detail:{1}({2}:{3})]

Description

L-Platform renaming failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}, {2} and {3}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30014

Failed to rename server. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

L-Server renaming failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30015

Failed to start L-Platform. [L-Platform ID:{0}][System Name:{1}][Detail:{2}({3}:{4})]

Description

L-Platform startup failed.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30016

Cannot find the L-Server. [L-Platform ID:{0}][Server Name:{1}]

Description

The server was not found.

Parameter

{0}: L-Platform ID

{1}: Server name

Action

The server may have been deleted.
Contact the infrastructure administrator.

VSYS30017

Failed to clone server. [L-Platform ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to collect images from the server.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS30019

Failed to start servers. [Tenant Name:{0}]

Description

Failed to execute batch server start-up.

Parameter

{0}: Tenant name

Action

Contact the infrastructure administrator.

VSYS30020

Failed to stop servers. [Tenant Name:{0}]

Description

Failed to execute batch server shutdown.

Parameter

{0}: Tenant name

Action

Contact the infrastructure administrator.

VSYS30021

Failed to stop L-Platform. [L-Platform ID:{0}][L-Platform Name:{1}][Detail:{2}({3})]

Description

Failed to stop L-Platform.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

{2} and {3}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31000

Failed to create server. [System ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

L-Server creation failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31001

Failed to reconfigure server. [System ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

L-Server details modification failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31002

Failed to delete server. [System ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

L-Server deletion failed during L-Platform reconfiguration.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31004

Failed to import system. [System ID:{0}][Detail:{1}({2}:{3})]

Description

L-Platform import failed.

Parameter

{0}: L-Platform ID

{1}, {2} and {3}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31005

Failed to register system to access control. [System ID:{0}]]

Description

An attempt to register the L-Platform with access control failed during the L-Platform creation.

Parameter

{0}: L-Platform ID

Action

Contact the infrastructure administrator.

VSYS31006

Failed to reconfigure Firewall setting. [L-Platform ID:{0}][L-Platform Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to change the firewall settings.

Parameter

{0}: L-Platform ID
{1}: L-Platfrom name
{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31007

Failed to move L-Platform. [L-Platform ID:{0}]

Description

Failed to move the L-Platform.

Parameter

{0}: L-Platform ID

Action

Contact the infrastructure administrator.

VSYS31008

Failed to delete scope. [User:{0}][Role:{1}][Scope:{2}]

Description

Failed to delete the scope.

Parameter

{0}: User ID

{1}: role name

{2}: Scope

Action

If the displayed user is a tenant user, delete the unnecessary scope.
No action is required when the user is the tenant administrator.

VSYS31009

Failed to add role. [User:{0}][Role:{1}][Scope:{2}]

Description

Failed to add the scope.

Parameter

{0}: User ID

{1}: role name

{2}: Scope

Action

If the displayed user is a tenant user, add the required scope.
No action is required when the user is the tenant administrator.

VSYS31010

Failed to create disk. [System ID:{0}][Server Name:{1}][Detail:{2}({3}:{4})]

Description

Failed to add disk when performing L-Platform modification.

Parameter

{0}: L-Platform ID

{1}: Server name

{2}, {3} and {4}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31020

Failed to start the servers of a tenant. [Tenant Name:{0}][Detail:{1}({2}:{3})]

Description

Resource Management returned an error while starting servers of a tenant.

Parameter

{0}: Tenant name
{1}, {2} and {3}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31021

Failed to stop the servers of a tenant. [Tenant Name:{0}][Detail:{1}({2}:{3})]

Description

Resource Management returned an error while stopping servers of a tenant.

Parameter

{0}: Tenant name
{1}, {2} and {3}: Detailed information

Action

Contact the infrastructure administrator.

VSYS31100

Canceled the creation of L-Platform. [L-Platform ID:{0}][L-Platform Name:{1}]

Description

Creation of the L-Platform was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Platform name

Action

No action is required.

VSYS31101

Canceled the creation of server. [L-Platform ID:{0}][Server Name:{1}]

Description

Creation of the L-Server was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Action

No action is required.

VSYS31102

Canceled the creation of snapshot. [L-Platform ID:{0}][Server Name:{1}]

Description

Collection of the snapshot or backup was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Action

No action is required.

VSYS31103

Canceled restore server. [L-Platform ID:{0}][Server Name:{1}]

Description

Restoration of the L-Server was cancelled.

Parameter

{0}: L-Platform ID

{1}: L-Server name

Action

No action is required.

VSYS31104

Canceled the creation of image. [L-Platform ID:{0}][Server Name:{1}]

Description

Collection of the images from the L-Server was cancelled.

Parameter

{0}: L-Platform ID

{1}: Name of image collection source L-Server

Action

No action is required.

20.16 Messages VSYS40600 to VSYS40634

VSYS40600

config file read err [path:{0}] invalid value [key:{1}] [value:{2}]

Description

There is a problem with the value of a key item in the configuration file.

Parameter

{0}: Path to the configuration file

{1}: Key item

{2}: Key value

Action

Set the correct value for the key item, and then restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40601

config file read err [path:{0}] param none

Description

A mandatory parameter has not been specified in the configuration file.

Parameter

{0}: Path to the configuration file

Action

Specify the mandatory items in the configuration file, and then restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40602

config file read err [path:{0}] [detail:{1}]

Description

Reading the configuration file has failed.

Parameter

{0}: Path to the configuration file

{1}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40610

input param none

Description

There are insufficient parameters embedded in the mail template.

Action

Contact Fujitsu technical support.

VSYS40611

file read err [path:{0}] [detail:{1}]

Description

Reading the mail template file has failed.

Parameter

{0}: Path to the template file

{1}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40612

subject none [path:{0}]

Description

A subject has not been specified in the template file.

Parameter

{0}: Path to the template file

Action

There is an error with the format of the template file.
Specify the subject, and then restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40620

input param none

Description

A parameter required for sending email has not been specified.

Action

Contact Fujitsu technical support.

VSYS40621

file save err [path:{0}] [detail:{1}]

Description

Saving the email that failed to be sent has failed.

Parameter

{0}: Name of the file for saving email

{1}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40622

mail send err [detail:{0}]

Description

An attempt to send email has failed.

Parameter

{0}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40630

file read err [path:{0}] [detail:{1}]

Description

Reading the returned email has failed.

Parameter

{0}: Path to the returned email

{1}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.

Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40631

file delete err [path:{0}] [detail:{1}]

Description

An attempt to delete a returned email [path: *path to the returned email*] has failed.

Parameter

{0}: Path to the returned email

{1}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40632

file move err [frompath:{0}] [topath:{1}] [detail:{2}]

Description

An attempt to move the returned email to be resent has failed.

Parameter

{0}: Path to the folder from which the returned email was moved

{1}: Path to the folder to which the returned email was moved

{2}: Detailed message

Action

Eliminate the cause of the problem by referring to the detailed message.
After the problem has been resolved, restart the manager.
Refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide CE" for information on the manager start method.

VSYS40633

thread err [detail:{0}]

Description

Thread standby processing has failed.

Parameter

{0}: Detailed message

Action

Contact Fujitsu technical support.

VSYS40634

unknown err [detail:{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed message

Action

Contact Fujitsu technical support.

20.17 Messages VSYS80000 to VSYS80803

VSYS80000

One of the following options has to be specified. ["-add", "-mod", "-del"]

Description

Command execution failed because none of the "-add", "-mod", or "-del" options were specified.

Action

Specify one of the "-add", "-mod" or "-del" options, then retry.

VSYS80001

[{0}] option isn't specified.

Description

A required option has not been specified.

Parameter

{0}: Option

Action

Check that there is nothing missing from the specified option.

VSYS80002

The specified input file can't be found. Input file= [{0}]

Description

Command execution failed because the specified input file cannot be found.

Parameter

{0}: File name

Action

Check that the path name for specified input file is correct.

VSYS80003

The specified start time to extract is wrong. The start time to extract= [{0}]

Description

Extract start time format is invalid, or the specified time is invalid.

Parameter

{0}: Time to start extraction

Action

Check that the specified time format is correct.

VSYS80004

The log format is wrong. Details= [{0}] Line number= [{1}] Log= [{2}]

Description

The relevant line could not be processed because the log format is wrong (processing of other lines proceeds).

Parameter

{0}: Detailed information

{1}: Line number in the input file

{2}: Content of the log

Action

The log shown in the error output is not processed. Check that the log with the relevant line is not corrupted.

VSYS80005

Failed to read the input file. Details=[{0}]

Description

Failed to read the input file.

Parameter

{0}: Detailed information

Action

Eliminate the cause of the error, and then re-execute the command.

VSYS80006

Wrong input file.

Description

Processing was canceled because the time of the log has reversed.

Action

Check that the correct order was maintained when concatenating the log files.

VSYS80007

Failed to create XML. Details=[{0}]

Description

An error occurred when creating the output information XML.

Parameter

{0}: Detailed information

Action

Eliminate the cause of the error, and then re-execute the command.

VSYS80008

Two or more [{0}] options are specified.

Description

The [{0}] option has been specified more than once.

Parameter

{0}: Option

Action

Specify the option once only, and then retry.

VSYS80009

The wrong option is specified. [{0}]

Description

An undefined option has been specified.

Parameter

{0}: Invalid option

Action

Make sure that an invalid option has not been specified.

VSYS80010

The wrong option is specified. [{0}]

Description

An input file name has not been specified.

Action

Specify an input file name and retry.

VSYS80011

The start time to extract isn't specified.

Description

A time to start extraction has not been specified.

Action

Specify a time to start extraction and retry.

VSYS80012

The file already exists. [{0}]

Description

The specified file already exists.

Parameter

{0}: File name

Action

Specify a file name that does not exist for the output file name.

VSYS80013

The output file name isn't specified.

Description

An output file name has not been specified.

Action

Specify an output file name and retry.

VSYS80014

Failed to output result. Details=[{0}]

Description

Failed to output file.

Parameter

{0}: Detailed information

Action

Eliminate the cause of the error, and then re-execute the command.

VSYS80098

Failed to execute the command.

Description

An attempt to execute the command has failed.

Action

An internal error occurred.
Contact Fujitsu technical support.

VSYS80099

Unexpected error has occurred. Details=[{0}]

Description

An unexpected error has occurred.

Parameter

{0}: Detailed error information

Action

An internal error occurred.
Contact Fujitsu technical support.

VSYS80101

Failed to deploy the system. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Action

Follow the "Actions" corresponding to the error code (VSYSnnnnn).

VSYS80102

The configuration information of the specified system doesn't exist.

Description

The configuration information for the specified L-Platform ID does not exist in the L-Platform Management function.

Action

Check the L-Platform ID, and then re-execute the command.

VSYS80103

The specified system doesn't exist in the additional information file. ({0})

Description

The system information for the specified L-Platform ID does not exist in the additional information file.
The L-Platform ID may be incorrect.

Parameter

{0}: L-Platform ID

Action

Check the L-Platform ID, and then re-execute the command.

VSYS80201

Failed to deploy the server. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Action

Follow the "Actions" corresponding to the error code (VSYSnnnnn).

VSYS80202

The configuration information of the specified server doesn't exist.

Description

The configuration information for the specified server ID does not exist in the L-Platform management function.

Action

Check the server ID, and then re-execute the command.

VSYS80203

The specified server doesn't exist in the additional information file. ({0})

Description

The server information for the specified server ID does not exist in the additional information file.
The server ID may be incorrect.

Parameter

{0}: Server ID

Action

Check the server ID, and then re-execute the command.

VSYS80301

Failed to deploy the disk. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Action

Follow the "Actions" corresponding to the error code (VSYSnnnnn).

VSYS80302

The configuration information of the specified disk doesn't exist.

Description

The configuration information for the specified disk ID does not exist in the L-Platform management function.

Action

Check the disk ID, and then re-execute the command.

VSYS80303

The specified disk doesn't exist in the additional information file. ({0})

Description

The disk information for the specified disk ID does not exist in the additional information file. The disk ID may be incorrect.

Parameter

{0}: Server ID

Action

Check the disk ID, and then re-execute the command.

VSYS80601

Failed to set the changed configuration information. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Action

Follow the "Actions" corresponding to the error code (VSYSnnnnn).

VSYS80602

The configuration information of the specified system or server doesn't exist.

Description

The configuration information for the specified system or server does not exist in the L-Platform management function.

Action

Check the L-Platform ID and content of the changed configuration information file, and then re-execute the command.

VSYS80603

The specified system doesn't exist in the changed configuration information file. ({0})

Description

The system information for the specified L-Platform ID does not exist in the changed configuration information file. The L-Platform ID may be incorrect.

Parameter

{0}: L-Platform ID

Action

Check the L-Platform ID, and then re-execute the command.

VSYS80701

Failed to delete the deployment master. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Action

Follow the "Actions" corresponding to the error code (VSYSnnnnn).

VSYS80801

Failed to change the server status. ({0})

Description

Processing within the server failed.

Parameter

{0}: VSYSnnnnn ("nnnnn" is a digit string.)

Action

Follow the "Actions" corresponding to the error code (VSYSnnnnn).

VSYS80802

The specified server doesn't exist.

Description

The configuration information for the specified server does not exist in the L-Platform management function.

Action

Check the server ID, and then re-execute the command.

VSYS80803

It can't be changed to the specified status.

Description

The server is in a status that cannot be changed to the specified status.

Action

Check the status of the server. Alternatively, check the server ID and retry.

Appendix A System Log Messages

This section shows a list of messages output to the system log by Resource Orchestrator.
For details of messages, refer to the description of each message.

Admin servers

- **Information messages**

FJSVrcx:INFO:21105:*server_name*:server status is changed to *status*
FJSVrcx:INFO:21111:*server_name*:server registration succeeded
FJSVrcx:INFO:21115:site manager started
FJSVrcx:INFO:21121:site manager stopped
FJSVrcx:INFO:21128:*service_name* started
FJSVrcx:INFO:21129:*service_name* stopped
FJSVrcx:INFO:21140:a setting was not checked because of insufficient information. target=*target*, detail=*detail*
FJSVrcx:INFO:21143:*operation*:started
FJSVrcx:INFO:21144:*operation*:completed
FJSVrcx:INFO:21145:*operation*:cancelled
FJSVrcx:INFO:21146:*name*:*type* status is changed to *status*
FJSVrcx:INFO:21151:*server_os_name*:*operation* from *server_name1* to *server_name2*
FJSVrcx:INFO:21155:*operation*:cancel started
FJSVrcx:INFO:29303:SNMPTrap daemon started.
FJSVrcx:INFO:29304:SNMPTrap daemon terminated.

- **Warning messages**

FJSVrcx:WARNING:41105:failed to get the server information from *server_name*
FJSVrcx:WARNING:41115:*server_name*:shutdown of the server failed. forced poweroff started
FJSVrcx:WARNING:41116:*server_name*:rebooting of the server failed. forced reboot started
FJSVrcx:WARNING:41303:*server_name*:server status is changed to *status*
FJSVrcx:WARNING:41305:*name*:*type* status is changed to *status*

- **Error messages**

FJSVrcx:ERROR:61104:failed to start *mgr_name*. code=%1
FJSVrcx:ERROR:61106:stopping of *mgr_name* failed. code=%1
FJSVrcx:ERROR:61107:starting of *mgr_name* failed. code=%1
FJSVrcx:ERROR:61111:failed to start site manager. code=%1
FJSVrcx:ERROR:61121:*server_name*:server status is changed to *status*
FJSVrcx:ERROR:61125:*original_server*:failed to shutdown. code=%1
FJSVrcx:ERROR:61130:stopping of site manager failed
FJSVrcx:ERROR:61131:site manager terminated abnormally
FJSVrcx:ERROR:61136:*service_name* stopped abnormally
FJSVrcx:ERROR:61143:*operation*:failed
FJSVrcx:ERROR:61144:*operation*:rollback failed
FJSVrcx:ERROR:61149:*name*:*type* status is changed to *status*
FJSVrcx:ERROR:61152:*operation*:cancel failed
FJSVrcx:ERROR:61193:invalid license key
FJSVrcx:ERROR:67198:command execution error.*detail*
FJSVrcx:ERROR:67302:*path*:system file not found
FJSVrcx:ERROR:67321:*image* not found.
FJSVrcx:ERROR:67322:agent is not registered. target=*target*
FJSVrcx:ERROR:67324:product-key is not set. target=*target*
FJSVrcx:ERROR:67325:illegal IP address. target=*target*, IP=*ip*
FJSVrcx:ERROR:67326:illegal hostname. target=*target*, hostname=*hostname*
FJSVrcx:ERROR:67328:failed to set hostname. target=*target*
FJSVrcx:ERROR:67329:*image* is already in use.
FJSVrcx:ERROR:67330:illegal operation specified for spare server. target=*target*

FJSVrcx:ERROR:67331:too many versions of cloning image exist. image=*name*
FJSVrcx:ERROR:68295:deployment engine error:*detail*
FJSVrcx:ERROR:68296:deployment engine cli error:*detail*
FJSVrcx:ERROR:68297:power control error:*detail*
FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.

Information

- On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCX".

- Events similar to the following may be output in the system log, but there are no effects on operation.
  The computer name of the admin server is displayed for *computer_name*.
  The startup account specified on installation is displayed for *account*.

Example

Windows saved user *computer_name\account* registry while an application or service was still using the registry during log off. The memory used by the user's registry has not been freed. The registry will be unloaded when it is no longer in use. This is often cause by services running as a user account, try configuring the services to run in either the LocalService or NetworkService account.

Managed servers

- **Warning messages**

  FJSVrcx:WARNING:49501:ServerView Agents has stopped

- **Error messages**

  FJSVrcx:ERROR:61501:the cloning process terminated abnormally. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*
  FJSVrcx:ERROR:61502:timeout occurred while executing the cloning process. product=_SET_PUBLICIP(Resource Coordinator), target=*obj*, event=*event*, action=*action*

Information

On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCXAT".

Server operating the HBA address rename setup service

- **Information messages**

  FJSVrcx:INFO:21128:*service_name* started
  FJSVrcx:INFO:21129:*service_name* stopped

- **Error messages**

  FJSVrcx:ERROR:61135:GENERIC_ERROR:*PxeMtftp*/*PxeParser*/*PxeService*:%1
  FJSVrcx:ERROR:61136:*service_name* stopped abnormally
  FJSVrcx:ERROR:61137:PXE server control failed
  FJSVrcx:ERROR:61138:internal error
  FJSVrcx:ERROR:61139:failed to get information from the management server
  FJSVrcx:ERROR:61506:SOCKET_ERROR:*PxeMtftp*/*PxeParser*/*PxeService*:%1

Information

On Windows, the above messages are output to the application log of the Windows Event Log. The Source is "JSE_SWRC_FJSVRCXRS" or "JSE_SWRC_FJSVRCXRS_PXE".

Glossary

access path

A logical path configured to enable access to storage volumes from servers.

active mode

The state where a managed server is performing operations.
Managed servers must be in active mode in order to use Auto-Recovery.
Move managed servers to maintenance mode in order to perform backup or restoration of system images, or collection or deployment of cloning images.

active server

A physical server that is currently operating.

admin client

A terminal (PC) connected to an admin server, which is used to operate the GUI.

admin LAN

A LAN used to manage resources from admin servers.
It connects managed servers, storage, and network devices.

admin server

A server used to operate the manager software of Resource Orchestrator.

affinity group

A grouping of the storage volumes allocated to servers. A function of ETERNUS.

Equivalent to the LUN mapping of EMC.

agent

The section (program) of Resource Orchestrator that operates on managed servers.

aggregate

A unit for managing storage created through the aggregation of a RAID group.

Aggregates can contain multiple FlexVols.

alias name

A name set for each ETERNUS LUN to distinguish the different ETERNUS LUNs.

Auto Deploy

A function for deploying VMware ESXi 5.0 to servers using the PXE boot mechanism.

Automatic Storage Layering

A function that optimizes performance and cost by automatically rearranging data in storage units based on the frequency of access.

Auto-Recovery

A function which continues operations by automatically switching over the system image of a failed server to a spare server and restarting it in the event of server failure.
This function can be used when managed servers are in a local boot configuration, SAN boot configuration, or a configuration such as iSCSI boot where booting is performed from a disk on a network.

- When using a local boot configuration

  The system is recovered by restoring a backup of the system image of the failed server onto a spare server.

- When booting from a SAN or a disk on a LAN

  The system is restored by having the spare server inherit the system image on the storage.
  Also, when a VLAN is set for the public LAN of a managed server, the VLAN settings of adjacent LAN switches are automatically switched to those of the spare server.

backup site

An environment prepared in a different location, which is used for data recovery.

BACS (Broadcom Advanced Control Suite)

An integrated GUI application (comprised from applications such as BASP) that creates teams from multiple NICs, and provides functions such as load balancing.

Basic Mode

A function that can be used by configuring a Cloud Edition license after installing ROR VE.

BASP (Broadcom Advanced Server Program)

LAN redundancy software that creates teams of multiple NICs, and provides functions such as load balancing and failover.

blade server

A compact server device with a thin chassis that can contain multiple server blades, and has low power consumption.
As well as server blades, LAN switch blades, management blades, and other components used by multiple server blades can be mounted inside the chassis.

blade type

A server blade type.
Used to distinguish the number of server slots used and servers located in different positions.

BladeViewer

A GUI that displays the status of blade servers in a style similar to a physical view and enables intuitive operation.
BladeViewer can also be used for state monitoring and operation of resources.

BMC (Baseboard Management Controller)

A Remote Management Controller used for remote operation of servers.

boot agent

An OS for disk access that is distributed from the manager to managed servers in order to boot them when the network is started during image operations.

CA (Channel Adapter)

An adapter card that is used as the interface for server HBAs and fibre channel switches, and is mounted on storage devices.

CCM (ETERNUS SF AdvancedCopy Manager Copy Control Module)

This is a module that does not require installation of the ETERNUS SF AdvancedCopy Manager agent on the server that is the source of the backup, but rather uses the advanced copy feature of the ETERNUS disk array to make backups.

chassis

A chassis used to house server blades and partitions.
Sometimes referred to as an enclosure.

cloning

Creation of a copy of a system disk.

cloning image

A backup of a system disk, which does not contain server-specific information (system node name, IP address, etc.), made during cloning.
When deploying a cloning image to the system disk of another server, Resource Orchestrator automatically changes server-specific information to that of the target server.

Cloud Edition

The edition which can be used to provide private cloud environments.

data center

A facility that manages client resources (servers, storage, networks, etc.), and provides internet connections and maintenance/operational services.

directory service

A service for updating and viewing the names (and associated attributes) of physical/logical resource names scattered across networks, based on organizational structures and geographical groups using a systematic (tree-shaped structure) management methodology.

disk resource

The unit for resources to connect to an L-Server. An example being a virtual disk provided by LUN or VM management software.

DN (Distinguished Name)

A name defined as a line of an RDN, which contains an entry representing its corresponding object and higher entry.

Domain

A system that is divided into individual systems using partitioning. Also used to indicate a partition.

DR Option

The option that provides the function for remote switchover of servers or storage in order to perform disaster recovery.

Dual-Role Administrators

The administrators with both infrastructure administrator's and tenant administrator's role.

dynamic LUN mirroring

This is a feature whereby a mirror volume is generated at the remote site when a volume is generated at the local site, and copies are maintained by performing REC.

dynamic memory

A function that optimizes physical memory allocation for virtual machines, depending on their execution status on Hyper-V.

end host mode

This is a mode where the uplink port that can communicate with a downlink port is fixed at one, and communication between uplink ports is blocked.

environmental data

Measured data regarding the external environments of servers managed using Resource Orchestrator.
Measured data includes power data collected from power monitoring targets.

ESC (ETERNUS SF Storage Cruiser)

Software that supports stable operation of multi-vendor storage system environments involving SAN, DAS, or NAS. Provides configuration management, relation management, trouble management, and performance management functions to integrate storage related resources such as ETERNUS.

ETERNUS SF AdvancedCopy Manager

This is storage management software that makes highly reliable and rapid backups, restorations and replications using the advanced copy feature of the ETERNUS disk array.

Express

The edition which provides server registration, monitoring, and visualization.

FC switch (Fibre Channel Switch)

A switch that connects Fibre Channel interfaces and storage devices.

Fibre Channel

A method for connecting computers and peripheral devices and transferring data.

Generally used with servers requiring high-availability, to connect computers and storage systems.

Fibre Channel port

The connector for Fibre Channel interfaces.

When using ETERNUS storage, referred to as an FC-CA port, when using NetApp storage, referred to as an FC port, when using EMC CLARiiON, referred to as an SP port, when using EMC Symmetrix DMX or EMC Symmetrix VMAX, referred to as a DIRECTOR port.

fibre channel switch blade

A fibre channel switch mounted in the chassis of a blade server.

FlexVol

A function that uses aggregates to provide virtual volumes.

Volumes can be created in an instant.

FTRP

The pool for physical disks created by Automatic Storage Layering for ETERNUS.
In Resource Orchestrator, FTRPs are used as virtual storage resources on which Thin Provisioning attributes are configured.

FTV

The virtual volumes created by Automatic Storage Layering for ETERNUS.
In Resource Orchestrator, FTVs are used as disk resources on which Thin Provisioning attributes are configured.

global pool

A resource pool that contains resources that can be used by multiple tenants.
It is located in a different location from the tenants.
By configuring a global pool with the attributes of a tenant, it becomes possible for tenant administrators to use the pool.

global zone

The actual OS that is used for a Solaris container.

A Solaris environment that has been installed on a physical server.

GLS (Global Link Services)

Fujitsu network control software that enables high availability networks through the redundancy of network transmission channels.

GSPB (Giga-LAN SAS and PCI_Box Interface Board)

A board which mounts onboard I/O for two partitions and a PCIe (PCI Express) interface for a PCI box.

GUI (Graphical User Interface)

A user interface that displays pictures and icons (pictographic characters), enabling intuitive and easily understandable operation.

HA (High Availability)

The concept of using redundant resources to prevent suspension of system operations due to single problems.

hardware initiator

A controller which issues SCSI commands to request processes.
In iSCSI configurations, NICs fit into this category.

hardware maintenance mode

In the maintenance mode of PRIMEQUEST servers, a state other than Hot System Maintenance.

HBA (Host Bus Adapter)

An adapter for connecting servers and peripheral devices.
Mainly used to refer to the FC HBAs used for connecting storage devices using Fibre Channel technology.

HBA address rename setup service

The service that starts managed servers that use HBA address rename in the event of failure of the admin server.

HBAAR (HBA address rename)

I/O virtualization technology that enables changing of the actual WWN possessed by an HBA.

host affinity

A definition of the server HBA that is set for the CA port of the storage device and the accessible area of storage.
It is a function for association of the Logical Volume inside the storage which is shown to the host (HBA) that also functions as security internal to the storage device.

Hyper-V

Virtualization software from Microsoft Corporation.

Provides a virtualized infrastructure on PC servers, enabling flexible management of operations.

I/O virtualization option

An optional product that is necessary to provide I/O virtualization.
The WWNN address and MAC address provided is guaranteed by Fujitsu Limited to be unique.
Necessary when using HBA address rename.

IBP (Intelligent Blade Panel)

One of operation modes used for PRIMERGY switch blades.
This operation mode can be used for coordination with ServerView Virtual I/O Manager (VIOM), and relations between server blades and switch blades can be easily and safely configured.

ICT governance

A collection of principles and practices that encourage desirable behavior in the use of ICT (Information and Communication Technology) based on an evaluation of the impacts and risks posed in the adoption and application of ICT within an organization or community.

ILOM (Integrated Lights Out Manager)

The name of the Remote Management Controller for SPARC Enterprise T series servers.

image file

A system image or a cloning image. Also a collective term for them both.

infrastructure administrator

A user who manages the resources comprising a data center.
infra_admin is the role that corresponds to the users who manage resources.
Infrastructure administrators manage all of the resources comprising a resource pool (the global pool and local pools), provide tenant administrators with resources, and review applications by tenant users to use resources.

IPMI (Intelligent Platform Management Interface)

IPMI is a set of common interfaces for the hardware that is used to monitor the physical conditions of servers, such as temperature, power voltage, cooling fans, power supply, and chassis.
These functions provide information that enables system management, recovery, and asset management, which in turn leads to reduction of overall TCO.

IQN (iSCSI Qualified Name)

Unique names used for identifying iSCSI initiators and iSCSI targets.

iRMC (integrated Remote Management Controller)

The name of the Remote Management Controller for Fujitsu's PRIMERGY servers.

iSCSI

A standard for using the SCSI protocol over TCP/IP networks.

iSCSI boot

A configuration function that enables the starting and operation of servers via a network.

The OS and applications used to operate servers are stored on iSCSI storage, not the internal disks of servers.

iSCSI storage

Storage that uses an iSCSI connection.

LAG (Link Aggregation Group)

A single logical port created from multiple physical ports using link aggregation.

LAN switch blades

A LAN switch that is mounted in the chassis of a blade server.

LDAP (Lightweight Directory Access Protocol)

A protocol used for accessing Internet standard directories operated using TCP/IP.

LDAP provides functions such as direct searching and viewing of directory services using a web browser.

license

The rights to use specific functions.

Users can use specific functions by purchasing a license for the function and registering it on the manager.

link aggregation

Function used to multiplex multiple ports and use them as a single virtual port.

With this function, if one of the multiplexed ports fails its load can be divided among the other ports, and the overall redundancy of ports improved.

Function used to multiplex multiple ports and use them as a single virtual port.

By using this function, it becomes possible to use a band equal to the total of the bands of all the ports.

Also, if one of the multiplexed ports fails its load can be divided among the other ports, and the overall redundancy of ports improved.

local pool

A resource pool that contains resources that can only be used by a specific tenant.

They are located in tenants.

logical volume

A logical disk that has been divided into multiple partitions.

L-Platform

A resource used for the consolidated operation and management of systems such as multiple-layer systems (Web/AP/DB) comprised of multiple L-Servers, storage, and network devices.

L-Platform template

A template that contains the specifications for servers, storage, network devices, and images that are configured for an L-Platform.

LSB (Logical System Board)

A system board that is allocated a logical number (LSB number) so that it can be recognized from the domain, during domain configuration.

L-Server

A resource defined using the logical specifications (number of CPUs, amount of memory, disk capacity, number of NICs, etc.) of the servers, and storage and network devices connected to those servers.
An abbreviation of Logical Server.

L-Server template

A template that defines the number of CPUs, memory capacity, disk capacity, and other specifications for resources to deploy to an L-Server.

LUN (Logical Unit Number)

A logical unit defined in the channel adapter of a storage unit.

MAC address (Media Access Control address)

A unique identifier that is assigned to Ethernet cards (hardware).

Also referred to as a physical address.

Transmission of data is performed based on this identifier. Described using a combination of the unique identifying numbers managed by/assigned to each maker by the IEEE, and the numbers that each maker assigns to their hardware.

maintenance mode

The state where operations on managed servers are stopped in order to perform maintenance work.

In this state, the backup and restoration of system images and the collection and deployment of cloning images can be performed.

However, when using Auto-Recovery it is necessary to change from this mode to active mode. When in maintenance mode it is not possible to switch over to a spare server if a server fails.

managed server

A collective term referring to a server that is managed as a component of a system.

management blade

A server management unit that has a dedicated CPU and LAN interface, and manages blade servers.

Used for gathering server blade data, failure notification, power control, etc.

Management Board

The PRIMEQUEST system management unit.

Used for gathering information such as failure notification, power control, etc. from chassis.

manager

The section (program) of Resource Orchestrator that operates on admin servers.

It manages and controls resources registered with Resource Orchestrator.

master slot

A slot that is recognized as a server when a server that occupies multiple slots is mounted.

member server

A collective term that refers to a server in a Windows network domain that is not a domain controller.

migration

The migration of a VM guest to a different VM host. The following two types of migration are available:

- Cold migration

  Migration of an inactive (powered-off) VM guest.

- Live migration

  Migration of an active (powered-on) VM guest.

multi-slot server

A server that occupies multiple slots.

NAS (Network Attached Storage)

A collective term for storage that is directly connected to a LAN.

network device

The unit used for registration of network devices.

L2 switches and firewalls fit into this category.

network map

A GUI function for graphically displaying the connection relationships of the servers and LAN switches that compose a network.

network view

A window that displays the connection relationships and status of the wiring of a network map.

NFS (Network File System)

A system that enables the sharing of files over a network in Linux environments.

NIC (Network Interface Card)

An interface used to connect a server to a network.

non-global zone

A virtual machine environment that has been prepared in a global zone. Its OS kernel is shared with the global zone. Non-global zones are completely separate from each other.

OS

The OS used by an operating server (a physical OS or VM guest).

overcommit

A function to virtually allocate more resources than the actual amount of resources (CPUs and memory) of a server.
This function is used to enable allocation of more disk resources than are mounted in the target server.

PDU (Power Distribution Unit)

A device for distributing power (such as a power strip).
Resource Orchestrator uses PDUs with current value display functions as Power monitoring devices.

physical LAN segment

A physical LAN that servers are connected to.
Servers are connected to multiple physical LAN segments that are divided based on their purpose (public LANs, backup LANs, etc.).
Physical LAN segments can be divided into multiple network segments using VLAN technology.

physical network adapter

An adapter, such as a LAN, to connect physical servers or VM hosts to a network.

physical OS

An OS that operates directly on a physical server without the use of server virtualization software.

physical server

The same as a "server". Used when it is necessary to distinguish actual servers from virtual servers.

pin-group

This is a group, set with the end host mode, that has at least one uplink port and at least one downlink port.

Pool Master

On Citrix XenServer, it indicates one VM host belonging to a Resource Pool.
It handles setting changes and information collection for the Resource Pool, and also performs operation of the Resource Pool.
For details, refer to the Citrix XenServer manual.

port backup

A function for LAN switches which is also referred to as backup port.

port VLAN

A VLAN in which the ports of a LAN switch are grouped, and each LAN group is treated as a separate LAN.

port zoning

The division of ports of fibre channel switches into zones, and setting of access restrictions between different zones.

power monitoring devices

Devices used by Resource Orchestrator to monitor the amount of power consumed.
PDUs and UPSs with current value display functions fit into this category.

power monitoring targets

Devices from which Resource Orchestrator can collect power consumption data.

pre-configuration

Performing environment configuration for Resource Orchestrator on another separate system.

primary server

The physical server that is switched from when performing server switchover.

primary site

The environment that is usually used by Resource Orchestrator.

private cloud

A private form of cloud computing that provides ICT services exclusively within a corporation or organization.

public LAN

A LAN used for operations by managed servers.
Public LANs are established separately from admin LANs.

rack

A case designed to accommodate equipment such as servers.

rack mount server

A server designed to be mounted in a rack.

RAID (Redundant Arrays of Inexpensive Disks)

Technology that realizes high-speed and highly-reliable storage systems using multiple hard disks.

RAID management tool

Software that monitors disk arrays mounted on PRIMERGY servers.
The RAID management tool differs depending on the model or the OS of PRIMERGY servers.

RDM (Raw Device Mapping)

A function of VMware. This function provides direct access from a VMware virtual machine to a LUN.

RDN (Relative Distinguished Name)

A name used to identify the lower entities of a higher entry.

Each RDN must be unique within the same entry.

Remote Management Controller

A unit used for managing servers.
Used for gathering server data, failure notification, power control, etc.

- For Fujitsu PRIMERGY servers

  iRMC2

- For SPARC Enterprise

  ILOM (T series servers)
  XSCF (M series servers)

- For HP servers

  iLO2 (integrated Lights-Out)

- For Dell/IBM servers

  BMC (Baseboard Management Controller)

Remote Server Management

A PRIMEQUEST feature for managing partitions.

Reserved SB

Indicates the new system board that will be embedded to replace a failed system board if the hardware of a system board embedded in a partition fails and it is necessary to disconnect the failed system board.

resource

Collective term or concept that refers to the physical resources (hardware) and logical resources (software) from which a system is composed.

General term referring to the logical definition of the hardware (such as servers, storage, and network devices) and software that comprise a system.

resource folder

An arbitrary group of resources.

resource pool

On Citrix XenServer, it indicates a group of VM hosts.
For details, refer to the Citrix XenServer manual.

A unit for management of groups of similar resources, such as servers, storage, and network devices.

resource tree

A tree that displays the relationships between the hardware of a server and the OS operating on it using hierarchies.

role

A collection of operations that can be performed.

ROR console

The GUI that enables operation of all functions of Resource Orchestrator.

ruleset

A collection of script lists for performing configuration of network devices, configured as combinations of rules based on the network device, the purpose, and the application.

SAN (Storage Area Network)

A specialized network for connecting servers and storage.

SAN boot

A configuration function that enables the starting and operation of servers via a SAN.

The OS and applications used to operate servers are stored on SAN storage, not the internal disks of servers.

SAN storage

Storage that uses a Fibre Channel connection.

script list

Lists of scripts for the automation of operations such as status and log display, and definition configuration of network devices.
Used to execute multiple scripts in one operation. The scripts listed in a script list are executed in the order that they are listed.
As with individual scripts, they can are created by the infrastructure administrator, and can be customized to meet the needs of tenant administrators.
They are used to configure virtual networks for VLANs on physical networks, in cases where it is necessary to perform auto-configuration of multiple switches at the same time, or to configure the same rules for network devices in redundant configurations.
The script lists contain the scripts used to perform automatic configuration.
There are the following eight types of script lists:

- script lists for setup

- script lists for setup error recovery

- script lists for modification

- script lists for modification error recovery

- script lists for setup (physical server added)

- script lists for setup error recovery (physical server added)

- script lists for deletion (physical server deleted)

- script lists for deletion

server

A computer (operated with one operating system).

server blade

A server blade has the functions of a server integrated into one board.
They are mounted in blade servers.

server management unit

A unit used for managing servers.
A management blade is used for blade servers, and a Remote Management Controller is used for other servers.

server name

The name allocated to a server.

server NIC definition

A definition that describes the method of use for each server's NIC.
For the NICs on a server, it defines which physical LAN segment to connect to.

server virtualization software

Basic software which is operated on a server to enable use of virtual machines. Used to indicate the basic software that operates on a PC server.

ServerView Deployment Manager

Software used to collect and deploy server resources over a network.

ServerView Operations Manager

Software that monitors a server's (PRIMERGY) hardware state, and notifies of errors by way of the network.
ServerView Operations Manager was previously known as ServerView Console.

ServerView RAID

One of the RAID management tools for PRIMERGY.

ServerView Update Manager

This is software that performs jobs such as remote updates of BIOS, firmware, drivers, and hardware monitoring software on servers being managed by ServerView Operations Manager.

ServerView Update Manager Express

Insert the ServerView Suite DVD1 or ServerView Suite Update DVD into the server requiring updating and start it.

This is software that performs batch updates of BIOS, firmware, drivers, and hardware monitoring software.

Single Sign-On

A system among external software which can be used without login operations, after authentication is executed once.

slave slot

A slot that is not recognized as a server when a server that occupies multiple slots is mounted.

SMB (Server Message Block)

A protocol that enables the sharing of files and printers over a network.

SNMP (Simple Network Management Protocol)

A communications protocol to manage (monitor and control) the equipment that is attached to a network.

software initiator

An initiator processed by software using OS functions.

Solaris container resource pool

The Solaris Containers resource pool used in the global zone and the non-global zone.

Solaris Containers

Solaris server virtualization software.
On Solaris servers, it is possible to configure multiple virtual Solaris servers that are referred to as a Solaris Zone.

Solaris Zone

A software partition that virtually divides a Solaris OS space.

SPARC Enterprise Partition Model

A SPARC Enterprise model which has a partitioning function to enable multiple system configurations, separating a server into multiple areas with operating OS's and applications in each area.

spare server

A server which is used to replace a failed server when server switchover is performed.

storage blade

A blade-style storage device that can be mounted in the chassis of a blade server.

storage management software

Software for managing storage units.

storage resource

Collective term that refers to virtual storage resources and disk resources.

storage unit

Used to indicate the entire secondary storage as one product.

surrogate pair

A method for expressing one character as 32 bits.
In the UTF-16 character code, 0xD800 - 0xDBFF are referred to as "high surrogates", and 0xDC00 - 0xDFFF are referred to as "low surrogates". Surrogate pairs use "high surrogate" + "low surrogate".

switchover state

The state in which switchover has been performed on a managed server, but neither failback nor continuation have been performed.

system administrator

The administrator who manages the entire system. They perform pre-configuration and installation of Resource Orchestrator.

Administrator privileges for the operating system are required. Normally the roles of the infrastructure administrator and system administrator are performed concurrently.

System Board

A board which can mount up to 2 Xeon CPUs and 32 DIMMs.

system disk

The disk on which the programs (such as the OS) and files necessary for the basic functions of servers (including booting) are installed.

system image

A copy of the contents of a system disk made as a backup.
Different from a cloning image as changes are not made to the server-specific information contained on system disks.

tenant

A unit for the division and segregation of management and operation of resources based on organizations or operations.

tenant administrator

A user who manages the resources allocated to a tenant.
tenant_admin is the role for performing management of resources allocated to a tenant.
Tenant administrators manage the available space on resources in the local pools of tenants, and approve or reject applications by tenant users to use resources.

tenant folder

A resource folder that is created for each tenant, and is used to manage the resources allocated to a tenant.

L-Servers and local pools are located in tenant folders. Also, it is possible to configure a global pool that tenant administrators can use.

tenant user

A user who uses the resources of a tenant, or creates and manages L-Platforms, or a role with the same purpose.

Thick Provisioning

Allocation of the actual requested capacity when allocating storage resources.

Thin Provisioning

Allocating of only the capacity actually used when allocating storage resources.

tower server

A standalone server with a vertical chassis.

TPP (Thin Provisioning Pool)

One of resources defined using ETERNUS. Thin Provisioning Pools are the resource pools of physical disks created using Thin Provisioning.

TPV (Thin Provisioning Volume)

One of resources defined using ETERNUS. Thin Provisioning Volumes are physical disks created using the Thin Provisioning function.

UNC (Universal Naming Convention)

Notational system for Windows networks (Microsoft networks) that enables specification of shared resources (folders, files, shared printers, shared directories, etc.).

📝 Example

. . . .

\\hostname\dir_name

. . . .

UPS (Uninterruptible Power Supply)

A device containing rechargeable batteries that temporarily provides power to computers and peripheral devices in the event of power failures.
Resource Orchestrator uses UPSs with current value display functions as power monitoring devices.

URL (Uniform Resource Locator)

The notational method used for indicating the location of information on the Internet.

VIOM (ServerView Virtual-IO Manager)

The name of both the I/O virtualization technology used to change the MAC addresses of NICs and the software that performs the virtualization.
Changes to values of WWNs and MAC addresses can be performed by creating a logical definition of a server, called a server profile, and assigning it to a server.

Virtual Edition

The edition that can use the server switchover function.

Virtual I/O

Technology that virtualizes the relationship of servers and I/O devices (mainly storage and network) thereby simplifying the allocation of and modifications to I/O resources to servers, and server maintenance.
For Resource Orchestrator it is used to indicate HBA address rename and ServerView Virtual-IO Manager (VIOM).

virtual server

A virtual server that is operated on a VM host using a virtual machine.

virtual storage resource

This refers to a resource that can dynamically create a disk resource.
An example being RAID groups or logical storage that is managed by server virtualization software (such as VMware datastores).
In Resource Orchestrator, disk resources can be dynamically created from ETERNUS RAID groups, NetApp aggregates, and logical storage managed by server virtualization software.

virtual switch

A function provided by server virtualization software to manage networks of VM guests as virtual LAN switches.
The relationships between the virtual NICs of VM guests and the NICs of the physical servers used to operate VM hosts can be managed using operations similar to those of the wiring of normal LAN switches.

A function provided by server virtualization software in order to manage L-Server (VM) networks as virtual LAN switches.
Management of relationships between virtual L-Server NICs, and physical server NICs operating on VM hosts, can be performed using an operation similar to the connection of a normal LAN switch.

VLAN (Virtual LAN)

A splitting function, which enables the creation of virtual LANs (seen as differing logically by software) by grouping ports on a LAN switch.
Using a Virtual LAN, network configuration can be performed freely without the need for modification of the physical network configuration.

VLAN ID

A number (between 1 and 4,095) used to identify VLANs.
Null values are reserved for priority tagged frames, and 4,096 (FFF in hexadecimal) is reserved for mounting.

VM (Virtual Machine)

A virtual computer that operates on a VM host.

VM guest

A virtual server that operates on a VM host, or an OS that is operated on a virtual machine.

VM Home Position

The VM host that is home to VM guests.

VM host

A server on which server virtualization software is operated, or the server virtualization software itself.

VM maintenance mode

One of the settings of server virtualization software, that enables maintenance of VM hosts.
For example, when using high availability functions (such as VMware HA) of server virtualization software, by setting VM maintenance mode it is possible to prevent the moving of VM guests on VM hosts undergoing maintenance.
For details, refer to the manuals of the server virtualization software being used.

VM management software

Software for managing multiple VM hosts and the VM guests that operate on them.
Provides value adding functions such as movement between the servers of VM guests (migration).

VMware

Virtualization software from VMware Inc.
Provides a virtualized infrastructure on PC servers, enabling flexible management of operations.

VMware DPM (VMware Distributed Power Management)

A function of VMware. This function is used to reduce power consumption by automating power management of servers in VMware DRS clusters.

VMware DRS (VMware Distributed Resource Scheduler)

A function of VMware. This function is used to monitor the load conditions on an entire virtual environment and optimize the load dynamically.

VMware Teaming

A function of VMware. By using VMware Teaming it is possible to perform redundancy by connecting a single virtual switch to multiple physical network adapters.

Web browser

A software application that is used to view Web pages.

WWN (World Wide Name)

A 64-bit address allocated to an HBA.
Refers to a WWNN or a WWPN.

WWNN (World Wide Node Name)

The WWN set for a node.
The Resource Orchestrator HBA address rename sets the same WWNN for the fibre channel port of the HBA.

A name that is set as a common value for the Fibre Channel ports of a node. However, the definitions of nodes vary between manufacturers, and may also indicate devices or adapters. Also referred to as a node WWN.

WWPN (World Wide Port Name)

The WWN set for a port.
The Resource Orchestrator HBA address rename sets a WWPN for each fibre channel port of the HBA.

A name that is a unique value and is set for each Fibre Channel port (HBA, CA, fibre channel switch ports, etc.), and is the IEEE global MAC address.

As the Fibre Channel ports of the same WWPN are unique, they are used as identifiers during Fibre Channel port login. Also referred to as a port WWN.

WWPN zoning

The division of ports into zones based on their WWPN, and setting of access restrictions between different zones.

Xen

A type of server virtualization software.

XSB (eXtended System Board)

Unit for domain creation and display, composed of physical components.

XSCF (eXtended System Control Facility)

The name of the Remote Management Controller for SPARC Enterprise M series servers.

zoning

A function that provides security for Fibre Channels by grouping the Fibre Channel ports of a Fibre Channel switch into zones, and only allowing access to ports inside the same zone.