



Interstage Business Process Manager Analytics V12.1



Administration Guide

Windows/Linux

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About this Manual

This section explains summary, chapter overview, abbreviations, and provides useful information.

The contents in this section are as follows:

- [Purpose](#)
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Purpose

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

Intended Audience

- Operating system administration
- Application server administration
- Database administration

Chapter Overview

Chapter	Title	Description
1	Starting/Stopping Analytics Server	Describes how to start and stop built-in systems and related services on Analytics Server
2	Maintaining Analytics	General maintenance of the Analytics Server and Events database
3	Messages Overview	Overview of the messages that may be generated
4	Troubleshooting	How to deal with commonly encountered problems when they occur
A	Front Services and Management Messages	Log messages that are output to front services and management
B	Analytics Server Messages	Log messages that are output by the Analytics Server
C	Process Discovery Messages	Log messages that are output by Process Discovery
D	Maintaining the Built-in Database	Describes how to back up / re-store Built-in Database

Typographical Conventions

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

Reference Materials

- *Release Notes*

Contains an overview of the Analytics software and late-breaking information that could not be included in the manuals

- *Overview*

Describes the architecture and features of the Analytics software

- *Installation Guide*

Explains how to install Analytics

- *Dashboard / Output Guide*

Explains how to use the Analytics Dashboard

- *Analytics Studio Guide*

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

- *Management Console Guide*

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

- *Process Discovery Guide*

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

- *Migration Guide*

Explains how to migrate from previous version of the product

- *Handbook for the Process Discovery*

Explains how to operate the Process Discovery briefly

Abbreviations

The following references for BPM Analytics are also available:

Name	Abbreviation
Microsoft(R) Windows Server(TM) 2003, Standard Edition Microsoft(R) Windows Server(TM) 2003, Enterprise Edition Microsoft(R) Windows Server(TM) 2003 R2, Standard Edition Microsoft(R) Windows Server(TM) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2008, Standard Edition Microsoft(R) Windows Server(R) 2008, Enterprise Edition Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise	Windows Server
Microsoft(R) Windows Server(TM) 2003, Standard x64 Edition Microsoft(R) Windows Server(TM) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(TM) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(TM) 2003 R2, Enterprise x64 Edition	Windows Server 2003(x64), or Windows Server 2003
Microsoft(R) Windows Server(R) 2012 Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Foundation	Windows Server 2012
Microsoft(R) Windows(R) XP Professional operating system Microsoft(R) Windows(R) XP Home Edition operating system	Windows XP, or Windows
Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Enterprise	Windows Vista, or Windows

Name	Abbreviation
Microsoft(R) Windows Vista(R) Ultimate	
Microsoft(R) Windows(R) 7 Home Premium Microsoft(R) Windows(R) 7 Professional Microsoft(R) Windows(R) 7 Ultimate	Windows 7, or Windows
Microsoft(R) Windows(R) 8 Microsoft(R) Windows(R) 8 Pro Microsoft(R) Windows(R) 8 Enterprise	Windows 8, or Windows
Microsoft(R) Internet Explorer 7.0 Microsoft(R) Internet Explorer 8.0 Microsoft(R) Internet Explorer 9.0 Microsoft(R) Internet Explorer 10.0	Internet Explorer
Red Hat Enterprise Linux AS Red Hat Enterprise Linux ES Red Hat Enterprise Linux 5 Red Hat Enterprise Linux 6	Linux
Interstage Application Server Enterprise Edition Interstage Application Server Standard-J Edition	Interstage Application Server
Interstage Business Process Manager	Interstage BPM
Oracle Database 10g Enterprise Edition R10.1.0/R10.2.0 Oracle Database 10g Standard Edition R10.1.0/R10.2.0 Oracle Database 10g Standard Edition One R10.1.0/R10.2.0	Oracle10g, or Oracle
Oracle Database 11g Enterprise Edition Oracle Database 11g Standard Edition Oracle Database 11g Standard Edition One Oracle Database 11g R2 Enterprise Edition Oracle Database 11g R2 Standard Edition Oracle Database 11g R2 Standard Edition One	Oracle11g, or Oracle
Microsoft SQL Server 2005 Standard Edition Microsoft SQL Server 2005 Enterprise Edition	SQL Server 2005, or SQL Server
Microsoft SQL Server 2008 Standard Edition Microsoft SQL Server 2008 Enterprise Edition	SQL Server 2008, or SQL Server

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Chapter 1 Starting/Stopping Analytics Server

This chapter explains how to start and stop built-in systems and related services on Analytics Server. The built-in systems automatically start/stop when starting/stopping the operating system. So, you don't mind them in usual. In some cases like adding JDBC driver or backing up Analytics Server resources, start/stop of the corresponding services will be required.

1.1 Starting Built-in Application Server

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

- On Windows:

There are following options:

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

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

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

- On Linux:

- Login as root, and use the following command.

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

1.2 Stopping Built-in Application Server

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

- On Windows:

There are following options:

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

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

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

- On Linux:

- Login as root, and use the following command.

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

1.3 Starting Built-in Database

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

- On Windows:

There are following options:

- Use the following command.
- *net start "Interstage BPM Analytics builtin DB"*

- Do following operation for execution from UI.

Start the "Interstage BPM Analytics builtin DB" service using the Services window.

- On Linux:

- Login as root, and use the following command.

```
/opt/FJSVibpma/etc/FJSVibpma.pgs start
```

1.4 Stopping Built-in Database

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

- On Windows:

There are following options:

- Use the following command.

```
net stop "Interstage BPM Analytics builtin DB"
```

- Do following operation for execution from UI.

Stop the "Interstage BPM Analytics builtin DB" service using the Services window.

- On Linux:

- Login as root, and use the following command.

```
/opt/FJSVibpma/etc/FJSVibpma.pgs stop
```

1.5 Starting Analytics Server

Execute the following procedures in management console or on the host computer of the Analytics Server.

- Following is the screen of menu to start analytics server in management console.

```
Analytics System > Server Management > BPM Analytics Server > Server Status
```

- Start Analytics Server using the bpmstart command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

1.6 Stopping Analytics Server

Execute the following procedures in management console or on the host computer of the Analytics Server.

- Following is the screen of menu to stop analytics server in management console.

```
Analytics System > Server Management > BPM Analytics Server > Server Status
```

- Stop Analytics Server using the bpmstop command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

1.7 Starting Rule Engine

Following procedure explains how to start rule engine on Analytics Server.

- On Windows:

There are following options:

- Use the following command.

- *net start "Interstage BPM Analytics eRule Engine"*
- Do following operation for execution from UI.
Start the "Interstage BPM Analytics eRule Engine" service using the Services window.

- On Linux:

- Login as root, and use the following command.

`/opt/FJSVibpma/etc/FJSVibpma.server start`

1.8 Stopping Rule Engine

Following procedure explains how to stop rule engine on Analytics Server.

- On Windows:

There are following options:

- Use the following command.

net stop "Interstage BPM Analytics eRule Engine"

- Do following operation for execution from UI.

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

- On Linux:

- Login as root, and use the following command.

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

Chapter 2 Maintaining Analytics

This chapter provides details on how to maintain the Interstage Business Process Manager Analytics (BPMA) Server and the Analytics Database.

The Analytics Database consists of three databases:

- Events database
- Archive database
- Process Discovery database

2.1 Backing Up and Restoring the Environment

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



Note

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

2.1.1 Conditions for Backup and Restore

Back up and restore Analytics resources (Analytics Server resources, Analytics Database, remote sensors, and Windows Service Edition Text File Sensors) at the same time. If resources are backed-up individually, the system may not operate normally when the resources are restored.

2.1.2 Preparation

Commands are used for backup and restore, and by using specific command parameters you can also start and stop the application server. The method for starting and stopping the application server depends on the type of server being used. If a server other than the built-in application server or the Interstage Application Server (J2EE) is being used, edit the environment variables (the `aps.properties` file) before executing the backup or restore command. For details, refer to the `aps_start` command in "Management Command Line User Interface" of the *Interstage Business Process Manager Analytics Management Console Guide*.

2.1.3 Backup Procedure

Use the following procedure to perform a back up.

1. Back up Analytics Server resources.
2. Back up the Analytics Database.
3. Back up remote sensors (if used).
4. Back up Windows Service Edition Text File Sensors (if used).
5. Start the Analytics Server execution environment.

2.1.3.1 Backing Up Analytics Server Resources

Back up Analytics Server resources using the `bpmbackup` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.3.2 Backing Up the Analytics Database

The following databases are backed up:

- Events database
- Archive database (if used)
- Process Discovery database (if used)

The target for backup depends on the type of database being used. Refer to Section D.1, "Backing Up Built-in Database" in Appendix D, "Maintaining the Built-in Database" for details about the built-in database. For other databases, refer to the following table and check the targets in the Database Management window in the Management Console.

- Database	- Backup target	- Label in the Management Console
- Oracle	- Tablespace	- Table Space Name
- SQLServer	- Database	- database specified in JDBC Connection URL
- PostgreSQL	- Database	- database specified in JDBC Connection URL

Specify the tables to be used by Analytics if the above backup targets are also used by other software.

The following is a list of tables used by the BAM. This includes tables starting with:

- Table name starting with "B_EDI"
- B_ACTIONEVENT
- B_ACTIONHISTORY
- B_ACTIVITY
- B_ACTIVITYENTITY
- B_ALERT
- B_ALERTMANAGE
- B_ASCOUNT
- B_COMMENT
- B_DEFRELATION
- B_ESCRESULT
- B_IDHOLDER
- B_METAMANAGE
- B_PROCESS
- B_STATEMANAGER
- B_USERINFORMATION
- B_VERSION
- B_WFSITUATION
- B_WFTENDENCY

The following is a list of tables used by Process Discovery.

- Table name starting with "BUSINESS_"

- EXCEPTED_PROPERTY
- EXECUTE_LOG
- MODEL_CLASS
- MODEL_SERIES_CLASS
- MODEL_SET_CLASS
- PD_VERSION
- RAW_EVENT_CLASS
- RAW_EVENT_DATA
- RAW_EV_REL_CANDIDATE_SCORE
- RAW_PROPERTY_CLASS
- RAW_PROPERTY_DATA
- RAW_PROP_REL_SCORE
- TOPPIID

Backup is explained here using Oracle as an example. To back up other databases, back up the target resources by referring to the manuals for the database being used.

There are three ways to back up Oracle data:

- Oracle Export utility
- Oracle Recovery Manager
- Operating system's utilities

Refer to the Oracle manuals for details about these backup methods.

2.1.3.2.1 Example using the Oracle export utility

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

There is more than one way of backing up databases using the Oracle Export utility, such as backing up entire tablespaces (using the tablespace specification method) or backing up individual tables (using the table specification method). The following explains how to backup an entire tablespace.

To use the Oracle Export utility, execute the exp command as a database administrator.

Sample format of the database backup command (tablespace specification method)

For the italicized text, specify the items appropriate for the environment.

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

*1: Specifying GRANTS=y backs up the access permissions of the database

Example for the database backup command (tablespace specification method)

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

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

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

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

2.1.3.3 Backing Up Remote Sensors (If Used)

Back up remote sensors using the `bpmsensorbackup` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.



If the connection information is set to start manually, it is stopped. Change the connection information settings to automatically collect data after the command is executed.

2.1.3.4 Backing Up Windows Service Edition Text File Sensors (If Used)

Back up Windows Service Edition Text File Sensors using the `bpmtextsensorbackup` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.



If the connection information is set to start manually, it is stopped. Change the connection information setting to automatically collect data after the command is executed.

2.1.3.5 Starting the Analytics Server Execution Environment

Start the execution environment of the Analytics Server using the `aps_start` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.4 Restore Procedure

Use the following procedure for restoration.

1. Install the Analytics Server.
2. Restore the Analytics Server resources.
3. Restore the Analytics Database.
4. Restore remote sensors (if used).
5. Restore Windows Service Edition Text File Sensors (if used).
6. Start the Analytics Server execution environment.
7. Update the settings.
8. Start the remote sensor execution environment (if used).
9. Start the Windows Service Edition Text File Sensors (if used).



Note

Stop and restart the Analytics Server execution environment if the Analytics Server fails to start for the first time after restoration.

When using Process Discovery, working directory path which is specified during Analytics install must be identical between backup and restore.

Product logo image and corporate logo image of UI parts customize function are not restored.

2.1.4.1 Installing the Analytics Server

Install the Analytics Server when restoring the backed up environment to new hardware.

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

2.1.4.2 Restoring Analytics Server Resources

Restore Analytics Server resources using the `bpmrestore` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.4.3 Restoring the Analytics Database

This section describes how to restore the following databases.

- Events database
- Archive database (if used)
- Process Discovery database (if used)

This is not required for sensors.

This section explains how to restore these databases using Oracle as an example. Refer to Section D.2 "Restoring Built-in Database" in Appendix A, "Maintaining the Built-in Database" for details about restoring the built-in database. Refer to the manuals of other databases for details about how to restore the necessary resources.

To restore Oracle databases, use the restoration method of the tool that was used to back up the database. This example explains how to restore databases using the "Oracle Import utility". Refer to the Oracle manuals for details about other restoration methods.

Perform the following operations as a database administrator.

Create tablespaces

Create tablespaces for restoring the data to the database.

Sample format for creating tablespaces using SQL

For the italicized text, specify the items appropriate for the environment.

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

Sample SQL statements for creating tablespaces

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

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

```

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

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

```

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

Create a user

Create a user to connect with the database using this software.

Sample format for creating users using SQL

For the italicized text, specify the items appropriate for the environment.

```

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

```

Sample SQL statements for creating users

```

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

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

CREATE USER "PDBPM" PROFILE "DEFAULT"
IDENTIFIED BY "password" DEFAULT TABLESPACE "PDSPACE"
ACCOUNT UNLOCK;
GRANT "CONNECT" TO "PDBPM";

```

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

Restoring data

The Oracle data that was backed up in "[2.1.3.2 Backing Up the Analytics Database](#)" can be restored by executing the following command.

Sample format for the database restoration command

For the italicized text, specify the items appropriate for the environment.

```

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

```

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

Example of how to execute the database restoration command

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

```
imp 'esbpm/password@DBNAME' BUFFER=30720
FROMUSER=ESUSER TOUSER=ESBPM DESTROY=y
FILE=C:\BPMABackup\es_backup.dmp LOG=C:\BPMABackup\es_backup_imp.log

imp 'asbpm/password@DBNAME' BUFFER=30720
FROMUSER=ASUSER TOUSER=ASBPM DESTROY=y
FILE=C:\BPMABackup\as_backup.dmp LOG=C:\BPMABackup\as_backup_imp.log

imp 'pdpbm/password@DBNAME' BUFFER=30720
FROMUSER=ASUSER TOUSER=PDBPM DESTROY=y
FILE=C:\BPMABackup\pd_backup.dmp LOG=C:\BPMABackup\pd_backup_imp.log
```



Note

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

2.1.4.4 Restoring Remote Sensors (If Used)

2.1.4.4.1 Installing sensors

Install remote sensors when restoring the backed up environment to new hardware.

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

2.1.4.4.2 Restoring the environment

Restore a remote sensor using the `bpmsensorrestore` command on the machine where the remote sensor is operating.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.4.5 Restoring Windows Service Edition Text File Sensors (If Used)

2.1.4.5.1 Installing sensors

Install Windows Service Edition Text File Sensors when restoring the backed up environment to new hardware.

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

2.1.4.5.2 Restoring the environment

Restore a Windows Service Edition Text File Sensor using the `bpmtextsensorrestore` command on the machine where the sensor is operating.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.4.6 Starting the Analytics Server Execution Environment

Start the execution environment of the Analytics Server using the `aps_start` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.4.7 Updating the Settings

Updating the database connection information

If the information for connecting to databases has changed, use the Analytics Management Console to update the **Events DB**, **Archive DB**, and **Process Discovery DB** settings to match the post-restoration environment.

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

Updating the remote sensor connection information

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

Updating the information for Connecting to the Analytics Server

If the information for connecting to the Analytics Server has changed (due to reinstallation, for example), use the Analytics Management Console to update the **URL** in **Server URL** on the **Server Settings** tab to match the post-restoration environment.

And use the `bpmupdatesensorconf` command on the remote sensor and the windows service edition text file sensors to update the information for connecting to the Analytics Server.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

2.1.4.8 Starting the Remote Sensor Execution Environment (If Used)

Perform the following step to start the remote sensor execution environment:

- Start the Work Unit

Start the IBPMMSensor Work Unit using the Interstage Management Console.



Note

Stop and restart the remote sensor execution environment if the remote sensor has reinstalled..

2.1.4.9 Starting the Windows Service Edition Text File Sensors (If Used)

Perform the following step to start Windows Service Edition Text File Sensors:

- Start the service

Start the **Analytics Text File Sensor** service using the Services window.

2.2 Migrating Analytics Database

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

The storage location for the Events, Archive, and Process Discovery databases can be changed if the following conditions are met:

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

2.2.1 Procedure for Migrating the Events Database

The procedure to migrate the Events database is as follows.

1. Stop related systems.

2. Back up the Events database from its current storage location.
Back up the current Events database. Refer to "[2.1.3.2 Backing Up the Analytics Database](#)" for details about how to back up databases.
3. Restore the Events database to the new storage location.
Restore the data backed-up in step 2 to the new Events database. Refer to "[2.1.4.3 Restoring the Analytics Database](#)" for details about how to restore databases.
4. Start related systems.
5. Update the Events database connection information.
Update the information for connecting to the Events database with the information for the new Events database. Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details about how to change the information for connecting to the Events database.
6. Delete the old Events database.
Delete the Events database at the old storage location if it is no longer required. Refer to the *Interstage Business Process Manager Analytics Installation Guide* for details about how to delete the Events database.



Note

Check the procedure or sample script used to delete the old Events database to ensure the new Events database is not deleted by mistake.

2.2.2 Procedure for Migrating the Archive Database

The procedure to migrate the Archive database is as follows.

1. Stop related systems.
2. Back up the Archive database from its current storage location.
Back up the current Archive database. Refer to "[2.1.3.2 Backing Up the Analytics Database](#)" for details about how to backup databases.
3. Restore the Archive database to the new storage location.
Restore the data backed-up in step 2 to the new Archive database. Refer to "[2.1.4.3 Restoring the Analytics Database](#)" for details about how to restore databases.
4. Start related systems.
5. Update the Archive database connection information.
Update the information for connecting to the Archive database with the information for the new Archive database. Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details about how to change the information for connecting to the Archive database.
6. Delete the old Archive database.
Delete the Archive database at the old storage location if it is no longer required. Refer to the *Interstage Business Process Manager Analytics Installation Guide* for details about how to delete the Archive database.



Note

Check the procedure or sample script used to delete the old Archive database to ensure the new Archive database is not deleted by mistake.

2.2.3 Procedure for Migrating the Process Discovery Database

The procedure to migrate the Process Discovery database is as follows.

1. Stop related systems.
2. Back up the Process Discovery database from its current storage location.
Back up the current Process Discovery database. Refer to "[2.1.3.2 Backing Up the Analytics Database](#)" for details about how to backup databases.

3. Restore the Process Discovery database to the new storage location.
Restore the data backed-up in step 2 to the new Process Discovery database. Refer to "[2.1.4.3 Restoring the Analytics Database](#)" for details about how to restore databases.
4. Start related systems.
5. Update the Process Discovery database connection information.
Update the information for connecting to the Process Discovery database with the information for the new Process Discovery database. Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details about how to change the information for connecting to the Process Discovery database.
6. Delete the old Process Discovery database.
Delete the Process Discovery database at the old storage location if it is no longer required. Refer to *Interstage Business Process Manager Analytics Installation Guide* for details about how to delete the Process Discovery database.

Note

Check the procedure or sample script used to delete the old Process Discovery database to ensure the new Process Discovery database is not deleted by mistake.

Chapter 3 Messages Overview

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

3.1 Message Output Format

A sample message output is shown in the following table.

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

- **Message identifier**

The number identifying a message.

- **Message content**

The message text displayed on the screen or log file.

This manual does not cover the following messages:

- Messages that do not require any action.

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

- Messages that do not require a detailed explanation.

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

- Messages reporting problems that the user cannot resolve.

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

3.2 Message Output Destinations

Output destinations

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

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

Server logs

There are the following log files. The output directories of server logs depend on the type of application server being used.

- **(log/operation)operation.log**

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

- **(log/)access.log**

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

- **(log/)server.log**

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

The output directories of server logs are following.

- **Built-in Application Server:**

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

- **Interstage J2EE for Windows:**

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

- **Interstage J2EE for Linux:**

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

- **Interstage JavaEE for Windows:**

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

- **Interstage JavaEE for Linux:**

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

- **WebLogic Server for Windows:**

- “No-stage” mode:

C:\ibpmm\bpmm\ibpmm\log

- “Stage” mode:

<WebLogic domain dir>\servers\<server_name>\stage\ibpmm\ibpmm\log

- **WebLogic Server for Linux:**

- “No-stage” mode:

/var/opt/FJSVibpma/ibpmm/log

- “Stage” mode:

<WebLogic domain dir>/servers/<server_name>/stage/ibpmm/ibpmm/log

- **WebSphere Server:**

<WebSphere_Installation_Directory>/AppServer/profiles/<profile_name>/installedApps/<WebSphere_Cell_Name>/
ibpmm_war.ear/ibpmm.war/log

- **JBoss Server:**

- Default context:

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

- IBPMMServer context:

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



Information

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

Remote sensor logs

Remote sensor logs are output to the following folders:

- Interstage Application Server:

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

- Sensor as Windows service:

[*Sensor installation directory*]/log/agent

Dashboard logs

- **activity_monitor.log**

Includes information related to the behavior and operation of the Analytics Dashboard

- **activity_monitor_access.log**

Records details of user access and activity

Process Discovery logs

- **(log/bpme/)bpme.log**

Includes information related to the behavior and operation of Process Discovery

3.3 Message Description Format

The messages covered in this manual use the following format.

Message

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

Message type

Contains one of the following three message types:

- Error
- Warning
- Information

Parameters

Explains the parameters used in the message

Description

Contains a brief description of the message

Action

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

Chapter 4 Troubleshooting

4.1 Installation Problems

Installation failed on the Interstage Application Server J2EE (Windows)

Cause

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

Action

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

- Interstage Operation Tool
- INTERSTAGE

Error displayed in event log after installation

Problem

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

Cause

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

Action

No action required.

4.2 Problems with the Analytics Server

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

Cause

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

Action

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

Analytics Server failed to start

Cause

- The [Analytics eRule Engine] service or the process of *FJSVibpma.server start Command* is not running.
- An error in the settings for connecting to the Events Database.
- The Events Database (RDBMS) may not be running.

Action

Check the causes listed above, and take appropriate action.

Management Console or Analytics Console button does not work

Cause

In case "Internet Explorer Enhanced Security Configuration" is active on Windows Server 2003, 2008 or 2012, Management Console or Analytics Console may not work correctly since script execution is not permitted.

Action

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

4.3 Problems with Sensors

Sensor not running after installation

Cause 1

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

Action 1

Check the operational status using the Management Console.

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

Cause 2

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

Action 2

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

4.4 Event Collection Problems

Events cannot be collected

Cause

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

Action

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

Text file sensor events not collected

Cause

There may be an incorrect file name or directory path.

Action

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

Deletion and movement processing failed during text file collection

Cause

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

Action

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

Text file sensor collection failed

Cause 1

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

Action 1

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

Cause 2

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

Action 2

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

Cause 3

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

Action 3

Re-install using a shorter path.

Cause 4

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

Action 4

Check the target file.

Date and time information incorrectly extracted from a text file

Cause

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

Action

Check that the format specification is correct.

RDB sensor collection failed

Cause 1

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

Action 1

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

Cause 2

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

Action 2

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

Cause 3

RDB sensor data collection could fail depending on database type in case other type than String is specified as a "column used for difference".

Action 3

Specify string type column for "column used for difference".

The value of UDA cannot be collected by BPM Sensor

Cause

The check box of Trackable of UDA in Process definition is not true.

Action

Make the check box of Trackable of UDA true.

Event data have unappropriate value "?"

Cause

Character encoding of the uploaded file from label substitution of Management Console is UTF-8 with BOM.

Action

Upload the non BOM file.

4.5 Problems with the Management Console

Management Console not displayed correctly for example the See Setup Steps link cannot be clicked

Cause 1

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

Action 1

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

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

Cause 2

Management console might be running on compatibility mode because of browser settings in case of IE 8, 9 or 10.

(For example, accessing to Analytics server on intranet network.)

Action 2

Confirm that machine address which Analytics Server is installed is not in the list of website to be displayed in Compatibility View from [Tools]-[Compatibility View Settings] on your browser.

Also add machine address which Analytics Server is installed to the "Trusted sites" list on the "Security" tab from [Tools]-[Internet Options].

"Internal Server Error" encountered (Interstage Application Server J2EE)

Cause

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

Action

Start the "IBPMMServer" Interstage Application Server Work Unit.

Data migration problems

Cause

The Archive database connection Information setting may be incorrect.

Action

Check the settings on the Management Console.

Cannot create database table

Cause

The setting of the Management database may be wrong.

Action

Investigate the following items:

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

"?" is added to the head of the file downloaded by the Action of the label substitution.

Cause

Character encoding of the uploaded file is UTF-8 with BOM.

Action

Upload the non BOM file.

4.6 Problems Calculating Statistical data

Expected statistical data not generated

Cause

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

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

Action

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

Unexpected Results

Cause

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

- Attributes specified with group attributes may have been calculated as independent events.
- For calculations that require the total number of events, "Count" must be specified as the calculation method - not "Total". If "Total" is specified, the result will be the total of the data values for the target attributes.

Action

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

Measurement and judgment of lead time results not correct

Cause

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

Action

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

4.7 Problems with Dashboard

"Internal Server Error" displayed (Interstage Application Server J2EE)

Cause

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

Action

Start the "IBPMServer" Interstage Application Server Work Unit.

Cannot log into the dashboard

Cause 1

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

Action 1

Check for errors in the authentication environment setup.

Cause 2

Adequate permissions to allow login may not be set.

Action 2

Grant the user adequate permissions.

Dashboard not displayed correctly

Cause 1

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

Action 1

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

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

Cause 2

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

Action 2

Use a system where the required software is available.

Cause 3

In case of IE 8, 9 or 10, application might be running on the Compatibility mode by your browser's settings.

(For example, accessing Analytics server on the intranet network.)

Action 3

Check the website which Analytics Server is installed is removed from the list of Compatibility View settings.

And add the website address to the Trusted sites list on the Security tab on the Internet Options.

Extremely slow screen display response times

Cause 1

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

Action 1

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

Cause 2

The Events database may require performance tuning.

Action 2

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

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

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

Cause

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

Action

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

Unable to display the graph for performance view

Cause

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

Action

Check the causes listed above, and take appropriate action.

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

Cause

In case "Internet Explorer Enhanced Security Configuration" is active on Windows Server 2003, 2008 or 2012, Management Console or Analytics Console may not work correctly since script execution is not permitted.

Action

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

4.8 Problems Displaying Alerts

No Alerts Displayed in the Alert List

Cause

The cause may be any of the following:

- Events may not been collected.

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

Action

Check the causes listed above, and take appropriate action.

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

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

These may affect collection or alerts.

Intended alerts not displayed in alert list

Cause

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

Action

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

Unknown strings "{\$any words}" in alert message

Cause 1

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

Action 1

Update this parameter using Analytics Studio.

Cause 2

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

Action 2

Refer to "Editing Alerts" in the *Interstage Business Process Manager Analytics Studio Guide*, delete the unconverted parameter from the alert message using Analytics Studio.

4.9 Chart Display Problems

Analytics Studio chart Settings changes not applied

Cause

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

Action

Publish the definitions.

Cause 2

The user has not logged into the Analytics Dashboard again.

Action 2

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

Extremely slow screen display response times

Cause 1

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

Action 1

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

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

Cause 2

There may be too many charts in the chart layout.

Action 2

Display only 1 chart per layout.

Cause 3

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

Action 3

Try logging in again after a short delay.

"Data not found" displayed, no data plotted

Cause

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

Action

Check the causes listed above, and take appropriate action.

Statistics event charts not displayed exactly

Cause

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

Action

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

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

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

Cause

The session may have timed out.

Action

Log in again.

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

Cause

The maximum number 10,000 of events has been retrieved by the search.

Action

Edit the chart definitions to reduce the number of events.

"An unexpected error has occurred" is displayed

Cause

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

Action

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

4.10 Problems with Actions setting

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

Cause

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

Action

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

4.11 Problems with Process Generator

Process Generator tab is not displayed in Analytics Console

Cause 1

Process Discovery database has not been set up.

Action 1

Setup Process Discovery database on Management Console.

Cause 2

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

Action 2

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

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

Cause

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

Action

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

Error "The model does not exist" occurs on Model list screen

Cause 1

Analytics workspace directory might be deleted for some reason.

Action 1

Create new Process Discovery database.

Cause 2

In case a following message is output in the message area of the Process Data Generation screen:

"Insufficient memory. The size of the current CSV file is too large. Try again after reducing the file size."

Action 2

Reduce the file size or expand memory size. (Maximum memory pool should be increased.)

4.12 Problems with Process Analyzer

Process Analyzer tab is not displayed in Analytics Console

Cause 1

Process Discovery database has not been set up.

Action 1

Set up Process Discovery database on Management Console.

Cause 2

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

Action 2

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

Error "Failed to obtain data from the server" occurs on Process Analyzer operation

Cause 1

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

(In case Analytics Server is installed in Windows environment)

Action 1

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

Cause 2

Database connection failure might be happening.

Action 2

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

4.13 Problems in Analytics Studio

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

Cause 1

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

Action 1

Refresh your view.

Cause 2

Related element was cancel deleted after marked as deleted.

Action 2

Do following action after opening element marked as error.

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

Element is displayed under Unpublishable Element in Publish elements view

Cause 1

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

Action 1

Change all of related elements to Ready state.

Cause 2

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

Action 2

Change related event to Ready state.

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

Cause

Related element is not ever shared.

Action

Change all related elements to Shared state.

Empty error dialog pops up

Cause

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

Action

Login to Studio again.

"Search applet is undefined" is displayed in Online Help

Cause

Java plug-in is not installed in client system.

Action

Install java plug-in from <http://java.sun.com>.

"Show Header" of Direct Display URLs of Profile is not saved

Cause

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

Action

No action about this.

Element does not appear in the group view when publishing

Cause

Element is not related to any of the element or element itself or related element is not shared yet.

Action

Share either of the element itself or related element and make it “Shared” state.

Preview does not appear

Cause

Processing of preview might be failing.

Action

Refresh your browser (F5 in IE) or restart your browser.

4.14 Problems with Restore Commands

An error is output indicating there is no directory to deploy the ibpmm.war Web application

Cause 1

The Analytics Server resources may not have been deployed to the application server.

Action 1

Set up the Analytics Server, and then re-execute the command.

Cause 2

The directory may have changed from when the backup was performed and when the deployment is executed.

Action 2

Edit the *DeployDirectory* value in the backup.ini file so it matches the deployment destination, and then re-execute the command.

Cause 3

The Analytics Server was never started in the application server execution environment, and so the deployment directory was not created.

Action 3

Start the application server execution environment where the Analytics Server is deployed, and then re-execute the command.

An error is output in the Management Console after restoration

Cause

The host name and port number of the application server execution environment where the Analytics Server is deployed may have changed during the backup procedure.

Action

Specify the H and P parameters, and then re-execute the command.

The check for the status of the application server execution environment where the Analytics Server is deployed failed (Weblogic)

Cause

The ibpmm application may not be running.

Action

Start the ibpmm application, and then re-execute the command.

Appendix A Front Services and Management Messages

A.1 Dashboard Messages (BDSHxxxx, BDAVxxxx, BDWCxxxx)

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

BDSH1010

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

Message type

Warning

Parameters

{0}= Definition ID

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

Description

Content could not be displayed.

Action

Publish the definition.

BDSH1011

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

Message type

Warning

Parameters

{0}= Definition ID

Description

Content could not be displayed.

Action

Publish the definition.

BDSH1140

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

Message type

Warning

Parameters

{0}= ID

Description

A graph failed to display.

Action

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

BDSH1150

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

Message type

Warning

Parameters

{0}= ID

Description

The data table failed to display.

Action

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

BDSH1151

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

Message type

Warning

Parameters

{0}= ID

Description

The Event List Table failed to display.

Action

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

BDSH1160

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

Message type

Warning

Parameters

{0}= ID

Description

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

Action

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

BDSH1180

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

Message type

Warning

Parameters

{0}= ID

Description

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

Action

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

BDSH1711

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

Message type

Error

Parameters

None

Description

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

Action

Try to log in again after a few moments.

BDSH2110

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

Message type

Error

Parameters

None

Description

The Analytics Server may not have started correctly.

Action

Check the status of the Analytics Server.

BDSH2111

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

Message type

Error

Parameters

{0}: Detail information

Description

Communication with the Analytics Server failed.

Action

Check the status of the Analytics Server.

BDSH2340

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

Message type

Error

Parameters

{0}= Chart definition name

{1}= Number of records

Description

Maximum number of records have been retrieved by search.

Action

Edit the chart definition to reduce the number of records.

BDSH2712

Session is invalid. Please login again.

Message type

Error

Parameters

None

Description

The session is invalid. The operation cannot continue.

Action

Log out and then log in again.

BDSH3010

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

Message type

Error

Parameters

None

Description

The Analytics Server is not running.

Action

Start the Analytics Server.

BDSH3035

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

Message type

Error

Parameters

None

Description

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

Action

Correct the chart layout definition using Analytics Studio

BDSH9999, BDAV9999, BDWC9999

Unexpected error has occurred.

Message type

Error

Parameters

None

Description

An unspecified system error has occurred.

Action

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

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

If you cannot resolve this issue, contact Customer Support.

A.2 Management Command Messages (BADCxxxx, BALTxxxx, and BMSGxxxx)

This section covers messages that are output by management commands.

BADC2001

The administration password is not specified.

Message type

Error

Parameters

None

Description

The administration password is not specified.

Action

Specify the administration password when executing a management command.

BADC2101

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

Message type

Error

Parameters

{0}= Name of search condition definition file

Description

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

Action

Specify an existing file as the search condition definition file.

BADC2102

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

Message type

Error

Parameters

{0}= Name of CSV output file

Description

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

Action

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

BADC2202

The Target Database is not specified.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2203

The Business Process name is not specified.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2204

The Event name is not specified.

Message type

Error

Parameters

None

Description

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

Action

Specify the eventName parameter in the search condition definition file.

BADC2206

The output format for date type is incorrect.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2207

The output format for time type is incorrect.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2208

The Start Time format is incorrect.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2209

The Finish Time format is incorrect.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2212

The Finish Time should be after the Start Time.

Message type

Error

Parameters

None

Description

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

Action

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

BADC2301

The connection to the Analytics Server failed.

Message type

Error

Parameters

None

Description

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

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

Action

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

BADC2302

The connection to the Analytics Server failed.

Message type

Error

Parameters

None

Description

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

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

Action

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

BADC2401

It is possible that the work unit has stopped.

Message type

Error

Parameters

None

Description

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

Action

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

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

*1: Port number of Web server

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

BADC2502

The connection to the Analytics Server failed.

Message type

Error

Parameters

{0}= Detail message

Description

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

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

Action

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

BADC3001

Authentication failed. The password is incorrect.

Message type

Error

Parameters

None

Description

Authentication of the management password failed.

Action

Check the management password of superuser and try again.

BADC3002

The administration password is not specified.

Message type

Error

Parameters

None

Description

The administration password was not specified.

Action

Specify the administration password and try again.

BADC3101

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

Message type

Error

Parameters

{0}= Detailed message

Description

An error occurred while the Analytics Server was starting.

Action

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

BADC3103

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

Message type

Error

Parameters

{0}= Detailed message

Description

The Analytics Server failed to start.

Action

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

BADC3201

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

Message type

Error

Parameters

{0}= Detailed message

Description

An error occurred while the Analytics Server was shutting down.

Action

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

BADC3203

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

Message type

Error

Parameters

{0}= Detailed message

Description

The Analytics Server failed to shut down.

Action

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

BADC3301

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

BADC3401

The Analytics Server is not registered.

Message type

Error

Parameters

None

Description

The Analytics Server is not registered.

Action

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

BADC3402

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

Message type

Error

Parameters

{0}= Analytics Server identifier

Description

The specified Analytics Server does not exist.

Action

Check the Analytics Server identifier and perform the operation again.

BADC3501

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

Message type

Error

Parameters

{0}= Detailed message

Description

An error occurred during CSV output.

Action

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

BADC3502

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

Message type

Error

Parameters

{0}= Detailed message

Description

An error occurred during CSV output.

Action

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

BADC3612

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

Message type

Error

Parameters

{0}= Event Group name

{1}= Event name

Description

An event definition matching the specified conditions does not exist.

Action

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

BADC3613

The end day should be after the start day.

Message type

Error

Parameters

None

Description

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

Action

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

BADC3701

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

Message type

Error

Parameters

{0}= Event definition name

Description

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

Action

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

BADC3901

The Analytics Server has stopped.

Message type

Error

Parameters

None

Description

The Analytics Server is not running.

Action

Start the Analytics Server and perform the operation again.

BADC4001

The connection to the database failed.

Message type

Error

Parameters

None

Description

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

Action

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

BALT2519

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

Message type

Error

Parameters

None

Description

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

Action

Start the Analytics Server and perform the operation again.

BALT2520

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

Message type

Error

Parameters

None

Description

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

Action

Check that the action ID is correct.

BALT2521

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

Message type

Error

Parameters

Event definition identifier

Description

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

Action

There is no action to be taken.

BALT2522

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

Message type

Error

Parameters

Event definition identifier

Description

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

Action

There is no action to be taken.

BMSG0027

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

Message type

Error

Parameters

None

Description

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

Action

There is no action to be taken.

BMSG0028

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

Message type

Error

Parameters

None

Description

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

Action

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

A.3 Management Console Messages (BADMxxxx)

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

BADM2107

The session is already invalid.

Message type

Error

Parameters

None

Description

A time-out may have occurred.

Action

Log in again.

BADM2111

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

Message type

Error

Parameters

None

Description

The Analytics Server may be starting up.

Action

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

BADM2313

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Analytics Server name

Description

The Analytics Server could not start.

Action

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

BADM2314

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Analytics Server name

Description

The Analytics Server could not stop.

Action

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

BADM2315

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Analytics Server name

Description

The Analytics Server could not restart.

Action

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

BADM2318

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

Message type

Error

Parameters

{0}= Analytics Server name

{1}= Specified URL

Description

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

Action

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

BADM2343

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2344

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2354

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2373

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2374

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2383

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2384

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2403

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

Message type

Error

Parameters

{0}= Detailed message

Description

A list of Sensors could not be retrieved.

Action

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

BADM2404

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Sensor name

Description

Information relating to the Sensor could not be retrieved.

Action

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

BADM2410

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Sensor name

Description

The sensor failed to start.

Action

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

BADM2411

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

Message type

Error

Parameters

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

Description

The sensor failed to stop.

Action

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

BADM2412

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2413

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2416

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

Message type

Error

Parameters

{0}= Detailed message

Description

The startup process for the selected connection failed.

Action

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

BADM2417

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

Message type

Error

Parameters

{0}= Detailed message

Description

The shutdown process for the selected connection failed.

Action

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

BADM2418

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

Message type

Error

Parameters

None

Description

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

Action

Correct the Sensor URL in the Management Console.

BADM2419

The Sensor may have stopped.

Message type

Error

Parameters

None

Description

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

Action

Start the Sensor.

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

BADM2503

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

Message type

Error

Parameters

{0}= Detailed message

Description

The Events DB connection settings could not be retrieved.

Action

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

BADM2504

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

Message type

Error

Parameters

{0}= Detailed message

Description

The Events DB connection settings could not be updated.

Action

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

BADM2505

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

Message type

Error

Parameters

{0}= Detailed message

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

Description

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

Action

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

BADM2506

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

Message type

Error

Parameters

{0}= Detailed message

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

Description

The file failed to be read.

Action

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

BADM2513

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

BADM2514

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

BADM2523

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

BADM2524

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

BADM2543

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

Message type

Error

Parameters

{0}= Detailed message

Description

The SMTP server settings could not be retrieved.

Action

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

BADM2544

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

Message type

Error

Parameters

{0}= Detailed message

Description

The SMTP server settings could not be updated.

Action

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

BADM2553

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

Message type

Error

Parameters

{0}= Detailed message

Description

The SMTP authentication settings could not be retrieved.

Action

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

BADM2554

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

Message type

Error

Parameters

{0}= Detailed message

Description

The SMTP authentication settings could not be updated.

Action

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

BADM2563

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

Message type

Error

Parameters

{0}= Detailed message

Description

The POP authentication settings could not be retrieved.

Action

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

BADM2564

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

Message type

Error

Parameters

{0}= Detailed message

Description

The POP authentication settings could not be updated.

Action

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

BADM2582

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

Message type

Error

Parameters

{0}= Detailed message

Description

The list of data migration rules could not be retrieved.

Action

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

BADM2583

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

Message type

Error

Parameters

{0}= Detailed message

Description

The selected data migration rule could not be deleted.

Action

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

BADM2584

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Data migration rule name

Description

A new data migration rule could not be created.

Action

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

BADM2585

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

Message type

Error

Parameters

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

Description

Information about the data migration rule could not be retrieved.

Action

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

BADM2586

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

Message type

Error

Parameters

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

Description

The data migration rule could not be updated.

Action

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

BADM2589

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

Message type

Error

Parameters

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

Description

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

Action

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

BADM2591

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

Message type

Error

Parameters

{0}= Detailed message

Description

Could not add to the condition list.

Action

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

BADM2592

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

Message type

Error

Parameters

{0}= Data migration rule name

Description

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

Action

Specify a different data migration rule name.

BADM2593

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Business Process name

{2}= Event definition name

Description

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

Action

Specify a different Business Process-event definition combination.

BADM2594

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

Message type

Error

Parameters

{0}= Data migration rule name

Description

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

Action

Restart the server.

If the problem persists, contact Customer Support.

BADM2595

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Data migration rule name

Description

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

Action

Restart the server.

If the problem persists, contact Customer Support.

BADM2596

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

Message type

Error

Parameters

{0}= Detailed message

{1}= Data migration rule name

Description

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

Action

Restart the server.

If the problem persists, contact Customer Support.

BADM2597

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

Restart the server.

If the problem persists, contact Customer Support.

BADM2598

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

A.4 Analytics Studio Messages(BPMAxxxx)

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

Error marking element “{0}” for publication.

Message type

Error

Parameters

{0}=Element name

Description

Failed in publish operation.

Following reason can be considered.

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

Action

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

Error updating collection rule “{0}”.

Message type

Error

Parameters

{0}=Collection rule element name

Description

Failed in updating Collection Rule.

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

Action

Comfirm related event can be edited.

Error retrieving data for drill parameters.

Message type

Error

Parameters

None

Description

State of element might not be Being edited state.

Action

Change state to Being edited.

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

Message type

Error

Parameters

None

Description

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

Action

Login again.

The request could not be completed.

Message type

Error

Parameters

None

Description

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

Action

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

BPMA11005

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

Message type

Error

Parameters

None

Description

Library to connect Interstage BPM server have not been setup.

Action

Setup required library on Management Console.

BPMA11007

Error establishing a database connection. Please check the database setting, or check whether JDBC driver is imported in Management Console or check Collection Rule setting in Studio.

Message type

Error

Parameters

None

Description

Failed in connecting database.

Action

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

BPMA11008

Database Error. Please check the database setting, or check whether JDBC driver is imported in Management Console or check Collection Rule setting in Studio.

Message type

Error

Parameters

None

Description

Failed in connecting to database.

Action

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

BPMA11010

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

Message type

Error

Parameters

None

Description

Failed in connecting to Interstage BPM server.

Action

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

BPMA20001

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

Message type

Error

Parameters

{0}=Element name

Description

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

Action

Retry after deleting child element(s).

BPMA40003

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

Message type

Error

Parameters

None

Description

Failed in Element copy since parent element cannot be edited.

Action

Confirm parent element status.

BPMA50003

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

Message type

Error

Parameters

{0}=Event element name

Description

Related event cannot be edited.

Action

Confirm related event status.

BPMA14001

Element cannot be shared.({0})

Message type

Error

Parameters

{0}=Detail message

Description

Failed in sharing element since element is being edited by other user.

Action

Share element shown beside the message.

Appendix B Analytics Server Messages

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

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

BEFA2020

Unable to create a new connection.

Message type

Error

Parameters

None

Description

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

Action

Check the following:

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

BEFS3421

The rule is running.

Message type

Error

Parameters

None

Description

The relevant rule is currently processing.

Action

Stop the rule that is running.

BEFS3422

The rule is NOT running.

Message type

Error

Parameters

None

Description

The relevant rule is not currently running.

Action

Start the relevant rule that is not currently running.

BPSH1101

The SMTP address is not set to SMTP server information.

Message type

Warning

Parameters

None

Description

The SMTP address used for sending mail is not set.

Action

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

BPSH1104

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

Message type

Warning

Parameters

{0}= Transmission source address

Description

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

Action

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

BPSH1105

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

Message type

Warning

Parameters

None

Description

No source address for sending mail has been set.

Action

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

BPSH1106

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

Message type

Warning

Parameters

None

Description

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

Action

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

BPSH1109

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

Message type

Warning

Parameters

None

Description

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

Action

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

BPSH1110

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

Message type

Warning

Parameters

None

Description

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

Action

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

BPSH1111

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

Message type

Warning

Parameters

None

Description

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

Action

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

BPSH1112

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

Message type

Warning

Parameters

None

Description

The SMTP password for SMTP authentication has not been set.

Action

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

BPSH2403

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

Message type

Error

Parameters

{0}= Alert name

Description

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

Action

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

BPSH2503

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

Message type

Error

Parameters

{0}= Alert name

Description

POP authentication could not be performed.

Action

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

BPSH2504

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

Message type

Error

Parameters

{0}= Alert name

Description

A connection to the POP server could not be established.

Action

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

BPSH2505

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

Message type

Error

Parameters

{0}= Alert name

Description

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

Action

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

BPSH2506

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

Message type

Error

Parameters

{0}= Alert name

Description

SMTP authentication could not be performed.

Action

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

BPSH2507

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

Message type

Error

Parameters

{0}= Alert name

Description

A connection to the SMTP server could not be established.

Action

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

BPSH2508

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

Message type

Error

Parameters

{0}= Alert name

Description

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

Action

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

BPSH2512

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

Message type

Error

Parameters

{0}= Alert name

{1}= Language

{2}= Transmission destination address

Description

The destination address was invalid.

Action

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

BPSH2516

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

Message type

Error

Parameters

{0}= Alert name

Description

The specified number of mail transmission retries has been exceeded.

Action

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

BEGN1001

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

Message type

Warning

Parameters

{0}= List of failed definitions

Description

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

Action

Restart the Analytics Server.

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

BEGN1050

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

Message type

Warning

Parameters

{0}= Error details

Description

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

Action

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

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

BEGN1051

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

Message type

Warning

Parameters

{0}= Error details

Description

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

Action

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

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

BEGN1052

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

Message type

Warning

Parameters

{0}= Error details

Description

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

Action

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

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

BEGN1053

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

Message type

Warning

Parameters

{0}= Error details

Description

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

Action

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

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

BEGN2001

The Analytics Server failed to initialize. Check the environment.

Message type

Error

Parameters

None

Description

An environment-related error occurred.

Action

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

BEGN2002

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

Message type

Error

Parameters

None

Description

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

Action

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

BEGN2006

Registration of the Analytics Server failed.

Message type

Error

Parameters

None

Description

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

Action

Check the following:

- The Analytics Server host name is correct
-

BEGN2007

The Analytics Server failed to start. Check the settings, connection information and operational status of the database, and the operational status of the rule engine (eRule Engine or FJSVibpma.server).

Message type

Error

Parameters

None

Description

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

Action

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

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

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

BEGN2011

A common component failed to stop.

Message type

Error

Parameters

None

Description

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

Action

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

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

BEGN2016

The Sensor failed to start.

Message type

Error

Parameters

None

Description

The sensor controller failed to start.

Action

Check the following settings:

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

BEGN2019

The data migration function failed to start.

Message type

Error

Parameters

None

Description

The data migration function failed to start.

Action

Check the Archive DB connection information.

BEGN2022

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

Otherwise, no action needs to be taken.

If the problem persists, contact Customer Support.

BEGN2023

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

Message type

Error

Parameters

{0}= Version of Analytics Server

{1}= Version in settings

Description

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

Action

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

BEGN2112

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

Message type

Error

Parameters

None

Description

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

Action

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

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

BEGN2120

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

Message type

Error

Parameters

None

Description

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

Action

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

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

BEGN2121

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

Message type

Error

Parameters

None

Description

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

Action

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

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

BEGN3002

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

Message type

Error

Parameters

{0}= Event definition ID

Description

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

Action

Restart the Analytics Server.

BEGN3003

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

Message type

Error

Parameters

{0}= Event Group name

{1}= Event name

Description

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

Action

Restart the Analytics Server.

BEGN3004

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

Message type

Error

Parameters

{0}= Table name

Description

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

Action

Restart the Analytics Server.

BEGN3005

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

Message type

Error

Parameters

{0}= Event definition ID

Description

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

Action

Restart the Analytics Server.

BEGN3006

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

Message type

Error

Parameters

{0}= Event definition name

{1}= Version

Description

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

Action

Restart the Analytics Server.

BEGN3007

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

Message type

Error

Parameters

{0}= Lead time calculation rule ID

Description

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

Action

Restart the Analytics Server.

BEGN3008

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

Message type

Error

Parameters

{0}= Application package name

{1}= Calendar name

Description

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

Action

Restart the Analytics Server.

BEGN3009

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

Message type

Error

Parameters

{0}= Alert definition ID

Description

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

Action

Restart the Analytics Server.

BEGN3010

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

Message type

Error

Parameters

{0}= Business Process ID

Description

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

Action

Restart the Analytics Server.

BTSK2006

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

Message type

Error

Parameters

{0}= Schedule ID

Description

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

Action

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

BTSK2007

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

Message type

Error

Parameters

{0}= Schedule ID

Description

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

Action

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

BTSK2009

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

Message type

Error

Parameters

{0}= Schedule ID

Description

The schedule failed to run.

Action

Check if a schedule that cannot be executed was specified.

Example: Feb 30 of every year

BSRC2213

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

Message type

Error

Parameters

{0}= Table name in Events DB

Description

The specified table does not exist.

Action

Check the status of the database table definition.

BSRC2215

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

Message type

Error

Parameters

{0}= Detailed message

Description

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

Action

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

BECS1002

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

Message type

Warning

Parameters

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

Description

The event registration is congested.

Action

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

BECS1003

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

Message type

Warning

Parameters

None

Description

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

Action

There is no action to be taken.

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

BECS1004

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

Message type

Warning

Parameters

{0}= Threshold value

Description

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

Action

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

BECS1005

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

Message type

Warning

Parameters

{0}= Host name or IP address

Description

The address specified by access control has been specified incorrectly.

Action

Check the address specified by access control.

BECS2001

The Analytics Server is not operating.

Message type

Error

Parameters

None

Description

The Analytics Server is not running.

Action

Start the Analytics Server.

BECS2002

The event registration function is not supported.

Message type

Error

Parameters

None

Description

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

Action

Enable the event registration function and restart the Analytics Server.

BECS2003

The Analytics Server is shutting down.

Message type

Error

Parameters

None

Description

The Analytics Server is in the process of stopping.

Action

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

BECS2005

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

Message type

Error

Parameters

{0}= IP address

Description

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

Action

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

BECS2012

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

Message type

Error

Parameters

{0}= Sensor controller ID

Description

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

Action

Check that the sensor controller registration destination is correct.

BECS2013

The password cannot be authenticated.

Message type

Error

Parameters

None

Description

The specified password has not been authenticated.

Action

The password may have expired. Run the process again.

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

BECS2014

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

Message type

Error

Parameters

{0}= URL

Description

A connection to the specified URL could not be established.

Action

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

BECS2015

The administrator password is invalid.

Message type

Error

Parameters

None

Description

The specified password has not been authenticated.

Action

Check the password.

BECS2016

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

Message type

Error

Parameters

{0}= Acceptance ID

Description

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

Action

Check the specified Acceptance ID.

BECS2019

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

Message type

Error

Parameters

{0}= Sensor controller ID

Description

An error occurred during communications with a sensor controller.

Action

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

BECS3001

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

Message type

Error

Parameters

{0}= Error details

Description

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

Action

Check the event information being reported.

BECS3002

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

Message type

Error

Parameters

{0}= Path

Description

A directory could not be created in the specified path.

Action

Check the path.

BECS3003

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

Message type

Error

Parameters

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

Description

An attribute in the definition file has not been set.

Action

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

BECS3004

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

Message type

Error

Parameters

{0}= Attribute name

{1}= Attribute value

Description

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

Action

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

BECS3005

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

Message type

Error

Parameters

None

Description

The passphrase in the definition file is invalid.

Action

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

BECS3009

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

Message type

Error

Parameters

{0}= Error details

Description

A nonexistent event definition was reported.

Action

Check the event definition.

BECS3012

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

Message type

Error

Parameters

{0}= Error details

Description

There is an error in the reported event information.

Action

Check the error information in the error WEF file.

BECS3021

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

Message type

Error

Parameters

None

Description

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

Action

Check the status of the rule engine.

BECS3023

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

Message type

Error

Parameters

{0}= Error details

Description

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

Action

Check the Events DB or rule engine connection information.

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

BECS4001

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

Message type

Error

Parameters

{0}= Error details

Description

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

Action

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

BECS4002

The URL of the Analytics Server is not set.

Message type

Error

Parameters

None

Description

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

Action

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

BECS4003

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

Message type

Error

Parameters

None

Description

An attempt to access the Analytics Server failed.

Action

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

BECS5003

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

Message type

Error

Parameters

{0}= IP address

Description

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

Action

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

BECS5004

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

Message type

Error

Parameters

{0}= IP address

Description

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

Action

Check the sensor controller information.

BECS5009

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

Message type

Error

Parameters

{0}= IP address

Description

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

Action

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

BECS5010

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

Message type

Error

Parameters

{0}= IP address

Description

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

Action

Check the event information reported by the sensor controller.

BECS6001

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

Message type

Error

Parameters

{0}= Received ID

{1}= Error code

{2}= Error message

Description

An error occurred during the registration of event information.

Action

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

BECS6002

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

Message type

Error

Parameters

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

Description

An error occurred during the registration of event information.

Action

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

BWIF2004

Unauthenticated request.

Message type

Error

Parameters

None

Description

A time-out occurred.

Action

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

BWIF2006

The Analytics Server is not running.

Message type

Error

Parameters

None

Description

The Analytics Server is not running.

Action

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

BWIF2012

The data migration cannot be used now.

Message type

Error

Parameters

None

Description

Data migration is not running.

Action

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

BWIF2013

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

Message type

Error

Parameters

None

Description

An attempt to access the Analytics Server failed.

Action

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

BWIF3001

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

Message type

Error

Parameters

{0}= Error details

Description

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

Action

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

BWIF3002

The URL of the Analytics Server is not set.

Message type

Error

Parameters

None

Description

The URL used to connect to the Analytics Server is not set.

Action

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

BDBA1002

An error occurred while a connection was being closed. (Detail: {0})

Message type

Warning

Parameters

{0}= The SQLException message that generated the error

Description

A connection failed to close. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA1200

Statement failed to close. (Detail: {0})

Message type

Warning

Parameters

{0}= The SQLException message that generated the error

Description

A Statement failed to close. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA1201

ResultSet failed to close. (Detail: {0})

Message type

Warning

Parameters

{0}= The SQLException message that generated the error

Description

A ResultSet failed to close. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BD BA1210

An attribute that does not exist in the event definition or that was not defined as a column was specified.

Message type

Warning

Parameters

None

Description

During the creation or modification of event information, an event, containing attribute information that either does not exist in the event definition or that is not defined as a column, was reported.

Action

Reported events will only be registered if they have attribute information that exists in an event definition and that is defined as a column.

BD BA2000

An error occurred while connection pooling was being set up. (Detail: {0})

Message type

Error

Parameters

{0}= The cause of failure to create connection pooling

Description

Connection pooling failed to be created. Either a database access error has occurred or the JDBC driver class does not exist.

Action

Eliminate the cause of the database access error or use the correct JDBC driver and then run the process again.

BD BA2001

An error occurred while connection pooling was being updated. (Detail: {0})

Message type

Error

Parameters

{0}= The cause of failure to update connection pooling

Description

Connection pooling failed to be updated. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BD BA2004

Failed to establish a connection with the database. (Detail: {0}, URL: {1})

Message type

Error

Parameters

{0}= The SQLException message that generated the error
{1}= Database URL

Description

A connection could not be obtained. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

If the problem occurs frequently, consider increasing the maximum number of connections available for connection pooling. Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details on connection pooling settings.

BDBA2005

An error occurred in JDBC while a connection was being obtained. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A connection object could not be created. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2006

The connection failed to close. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

The connection could not be closed. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2009

The connection to the database failed. The connection information or the table definition may be invalid.

Message type

Error

Parameters

None

Description

The connection to the database failed. The connection information or the table definition may be invalid.

Action

Check if there is an error in the Events DB connection information specified in the Analytics Management Console or an error in a table created in the Events DB.

BDBA2010

An error occurred in JDBC while the connection status was being obtained. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

The connection status could not be obtained. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2016

The information used to connect to the database is insufficient.

Message type

Error

Parameters

None

Description

Connection pooling initialization failed. There is not enough information to connect to the database.

Action

Check if the Events DB connection information specified in the Analytics Management Console is sufficient.

BDBA2018

Failed to obtain schema name. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

Schema name acquisition failed when a Symfoware script was being created. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2019

Failed to obtain database metainformation. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

Database metainformation could not be obtained. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2022

Failed to obtain autocommit status. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

The automatic commit mode could not be obtained. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2023

Failed to set autocommit status. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

The automatic commit mode could not be set. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2100

An error occurred in JDBC while a Statement was being generated. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A Statement object could not be created. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BD BA2101

An error occurred in JDBC while a Statement was closing. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A Statement object could not be closed. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BD BA2102

An error occurred during a database search. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A database search process failed. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BD BA2103

An error occurred while a database was being updated. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A database update process failed. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2104

An error occurred in JDBC while a parameter was being set in PreparedStatement. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A parameter could not be set in PreparedStatement. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2109

An error occurred in JDBC while ResultSet was being closed. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

ResultSet could not be closed. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2110

An error occurred in JDBC while data was being obtained from ResultSet. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

A column value could not be obtained from the ResultSet object. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2111

An error occurred while ResultSet metadata was being obtained. (Detail: {0})

Message type

Error

Parameters

{0}= The SQLException message that generated the error

Description

Metadata about the ResultSet object could not be obtained. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BD BA2223

An event with the specified event ID [{0}] does not exist.

Message type

Error

Parameters

{0}= Specified event ID

Description

Event information could not be obtained. A nonexistent event ID was specified.

Action

Specify the correct event ID.

BD BA2224

The data type of the attribute of the event definition [{0}] and the data type of the attribute of the specified event [{1}] do not match.

Message type

Error

Parameters

{0}= Data type defined in the event definition

{1}= Data type of the attribute of the specified event

Description

Either the data type of the attribute defined for the event definition does not match the data type of the attribute of the specified event, or the combination cannot be converted.

Action

Correct the data type of the event definition attribute so that it either matches the data type of the event attribute or forms one of the following combinations:

Data type of event attribute/data type of event definition attribute: Integer/Real, Real/Integer, Datetime/Date, Datetime/Time

BD BA2243

An alert with the specified alert ID [{0}] does not exist.

Message type

Error

Parameters

{0}= Specified alert ID

Description

Alert information could not be obtained. A nonexistent alert ID was specified.

Action

Specify the correct alert ID.

BDBA2265

An error occurred while table information was being obtained from the database. (Detail: {0})

Message type

Error

Parameters

None

Description

Table information could not be obtained. A database access error has occurred.

Action

Eliminate the cause of the database access error and run the process again.

BDBA2267

The mandatory column [{1}] does not exist in the table [{0}].

Message type

Error

Parameters

{0}= The name of the table that was being checked

{1}= Missing column

Description

A column specified in the table definition or defined by the system has not been created in the base table.

Action

Use the script generated by the script output function without changing any table names, column names or data types.

BDBA2268

The data type of column [{1}] in table [{0}] does not conform to specifications.

Message type

Error

Parameters

{0}= The name of the table that was being checked

{1}= Column with the invalid data type

Description

A data type that is different from the table definition or that does not conform to specifications has been set in the base table.

Action

Restart the Analytics Server. Analytics recover this problem automatically while restarting.

BDBA2270

Version information for the Events DB does not exist. (Detail: {0})

Message type

Error

Parameters

{0}= The cause of failure to verify the version of the Events DB table

Description

The version of the Events DB table could not be verified.

Action

The Events DB table may not have been created. Use the script bundled with this product to create an Events DB table. In all other cases, refer to the message details and take appropriate action.

BDBA2271

The Events DB table version [{0}] is invalid.

Message type

Error

Parameters

{0}= The version of the Events DB table currently in use

Description

The version of the Events DB table is not compatible with this product.

Action

Use an Events DB table created using the script bundled with this product.

BDBA2272

Version information for the Events DB does not exist.

Message type

Error

Parameters

None

Description

Version information could not be obtained from the Events DB.

Action

Create the Events DB again.

BDBA2275

An error occurred while system table creation was being recovered. The target table may not have been deleted. (Table name: {0}, Detail: {1})

Message type

Error

Parameters

{0}= Name of table to be deleted

{1}= Error message generated in Analytics Server or DBMS

Description

An error occurred when a system table failed to be created and the user attempted to delete an existing table.

Action

Delete the table that was output in the message.

BDBA2276

Failed to connect to the database. Check that the connection settings are correct. (Detail: {0})

Message type

Error

Parameters

{0}= Error message generated in Analytics Server or DBMS

Description

An attempt to connect to the database failed when a confirmation process or a creation process was executed on the system table.

Action

Check the database connection settings.

BDBA2277

The Archive DB table version [{0}] is invalid.

Message type

Error

Parameters

{0}= Version of the Archive DB table currently in use

Description

The version of the Archive DB table is not compatible with this product.

Action

Use an Archive DB table created using the script bundled with this product.

BLTC3001

The business calendar file does not exist. (Path : {0})

Message type

Error

Parameters

{0}= Path information relating to the business calendar file

Description

The business calendar file does not exist on the Analytics Server.

Action

Check that a business calendar has been imported from Interstage BPM Analytics. Refer to the *Interstage Business Process Manager* manual for more information.

(calendar file location: /ibpmm_data/dav_root/default/published/processDefInfo/calendar)

BLTC3010

An invalid parameter was specified in the business calendar. (Parameter: {0}, Value: {1})

Message type

Error

Parameters

{0}= Parameter name

{1}= Specified value

Description

An invalid parameter was specified in the business calendar.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3011

The business hours are not specified.

Message type

Error

Parameters

None

Description

Business hours are not specified in the business calendar file.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3012

The time zone is not specified.

Message type

Error

Parameters

None

Description

The time zone is not specified in the business calendar file.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3013

The calendar starting date is not specified.

Message type

Error

Parameters

None

Description

The calendar starting date is not specified in the business calendar file.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3014

The calendar finishing date is not specified.

Message type

Error

Parameters

Description

The calendar finishing date is not specified in the business calendar file.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3015

There is an error in the business hours specification. (Value: {0})

Message type

Error

Parameters

{0}= Specified value

Description

Incorrect business hours were specified in the business calendar file.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3016

There is an error in the date specification. (Value: {0})

Message type

Error

Parameters

{0}= Specified value

Description

An incorrect date was specified in the business calendar.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3017

There is an error in the time specification. (Value: {0})

Message type

Error

Parameters

{0}= Specified value

Description

An incorrect time was specified in the business calendar.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BLTC3018

A time outside the allowable range was specified. (Value: {0})

Message type

Error

Parameters

{0}= Specified time

Description

A time outside the allowable range was specified in the business calendar.

Action

Refer to the *Interstage Business Process Manager* manual and check the content of the business calendar file.

BEST0004

The event statistics calculation will be cancelled. [Rule name: {0}, Rule ID: {1}]

Message type

Information

Parameters

{0}= Name of event statistics calculation rule

{1}= Rule ID

Description

The event statistics calculation will be cancelled.

Action

There is no action to be taken.

BEST1201

Event statistics calculation will not be performed prior to the data migration date [{0,date,yyyy-MM-dd HH:mm:ss.SSS}].

Message type

Warning

Parameters

{0,date,yyyy-MM-dd HH:mm:ss.SSS}= Date and time

Description

Because data migration was performed, the event definition for event statistics calculations will not perform event statistics calculations on events that predate the data migration date and time.

Action

There is no action to be taken.

BEST1202

The process tendency event for alert [Alert Name : {0}, Occurrence Time : {1}] was not updated because the process instance does not exist.

Message type

Information

Parameters

{0}= Alert name

{1}= Date and time of occurrence

Description

The calculated value for the alert corresponding to the process trend event could not be updated. The process that caused the alert has been deleted by an operation such as data migration.

Action

There is no action to be taken.

BEST1203

The process tendency event for alert [Alert Name : {0}, Occurrence Time : {1}] would be calculated later because the process instance has not be created yet.

Message type

Information

Parameters

{0}= Alert name

{1}= Date and time of occurrence

Description

The calculated value for the alert corresponding to the process trend event could not be updated but it will be updated as soon as the process information has been created.

Action

There is no action to be taken.

BEST2003

The specified event statistics calculation rule [{0}] is already running.

Message type

Error

Parameters

{0}= Event statistics calculation rule ID

Description

The specified event statistics calculation rule is already operating.

Action

There is no action to be taken.

BEST2004

The event statistics calculation rule that is running [{0}] cannot be deleted.

Message type

Error

Parameters

{0}= Rule ID

Description

The event statistics calculation rule that is already operating cannot be deleted.

Action

There is no action to be taken.

BEST2005

An error occurred during the event statistics calculation. [Rule name : {0}, Detail: {1}]

Message type

Error

Parameters

{0}= Rule name of the event statistics calculation

{1}= Error message generated when the event statistics calculation was executed

Description

An error occurred during the event statistics calculation process.

Action

If the error indicated by {0} is a BEFA2020 error, the number of "Event Statistics Calculation" and "Event Registration" connections may have exceeded the maximum number of connection specified for the rule engine. The maximum number of "Event Statistics Calculation" and "Event Registration" connections can be viewed using the **Connection Pooling** tab in the **DB Connection Setting** window of the Analytics Management Console. Refer to "Maximum number of connections" in Section 2.8.1.2, "Connection Pooling", of the *Interstage Business Process Manager Analytics Management Console Guide* for information on changing the rule engine settings.

BEST2007

A connection to the Events DB has not been established.

Message type

Error

Parameters

None

Description

An event statistics calculation rule may have stopped running during an event statistics calculation.

Action

There is no action to be taken.

BEST2013

A table is not set in the event definition targeted for event statistics calculation [{0}].

Message type

Error

Parameters

{0}= Event definition name

Description

No table has been set in the event definition that will be subject to event statistics calculation.

Action

Set a table in the event definition that will be subject to event statistics calculation.

BEST2014

A table is not set in the event definition where the calculation result will be stored [{0}].

Message type

Error

Parameters

{0}= Event definition name

Description

No table has been set in the event definition where event calculation results will be stored.

Action

Set a table in the event definition where event calculation results will be stored.

BEST2019

The event definition targeted for event statistics calculation [{0}] does not exist.

Message type

Error

Parameters

{0}= Event definition ID

Description

The event definition that is to be subject to an event statistics calculation may have been deleted.

Action

There is no action to be taken.

BEST2020

The event definition [{0}] where the event statistics calculation result will be stored does not exist.

Message type

Error

Parameters

{0}= Event definition ID

Description

The event definition where event statistics calculation results are to be stored may have been deleted.

Action

There is no action to be taken.

BEST2023

Failed to create process information [Business Process: {0}, Event definition ID: {1}, Version: {2}, Instance ID: {3}]. [Detail: {4}]

Message type

Error

Parameters

{0}= Business Process

{1}= Event definition ID

{2}= Version

{3}= Instance ID

{4}= Detail information

Description

Process information could not be created for some reason.

Action

Refer to the detailed information, and take appropriate action.

BEST2024

Failed to read activity information. [Business Process: {0}, Event definition ID: {1}, Version: {2}, Instance ID: {3}]. [Detail: {4}]

Message type

Error

Parameters

{0}= Business Process

{1}= Event definition ID

{2}= Version

{3}= Instance ID

{4}= Detailed information

Description

Activity information could not be read for some reason.

Action

Refer to the detailed information, and take appropriate action.

BDMS0004

Execution of the data migration rule [{1}] will be skipped because the data migration rule [{0}] is currently running.

Message type

Information

Parameters

{0}= Data migration rule name

{1}= Data migration rule name

Description

Another data migration rule is currently running, so execution of the specified data migration rule will be skipped.

Action

There is no action to be taken.

BDMS1101

No table is set in the event definition targeted for data migration [{0}].

Message type

Warning

Parameters

{0}= Event definition name

Description

No table has been set in the event definition that will be subject to data migration.

Action

There is no action to be taken.

BDMS1102

The event definition targeted for data migration [{0}] does not exist.

Message type

Warning

Parameters

{0}= Event definition ID

Description

The event definition that is to be subject to data migration does not exist. It may have been deleted.

Action

There is no action to be taken.

BDMS1104

The Event Group targeted for data migration [{0}] does not exist.

Message type

Warning

Parameters

{0}= Business Process ID

Description

The Event Group that is to be subject to data migration does not exist. It may have been deleted.

Action

There is no action to be taken.

BDMS2301

Failed to transfer the escalation result. (Detail: {0})

Message type

Error

Parameters

{0}= Detailed message

Description

An error occurred while escalation result information was being transferred.

Action

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

BDMS2302

Failed to obtain the escalation result. (Detail: {0})

Message type

Error

Parameters

{0}= Detailed message

Description

An error occurred while the escalation result information was being obtained.

Action

Refer to the message details, and take appropriate action.

If the problem persists, contact Customer Support.

BDMS2401

Failed to obtain version information from the Archive DB. (Detail: {0})

Message type

Error

Parameters

{0}= Detailed message

Description

Version information for the Archive DB could not be obtained.

Action

Check the status of the Archive DB. Refer to the message details, and take appropriate action.

If the problem persists, contact Customer Support.

BDMS2402

The Analytics Server version and the Archive DB version do not match. (Analytics Server: {0}, Archive DB: {1})

Message type

Error

Parameters

{0}= Analytics Server version

{1}= Archive DB version

Description

The version of the Analytics Server does not match the version of the Archive DB.

Action

Ensure that matching versions of the Archive DB and Analytics Server are used.

BDMS2403

Failed to obtain version information from the Archive DB.

Message type

Error

Parameters

None

Description

Version information for the Archive DB could not be obtained.

Action

Recreate the Archive DB.

BADC4201

The connection information to the Archive DB is wrong.

Message type

Error

Parameters

None

Description

The CSV output process failed, because a connection to the Archive DB could not be established.

Action

Check if any of the connection information (user name, password or URL) for the specified database is incorrect, using the Analytics Management Console.

BADC4202

The connection information to the Archive DB is wrong.

Message type

Error

Parameters

None

Description

The CSV output process failed.

Action

A connection to the Archive DB could not be established. Check if any of the connection information (user name, password or URL) for the specified database is incorrect using the Analytics Management Console.

BALT1000

The alert rule cannot be found. [ID: {0}]

Message type

Warning

Parameters

{0}= Alert ID

Description

Information about the alert that occurred has been deleted. The alert will not be stored in the Events DB or delivered by mail.

Action

There is no action to be taken.

BALT1001

The event could not be input into the rule engine because event information relating to the Event Group [{0}] and the event [{1}] does not exist. [Event ID : {2}]

Message type

Warning

Parameters

{0}= Event Group name

{1}= Event name

{2}= Event definition ID

Description

The event could not be input into the rule engine because the event definition information had been deleted.

Action

There is no action to be taken.

BALT1002

The rule processing is not done because the alert rule [{0}] is inactive.

Message type

Warning

Parameters

{0}= Alert name

Description

Because the alert rule was not valid, the event could not be input into the rule engine and rule conditions could not be determined.

Action

There is no action to be taken.

BALT1003

The event definition of cause event for the alert does not exist. [Business Process ID : {0} , EventDefinitionId : {1}]

Message type

Warning

Parameters

{0}= Business Process ID

{1}= Event definition ID

Description

The definition information for the event that caused the alert has been deleted. The alert will not be stored in the Events DB or delivered by mail.

Action

There is no action to be taken.

BALT1005

The event data related to cause event for the alert does not exist [Business Process ID : {0} , EventName : {1}, EventId : {2}]

Message type

Warning

Parameters

{0}= Business Process ID

{1}= Event name

{2}= Event ID

Description

An alert occurred, but the event that caused the alert does not exist.

Action

The event that caused the alert may have already been moved by the data migration function.

BALT1006

Failed to update the escalation status of the alert [Detail: {0}]

Message type

Warning

Parameters

{0}= Detailed information

Description

The escalation function ran, but the status of the execution result could not be registered with the alert data.

Action

Check the status of the database and the Analytics Server.

BALT2007

Failed to input event into the rule engine. [Detail: {0}]

Message type

Error

Parameters

{0}= Detailed information

Description

The event could not be input into the rule engine.

Action

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

BALT2011

Failed to create or update the alert in the Events DB. [Detail: {0}]

Message type

Error

Description

The alert that occurred could not be stored in the Events DB.

Parameters

{0}= Detailed information

Action

Refer to the detailed information, and take appropriate action.

BALT2012

An error occurred while the alert was being generated. [Detail: {0}]

Message type

Error

Parameters

{0}= Detailed information

Description

The alert may not have been stored in the Events DB or delivered by email. The Analytics Server will attempt to recreate the alert automatically. If the alert is recreated successfully, no further action is required.

Action

If this error occurs repeatedly, refer to the detailed information and take appropriate action.

BALT2013

Failed to connect to the rule engine.

Message type

Error

Parameters

None

Description

A connection to the rule engine could not be established.

Action

Check that the "Analytics eRule Engine" service is running.
Also check if port number 40320 is being used by another application.
If the problem persists, contact Customer Support.

BALT2015

Failed to connect to the rule engine. [Max connections: {0}, Free connections: {1}, Used connections: {2}]

Message type

Error

Parameters

{0}= Maximum number of connections to rule engine
{1}= Number of available connections to rule engine
{2}= Number of active connections to rule engine

Description

An error occurred while the rule engine was being connected.

Action

Check the status of the rule engine. If the problem persists, contact Customer Support.

BALT2016

The process of inputting an event into the rule engine cannot be completed due to the reason in Detail. [Detail: {0}]

Message type

Error

Parameters

{0}= Detailed information

Description

An error occurred while event information was being sent to the rule engine.

Action

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

BALT2017

There is an invalid attribute data in event information.

Message type

Error

Parameters

{0}= Detailed information

Description

An event information attribute contains data not supported by Interstage BPM Analytics.

Action

Refer to the article on the management command "bpmregisterwef" (the event information re-registration command) in the *Interstage Business Process Manager Analytics Management Console Guide* manual, and take appropriate action.

BALT2517

Failed to call the escalation. [Detail: {0}]

Message type

Error

Parameters

{0}= Detailed information

Description

An error occurred while the escalation function was running.

Action

Check the status of external systems and the settings used to connect to external systems.
If the problem persists, contact Customer Support.

B.2 Sensor Messages (BFLSxxxx, BISSxxxx, BRDBxxxx, BSDKxxxx, and BTXSxxxx)

This chapter explains the messages output by sensors.

BFLS0001

Failed to connect to Interstage BPM via JDBC. (JDBC URL: {0}, User name: {1})

Message type

Error

Parameters

{0}= JDBC URL

{1}= User name

Description

Unable to establish a JDBC connection with Interstage BPM.

Action

Unable to connect to the Interstage BPM database server.

Refer to the message output to the log, and take appropriate action.

BFLS0002

Failed to disconnect from Interstage BPM via JDBC. (JDBC URL : {0} User name : {1})

Message type

Error

Parameters

{0}= JDBC URL

{1}= User name

Description

Unable to disconnect a JDBC connection from Interstage BPM.

Action

Unable to disconnect from the Interstage BPM database server.

Check the status of the connection with Interstage BPM, using the Analytics Management Console. If the connection is still established, refer to the message output to the log and take appropriate action.

BFLS0003

Failed to read data. (Sequence Id : {0})

Message type

Error

Parameters

{0}= Sequence ID

Description

The Interstage BPM event information could not be read.

Action

Data could not be read from the Interstage BPM database.

Refer to the message output to the log, and take appropriate action.

BFLS0004

Failed to read data. (Sequence Id : {0})

Message type

Error

Parameters

{0}= Sequence ID

Description

The Interstage BPM event information to read is broken.

Action

Invalid data may have been entered in the DetailData column. Check the content of the data.

Delete or back up the relevant record if it is necessary to continue reading other records.

BFLS0007

Failed to start. An invalid JDBC class path is set.(JDBC class path : {0})

Message type

Error

Parameters

{0}= JDBC classpath

Description

The library indicated by the specified JDBC classpath does not exist.

Action

Check if the relevant JDBC class library is induced in the classpath of the application where the sensor is operating.

BFLS0009

Failed to close a connection with the internal database.

Message type

Error

Parameters

NoneDescription

The connection with the internal database could not be closed.

Action

The connection with the internal database cannot be closed.

Check that the database connection information is correct, using the Analytics Management Console. If it is, refer to the message output to the log and take appropriate action.

BFLS0012

An error occurred while processing the internal database.

Message type

Error

Parameters

None

Description

An error occurred while the internal database was being processed.

Action

The environment used to connect to the internal database may have developed a problem or an illegal or invalid event may have been processed.

Refer to the message output to the log, and take appropriate action.

BFLS0013

An error occurred while past data was being obtained from Interstage BPM.

Message type

Error

Parameters

None

Description

An error occurred while past data was being obtained from Interstage BPM.

Action

The environment used to connect to Interstage BPM may have developed a problem, or an illegal or invalid event may have been processed.

Refer to the message output to the log, and take appropriate action.

BFLS0014

Failed to connect to Interstage BPM. (Naming provider URL: {0}, User name: {1})

Message type

Error

Parameters

{0}= Naming provider URL

{1}= User name

Description

Unable to connect to Interstage BPM via MaintenanceBPMFlow type.

Action

Check that the naming provider URL, the user name and the password are correct.

Also check that the environment can connect to Interstage BPM.

BFLS0015

An error occurred while connection information was being deleted. Delete the following internal table and sequence if they still exist. (Table name 1: {0}, Table name 2: {1}, Sequence name: {2})

Message type

Error

Parameters

{0}= Table name 1

{1}= Table name 2

{2}= Sequence name

Description

An error occurred while internal objects such as tables were being deleted.

Action

Check whether the connection to be deleted has been deleted, using the Analytics Management Console.

Restart the connection if it has not been deleted.

Ask the database administrator to check if the table names appearing in the message are still in the environment, and delete any that are still present.

BFLS0016

An error occurred while the internal database was being created. Delete the following internal table and object if they still exist. (Table name: {0}, Object name: {1})

Message type

Error

Parameters

{0}= Table name

{1}= Object name

Description

An error occurred while an internal database was being created.

Action

Ask the database administrator to check if the table name appearing in the message still remains in the environment, and delete it if it is still present.

BFLS2001

The definition of the attribute corresponding to the UDA ({0}) does not exist. This UDA value ({1}) will be ignored.

Message type

Warning

Parameters

{0}= UDA name

{1}= UDA value

Description

The information relating to the UDA that was obtained does not correspond to the definition information retained by the connection, so the relevant UDA information cannot be reported to the Analytics Server.

Action

Check for any differences between the information registered with Analytics and the process definition information used by Interstage BPM.

If any differences are found, use the Analytics Studio to register the correct process definition.

BFLS2002

Failed to get the value of UDA({0}). This UDA value ({1}) will be ignored.

Message type

Warning

Parameters

{0}= UDA name

{1}= UDA value

Description

The value of the relevant UDA could not be obtained.

Action

Check for any differences between the information registered with Analytics and the process definition information used by Interstage BPM.

If any differences are found, use the Analytics Studio to register the correct process definition.

BFLS2003

Failed to convert the data type. This data will be ignored. (Attribute name: {0}, Data type: {1}, Value: {2})

Message type

Warning

Parameters

{0}= Attribute name

{1}= Attribute value

Description

The UDA data type could not be converted.

Action

Check that the data reported by Interstage BPM matches the data types defined by the Analytics Studio.

BRDB0100

Because the last execution time does not exist, the execution of the collection is omitted.

Message type

Information

Parameters

None

Description

The execution of the collection is omitted because the last execution time does not exist.

BRDB0101

Because of invalid setting parameter, the execution of the collection by stored procedure is omitted.

Message type

Information

Parameters

None

Description

The execution of the collection by stored procedure is omitted because of invalid setting parameter.

BRDB1100

Failed to analyze the last execution time [{1}] in the collection condition [{0}].

Message type

Warning

Parameters

{0}= Collection condition ID
{1}= Last execution time

Description

Analysis of the last execution time component in the collection condition definition failed when the connection started.

Action

No specific action is required. However, when a search condition in the collection condition definition contains a comparison with the previous execution time, the initial execution of the relevant collection process following establishment of a connection will be skipped.

BRDB1200

An error occurred when the connection was closed. (Detail: {0})

Message type

Warning

Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

Description

An error occurred when a connection was closed.

Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB1201

An error occurred when the connection pool was closed. (Detail: {0})

Message type

Warning

Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

Description

An error occurred when the connection pool was closed.

Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB1202

An error occurred when the Statement was closed. (Detail: {0})

Message type

Warning

Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

Description

An error occurred when a Statement was closed.

Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB1203

An error occurred when ResultSet was closed. (Detail: {0})

Message type

Warning

Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

Description

An error occurred when ResultSet was closed.

Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB1401

The value obtained from the specified column [{0}] (data type: {1}) cannot be set as the value of the attribute [{2}] (data type: {3}). The event is registered without the value of the attribute being set.

Message type

Warning

Parameters

{0}= Column name defined in attribute

{1}= Data type of column defined in attribute

{2}= Attribute name

{3}= Data type of attribute

Description

The value set in the specified column does not suit the data type of the attribute.

Action

Check the data type of the attribute defined in the collection task and the data type of the column defined in the attribute.

BRDB1402

An error occurred when an attribute was added to an event. The event is registered without the value of the attribute being set. (Detail: {0})

Message type

Warning

Parameters

{0}= The message that occurred within the sensor controller or that was reported by the RDBMS

Description

An error occurred an attribute was added to an event.

Action

Check the message details, and correct the collection task definition if necessary. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB1403

An error occurred when an event was created from the query result. The event made from the result is ignored. (Detail: {0})

Message type

Warning

Parameters

{0}= The message that occurred within the sensor or that was reported by the RDBMS

Description

An error occurred when an event was created from a query result.

Action

Check the message details and correct the collection task definition if necessary. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB1404

An error occurred when event information was created or registered. (Detail: {0})

Message type

Warning

Parameters

{0}= Message that occurred within sensor

Description

An error occurred when event information was created or registered.

Action

Check the message details. If the problem persists, contact Customer Support.

BRDB2003

An error occurred while an XML file was being output. (Detail: {0})

Message type

Error

Parameters

{0}= Message that occurred within sensor

Description

An error occurred while an XML file was being output.

Action

Check the following with regard to the directory in the IBPMMServer/IBPMMSensor Work Unit:

- Check whether read and write permissions have been assigned to the directory. If not, assign them.
- If the hard disk does not have sufficient free space, contact the administrator.

BRDB2200

An error occurred when connecting to RDBMS. The connection information may be incorrect. (Detail: {0})

Message type

Error

Parameters

{0}= Message reported by RDBMS

Description

An attempt to connect to the RDBMS failed.

Action

- Check the message details, and the connection information. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide.
- Check that the transaction isolation level is supported by the RDBMS being used.

BRDB2201

An error occurred while the connection pool was being created. (Detail: {0})

Message type

Error

Parameters

{0}= The message that occurred within the sensor or that was reported by the RDBMS

Description

The connection pool failed to be created.

Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB2204

The connection is closed.

Message type

Error

Parameters

None

Description

The process failed because the connection with the RDBMS was closed.

Action

Check the RDBMS status, and restart the sensor. If the problem persists, contact Customer Support.

BRDB2205

An error occurred while accessing to RDBMS. (Detail: {0})

Message type

Error

Parameters

{0}= Message reported by RDBMS

Description

An error occurred during access to the RDBMS.

Action

Check the message details. If the message contains an error code relating to the JDBC driver, refer to the JDBC message reference guide. If the problem persists, contact Customer Support.

BRDB2209

An error occurred while executing query. (Detail : {0})

Message type

Error

Parameters

None

Description

An error occurred while executing the query.

Action

Check message details. Reserved words may have been used for the schema, table, or column names in the source RDB. If the problem persists, consult support.

BRDB2301

The specified transaction isolation level [{0}] cannot be used.

Message type

Error

Parameters

{0}= Transaction isolation level

Description

The specified transaction isolation level is incorrect.

Action

Correct the connection definition.

BRDB2302

The specified Timezone [{0}] cannot be used.

Message type

Error

Parameters

{0}= Time zone

Description

The specified time zone is incorrect.

Action

Correct the connection definition.

BRDB2406

An error occurred while an event was being created. (Detail: {0})

Message type

Error

Parameters

{0}= Message that occurred within sensor

Description

An error occurred while an event was being created.

Action

Check the message details. If the problem persists, contact Customer Support.

BRDB2416

The stored procedure name is not specified.

Message type

Error

Parameters

None

Description

The stored procedure name is not specified.

Action

Specify the stored procedure name.

BRDB2417

The input number of argument of the stored procedure does not correspond. (Schema name : {0}, Stored procedure name : {1})

Message type

Error

Parameters

{0}= Schema name

{1}= Stored procedure name

Description

The input number of argument of the stored procedure does not correspond.

Action

Check whether the input number of argument of the stored procedure is correct.

BRDB2418

An error occurred while setting arguments for the stored procedure. (Argument : {0}, Datatype : {1}, Value : {2})

Message type

Error

Parameters

{0}= Argument for the stored procedure

{1}= Data type of specified argument

{2}= Value of specified argument

Description

An error occurred while setting arguments for the stored procedure.

Action

Set correct arguments for the stored procedure.

BRDB2419

An error occurred while getting arguments for the stored procedure. (Argument : {0}, Datatype : {1})

Message type

Error

Parameters

{0}= Argument for the stored procedure

{1}= Data type of the specified argument

Description

An error occurred while setting arguments for the stored procedure.

Action

Get correct arguments for the stored procedure.

BRDB2420

The specified argument(column) does not exist in the stored procedure definition. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2})

Message type

Error

Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

Description

The specified argument (column) does not exist in the stored procedure definition.

Action

Specify the correct argument (column).

BRDB2421

An error occurred while registering OUT type arguments of the stored procedure. (Argument : {0})

Message type

Error

Parameters

{0}= Argument for the stored procedure

Description

An error occurred while registering OUT type arguments of the stored procedure.

Action

Specify the correct argument.

BRDB2422

The specified stored procedure includes an unsupported datatype in its arguments. (Argument : {0}, SQL datatype name: {1})

Message type

Error

Parameters

{0}= Argument for the stored procedure

{1}= Name of SQL data type

Description

The specified stored procedure includes an unsupported datatype in its arguments.

Action

Specify the correct stored procedure which does not include an unsupported datatype.

BRDB2423

The datatype of specified argument(column) cannot be used. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2}, Datatype : {3})

Message type

Error

Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

{3}= Data type of specified argument

Description

The data type of specified argument (column) cannot be used.

Action

Specify the correct argument (column) whose data type is usable.

BRDB2424

The specified argument(column) used for the Event generated date does not exist in the stored procedure definition. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2})

Message type

Error

Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

Description

The specified argument (column) used for the Event generated date does not exist in the stored procedure definition.

Action

Specify the correct argument (column) which exists in the stored procedure definition.

BRDB2425

The datatype of specified event time argument(column) is not Timestamp. (Schema name : {0}, Stored procedure name : {1}, Argument(Column) : {2})

Message type

Error

Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure, or table column defined in the stored procedure

Description

The datatype of specified event time argument (column) is not Timestamp.

Action

Specify the correct argument (column) whose data type is Timestamp.

BRDB2426

The format of specified argument value is incorrect. (Schema name : {0}, Stored procedure name : {1}, Argument : {2}, Input value : {3}, Correct format : {4})

Message type

Error

Parameters

{0}= Schema name

{1}= Stored procedure name

{2}= Argument for the stored procedure

{3}= Input value

{4}= Correct format

Description

The format of specified argument value is incorrect.

Action

Specify the argument value with correct format.

BSDK0603

The Analytics Server where an event is to be registered is busy, so the notification will be performed again after {0} seconds.

Message type

Information

Parameters

{0}= Wait time until the next notification

Description

The Analytics Server where an event is to be registered is busy.

Action

There is no action to be taken.

BSDK1000

An error occurred while the file [{0}] was being deleted.

Message type

Warning

Parameters

{0}= File path

Description

File deletion failed.

Action

If the file on the path shown in the message still exists, delete it manually.

BSDK1500

An error occurred while the request [{1}] from the Analytics Server [{0}] was being executed. (Detail: {2})

Message type

Warning

Parameters

{0}= IP address of Analytics Server

{1}= Request type

{2}= Message that occurred within sensor controller

Description

An error occurred while the requested process was being performed.

Action

Check the message details. If the problem persists, contact Customer Support.

BSDK2003

An illegal character string {0} was specified as numeric data.

Message type

Error

Parameters

{0}= Character string

Description

A character string that could not be converted to a numerical value was specified.

Action

Set a valid value.

BSDK2007

The file in the specified path [{0}] does not exist or is not a file.

Message type

Error

Parameters

{0}= File path

Description

The file in the specified path does not exist or is not a file.

Action

Check the following with regard to the file in the path contained in the message:

- If a directory with the same name exists, delete or move that directory.
 - Check whether read and write permissions have been assigned to the file. If not, assign them.
-

BSDK2008

The directory in the specified path [{0}] does not exist or is not a directory.

Message type

Error

Parameters

{0}= File path

Description

The directory in the specified path does not exist or is not a directory.

Action

Check the following with regard to the directory in the path contained in the message:

- If a file with the same name exists, delete or move that file.
- Check whether read and write permissions have been assigned to the directory. If not, assign them.

BSDK2009

An error occurred while the directory [{0}] was being created.

Message type

Error

Parameters

{0}= File path

Description

An error occurred during the directory creation process.

Action

Check the following with regard to the directory in the path contained in the message:

- If a file with the same name exists, delete or move that file.
- Check whether read and write permissions have been assigned to the directory. If not, assign them.
- If the hard disk does not have sufficient free space, contact the administrator.

BSDK2302

The connection of [{0}] is not established.

Message type

Error

Parameters

{0}= Connection name

Description

A process request was sent to a connection that is not running.

Action

Obtain the status of the connection again.

BSDK2303

The connection of [{0}] has already established.

Message type

Error

Parameters

{0}= Connection name

Description

A process request was sent to a connection that is already running.

Action

Obtain the status of the connection again.

BSDK2304

An error occurred while establishing connection with the connection [{0}]. (detail : [{1}])

Message type

Error

Parameters

{0}= Connection name

{1}= Message that occurred within connection

Description

An error occurred while a connection was starting up.

Action

Check the message details. If the problem persists, contact Customer Support.

BSDK2805

Failed to register the sensor. (Detail: {0})

Message type

Error

Parameters

{0}= Message that occurred within sensor controller

Description

The sensor failed to be registered.

Action

Check the message details. If the problem persists, contact Customer Support.

BSDK2806

The specified sensor does not exist.

Message type

Error

Parameters

None

Description

The specified sensor does not exist. It has been deleted.

Action

None.

If the Analytics Management Console is being used, display the most recent sensor list.

BSDK2900

The event registration function of the Analytics Server is disabled.

Message type

Error

Parameters

None

Description

The event registration function of the Analytics Server is disabled.

Action

Check the status of the Analytics Server or check if the event registration function of the Analytics Server is enabled.

BTXS0001

Failed to read the target file. (Target directory: {0}, Target file (keyword): {1})

Message type

Error

Parameters

{0}= Target directory to be monitored

{1}= Target file to be monitored (keyword)

Description

The target file could not be read for some reason.

Action

Check that the account running the Interstage service or text file sensor service (the local system account by default) has permission to read the target file.

BTXS0002

Failed to close the target file. (Target directory: {0}, Target file (keyword): {1})

Message type

Error

Parameters

{0}= Target directory to be monitored

{1}= Target file to be monitored (keyword)

Description

The target file could not be closed for some reason.

Action

Check the environment for the target file to see if it allows normal read and write operations for the file.

BTXS1002

The target file does not exist or the user does not have permission to access the target directory. (Target directory: {0}, Target file (keyword): {1})

Message type

Warning

Parameters

{0}= Target directory to be monitored

{1}= Target file to be monitored (keyword)

Description

The files could not be read because no target files exist in the target directory or the user does not have permission to access the target directory.

Action

Check that the target files exist in the target directory and that the user has permission to access the target directory. Also check that correct values have been specified in the **Target files setting** on the Analytics Studio.

BTXS1003

Data type conversion failed because the data contains data that cannot be converted to the Integer or Real data type. (Attribute name: {0}, Attribute value: {1})

Message type

Warning

Parameters

{0}= Attribute name

{1}= Attribute value

Description

Data collection failed because the data collected as integer-type or real-type data contained non-numerical values.

Action

Check the data and correct any errors that are found.

BTXS1004

Failed to convert the data type. The data could not be analyzed using the format specified by the collection condition definition. (Attribute name: {0}, Attribute value: {1})

Message type

Warning

Parameters

{0}= Attribute name

{1}= Attribute value

Description

The data type conversion process failed because an attempt was made to collect data having a different format from the Datetime, Data and Time formats specified in the collection conditions.

Action

Check for errors in the data content and the formats defined in the collection task settings and make any necessary corrections.

BTXS1005

An error occurred when the event occurrence time was set. The event collection time will be set as the event occurrence time.

Message type

Warning

Parameters

None

Description

The data type conversion process failed because the format of the value of the element used as the event occurrence time in the collection task was different from the format of the element specified in the collection task.

Action

Check for errors in the data content and the formats defined in the collection task settings and make any necessary corrections.

BTXS1006

Failed to get data. (Attribute name: {0})

Message type

Warning

Parameters

{0}= Attribute name

Description

Data acquisition failed.

Action

Check for any shortage or discrepancy in the number of data items in the target record, and that data is set correctly in the item.

Appendix C Process Discovery Messages

C.1 Process Generator Messages (PDGxxxx)

This chapter explains the messages output by the Process Generator.

PDG2010

The requested URL cannot be displayed. An invalid parameter has been specified.

Message type

Error

Parameters

None

Description

The wrong URL parameters have been specified to display the Process Generator.

Action

Login from the console to display the Process Generator.

PDG2069

Either the CSV file or composite property has changed. Check profiling.

Message type

Error

Parameters

None

Description (1)

CSV files or composite items changed. Profiling needs to be performed again.

Description (2)

Profiling cannot be processed because CSV file, which number of header column is greater than number of data column, is specified for creating model.

Action (1)

Perform profiling again.

Action (2)

Check the CSV file which was used for creating model.

PDG2074

The server is not responding to the request.

Message type

Error

Parameters

None

Description

Cannot access the server where Analytics is installed.

Action

Check whether there is an abnormality in the network.

PDG2076

The data format is different.

Message type

Error

Parameters

None

Description

Cannot proceed successfully.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

PDG2110

The Process Generator cannot be started.

Message type

Error

Parameters

None

Description

Process Generator cannot be started.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

PDG2512

Format of the Business Calendar "{0}" is invalid.

Message type

Error

Parameters

{0} = Business Calendar name

Description

There is an error in the Business Calendar format.

Action

Check the format of the Business Calendar.

PDG2513

The selected model cannot be processed because it is being used by another user.

Message type

Error

Parameters

None

Description

The selected model is already being used by another user.

Action

Wait for the other user to finish. Alternatively, use the command to forcibly break the lock.

PDG2514

You do not have the required permissions for this operation.

Message type

Error

Parameters

None

Description

The selected model is already being used by another user.

Action

Wait for the other user to finish. Alternatively, use the command to forcibly break the lock.

PDG2610

Some CSV files do not have timestamp.

Message type

Error

Parameters

None

Description

It is necessary to specify timestamps for CSV files when generating processes, but a timestamp has not been specified.

Action

Specify the timestamp for each and every CSV file.

PDG2760

CSV files cannot be updated because process generation is being executed by Process Discovery Sensor.

Message type

Error

Parameters

None

Description

Updating CSV files is aborted because process generation with same Model by Process Discovery Sensor cannot be executed in parallel.

Action

Wait until process generation with same Model by Process Discovery Sensor is complete.

PDG2999

An internal error occurred.

Message type

Error

Parameters

None

Description

An internal error occurred.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

C.2 Process Analyzer Messages (PDAxxxx)

This chapter explains the messages output by the Process Analyzer.

PDA2001

Failed to obtain data from the server. No={0}, code={1} {2}

Message type

Error

Parameters

{0}, {1}, {2} = Error information

Description

Cannot proceed successfully.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

PDA2002

Illegal data format returned from the server.

Message type

Error

Parameters

None

Description

Cannot proceed successfully.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

PDA2004

The Process Analyzer cannot be started.

Message type

Error

Parameters

None

Description

Process Analyzer cannot be started.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

PDA2007

Failed to save the process diagram.

Message type

Error

Parameters

None

Description

Functionality of saving process diagram cannot be used due to invalid environment of Analytics server.

Action

Check whether correct environment for saving process diagram is used.

PDA2010

The requested URL cannot be displayed. An invalid parameter has been specified.

Message type

Error

Parameters

None

Description

The wrong URL parameters have been specified to display the Process Generator.

Action

Login from the console to display the Process Analyzer.

PDA2025

Failed to import the cost settings.

Message type

Error

Parameters

None

Description

Failed to import the cost settings.

Action

Check that there are no problems with the file being imported.

PDA2026

Failed to export the cost settings.

Message type

Error

Parameters

None

Description

Failed to export the cost settings.

Action

Check whether the folder specified as the export destination exists.

PDA2037

Failed to export the event display name settings.

Message type

Error

Parameters

None

Description

Failed to export the event display name settings.

Action

Check that there are no problems with the file being imported.

PDA2038

Failed to import the event display name settings.

Message type

Error

Parameters

None

Description

Failed to import the event display name settings.

Action

Check that there are no problems with the file being imported.

PDA2123

There are no properties that can be displayed in the Define Property Comparison Criteria dialog box.

Message type

Error

Parameters

None

Description

There is no Property Item for Analysis in the process.

Action

Specify the Property Item for Analysis when executing process generation.

PDA2232

Failed to write to the cost configuration file.

Message type

Error

Parameters

None

Description

Failed to export the cost settings.

Action

Check whether the folder specified as the export destination exists.

PDA2235

Failed to read the cost configuration file.

Message type

Error

Parameters

None

Description

Failed to import the cost settings.

Action

Check that there are no problems with the file being imported.

PDA2237

KPI cannot be set because it is unauthorized.

Message type

Error

Parameters

None

Description

The user does not have the permissions to generate alerts or charts from the Process Generator.

Action

In the Management Console, assign the user to a group that has the permissions to generate alerts and charts from the Studio.

PDA2999

An internal error occurred.

Message type

Error

Parameters

None

Description

An internal error occurred.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

C.3 Other Messages (BEINTEGxxxx, BECMNxxxx)

This section explains other messages.

BEINTG2004

Failed to create Chart definition. (Detail : {0})

Message type

Error

Parameters

{0} = Error detail information

Description

Failed to generate chart from Process Analyzer.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

BEINTG2005

Failed to create Alert definition. (Detail : {0})

Message type

Error

Parameters

{0} = Error detail information

Description

Failed to generate alert from Process Analyzer.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

BECMN2004

Failed to extract events using Process Discovery. (Detail : {0})

Message type

Error

Parameters

{0} = Error detail information

Description

Failed to generate process with Analytics sensor.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

BECMN2005

Failed to retrieve the results of event extraction using Process Discovery. (Detail : {0})

Message type

Error

Parameters

{0} = Error detail information

Description

Failed to acquire the results of process generation with Analytics sensor.

Action

Make sure the product is installed correctly and that the Analytics Server has been started. If the problem persists, consult support.

BECMN2101

The session is invalid.

Message type

Error

Parameters

None

Description

Session is not valid.

Action

Please log in again.

Appendix D Maintaining the Built-in Database

D.1 Backing up Built-in Database

This chapter explains some steps to backup Built-in Database.



Stop Analytics Server before backup.

Please backup all of running environment instead of only Built-in Database in case you have any changes on environment by Analytics Studio.

D.1.1 Procedure for backing up Built-in Database

The procedure for backing up Built-in Database is as follows.

- Stop Related Systems
- Backup directory which stores database space
- Start Related Systems

D.1.2 Stop Related Systems

Analytics Server

Stop Analytics Server using the `aps_stop` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

Background service (Rule Engine) program

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

- On Windows:
Stop the "Interstage BPM Analytics eRule Engine" service using the Services window.
- On Linux:
Execute the following command:

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

Remote Sensor

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

- Stopping **Work Units**
Stop the "IBPMMServer Work Unit" from the Interstage Management Console.

Text Sensor

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

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

D.1.3 Backup directory which stores database space

Backup following resources.

- All resources under directory which stores database space

Example:

C:\ibpmm_data\eventdb

Stopping Built-in Database system

Stop Built-in Database system before starting backup.

- On Windows:
Stop the **Interstage BPM Analytics builtin DB** service using the Services window.
- On Linux:
Login as root, and use the following command.
`/opt/FJSVibpma/etc/FJSVibpma.pgs stop`

Please note that you may not able to restore properly if you did not backup without stopping Built-in Database system.

Backup directory which stores database space

Copy the directory which stores database space you specified during install to another place. Use the options of copy command not to change Access authority.

The examples of commands are shown below.

- On Windows:
`xcopy C:\ibpmm_data\eventdb <BackupDirectory>\eventdb /E /K /O /X`
- On Linux:
`cp -a /var/opt/FJSVibpma/eventdb <BackupDirectory>`



Please confirm that enough space is available before you start backup.

Copy operation might take time since the size of database space resource is large.

Restart Built-in Database System

Restart Built-in Database system after backup.

- On Windows:
Start the **Interstage BPM Analytics builtin DB** service using the Services window.
- On Linux:
Login as root, and use the following command.
`/opt/FJSVibpma/etc/FJSVibpma.pgs start`

D.1.4 Start Related Systems

Remote Sensor

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

- [Interstage J2EE]
Start the “IBPMMSensor Work Unit” from the Interstage Management Console.

- [Interstage JavaEE]
 - When deploying ibpmm.war on Interstage Java EE DAS Service
Start Interstage Java EE DAS service by executing following command.
ijdasstart
 - When deploying ibpmm.war on IJServer Cluster
Start IJServer Cluster from Interstage Java EE Admin Console.

Text Sensor

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

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

Background Service (Rule Engine) program

Execute the following procedures on the Analytics Server:

- On Windows:
Start the "Interstage BPM Analytics eRule Engine" service using the Services window.
- On Linux:
Execute the below command.
`/opt/FJSVibpma/etc/FJSVibpma.server start`

Analytics Server

Start Analytics Server using the `aps_start` command.

Refer to "Management Command Line User Interface" in the *Interstage Business Process Manager Analytics Management Console Guide* for details about the command.

D.2 Restoring Built-in Database

Restoring will make solution for the issue based on backup resources.



Note

Directory which stores database space must be same as backed up resources.

Please restore all of running environment instead of only Built-in Database in case you have any changes on environment by Analytics Studio.

Restore in following procedure:

- Stop Related Systems
- Restore directory which stores database space
- Start Related Systems

D.2.1 Stop Related Systems

Stop related systems. Please refer to "D.1.2 Stop Related Systems" for detail.

D.2.2 Restore directory which stores database space

Restore directory which stores database space by using backed up resources.

Stopping Built-in Database system

Stop Built-in Database system before starting backup.

- On Windows:
Stop the **Interstage BPM Analytics builtin DB** service using the Services window.
- On Linux:
Login as root, and use the following command.
`/opt/FJSVibpma/etc/FJSVibpma.pgs stop`

Restore directory which stores database space

Restore all of your resource by copying the directory which stores database space you backed up. Use the options of copy command not to change Access authority.

The examples of commands are shown below.

- On Windows:
`xcopy <BackupDirectory>|eventdb C:|ibpmm_data|eventdb /E /K /O /X`
- On Linux:
`cp -a <BackupDirectory>/eventdb /var/opt/FJSVibpma`



.....
Please replace with structure completely instead of overwriting.

Please confirm that structure after restoring is same as before.
.....

Change Access authority

The following operations are needed to all restored database resources.

- On Windows:
Please authorize 'bpmagps' user to control all to use cacls command.

The examples of commands are shown below.

```
cacls C:|ibpmm_data|eventdb /T /E /P bpmagps:F
```

- On Linux:
Please make 'bpmagps' an owner to use chown command.

The examples of commands are shown below.

```
chown -R bpmagps:bpmagps /var/opt/FJSVibpma/eventdb
```

Restart Built-in Database System

Restart Built-in Database system after backup.

- On Windows:
Start the **Interstage BPM Analytics builtin DB** service using the Services window.
- On Linux:
Login as root, and use the following command.
`/opt/FJSVibpma/etc/FJSVibpma.pgs start`

D.2.3 Start Related Systems

Start related systems. Please refer to “D.1.4 Start Related Systems” for detail.

D.3 Note for Built-in Database

Disk shortage risk may exist even if deleting event records periodically. To avoid such risk, executing reindex command periodically is recommended.

Examples of command operation are shown below.

- Windows

```
C:\ibpmm\fjsvpgs91\bin\reindexdb -d bpma -p 40325 -U bpmaggs
```

- Linux

```
su - bpmaggs -c
```

```
"LD_LIBRARY_PATH=/opt/FJSVibpma/fjsvpgs91/lib:$LD_LIBRARY_PATH /opt/FJSVibpma/fjsvpgs91/bin/reindexdb -d bpma -p 40325"
```



Specify buidin database port number specified during Analytics install as the value of p option. Default port number is 40325.

Execute this reindex command during the term except for using dashboard and studio.